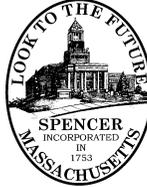


TOWN OF SPENCER, MASSACHUSETTS
OFFICE OF THE
WATER DEPARTMENT

DAVID R. O'COIN
NORMAN C. LETENDRE, JR.
ROBERT O. FRITZE, JR.

3 OLD MEADOW ROAD
SPENCER, MA. 01562



SUPERINTENDENT
STEVEN J. TYLER, P.E.

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Minutes of Meeting held September 17, 2012

Meeting of the Board of Water Commissioners held at the Water Department, 3 Old Meadow Road, Spencer, MA. All maps, diagrams, letters and notices are on file at the Utilities and Facilities Office.

Members present: David R. O'Coin
Norman C. Letendre, Jr.
Robert O. Fritze, Jr.

Staff present: Steven Tyler, Superintendent
Gregory Karpowicz, Chief Water Operator
Susan Lacaire, Clerk
Debra Graves, Clerk

Meeting was called to order at 5:00 P.M.

Invoices were reviewed and signed. During the review and signing of Purchase Orders and invoices a discussion was held regarding PO #8715 for Mass Broken Stone's asphalt resurfacing and sidewalk reconstruction for Pleasant St. and Lincoln Street FY 12 (Ch.90 and Two Zone). The total value of the PO is \$644,773.10 and the maximum value of the Water Department's share is \$405,600.00 based upon the credit change order #13 under the Two Zone project (DWSRF-3192). The credits under CO#13 included final paving for the Pleasant, Lincoln, Main and Elm Street segments disturbed by the Two Zone Project. Given that we are still awaiting National Grid to complete gas work on Elm Street and the Highway Department is paying for the ongoing design of Main Street, the Utilities and Facilities Superintendent suggested/recommended that the Commissioners agree to put the entire \$405,600.00 toward payment on the Lincoln and Pleasant Street project and the Highway Department agrees to take care of future final design and paving costs for Elm Street and Main Street. This will help the Water Department by closing out the Two Zone Project sooner and not having to worry about future increases in cost due to inflation. The Highway Department also agrees to this. All three Commissioners agreed and the Superintendent of Utilities and Facilities agreed to this entire arrangement.

The minutes of September 5, 2012 were approved. Motion Letendre/O'Coin passed 3/0.

Residents Questions: Resident of 47 Main Street asked the Commissioners for an extension to pay late Water/Sewer Bill. She is having financial hardship and will be getting funds together to pay the amount due for Water/Sewer. The Commissioners voted 3/0 to give her until October 3, 2012 to pay the amount needed to avoid termination. Resident of 41 Pleasant Street requested through clerk that she be granted extra time to pay the small balance needed to avoid termination. The Commissioners voted 3/0 to give her until October 10, 2012 to pay the amount needed to avoid termination. If payment is not received, her water will be shut off. Resident of 34 Grove Street requested more time to pay. The Commissioners voted 3/0 to not give more time to pay. Resident has been given extensions in the past and has made no attempt to pay bill. If payment is not received by September 19, 2012, water is to be shut off for nonpayment.

Terminations: The Commissioners will draft a new Water Department Termination Policy. The following is the beginning **draft**:

WATER DEPARTMENT TERMINATION POLICY

DRAFT 9-17-12

1. Water Customers will be subject to termination when balance is 30 days past due.
2. Water Customers will be notified **15** days in advance of termination.
3. Termination Notice of multifamily dwellings will be served to the owners by the Constable.
4. Notice of termination will be placed on all entry doors of multifamily dwellings.
5. Pictures will be taken of termination notice on entry doors.
6. All Termination Notice payments must be made in cash, money order, or by certified bank check. Personal checks will not be accepted.
7. Master Card and Discover will be accepted for termination payments.
8. Payment agreements requisite to avoiding a termination **will only be considered by the Board of Water Commissioners in cases of documented hardship and through providing said documentation with a written request to appear at the next public Water Commissioners' meeting.**
9. The payment agreement shall be followed by the customer. Failure to do so will result in termination of water service the day after the agreement due date.
Failure to fulfill an agreement shall be just cause for the Commissioners refusal to consider any future agreements with the same customer.
10. The words "Contact Collectors office to set up payment agreement" will be placed on the termination notice. **Delete #10**
11. All costs of the termination (i.e. Constable Fees, registered letters, etc.) shall be the responsibility of the Water customer.
12. If service is terminated a 60.00 **off/on** fee will be charged to the Water customer.
13. Customers will not be allowed to make an agreement if past agreements have not been followed. **Delete #13**
14. Customers will be allowed to make agreements after the water service has been terminated. Conditions of the agreements are as above. **Delete #14**

15. Water Department personnel that are called in after 3:30PM to turn water on will be paid overtime for 4 hours. This cost will be added to the Water customer's account.

This draft will be reviewed at the next meeting.

Motion made to have Ms. Graves and Superintendent Tyler look into the Munis billing procedure. Passed 3/0

Motion to adjourn at 5:45 passed 3/0.