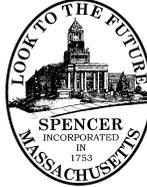


**TOWN OF SPENCER, MASSACHUSETTS**  
**OFFICE OF THE**  
**WATER DEPARTMENT**

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 5, 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  
Adam Gaudette, Town Administrator  
Mary Barrell, Treasurer/Collector  
Susan Lacaire, Clerk  
Debra Graves, Clerk

Others present: Jeffery & Jeffery, Deputy Tax Collectors

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

Invoices were reviewed and signed.

The minutes of August 1, 2012 were approved. Motion Letendre/O'Coin passed 3/0.

**Terminations:** The Town Administrator, Adam Gaudette and the Town Collector, Mary Barrell spoke with the Commissioners regarding terminations. Mr. Gaudette is concerned that the current termination policy will not bring in the Water/Sewer fees quick enough and the Water Department could be facing a deficit. Ms. Barrell does not want the Collector to make agreements. She cited personnel issues. There are only two people in the office and they cannot handle the work load plus make agreements. They both want the Commissioners to cease agreements and to turn the collection of delinquent Water/Sewer bills over to Jeffery & Jeffery. Jeffery & Jeffery are a Deputy Tax Collection agency located in Ware. They collect the delinquent excise tax for the Collectors office.

The billing procedure for Jefferey & Jeffery is:

- They receive the data from the Town and a delinquent notice is sent. This Notice is known as the Notice of warrant. A \$12.00 fee is added to each bill. This fee is dictated by the Massachusetts General laws. First notice is due within 30 days of mailing.
- The next notice is known as the Final notice which is hand delivered to the last known residential address. After all final notices have been hand delivered by our warrant service person we then mail a final notice to all delinquents. A \$17.00 fee is added to all bills put on final notice. Payment for final notice is requested within 14 days of date of mailing.

Fee's per bill:

First notice = \$12.00

Final Notice = \$17.00

Total Deputy Fee = \$29.00

- We only get paid when we collect the total outstanding balance collected.
- If the Town wishes to pursue further action after our warrant service process our fee is to be included and paid to us upon receipt of payment to the Town.

Motion made O'Coin/Letendre to schedule a Commissioners meeting for Monday, September 17, 2012 at 4:00PM to discuss terminations. Passed 3/0.

**E-Mail Billing:** Motion made O'Coin/Letendre to spend \$50.00 per month for E-Mail billing to Water/Sewer customers. Passed 3/0

**Resident Questions:** Resident of 18 Brown Street called about Utility Shutoff Protection. The clerk went on line to Massresources.org to investigate. The clerk called DPU 8-22-12 and was told they have no jurisdiction over municipality. City or Town makes the rules. Called resident 8-22-12 and left message the water will be terminated unless payment is received. Resident of 34 Grove St called and stopped by about termination. Doctor wrote letter advising resident needs water at all times due to his medical condition. Motion made and passed 3/0 to terminate if past due payment was not received. Clerk was instructed to send letter. Resident of 5 Water Street wrote a letter concerning her water service replacement. After considering her letter motion made and passed 3/0 the bill must be paid.

**National Grid Highland Street Pump Station:** The Water Department received a letter from National Grid informing them the sales tax erroneously charged to the Water Department will be refunded. The amount is \$765.27.

**Emergency Generator Cranberry Brook Well Update:** The generator is ready for the final inspection and final testing of the load. The testing will be done on September 6, 2012 at 8:00AM.

**Pleasant Street Update:** The final paving has been completed. Lower Pleasant will be paved in September.

**Two Zone Pressure System Update:** There is a communication problem between the radio and the computer. This issue is being worked on. There is an antenna problem. The antenna has been raised and weather sealing installed.

**Meadow Road Tree Removal:** The Highway Department and the Tree Warden took care of the tree removal. There was no cost to the Water Department.  
Motion made (O'Coin/Fritze) to adjourn at 7:10PM (Passed 3/0)