



Chelmsford Water District

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Minutes

Regular Meeting

Wednesday, December 14, 2016 4:00 p.m.

Present: Commissioners: John G. Harrington, Bill Martin
Superintendent: Robert Delaney
Financial Director: Lisa Valcich
Environmental Compliance Manager: Todd Melanson
Recording Secretary: Debra Belden

1. Meeting was opened at 4:00 p.m. with the Pledge of Allegiance

2. **Open Session**

There were no items offered in Open Session.

At Mr. Harrington's suggestion, those present reviewed the Action Items list. The list titled "Action Items – 14 December 2016" was reviewed, discussed and revised where necessary including both Short Term Pending and Long Term Pending items.

3. **Environmental Compliance Report-Todd Melanson**

A document titled "Environmental Compliance Manager's Report – Water Commissioner's Meeting – 12/14/2016" was distributed. The report and supporting documentation was reviewed, discussed and questions addressed. The report included the following items: Solar Update, District Issues, Town Issues, Water Conservation & Withdrawal and Outreach.

Under Town Issues, the issue of lead reportedly found in water samples taken at the Town schools was discussed. Specifically, the testing, reporting and analysis process was reviewed and discussed in detail. The Commissioners clarified that this issue is not a Chelmsford Water District ("CWD") issue but rather a School Department issue.

4. **Superintendent's Report – Robert Delaney**

Mr. Delaney distributed a document titled "Superintendent's Report – December 14, 2016". The report and supporting documentation was reviewed, discussed and questions addressed item by item. The report included the following items: Emergency Generators Turnpike and Meadowbrook #1 Pump Stations, Mill Road Well #2, Service and Water Main Breaks, Hydrants, Arrowhead to Sleigh Road Water Main Extension, Medora Corporation Solar Bee Turnpike Tank, 20 x 24 Garage CSWTP Frack Tank Equipment, Chelmsford Woods Littleton Road/Mass. DOT, Riverneck WTP and Crooked Spring WTP.

5. **Financial Director's Report - Lisa Valcich**

Financial Reports and Analysis

Ms. Valcich distributed and reviewed the monthly financial report and analysis including Assets, Liabilities, Equity Accounts, Revenue Figures, Expense Figures, November YTD Financials, Budget, Charges and Receipts. The report was discussed and any questions addressed.

Other Items

Ms. Valcich reported that the East Chelmsford Water District has underpaid their most recent quarterly invoice by \$26,000 without explanation. Email correspondence has been exchanged. The East Chelmsford Water District has indicated that they have concerns with regard to the readings in various areas and various billing quarters. Ms. Valcich has indicated to the East Chelmsford Water District that the meter readings are accurate and requested that the East Chelmsford Water District pay the outstanding amount due. Allowable Interest charges will be incurred.

Ms. Valcich also reported on the following items: Architect Update, MCC-Invoice Cloud Notification: Online Bill Pay, MCC-Invoice Cloud Notification: Physical Billing, Upgrading Website Platform from First Class to Drupal Content Management System – Virtual Towns and Schools, Phone System, Personnel Guide, 5-Year Capital Plan, Northern Bank – BNY Mellon Advisory Fees.

Ms. Valcich discussed and recommended conversion of the online bill payment system to Kelley and Ryan (City Hall Systems) as of January 1, 2017. She also recommended converting the physical billing to Kelley and Ryan to provide the service of printing, stuffing and mailing the CWD invoices. The configuration and appearance of the invoice format was discussed. The cost of printing the invoices would be the same as the current cost, \$.20 per invoice. However, if the CWD would like the invoices printed on blue paper, the cost would be \$.60 per invoice. After discussion, the Commissioners concurred with the recommendations made by Ms. Valcich.

Those present discussed replacement of the current telephone system. There have been some issues with the current system. A replacement part for the current system is not available. Mr. Valcich reviewed an analysis of three systems currently under consideration including type of system, length of contract, initial cost, leased versus owned equipment, installation, training, etc. Ms. Valcich recommended converting to the Applied Communications Services, Inc. Mr. Delaney agreed.

At this point in the meeting, the regular meeting was suspended for a scheduled public hearing.

6. Public Hearings

Floyd B. Lever – 107 Kristen Drive - Dispute Water Usage

At 5:20 p.m., the Chairman called the public hearing to order with regard to 107 Kristen Drive. The property owner, Floyd B. Lever was present at the meeting. A letter was sent by Mr. Lever addressed to the CWD with regard to water usage at his property. The letter has been reviewed by the Commissioners present. Mr. Lever submitted several invoices for various utilities that he indicated show that he conserves usage. He said that he believes that he has been charged in error for usage of 45,000 gallons of water on a recent invoice. Prior to the billing, Mr. Lever received a telephone call from the CWD indicating that his water usage was very high. Mr. Lever requested that the CWD send a representative to investigate. The CWD sent a representative and at that time an exterior or interior leak could not be found. He does not have a swimming pool. Mr. Lever insisted that if excessive water was being used at his property, i.e., a faulty toilet, etc., he would be aware of it. He indicated that after excavation of the street his neighbor had an issue with dirt in their water meter causing a problem and the meter was replaced. Mr. Lever suggested that this type of issue could have caused a problem with his water meter. Mr. Delaney indicated that there was excavation work in the roadway on March 19, 2015. The water meter of Mr. Lever's neighbor was replaced on August 18, 2015 due to an issue with the meter rather than sediment. Mr. Delaney submitted a document showing the increased water usage occurring from August 7, 2016 through August 9, 2016. Throughout the discussion, Mr. Lever continued to state that the water usage did not take place. Mr. Lever suggested that his water meter readings are inaccurate. Mr. Delaney showed a graph of usage recorded. The only abnormal readings occurred during the period August 7, 2016 through August 9, 2016 and other daily readings have been average. A faulty toilet was suggested. Mr. Lever indicated that he has low water

pressure. Mr. Lever said that he will also be charged an increased sewer charge based on the excessive water charges. Mr. Lever continued to insist that the water meter reading is inaccurate. Mr. Martin asked Mr. Lever if he had any other new additional information to present. Lastly, Mr. Lever added that he conserves usage for all of his utilities.

After a lengthy discussion, the Commissioners indicated to Mr. Lever that they will take his issue under advisement. Mr. Martin requested that, in the future, Mr. Lever use good manners when addressing the CWD staff.

The public hearing ended at 5:46 p.m.

Financial Director's Report - Lisa Valcich (Continued)

Following the conclusion of the public hearing, Mr. Valcich continued with the Financial Director's Report. Those present continued to discuss the proposed replacement of the current telephone system. After further discussion of the details of the function of the Applied Communications system, the Commissioners concurred with the recommendations to convert to the Applied Communications (Avaya) telephone system as discussed at a cost of approximately \$7,000.

7. Treasurer's Report - John Harrington

Mr. Harrington distributed statement for the month of November 2016 from Enterprise Bank and Northern Bank and Trust. Those present reviewed and discussed the statements. After review and discussion, Mr. Martin made a motion to accept the Treasurer's Report as presented. Mr. Harrington seconded the motion. The Commissioners voted unanimously to approve the motion.

8. Ronald Wetmore

RFP for Cell Tower

Mr. Wetmore was not able to attend the meeting. Further discussion with regard to the Cell Tower RFP will be deferred until a time when Mr. Wetmore can provide an update.

9. Bill Martin

Mr. Martin asked for a clarification with regard to payments for the Smith Street water treatment plant and the budget. Those present discussed and clarified.

10. John Harrington

Mr. Harrington had no new information to report.

Mr. Harrington suggested that the Commissioners discuss action with regard to Mr. Lever's issue. After discussion, the Commissioners agreed that Ms. Valcich will send a letter to Mr. Lever indicating that, as with other CWD customers with similar issues, the CWD will reduce the rate per gallon charge to the lowest level and allow Mr. Lever to pay for the amount due interest free over a one-year period.

11. Old Business/Action Items

Action Items dated 14 December 2016 were reviewed, discussed and revised during Open Session earlier in the meeting.

12. **New Business**

There was no New Business discussed.

13. **Previous Minutes**

Mr. Harrington made a motion to accept and approve the minutes of the November 9, 2016 Regular CWD Meeting, as drafted. Mr. Martin seconded the motion. The Commissioners voted unanimously to approve the motion.

14. **Upcoming Meetings**

Work Session: TBD

Regular Meeting: Wednesday, January 11, 2016 at 4:00 p.m.

15. **Meeting Adjournment**

The meeting was adjourned at 6:15 p.m. on a motion by Mr. Harrington. The motion was seconded by Mr. Martin. The Commissioners voted unanimously to approve the motion.

Respectfully submitted,

Debra Belden
Recording Secretary