



TOWN OF MEDWAY
WATER & SEWER COMMISSION
MEDWAY, MASSACHUSETTS

Commissioners

Robert Wilson, Chair
Cranston Rogers, Member
Leo O'Rourke, Member

Meeting Minutes

APPROVED 05/16/16

March 7, 2016
Sanford Hall
155 Village Street

Present: Robert Wilson, Leo O'Rourke, Chan Rogers, DPS Director Thomas Holder and Program Administrator Judi LaPan.

A motion was made by Robert Wilson to open the Water/Sewer Commissioners meeting at 5:10 PM. Leo O'Rourke seconded, unanimous vote, 3-0.

Chan Rogers made a motion to approve the January 11, 2016 minutes. Leo O'Rourke seconded, unanimous vote, 3-0.

Abatement Request – 74 Main Street- Medway Café

The initial abatement request was heard at the December 2015 meeting.

The abatement request required more information or supporting documentation. The area in grey is the initial history for the abatement request that the Commission heard in December. Anything not in highlighted grey is new information.

There were significant leaks in the restaurant between 2011 and 2013. In 2011 the Water Division employees helped Medway Cafe trace the leak to an ice machine line. There were leaks in lines to the bar, in a supply closet and there were also toilets running. The owners of the restaurant are requesting an abatement due to the financial hardship this high bill creates. This is a water and sewer account. It is very difficult to determine what the restaurants actual usage is versus what may be attributed to a leak. The restaurant has since undergone a water audit to pinpoint the issues and get them resolved. They have been making repairs and equipment improvements which are evidenced by the repair bills they included in the abatement request. There is more detail as to what has been fixed and repaired in the abatement request.

Tom Fair, the manager, provided invoices and spoke to the Commissioners about the fact that they have uncovered many leaks within the restaurant. He also informed the Commissioners about the leaks that have plagued the property on the outside of the building. The Commissioners stated that it is good information but has no bearing on their metered usage. Bob Wilson says he is willing to consider an abatement if we were able to pinpoint what went into the sewer versus what went into the ground. Leo O'Rourke thinks there should be some relief as they did not get to utilize the water. **This will be tabled for further discussion until the restaurant can provide more information on the leaks.**

Since the last meeting I, Judi LaPan, have been monitoring the account, via flexnet readings in order to update the Commissioners. Last month I noticed that the meter was moving 24/7, indicating a leak

or something in the café calling for water around the clock. I notified Tom Fair of the same. Two weeks later I again notified Tom Fair that it appeared they still had a problem. As of today, 03/07/16, the meter is rarely stopping. Other than an occasional hour stopping here and there, the meter has only stopped once, for 3 hours, in the past five days. Tom Fair, the General Manager again appeared before the Commission tonight. He has not been able to determine what portion of previous water leaks went into the sewer versus the ground. He has not been able to determine why they are using water constantly. Bob Wilson asked what equipment within the café calls for or uses water? It was determined that they have a steamer, ice machine, dishwashers in the kitchen and at the bar, toilets, faucets in the bathrooms, kitchen and bar and lastly there is a closet with a "slop sink" . The Commissioners feel that the Café may not be entitled to an abatement if the water is being used and they cannot determine whether the problem is a leak or if they simply use a lot of water being a restaurant. This has been tabled until the April meeting.

Abatement Request – 6 Stanley Road – Tamra Graves-

The initial abatement request was also heard at the December 2015 meeting.

The abatement request required more information or supporting documentation. The area in grey is the initial history for the abatement request that the Commission heard in December. Anything not in highlighted grey is new information.

This is a well account with Town sewer. The owner requested an abatement due to the financial hardship this high bill creates. This property experienced a fire in 2011. When the Town wanted to install the AMR meter in 2012 they were waiting for insurance money to restore the house so they could live in it again. The husband moved out and the when Ms. Graves moved back in the restored home she did not realize that she was paying a "Non-compliant"- Non-metered sewer charge each quarter for not allowing the AMR meter to be installed. As soon as she became aware last month she called to have the meter installed. She is looking for any type of relief the Commissioners feel appropriate and fair. In preparation of the meeting a consumption history was prepared to offer an indication of the usage as the new meter was installed 5 weeks ago. It shows that they appear to have a leak and were notified of same today. They intend to find and fix the leak tonight. In the meantime I have no history for their sewer usage. **The Commissioners will consider an abatement once a consumption history is available.**

It appears as if the leak was twofold. They have a sediment filter and the pressure valve in the sediment tank blew and was leaking. This actually caused a flood in the basement that they were unaware of for a while as they do not go down there often. This has been fixed, and they called to see if the leak had stopped. I told them there was still water running 24/7 and it turns out they had two toilets leaking. They have shut the toilet valve on both leaking toilets as they do not have the money to replace the toilets at this time. Between the two issues they have experienced a loss of 11,000 cf of well water. The majority of this loss is attributed to the toilet leak although some of the water did not go to the sewer system as it was due to the pressure valve/tank leak. The sewer charges for the past two bill cycles translate to \$979.13. There are now three months of history since the leaks were repaired. The average monthly usage since the toilet valve was turned off is 626 cf.

The abatement requests for Medway Café, 74 Main Street and 6 Stanley Road that were initially heard at the December 2015 meeting will again be tabled until the April meeting. There was not any new information and this was again tabled until the next meeting as both abatement requests require follow up to determine if they are eligible for an abatement. At this time the Café has been asked to provide more data to the commissioners and Judi will research whether or not the homeowner at 6 Stanley Road was formally notified in writing as to the non-compliance rate if they did not respond to the request to install an AMR meter. Judi will also provide a history showing how many bill cycles 6 Stanley Road has paid at the non-compliance/non-metered rate of \$375.00.

Action Items were discussed.

Directors Reports:

Tom Holder updates the Commissioners on the FY17 Water & Sewer rates. The rate forecast is aligned with anticipated revenues and expenditures. The sewer operational assessment from the Charles River Pollution Control District are lower because of a reduction in our flow strengths. The debt on the Charles River Pollution Control District plant improvements is increasing, thus increasing other costs. Tom would like the Commissioners' feedback on the projected rates structure. The Selectmen are scheduled to see this rate structure at a meeting in a few weeks. Bob Wilson asks that the spreadsheet with all of the tabs be forwarded to the Commissioners. Bob Wilson asks if the tier structure is consistent with past forecasts? Tom Holder states that the tier structure is set up the same as in the past. Bob Wilson asks to see the charts that were provided in the past. Tom Holder indicated that Sarah Pawluczzonek will provide this to the Commissioners.

Tom Holder updates the Commissioners on the status of the property at 6 Industrial Park Road. At this time the plans to proceed have been tabled as the asking price is too high. They are asking 3.1 million dollars. The property has been assessed at 2 million dollars.

Tom Holder updates the Commissioners on the status of the proposed Exelon project. Tom met with the Town of Millis regarding the water. Millis has the water to sell to Exelon. They are in the process of making the decision of whether or not it is in the Town's best interest to do this. If the decision is made that Millis will indeed sell the water to Exelon, at that time an inter-municipal agreement would be addressed as the water will be piped through Medway.

Tom Holder updates the Commissioners on the status of Leak Detection. The leak detection company, Prowler Water Conservation Systems, is currently working in town. They started at Lovering Street where we had been chasing a leak and they found a cracked 6" pipe that we have since repaired. The company will be working throughout town and they travel around on a segway. This allows them to cover more ground than walking.

Tom Holder updates the Commissioners on the status of Spring Water Main Flushing. The portion of zone 1 that was not completed last fall will be flushed, as will as all of zone 2. Flushing work will be done at night. Flushing at night will cause the least amount of disruption to the residents. Tom Holder informs the Commissioners that our unaccounted for water loss is currently at 14%, which is down from 38%. He also informs the Commissioners that our manganese levels are elevated again. We will continue to monitor these levels.

Tom Holder updates the Commissioners on the status of the Storm Water Management Act. He will be hosting a Storm Water Taskforce meeting in two weeks and invites the Commissioners to join him if they so desire. Tom Holder explains that the town has 272 outfalls that will need to be tested. This will be a collaboration of our in-house employees and an outside lab for testing. Bob Wilson asks if we know what the costs will be? Tom Holder feels that operating costs will be in the area of 500K annually. When asked why the costs would be so high Tom explains that the cost to locate the outfalls, testing costs and employee costs just to state a few areas that will need to be funded. The Storm Water Management Act is EPA mandated, however the EPA does not offer any funding.

Member Prerogatives:

There were none.

The next meeting is scheduled for April 11, 2016 at 5PM. The meeting will be held in the School Presentation Room

***Leo O'Rourke made a motion to adjourn at 6:45 PM. Robert Wilson seconded.
Unanimous vote, 3-0.***