



City of Keene
New Hampshire

**MUNICIPAL SERVICES,
FACILITIES AND INFRASTRUCTURE
COMMITTEE
AGENDA
Council Chambers B
July 27, 2016
6:00 PM**

Janis O. Manwaring
Randy L. Filiault
Robert J. O'Conner
Stephen L. Hooper
Gary P. Lamoureux

-
1. Periodic Update from the Juvenile Conference Committee
 2. Request for Abatement of Water Shutoff Fee - 25 American Avenue
 3. Gary Carpenter - Request for Water and Sewer Abatement
 4. Status of Dog Park

Non Public Session
Adjournment



City of Keene, N.H.
Transmittal Form

7/26/2016

TO: Municipal Services, Facilities and Infrastructure Committee

FROM: Steve Thornton, Finance Director

THROUGH: Medard Kopczynski, City Manager

ITEM: 2.

TITLE: Request for Abatement of Water Shutoff Fee - 25 American Avenue

RECOMMENDATION:

Move that Municipal Services, Facilities and Infrastructure Committee deny the abatement of the water shutoff fee in the amount of \$219.15 for the service at 25 American Avenue.

BACKGROUND:

A communication from Mr. and Mrs. Dionne of 25 American Avenue was referred to City Council for the June 16, 2016 Council Meeting. Mr. and Mrs. Dionne own two properties in Keene, and the shutoff notice was mailed to the second property, 22 Spruce Street. The Dionne's did not pick their mail up at 22 Spruce Street until about a week after the water shutoff at 25 American Avenue.

Section 98-515 (d) establishes the process for shutoff for nonpayment. In the case of 25 American Avenue a shutoff notice was mailed for 25 American Avenue to the 22 Spruce Street address two weeks before the shut off date of May 26, 2016.

Mr. and Mrs. Dionne have owned 22 Spruce Street Since 2001 and 25 American Avenue since 2007. Water/sewer bills and notices for 25 American Avenue and 22 Spruce Street have always been mailed to the 22 Spruce Street address. Mail was not returned by the post office and a change of mailing address was not requested. There was no way of knowing that 22 Spruce Street wasn't the mailing address the Dionne's preferred until they requested an address change on 6/7/2016, after the water shutoff.

The Dionne's advised Revenue Collection by phone that they still receive mail at that address, but only check it every few weeks or so and weren't aware of the shut off notice.

On May 24th (2 days before shut off) a phone message was left at the phone number on file for the Dionne's regarding the water/sewer bill for 25 American Avenue. After shut off, Revenue Collection received a call from Mr. Dionne. It was explained shut off had occurred because payment had not been submitted since August of 2015, and that a shutoff notice was issued, and a phone message left 2 days prior. He said he didn't receive the message because he only checks his voicemail every few days and he never saw the notice. He stated that he waits for the blue notice before he pays.

Mr. Dionne stated that he was going to call his wife and get back to Revenue Collection. When he called, he asked what it would cost to turn the water back on. He was informed that that the balance due was \$756.67 and

that if he chose to have his water turned on right away, it would be an additional \$219.15 for the overnight/on call service fee as it was after 3:00 pm, but that if he could wait until first thing in the morning (7:30 or so) the cost would only be \$90.00. He said he wanted the water turned on right away and chose to pay the \$219.15 fee.

Account Status as of July 19, 2016

The balance for 22 Spruce Street is \$609.76. This includes the May, 2016 bill for \$304.88 (due July 19, 2016) and the February bill for \$304.88 that was due on April 19, 2016. This account is due to bill again in August. If payment is not received, a shutoff notice will be issued in August. The last payment received on the account was \$749.28 on April 18, 2016. This paid the August 2015 bill in the amount of \$328.27 (due October 2015) and November 2015 bill in the amount of \$377.27 (due January 2016).

The balance for 25 American Avenue is \$183.46. This is for the June 2016 bill that is due in August, and the account is current. The last payment made on the account was on May 27, 2016, the day of shut off, in the amount of \$756.85. This payment was for the June 2015 bill in the amount of \$181.27 (due August 2015), September 2015 bill in the amount of \$191.07 (due November 2015), December 2015 bill in the amount of \$200.87 (due February 2016) and the March 2016 bill in the amount of \$183.46 (due May 2016).



City of Keene, N.H.
Transmittal Form

7/22/2016

TO: Municipal Services, Facilities and Infrastructure Committee

FROM: Patricia Little, City Clerk

ITEM: 3.

TITLE: Gary Carpenter - Request for Water and Sewer Abatement

COUNCIL ACTION:

In City Council July 21, 2016.

Referred to the Municipal Services, Facilities and Infrastructure Committee.

ATTACHMENTS:

Description

Carpenter Communication

BACKGROUND:

Mr. Carpenter is requesting either partial or full forgiveness of his water and sewer bill as well as having the water turned back on. The property is located at 169 Church Street.

Petitioner Contact Information:

Gary Carpenter
169 Church Street
563-5401

7/18/2016

RE: Gary Carpenter

Water & Sewer abatement
Warrior Addiction Support Home

169 Church Street

Keene, NH 03431

To the Board of Selectman,

I am requesting either partial or full forgiveness of my water and sewer bill or I'd like to have the water be turned back on with a smaller payment plan due to this unusual circumstance I find myself in. I have owned this home since 2007. It was about to be foreclosed on in 2014 and the water and sewer bill would have been taken care of by Indy Mac Bank but I was approved for a loan modification in February of 2015. This loan modification did not include my past water and sewer bill of over 5,200 dollars.

Reasons why I am requesting help:

- I am launching a sober living environment for veterans and veteran family members in recovery
- I have not had any incoming cash due to unusual circumstances such as the code enforcement office having to stop my project for 3 months due to FEMA, a two alarm blaze in May 2015 along with other adversities
- The heroin tsunami is upon us and through a non treatment approach and holistic environment it can only help to clean up Church Street but also help the community
- Back mortgage payments must be made or foreclosure is imminent with no tenants for 17 months

Thanking you in advance,

Gary Carpenter
Gary Carpenter

(603) 562-5401

www.WASH-nh.com