



Town of Winchester

Town Manager's Office
71 Mt. Vernon Street
Winchester, MA 01890
Phone: 781-721-7133
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townmanager@winchester.us

Board of Selectmen Meeting
Monday, August 8, 2016

BUSINESS

Docket Item G - 7: Water Bill Adjustment – 40 Wedgemere Avenue

Supporting Documents:

G - 7: Memo from Town Manager w/attached letter
from resident.

Action Required: VOTE to adjust water bill.



Town of Winchester

Richard C. Howard,
Town Manager

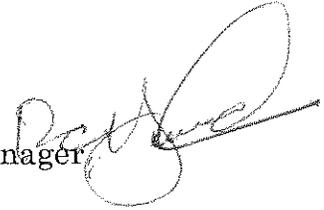
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G-7:
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Board of Selectmen
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MEMORANDUM

August 4, 2016

TO: Board of Selectmen

FROM: Richard C. Howard, Town Manager
Mark J. Twogood, Assistant Town Manager 

SUBJECT: Water Bill – Hegarty, 40 Wedgemere Avenue

Please find attached a letter from David and Lynne Hegarty, 40 Wedgemere Avenue regarding two water bills, one for the July 2015 quarter and one for the October 2015 quarter. Mr. and Mrs. Hegarty believe they had a leak in their irrigation system and have requested an adjustment in their bill. We considered the following two options:

Option #1. Adjust third tier units to second tier, lowering the amount of the two bills by \$1458.78 to a balance due of \$3054.78;

Option #2. Adjust each bill for average usage for each of the two periods and bill the balance of the units at the first and second tiers. This would adjust the bill by \$2317.26, leaving a balance due of \$2196.30.

Our recommendation to the Board is for Option #2 and abate \$2317.26.

/pcm

attachments

July 6, 2016

Mr. David Errico - Selectman
Town of Winchester
71 Mt. Vernon St.
Winchester, MA 01890

Re: Appeal for Abatement for Excess Water Charges

Dear Mr Errico:

Last summer and fall, my water bills increased over ten-fold and the issue we believe was a water leak in the sprinkler system. I have attached a schedule of our water bills for the last three and a half years which are billed quarterly.

As you can see, up until the bill for July 27, 2015, our quarterly bills ranged from \$63.08 to \$263.37 per quarter. The bill dated October 27, 2015 jumped to \$2,559.61. Unfortunately, the town's system of billing is about 60 days in arrears so we did not even know we had an issue until it was too late and the next bill came in at \$1,923.95. We questioned the lawn sprinkler company and they pointed at the lawn service as possibly breaking the system and of course the lawn service believes they did nothing wrong.

We contacted the Water Department and were advised that they have no authority to make any adjustments and advised that only the Board of Selectmen can make any adjustments to water bills. My wife and I respectfully ask of the Board to provide some relief to the exorbitant bills we received for these two periods.

We have terminated using the sprinkler company and have hired Grasshopper Irrigation out of Tewksbury. They checked out the system recently and all leaks have been repaired.

Thank you for your consideration.

Sincerely,

David and Lynne Hegarty
40 Wedgemere Avenue
Winchester, MA 01890