



Town of Winchester

Town Manager's Office
71 Mt. Vernon Street
Winchester, MA 01890
Phone: 781-721-7133
Fax: 781-756-0505
townmanager@winchester.us

Board of Selectmen Meeting
Monday, August 29, 2016

BUSINESS

Docket Item **G - 7:** Water Bill – 56 Amberwood

Supporting Documents:

G - 7: Mr. Stephanopoulos will be present to plead his case to the Board.

Action Required:



Town of Winchester

Richard C. Howard,
Town Manager

Board of Selectmen
71 Mt. Vernon Street
Winchester, MA 01890
Phone: 781-721-7133
Fax: 781-756-0505
townmanager@winchester.us

MEMORANDUM

August 8, 2016

TO: LeeAnn McGahan, DPW Business Manager

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

SUBJECT: Water bill – Stephanopoulos, 56 Amberwood Drive

Enclosed for review is a letter and accompanying water invoice for the property at 56 Amberwood Drive. Will you please confirm that this claim and request for assistance is not reimbursable under the Stephanopoulos' home owners insurance.

Thank you.

RCH:pcm

attachments

To: LeeAnn McGahan
Winchester DPW business manager
15 Lake Street
Winchester, MA 01890

From: George and Eleni Stephanopoulos
56 Amberwood Drive
Winchester, MA 01890

RECEIVED
2016 JUL 30 AM 10:08
TOWN OF WINCHESTER
TOWN MANAGER
BOARD OF SELECTMEN

Subject: supplement to the previous request for abatement of the water bill

August 7, 2016

Dear Ms. LeeAnn,

This is a supplement to the previous letter that we sent you regarding the request for abatement of the water bill for our home on 56 Amberwood Drive.

Two days ago, we received a second water bill (# 10505513) in the amount of \$6,268.23 which we believe reflects the total amount of water that was spilled from the frozen pipe;

Let me give you more details on the timeline of events:

1. We believe that the pipe froze, and subsequently burst, during the subzero temperatures frost of February 14, 2016.
2. The flood in the basement was discovered and the water was turned off, by our insurance agent, on March 10, 2016. The damaged pipe was repaired on March 11, 2016 (attached is the receipt for the repair)
3. We returned from South America, on March 28, 2016.
4. The first water bill (#10498562) covers only two weeks of the period that the water was running from the broken pipe in the basement.
5. The latest water bill covers the time period from 3/3/2016 to 6/2/2016, which includes the last 8 days of the flood, before the water was turned off on the 11th of March.

With that in mind, please bear in mind the amount of \$6,268.23 when you consider our case of abatement of the water bill.

Many thanks

Sincerely


George Stephanopoulos

Eleni Stephanopoulos





J.J. Loftus

Quality Plumbing & Heating Since 1932

6 R Glenwood Avenue

Winchester, MA. 01890

(781) 729-7846 Fax (781) 721-0476

Master Plumber Lic. #9550

Invoice

Date	Invoice #
3/14/2016	50134

Bill To
George Stephanopoulos 56 Amberwood Drive Winchester, MA. 01890

Serviced	Tech	Description	Amount
3/11/2016	Mike	Cut out burst pipe in wall and replaced with new copper pipe & fitting. Water pipe was frozen.	196.00

Balance due on receipt. A service charge of 2% per month will be added on any balance over 30 days. Thank you for your prompt payment!
 jjloftusplumbingandheating.com
 jloftus98@aol.com

Total	\$196.00
Payments/Credits	\$0.00
Balance Due	\$196.00

TOWN of WINCHESTER
P.O. BOX 4200 • WINCHESTER, MA 01890
Water/Sewer Bill

Residential Rates-Effective 7/1/16

UNITS	WATER	SEWER	TOTAL
0 - 15	\$1.32/ccf	\$1.35/ccf	\$ 2.67/ccf
16 - 45	\$3.29/ccf	\$4.29/ccf	\$ 7.58/ccf
Over 45	\$5.26/ccf	\$6.66/ccf	\$11.92/ccf

Commercial Rates-Effective 7/1/16

UNITS	WATER	SEWER	TOTAL
0 - 75	\$5.32/ccf	\$6.94/ccf	\$12.26/ccf
Over 75	\$6.52/ccf	\$9.42/ccf	\$15.94/ccf

* One unit = 748 gallons of water or 1 ccf (one hundred cubic feet)

Please visit our website at www.winchester.us

PAY YOUR TOWN OF WINCHESTER BILLS ONLINE!

Have your bill and checkbook in hand GO TO: www.winchester.us CLICK ON: Online Payments
Complete each screen to process your payment!

REFERENCE COPY

BILL DATE: 07/26/2016
BILL NUMBER: 10505513

ACCOUNT NO: 026288
PROPERTY LOC: 56 AMBERWOOD DRIVE

UTILITY	PREVIOUS DATE	PREVIOUS READING	CURRENT DATE	CURRENT READING
WATER	03/03/2016	3676 A	06/02/2016	3852 A
SEWER	03/03/2016	3676	06/02/2016	3852 A

DATE DUE
09/01/2016

Make Check Payable to:
Town of Winchester

PLEASE PAY THIS AMOUNT	TOTAL DUE
6,268.23	

CONSUMED	TOTAL DUE
176	807.56
176	1,021.41
SERVICE CHARGE	5.00
BALANCE FORWARD	4,284.71
INTEREST	149.55
TOTAL AMOUNT DUE	6,268.23

STEPHANOPOULOS GEORGE
56 AMBERWOOD DRIVE
WINCHESTER MA 01890-2233



ALL BILLS UNPAID 30 DAYS AFTER BILLING DATE ARE SUBJECT TO A PENALTY OF 14%.
COMPLAINTS AND CLAIMS REGARDING THIS BILL MUST BE MADE WITHIN TEN DAYS FROM DATE OF BILL. QUESTIONS CONCERNING THIS INVOICE SHOULD BE DIRECTED TO DEPARTMENT OF PUBLIC WORKS AT (781) 721-7100.

REMIT COPY

BILL DATE: 07/26/2016
BILL NUMBER: 10505513

TOWN of WINCHESTER
P.O. BOX 4200 • WINCHESTER, MA 01890
Water/Sewer Bill

ACCOUNT NO: 026288
PROPERTY LOC: 56 AMBERWOOD DRIVE

UTILITY	PREVIOUS DATE	PREVIOUS READING	CURRENT DATE	CURRENT READING
WATER	03/03/2016	3676 A	06/02/2016	3852 A
SEWER	03/03/2016	3676	06/02/2016	3852 A

DATE DUE
09/01/2016

Make Check Payable to:
Town of Winchester

PLEASE PAY THIS AMOUNT	TOTAL DUE
6,268.23	

CONSUMED	TOTAL DUE
176	807.56
176	1,021.41
SERVICE CHARGE	5.00
BALANCE FORWARD	4,284.71
INTEREST	149.55
TOTAL AMOUNT DUE	6,268.23

STEPHANOPOULOS GEORGE
56 AMBERWOOD DRIVE
WINCHESTER MA 01890-2233



09846042017210505513100006268239



- History
- Detail
- Orig Bill
- Effective Date
- Lien/Sale
- Scan Bill
- Quick Entry
- Utility Acct
- Customer
- Name
- Parcel
- Prop ID
- Bill Dates
- Bill Audits
- Bill Events
- Reprint
- Garnish
- Preferences
- Diagnostics

Year/Type/Bill No.

2017 UB-U 10505513

Customer Account Information

105934

STEPHANOPOULOS GEORGE
 56 AMBERWOOD DRIVE
 WINCHESTER, MA 01890
 781-729-8472

Property Information

Parcel ID 26.288.0
 UB Acct # 026 288
 Prop Loc 56 AMBERWOOD DRIVE
 WINCHESTER

Special Conditions/Notes

Installment Information

Int Dt	Billed	Abt/Adj	Pmt/Crd	Interest	Unpaid bal
09/02/16	1,833.97		.00	.00	1,833.97
Fees/Pen	.00		.00	.00	.00
Totals	1,833.97		.00	.00	1,833.97

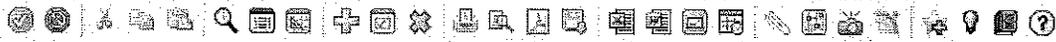
Notes/Alerts

ACTIVE, Lien? N

View prior unpaid bills

Due 08/08/2016	1,833.97
Per Diem	.00
Int Paid	.00
Total Paid	.00

*March-June
usage*



- History
- Detail
- Orig Bill
- Effective Date
- Lien/Sale
- Scan Bill
- Quick Entry
- Utility Acct
- Customer
- Name
- Parcel
- Prop ID
- Bill Dates
- Bill Audits
- Bill Events
- Reprint
- Garnish
- Preferences
- Diagnostics

Year/Type/Bill No.

2016 UB-U 10498562

Customer Account Information

105934

STEPANOPOULOS GEORGE
 56 AMBERWOOD DRIVE
 WINCHESTER, MA 01890
 781-729-8472

Special Conditions/Notes

Property Information

Parcel ID 26.288.0
 UB Acct # 026 288
 Prop Loc 56 AMBERWOOD DRIVE
 WINCHESTER

Installment Information

Int Dt	Billed	Abt/Adj	Pmt/Crd	Interest	Unpaid bal	
06/03/16	4,284.71		.00	.00	110.11	4,394.82
Fees/Pen	.00		.00	.00	.00	.00
Totals	4,284.71		.00	.00	110.11	4,394.82

Notes/Alerts

ACTIVE, Lien? N

View prior unpaid bills

Due 08/08/2016	4,394.82
Per Diem	1.64
Int Paid	.00
Total Paid	.00

Dec - Feb Usage