



Town of Winchester

Town Manager's Office
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Board of Selectmen Meeting
Monday, September 26, 2016

BUSINESS

Docket Item G - 2:

Water Bill – 32 Tremont Street

Supporting Documents:

G - 2:

Email from resident requesting relief;
Memo from Town Staff

Action Required:

G - 2:

VOTE to provide relief.



Town of Winchester
Department of Public Works
15 Lake Street Winchester, MA 01890

Phone 781-721-7100 Fax 781-721-7119

Docket Item:
G - 2:
September 26, 2016

To: Mark Twogood, Assistant Town Manager
From: LeeAnn Fleming McGahan, DPW Business Manager
Date: September 23, 2016
Subject: **Update on Water/Sewer Bills for 32 Tremont St.**
CC: Jay Gill, Jim Gibbons

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Original date of this memo was August 12, 2016.

Enclosed is correspondence from Kelly Ryan regarding her last two water bills for April and July of 2016. The April bill was for 297 units in the amount of \$3,145.17, and the most recent July bill was for 316 units in the amount of \$3,362.91. Average use in April is 14 units and 17 units in July.

Ms. Ryan called the Water Department on June 21, 2016 about the April bill for 297 units as she had never used that much water before. After sending Bud Wollinger out to the residence to check for any leaks, a leak was found in the outside spigot connected to a hose. At that point in time, a reading for the next bill had already been taken on June 2 for 316 units, so we informed Ms. Ryan that the leak had obviously carried over into the next quarter's billing cycle.

Per your request, the Water & Sewer Department has obtained meter readings on September 2 and September 22, 2016. During that time, only 3 units was used over 20 days, so it appears that consumption is back on track and no leaks exist at this time. Based on these readings, the approximate use for the next quarter would be 13.65 units.

Please note, however, the reading for the bill going out in November was taken the day before, on September 1, 2016 for 48 units from June 3, 2016 to September 1, 2016. Fortunately the leak was discovered and corrected on June 21, 2016 for less than 3 weeks of higher usage.

Ms. Ryan is a single parent and these two bills pose a significant financial hardship. She has asked for consideration in abating the two bills.

Although the Town policy does not provide an option that allows adjustment of accounts due to possible leaks on the owner's property, if you would like to review options for a one-time courtesy abatement, please see the options below (and attached spreadsheet for further details), and let me know if you have any questions.