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MAR 25 2022
TOWN OF TOWNSEND
TOWN CLERK

Board of Selectmen Meeting
SELECTMEN'S CHAMBERS, 272 MAIN STREET, TOWNSEND, MA
And VIA ZOOM for convenience

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TCAM Inc. is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://us02web.zoom.us/j/84459537780?pwd=Y3l3dkxLVkVlcXhrbExMdExveUQ4dz09>

Meeting ID: 844 5953 7780

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Find your local number: <https://us02web.zoom.us/j/84459537780?pwd=Y3l3dkxLVkVlcXhrbExMdExveUQ4dz09>

Preliminaries:

Board of Selectmen meeting called to order at 6:04 p.m. with Joe Shank, Chaz Sexton-Diranian and Veronica Kell present.

Pledge of Allegiance recited.

Announced that meeting is being recorded, live on channel 9 and will be posted on YouTube afterwards.

Additions and Deletions:

Item 3.2, Conservation Commission appointment, deleted from the agenda.

Minutes of 2/15/2022 moved to 3/15/2022 agenda. Minutes of 2/24/2022 added to this agenda.

Motion was made by Charles Sexton-Diranian and seconded by Joseph Shank to move Item 4.6 on masking at town buildings on the agenda facemasks to 1.7. Motion passed with all in favor.

Public Comment:

Minutes:

Kathy Spofford, Town Clerk, announced that the winner of the blanket and #1 Dog Tag in the Dog Tag Raffle is tag #291 Alice the Bassett Hound Hills.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve the minutes of 02/24/2022. Motion passed with all in favor.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve the minutes of 03/23/2021. Motion passed with Joe Shank and Veronica Kell in favor; Chaz Sexton-Diranian abstain.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve the minutes of 04/16/2021. Amendment: add link to meeting recording. Motion passed with Joe Shank and Veronica Kell in favor; Chaz Sexton-Diranian abstain.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve the minutes of 06/09/2021. Amendment: add link to meeting recording. Motion passed with all in favor.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve the minutes of 10/25/2021. Amendment: add link to meeting recording. Motion passed with all in favor.

Covid safety
procedures-
facemasks:

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve the minutes of 11/02/2021. Motion passed with all in favor.

(Moved from 4.6 on published agenda)

Ross Perry, interim Town Administrator, reported that the Board of Health voted last night (unanimous), 2/28/2022, to recommend the Board of Selectmen vote to remove the mask mandate in town buildings and follow the MA DPH mask advisory as the Covid-19 positivity percent is now down to 5% +/- from a high of 20% +.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank that based on the unanimous recommendation of the Townsend BOH during their meeting on 2/28/2022 that effective with this vote, the current face covering requirement in town buildings be removed and the town follow the current MA DPH advisory. This would advise but not mandate that all unvaccinated individuals and those at risk wear a covering indoors but not in their own homes. Motion passed with all in favor.

Appointments
and Hearings:

Mike Crowley, Land Use Coordinator, presented on MBTA Communities and the implications for Townsend, an MBTA adjacent community. The public comment period on the MBTA Communities draft legislation guidelines is open through March 30.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve and sign the District Local Technical Assistance (DLTA) grant application submission for the MBTA Communities. Motion passed with all in favor.

Mike Schrader of Tighe and Bond presented and answered questions on the water rate study and the increase in water rates voted on by the Board of Water Commissioners.

Appointments of
Personnel:
Open Space and
Recreation Plan
Committee

Mike Crowley, Land Use Coordinator, noted that Carol Hoffses is the Planning Board representative and Veronica Kell is an at-large member to the Open Space and Recreation Plan (OSRP) Committee for the update to the OSRP that is currently underway.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to appoint David Vigeant as the Board of Water Commissioners representative to the Open Space and Recreation Plan Committee through June 2023. Motion passed with all in favor.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to appoint James Gates as an at-large representative to the Open Space and Recreation Plan Committee through June 2023. Motion passed with all in favor.

WebMaster
appointment:

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to appoint Harrison Mayotte to the position of Web Master contingent on a CORI check and a pre-employment physical with a one-year probationary period. Motion passed with all in favor.

COA Substitute
Van Driver
appointment:

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to appoint Maureen T. Quintin as Substitute Van Driver for the Townsend Senior Center contingent on a CORI check and a pre-employment physical with a one-year probationary period. Motion passed with all in favor.

Board of Selectmen Meeting Minutes

03-01-2022, 6 p.m.

Firefighter/medic per diem appointments:

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to appoint Mitchell Mabardy as a per diem Firefighter/medic contingent on a CORI check and a pre-employment physical with a one-year probationary period.
Motion passed with all in favor.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to appoint Cameron Milewski as a per diem Firefighter/medic contingent on a CORI check and a pre-employment physical with a one-year probationary period.
Motion passed with all in favor.

Meeting Business: e-permitting

Discussion of pros and cons of the two e-permitting software products.

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve Permit Link as pay per permit system for the Building Department and authorize the Building Inspector and the interim Town Administrator to sign the contract for purchase. Motion passed with all in favor.

Discussion that since ARPA funds set aside are not needed for the software itself, kiosks including PCs and printers could be set up for permitting in both the Building and the Land Use Departments and funds could be used for that and the purchase of tablets for the Building Department for inspection purposes.

White Mtn IT contract - Water Department:

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve the updated White Mountain IT contract for the Water Department.

Motion passed with all in favor via roll call vote.

Contract was signed in session.

State Revolving Fund (SRF) /PFAS Funding (5.2.2)

Dave Vigeant, Water Superintendent, has submitted a Water article for the ATM Warrant, since communities that have been approved for SRF loans must have voted to authorize the PFAS funding by June 2022.

Todd discussed the timeline. We applied for SRF loan for PFAS funding in August 2021. What needs to happen next is the article on the warrant for the Town to approve the funding
Townsend is not a Housing Choice Community; would get reduced interest rate if we were.

ZBA Mandatory Referral for 32 Main St :

The referral was made to the Planning Board for the proposed Food Truck park at 32 Main St. Chaz Sexton-Diranian noted that this parking lot backs up to the new rail trail and he is concerned about activities in off-hours and the change in use of the property for abutters could cause there to be safety issues.

Joe Shank noted that this is at the top of a knoll and the increase in traffic that this would cause in the Dunkin Donuts, McDonald's, Harbor Mall, and NMRHS area is a concern, especially with 82 parking spaces in the plan.

Referral statement: The Board of Selectmen request that the Planning Board take into consideration existing traffic concerns in that area and safety concerns during off hours. Perhaps the Planning Board should consider a model vendor bylaw.

Board of Selectmen Meeting Minutes

03-01-2022, 6 p.m.

District Local Technical Assistance Grant (DLTA) - TAHT:	Veronica Kell read into the record the TAHT application for DLTA support. Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve a DLTA grant submission by the Townsend Affordable Housing Trust (TAHT) for use on properties for affordable housing analysis. Motion passed with all in favor.
One-day liquor license for VFW	Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve a one-day liquor license for VFW post 6538 for 3/17/2022, 4 pm to 10 pm, for the St Patrick's Day dinner. Motion passed with all in favor.
Townsend First Policy - 2nd Reading:	Second reading of the Townsend First policy was done by Chaz Sexton-Diranian. Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve the Townsend First Policy for all boards, commissions, authorities and committees. Motion passed with all in favor.
Covid safety protocols discussion:	Policy was signed by the board in session and will be posted on the website. Moved to 1.7 on agenda.
ARPA projects:	Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to approve up to \$11,000 from ARPA funds (Community Services Category) for a Commercial Refrigerator/Freezer for the COA to support the Senior Meals program. Motion passed with all in favor.
Budget, Capital, Warrant articles:	Ross Perry reported that joint financial meeting on Saturday was very successful. After calculating tax season. In red \$720K. Need to find either more revenue or cut expenses. Two unpopular items to balance budget are possibilities—either Prop 2 1/2 override or move funds from stabilization. Chaz Sexton-Diranian has written a letter to NMRSD from the BOS to ask the district to review their budget. Letter to school committee was edited and signed by the Selectmen. Warrant is closed. Potential warrant article: MGL Ch.40 s.57 has never been accepted - To get a permit, property taxes must be paid up. Creating a bylaw will follow. Town has \$1.4 million in unpaid property taxes. Ross Perry reviewed other articles that have come in. Draft warrant will be available for review on 3/15.
Town Administrator Update and Report- Union negotiations:	Meeting of Capital Planning Committee is at 4 pm on Wednesday, 3/2, to consider all Capital requests and the funding sources. Most free cash. \$745K is being requested for a fire truck which can be borrowed for. Union Contracts - 4 of 5 expire this June. For 3 of 4 contracts, the wage increase is in place at 1% matrix increase and 2% step. Suggesting 1 year MOU and next year negotiate.



Board of Selectmen Meeting Minutes

03-01-2022, 6 p.m.

Goal to get all contracts extended for 1 year, and to get contract MOUs consolidated into contracts over next year.

Communication Center: Zoom call with MA 911 center. Good progress in getting us rolled over from Nashoba to Patriot.
Soft rollout in May/June with switchover July 1.

Gazebo: Differences in opinion on what should be done. Senator Cronin's office has obtained \$50K for the project. Town needs to decide whether renovate or restore or repaired. Committee needed.
Liaison Reports-General Government: Who has jurisdiction over the gazebo?

Veronica Kell noted that she will send the update to the CEDS to MRPC (voted last meeting); the Energy Committee is meeting Wednesday night, 3/2. Vinny is helping the committee determine where the Green Communities grant stands; posting was done for the opening for a Senior Meals Associate to support the additional meals at the Senior Center.

Elected Boards: Chaz Sexton-Diranian reported that the Planning Board is looking for 3 members; the Recreation Department requested space at SES and HBMS schools for the summer program and have been told that they cannot use the schools. The NMRSD agreement needs to be re-visited to include the use of the schools by the town for Rec Dept, Scout meetings, etc.

Public Safety: Joe Shank attended a meeting of the Fire/EMS Department. There is concern that the Fire Chief position will become a part-time position permanently.

Update on Town Administrator Search: There are 16 candidates that the TA Search Committee will be reviewing, narrowing down the field, and interviewing prior to bringing candidates forward to the Selectmen. none

Announcements: None

Sign warrants Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to sign payroll and bills payable warrant out of session.
Motion passed with all in favor.

Next Meeting March 15, 2022, at 6 p.m.

Executive Session none

Adjournment Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to adjourn at 9:47 p.m.
Motion passed with all in favor.

Recording of meeting found at:
<https://www.youtube.com/watch?v=COJ8IF1BAT0>



OFFICE OF THE BOARD OF SELECTMEN

Veronica Kell, *Chairman*
Joseph Shank, *Vice Chairman*
Chaz Sexton-Diranian, *Clerk*

SELECTMEN'S MEETING AGENDA FOR MARCH 1, 2022 AT 6:00 P.M.

SELECTMEN'S CHAMBERS, 272 MAIN STREET, TOWNSEND, MA.

And Via ZOOM for convenience

TCAM Inc. is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://us02web.zoom.us/j/84459537780?pwd=Y3I3dkxLVkVlcXhrbExMdExveUQ4dz09>

Meeting ID: 844 5953 7780

Passcode: 542625

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+13126266799,,84459537780#,,,,*542625# US (Chicago)

Dial by your location

+1 301 715 8592 US (Washington DC)

+1 312 626 6799 US (Chicago)

Find your local number: <https://us02web.zoom.us/u/kcwLrMuNdv>

I. PRELIMINARIES - VOTES MAY BE TAKEN:

1.1 Call the meeting to order and roll call.

1.2 Pledge of Allegiance

1.3 Announce the meeting is being tape recorded.

1.4 Chairman's Additions or Deletions.

1.5 Public Comment Period.

1.6 Review/Approve the meeting minutes for 2/15/2022, 3/23/2021, 4/16/2021, 6/09/2021, 10/25/2021, 11/02/2021.

II. APPOINTMENTS AND HEARINGS - VOTES MAY BE TAKEN:

2.1 MBTA Communities presentation by Mike Crowley, Land Use Coordinator

2.1.1 Approve/Vote on DLTA grant application submissions for MBTA Communities support

2.2 Meeting with Tighe and Bond to discuss water rate increase

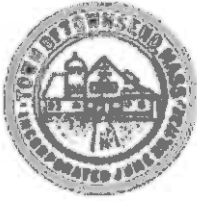
III. APPOINTMENTS OF OFFICIALS/PERSONNEL - VOTES MAY BE TAKEN:

3.1 Appoint members to Open Space and Recreation Plan Committee

3.2 Appoint a member to the Conservation Commission for a term beginning today to June 30, 2024.

3.3 Appoint a Web Master contingent on a CORI check and a pre-employment physical with a one-year probationary period.

3.5 Appoint Maureen T, Quintin as COA Substitute Van Driver contingent upon a CORI check and a pre-employment physical with a one-year probationary period.



OFFICE OF THE BOARD OF SELECTMEN

Veronica Kell, *Chairman*
Joseph Shank, *Vice Chairman*
Chaz Sexton-Diranian, *Clerk*

3.7 Appoint Mitchell Mabardy as a per diem Firefighter/medic contingent upon a CORI check and a pre-employment physical with a one-year probationary period.

3.8 Appoint Cameron Milewski as a per diem Firefighter/medic contingent upon a CORI check and a pre-employment physical with a one-year probationary period.

IV. MEETING BUSINESS - VOTES MAY BE TAKEN:

- 4.0 Discuss/Vote Building Commissioner's recommendation for e-Permitting solution
- 4.1 Review/Vote to approve updated White Mountain IT contract for Water Department
- 4.2 Discuss/Vote Mandatory referral for comment from ZBA for 32 Main Street
- 4.3 Approve/Vote on DLTA grant application submission for Townsend Affordable Housing Trust (TAHT) use of properties for affordable housing analysis
- 4.4 Vote One Day liquor license for VFW 3/17/2022
- 4.5 Second reading of Townsend First Policy
- 4.6 Discuss/vote Covid safety procedures such as face masks

V. WORK SESSION - VOTES MAY BE TAKEN:

- 5.0 ARPA Projects - COA Industrial Refrig/Freezer Request
- 5.1 Review FY23 Budget, Capital requests and warrant articles.
 - 5.1.1 Town Administrator Updates and Reports.
 - 5.2 Reports from Board liaisons.
 - 5.2.1 General Government
 - Energy Committee
 - COA Meal Services Associate
 - 5.2.2 Elected Boards
 - Water - State Revolving Fund/PFAS Funding
 - 5.2.3 Public Safety
 - 5.2.4 TA Search Committee Report
 - 5.3 Announcements, Communications, etc.
 - 5.4 Next meeting
 - 5.5 Review and sign payroll and bills payable warrants.

VI: EXECUTIVE SESSION - VOTES MAY BE TAKEN:

VII. ADJOURNMENT:

1-6

SELECTMEN'S MEETING Thursday, February 24, 2022, AT 8:00 P.M
Joint meeting with Townsend Conservation Commission
SELECTMEN'S CHAMBERS, TOWN HALL

Preliminaries:

Meeting was called to order at 8:00 pm with Joe Shank, Chaz Sexton-Diranian, and Veronica Kell present.

Notary Public Laura Shifrin was present to notarize signatures on the document.

**Vote on signing
the Conservation
Restriction (CR)
at Campbell
Farm on North
End Rd (187
North End Rd)**

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to sign the Campbell Farm Conservation Restriction for the municipality.
Vote: Passed unanimously with all in favor.

Adjourn

Motion was made by Chaz Sexton-Diranian and seconded by Joe Shank to adjourn at 8:14 pm.
Vote was unanimous - all in favor.

Board of Selectmen Meeting Minutes
02-24-2022, 8 p.m.

<p>MEMORANDUM FOR THE BOARD OF SELECTMEN SUBJECT: [Illegible]</p>	
<p>[Illegible text]</p>	
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James M. Kreidler, Jr.
Town Administrator

OFFICE OF THE BOARD OF SELECTMEN

Veronica Kell, *Chairman*
Wayne Miller, *Vice Chairman*
Joseph Shank, *Clerk*

SELECTMEN'S MEETING MINUTES FOR MARCH 23, 2021, AT 6:00 P.M.

I. PRELIMINARIES - VOTES MAY BE TAKEN:

1.1 Call the meeting to order and roll call.

VK called the meeting to order at 6:15 P.M. Roll call vote showed 3 members present:
Chairman, Veronica Kell (VK),
Vice-Chairman, Wayne Miller (WM)
Clerk, Joe Shank (JS)

1.2 Pledge of Allegiance

1.3 VK announced the meeting is being tape recorded.

1.4 Chairman's Additions or Deletions. (none)

1.5 Public Comment Period:

Ms. Lewand: commented TCAM could change the bylaws if approval is received from the Board of Selectmen.

WORK SESSION - VOTES MAY BE TAKEN:

FY22 Budget Review and Discussion:

Lynn Pinkerton, Andrea Wood, and Steve Sheldon, Finance Committee members were present.

The Board reviewed the draft budget with proposed updates (see attached)

Position Description and Classification Review:

The Board reviewed the report as submitted by the Collins Institute (see attached)

JS: I make a motion to accept the reclassification of the Parks & Cemetery Commission reclassification. WM seconded. Unanimous vote.

The Board reviewed the Water Tech and Account Manager job descriptions.

JS: I make a motion that we accept the recommendation of the Water Commissioners job description and reclassification to group D. WM seconded. Unanimous vote.

JS: I make a motion that we accept the Water Commissioners reclassification of the Water Manager/Technician to E. WM seconded. Unanimous vote.

JS: I make a motion that we accept the public Library Young Adult Librarian. WM Seconded. Unanimous vote.

JS: I make a motion that we accept the Library Trustee's job description change to a grade C. WM seconded. Unanimous vote.

JS: I make a motion that we accept the Library Senior Technician that has been put forward by the Library Trustees. WM Seconded. Unanimous vote.

JS: I make a motion that we accept the proposal for the Library Senior Technician Children as proposed by the Library Trustees. WM Seconded. Unanimous vote.

Job description to be developed for website admin and grant writer with salary to be determined.

The Board reviewed the Land Use Coordinator job description noting the Planning/Zoning Administrator is picking up many of the duties.

Karen Hill, Conservation Commission voiced concerned with the need to get staff an cutting the budget for Conservation.

Capital Plan Funding Sources:

The Board reviewed the Capital Plan as submitted (see attached). The Capital Planning Committee did vote to submit the plan; however, the Fire Department has submitted a new request. The Committee may be reviewing for consideration and funding for the Board to consider.

The Town Meeting warrant to be posted on April 16, 2021.

ADJOURNMENT

JS moved to adjourn the meeting. WM seconded. VK: for discussion, the next meeting is scheduled for March 30th. Unanimous vote.

Respectfully submitted by,

Carolyn Smart
Executive Assistant

For a detailed discussion please click here: <https://youtu.be/zjwaa3BYVow>



James M. Kreidler, Jr.
Town Administrator

OFFICE OF THE BOARD OF SELECTMEN

Veronica Kell, *Chairman*
Wayne Miller, *Vice-Chairman*
Joseph Shank, *Clerk*

TOWNSEND BOARD OF SELECTMAN MEETING MINUTES FOR FRIDAY, APRIL 16, 2021 AT 10:30 AM

Governor Baker declared a State of Emergency to respond to COVID-19 on March 10, 2020 and ordered a suspension of certain provisions of the Open Meeting Law M.G.L. c. 30A, s 20.

The Board of Selectmen closed the town offices, including boards and committee meetings consistent with the Governor's order, to public access to promote social distancing and reduce the spread of COVID-19.

Join Zoom Meeting

<https://us02web.zoom.us/j/87485000521?pwd=NlMzYmhYbmU5WXNSUDk0RGg1TldRdz09>

Meeting ID: 874 8500 0521

Passcode: 357250

I. PRELIMINARIES - VOTES MAY BE TAKEN:

1.1 VK called the meeting to order for Friday, April 16, 2021.

Roll call: Chairman, Veronica (VK) Clerk, Vice-Chairman Wayne Miller (WM)
Clerk, Joseph Shank (JS)

1.2 Pledge of Allegiance

1.3 Announce the meeting is being audio and video recorded.

1.4 Chairman's Additions or Deletions.

VK: add 4.8 for a reserve fund transfer for the Fire Department.

~~1.5 Public Comment Period.~~

1.6 Review/Approve Meeting Minutes of 12/15/2020 (tabled)

~~II. APPOINTMENTS AND HEARINGS - VOTES MAY BE TAKEN:~~

~~III. APPOINTMENTS OF OFFICIALS/PERSONNEL - VOTES MAY BE TAKEN:~~

EXECUTIVE SESSION - VOTES MAY BE TAKEN:

JS: I make a motion that we go into executive session pursuant to GL c. 30A, s. 21(a)(3) To discuss strategy with respect to collective bargaining or litigation if an open meeting may have a detrimental effect on the bargaining or litigating position of the public body and the chair so

declares re: All Union executive session pursuant to GL c. 30A, s. 21(a)(2) To conduct strategy sessions in preparation for negotiations with nonunion personnel or to conduct collective bargaining sessions or contract negotiations with nonunion personnel Town Administrator and Police Chief and will be returning to open session after the executive session. WM seconded. WM (YES) JS (YES) VK (YES)

JS: I make a motion that we ratify all three AFSCME contacts. WM seconded. Unanimous vote.

JS: I make a motion that we approve a step in the Collins Center plan for the Police Chief at \$68.64 per hour. WM seconded. Unanimous vote.

MEETING BUSINESS - VOTES MAY BE TAKEN:

4.1 Discuss/Vote FY22 Budget with raises for the union (s) and Police Chief.

- All Union Contracts were ratified, and the Police Chief wages voted after executive session concluded (see above vote).

a. discuss format of budget in ATM Warrant

The Board reviewed the format of the budget (see attached). Discussion regarding how the presentation of the budget and town meeting warrant should be made at town meeting ensued. The Board agreed to the format as present and attached.

4.2 Discuss/Vote FY22 Capital Plan (see attached).

a. Term of payments for Loader

The Board reviewed the terms of payment as outlined in the Capital Plan (see attached).

4.3 Discuss/Vote STM and ATM Warrant

Mr. Kreidler read each article and explained the funding source for all the Capital items.

a. TCAM article

b. Scenic Roads Bylaw article

c. Charter article

d. Rental Space for Recreation

e. any others edited since 4/13 BOS meeting

4.4 Discuss/Vote extension for Fuel Assistance grant through CDBG (expires 4/30/2021)

JS: I make a motion that we extend the fuel assistance grant through CDBG until April 30, 2021. WM seconded. Unanimous vote.

4.5 Annual Report (anything further to discuss?)

- submitted to printer

- will be available for town meeting

4.6 Discuss/Vote hire of an Accountant temp

Mr. Kreidler is contacting and screening accounting firms for a recommendation to bring back to the Board.

4.7 Decision on location of 5/4 Annual Town Meeting.

- The Board agreed to use the Library/Senior Center Library. Decision to be finalized on April 22, 2021.

4.8 Municipal Relief Transfer, RE: Fire Department
VK tabled until April 22, 2021 agenda.

JS: I make a motion to adjourn the meeting. WM seconded. Unanimous vote.

Respectfully submitted by,

Carolyn Smart
Executive Assistant

Meeting Minutes for April 16, 2021 released on _____, 2021.



OFFICE OF THE BOARD OF SELECTMEN

Veronica Kell, *Chairman*
Joseph Shank, *Vice Chairman*
Chaz Sexton-Diranian, *Clerk*

SELECTMEN'S MEETING MINUTES FOR WORK SESSION, June 9, 2021, AT 12:00 P.M.

TCAM Inc. is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://us02web.zoom.us/j/85366725560?pwd=dWdhMmxyNkx1ZWJFYXFOOHkrTzljZz09>

Meeting ID: 853 6672 5560

Passcode: 835987

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+1 346 248 7799 US (Houston)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

Meeting ID: 853 6672 5560

Passcode: 835987

I. PRELIMINARIES - VOTES MAY BE TAKEN:

1.1 Call the meeting to order and roll call.

Meeting called to order at 12:06 pm with Joe Shank (JS), Chaz Sexton-Diranian (CSD) and Veronica Kell (VK) present

1.2 Announce the meeting is being tape recorded.

Announced.

1.3 Chairman's Additions or Deletions.

Add 5.1.4 Conservation Commission as a topic of discussion (VK)

Add 5.1.5 Procurement for the Shared Streets and Spaces grant (VK)

Add 5.1.6 Union contracts for Firefighters (JS)

II. APPOINTMENTS AND HEARINGS - VOTES MAY BE TAKEN:

III. APPOINTMENTS OF OFFICIALS/PERSONNEL - VOTES MAY BE TAKEN:

IV. MEETING BUSINESS - VOTES MAY BE TAKEN:

V. WORK SESSION - VOTES MAY BE TAKEN:

5.1 Town Administration Updates and Reports.

5.1.1 BOS Minutes - Review status of all 2021 and executive sessions. Discussion of previous year's minutes for what needs reviewed and released.

All BOS minutes from 01/05/2021 to 06/04/2021 reviewed as to status, concentrating on the time during which this board was seated. See attached document.



OFFICE OF THE BOARD OF SELECTMEN

Veronica Kell, *Chairman*
Joseph Shank, *Vice Chairman*
Chaz Sexton-Diranian, *Clerk*

Decision made that once minutes were in the minutes folder in sharepoint and approved at a BOS meeting they would be moved to the approved folder as a pdf, then placed by CSD onto the website.

Discussion of the lack of executive session minutes for 2021. And 2020 executive session minutes need to be examined to see what can be released. Check with counsel on how to handle executive session minutes before our time. The Selectboard handout states that executive session minutes should be periodically reviewed.

We will try to examine executive sessions minutes monthly beginning at the end of July.

VK will write minutes beginning with the June 02 minutes for all M-W-F meeting minutes.

VK will look at the minutes on the website that have two files to see what that is.

Motion made (JS) and seconded (VK) that CSD will post the Agendas and Minutes on the Town website.

Vote: all in favor. Unanimous.

Motion made (CSD) and seconded (JS) that VK will draft executive session minutes for 2021.

Vote: all in favor. Unanimous.

2020 minutes will be discussed at a later date.

5.1.2 Guardian IT administration and process

CSD requested the active users list from Guardian. Active accounts that are no longer needed will be removed so the town is not paying for the licenses.

5.1.3 Right of Entry - Pete the Barber

John Barrett asked that the BOS sign the right of entry in order for the tree people to go ahead with the work.

It needs to be signed before the work is done on Saturday.

John Barrett will print it out and JK will sign, then John Barrett will take it to Town Hall for VK and CSD will sign it today. The work has already been voted by the BOS and Adam has reviewed the document.

The crane work will be done on Saturday. The plan is for Kevin Miller to have a detail.

VK requests that the parking lot behind Town Hall be closed. VK will put a notice on the red alert bar on the town website that parking lot is closed 7 a.m. til the end of the day on Saturday,

5.1.4 Conservation Commission (added)

Jen Eaton has requested to attend the MACC 101 course in Fundamentals of Conservation Commissioners. She would like approval from the BOS for the town to pay for it since the Conservation Commission is not meeting.

Motion made (CSD) and seconded (JS) that Jen Eaton be able to attend the course pending Town Counsel approval.

Vote: All in favor. Unanimous

VK will work on a letter to the Conservation Commission chair.

Motion made (JS) and seconded (VK) that a letter be sent to Karen Hill, Conservation Chair, regarding out conversations in open session at yesterday's meeting.

Vote: All in favor. Unanimous.

5.1.5 Shared Streets and Spaces Procurement (added)

Posting for Shared Streets bids are to be in tomorrow. Opening bids to take place on Friday, June 11, at noon. Jim Kreidler is chief procurement officer.

Motion made (JS) and seconded (VK) that Kate send a letter to Mr Kreidler to be available on Friday, June 11, to open bids per our agreement with him.

Vote: All in favor. Unanimous.



OFFICE OF THE BOARD OF SELECTMEN

Veronica Kell, *Chairman*
Joseph Shank, *Vice Chairman*
Chaz Sexton-Diranian, *Clerk*

The treasurer, Jared Aponte, has sent out a long term debt schedule. Our Middlesex County Retirement assessment is due on 7/1/2021 for \$934,704 if paid in full. This includes a \$16,610 reduction. Other assessments (quarterly) \$244,210.75 NVTHS; \$3,325,329 for NMRSD. Tax Title sale figures will be available next week.

5.1.6 IAFF

Negotiations were underway. Mr Kreidler was working with this. Will the firefighters be waiting until an Interim TA is hired?

Suggest 2 executive sessions next week, one for AFSCME and IAFF. VK will check with Counsel.

5.2 Reports from Board liaisons.

Financing for boarding up Warren Rd. Fin Com will need to vote on an emergency relief transfer for this.

5.3 Announcements, Communications, etc.

5.3.1 MSA-MIIA Code of Conduct Seminar

So announced.

5.4 Next meeting - June 14, noon

VI: EXECUTIVE SESSION - VOTES MAY BE TAKEN: n/a

VII. ADJOURNMENT:

Motion made (JS) and seconded (VK) to adjourn at 1:15 p.m.

Vote: All in favor. Unanimous.

Selectmen Meeting Minutes
October 25, 2021

Selectman Kell called the meeting to order at 9:34A.M. Roll Call: Chairman, Veronica Kell - Present, Vice-Chairman, Joseph Shank - Present, Clerk, Chaz Sexton-Diranian - Present. Interim Town Administrator, Perry - Present.

Appointment
Council on Aging

Selectman Sexton-Diranian moved to appoint Lynn Pinkerton to the Council on Aging for a term beginning October 25, 2021, through June 2023. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

TA Search
Committee

Don Hayes, Finance Committee Representative to the Town Administrator Search Committee appointment was confirmed.

Discussion ensued about the structure and the process that will be used for the Town Administrator Search Committee. The formation of the job description and the timeline for posting and reviewing resumes was discussed and examined.

Please see the attached report/criteria as incorporated into the meeting minutes outlining the process that that was discussed. Selectman Sexton-Diranian to make the changes as proposed and bring them to the Search Committee for their approval.

Discussion included:

- Objectives for the Committee
- Written Affidavits from each Committee member agreeing to the extent allowed the names and information of the candidates not chosen as finalists strictly confidential.
- Interviews of selected candidates with established questions.
- The Board of Selectmen to submit interview questions and its preferences for background checks and set interview dates
- Interim Town Administrator to receive the resumes and forward to the Committee.

ARPA Funding

The Board reviewed the ARPA outline (see attached)

Discussion included:

- Municipal reporting to the federal government
- Beginning would be by defining projects and finding the proper expenditure categories. The categories decide required metrics that apply to projects.
- Establish a plan for collecting and reporting date, and ensure you have the appropriate resources. The Treasury guidance states that recipients are permitted to use funds that make improvements to data or technology infrastructure and data analytics as week as program evaluations, noting the due January 2022.
- Show NEU Recipient Number and collect required documents that should be included in the report.
- Funds used to cover the cost of consultants for administering CSFRT/CLFRF program, including consultation for ensuing compliance with legal, regulatory, and other requirements.
- Townsend' distributed amount is \$994,979 and for FY22 \$497,489.50 and FY23 \$497,489.50.
- All funds must be committed by December 31, 2024

Town Documents to consider when projects discussed:

- Water Master Plan
- Shared Streets and Spaces application
- MVP Plan
- Open Space and Recreation Plan
- Master Plan

Allowable Uses for Recovery Fund (FRF Spending)

Selectmen Meeting Minutes
October 25, 2021

- Covid-19 mitigation or prevention of expenses
- Aid to the unemployed such as small business grants and loans mitigate financial hardship
- In-kind or financial aid to households with documented negative impacts due to Covid-19
- Aid in the form of loans or grants to affected industries, tourism, or travel

Revenue replacement can virtually replace any government service except debt service for transfers to pension or stabilization funds.

Selectman Kell made a motion to move forward with what we need to do to continue working with Capital Strategic Solutions and Jennifer Thompson for the ARPA Funding. Selectman Sexton-Diranian Selectman so moved. Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman - Sexton-Diranian - yes.

Selectman Kell commented there should be a process for the collecting of data as the reporting requirements are extensive.

The priorities for each Selectmen were discussed and listed below

Selectman Kell's priorities:

- Affordable Housing Trust seed money
- Culvert replacement Greenville Road
- Water Treatment
- Outdoor Spaces
- Broadband transfer funds to TCAM to provide WIFI Access
- Community Support
 - *Food, Mortgage, Public Health, Vaccines, Testing, Premium Pay

Selectman Shank's priorities:

- Water upgrades (PFAS)
- Road & Bridges
- Water & Sewage
- Capital Planning
- IT Broadband
- Public Safety

School Budget
Summit

Adjourn

Selectman Sexton-Diranian's priorities:

- Mental Health Services
- Substance Abuse Services
- Public Health Services
- Housing Assistance
- Small Business Economic Support Assistance
- Healthy Childhood Support
- IT Broadband to all customers and school age children in need
- Set-up Town Command Center
- Fiber to all Town Buildings
- Assess where the problem areas are for Water
- Water Conservation
- Treatment Plants
- Building permitting software
- Bylaw review
- Selectmen Kell to leave post blank pages for other Boards/Departments to list their priorities

Interim Town Administrator Perry priorities consisted of:

- Greenville Road Bridge
- Water Treatment (PFAS)

Selectmen Meeting Minutes
October 25, 2021

- Water Department Phone System
- Facilities Truck
- Fiber IT connect between buildings
- Capital Projects

After discussion about the school budget forum, Selectman Kell moved that the liaison for the school committee be the one to attend the budget summit. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Selectman Sexton-Diranian moved to adjourn at 11:15A.M. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Video footage of the October 25, 2021, meeting:

Materials: agenda, ARPA Fiscal Recovery Fund Spending, Town Administrator Search Criteria

Selectmen's Meeting Minutes

November 2, 2021

The meeting was called to order at 6:00P.M. Roll Call: Chairman Veronica Kell - Present, Vice-Chairman Joseph Shank - Present, Clerk Chaz Sexton-Diranian - Present.
Interim Town Administrator Perry - Present.

Minutes

August 31, 2021 Meeting Minutes

Comments:

- Changed unanimous vote to unanimous vote in favor.

Selectman Sexton-Diranian moved to approve the meeting minutes for August 31, 2021 with changes. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman - Sexton-Diranian - yes.

October 19, 2021 Meeting Minutes

Comments:

- Under TCAM changed to in the amount of \$195,462.10
- Under TCAM changed from Articles of Amendment to Articles of Organization.

Selectman Sexton-Diranian moved that we approve the minutes for October 19, 2021. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Masterplan
update

The Planning Board will be meeting on November 8, 2021 and working with the Masterplan Committee to address how to accelerate the completion of the plan (see attached email)

Appointments

Selectman Sexton-Diranian moved to appoint Fran Levi to the Townsend Cultural Council for a term to expire on June 30, 2023. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Selectman Sexton-Diranian moved to appoint Laura A. Doell to the Townsend Cultural Council for a term to expire on June 30, 2024. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Joint Purchase
Agreement

Ken Lombardi, the Senior Director from NFP Corp., met with the Board to discuss the Joint Purchasing Agreement for Health Insurance.

Selectman Kell inquired as to the services that NFP provides to the Town.

Mr. Lombardi explained that NFP services include:

- NFP provides analysis and advice regarding Townsend's Medical Insurance Program.
- Analyzes Townsend's rating history.
- Suggests cost containment measures to reduce Group Insurance costs.
- Provides on-going technical assistance.

Interim Town Administrator Perry explained what the IAC role is in plan design and choice, commenting it is important to meet frequently to discuss the financial impacts to the employees and the Town with the different options that NFP is procuring.

Interim Town Administrator Perry commented there is two issues to be addressed:

1. To hire NFP as a Health Insurance Consultant
2. To join the Joint Purchasing Agreement to help increase our purchasing power.

The Board agreed to consider joining the JPA as an option for next year after discussion with the IAC. There was agreement among the Board members that a Health Insurance Consultant is needed.

Selectmen's Meeting Minutes

November 2, 2021

Land Use
Coordinator and
Grant Writer job
description

Selectman Sexton-Diranian moved that we hire National Financial Partners as a Consultant for our Health Insurance needs. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

The Board reviewed the updated Land Use Coordinator job description & job posting with the suggested changes as follows:

- Overall document organization library and maintaining of the Masterplan, Open Space & Recreation Plan, the MVP Plan, and the Housing Production Plan.
- First review of the Storm Water Management Permit application
- If Digitization of records and permitting does happen, the Land Use Coordinator would oversee the implementation.

Selectman Sexton-Diranian moved to approve the Land Use Coordinator job description with the bulleted changes as outlined. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Selectman Sexton-Diranian moved to post the job posting for the Land Use Coordinator as written with a link to job descriptions posted to the MMA, the website, the town bulletin Board and MACC. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Selectman Kell explained the Grant Administrator position was not part of the Collins Report, commenting she drafted a job description. Selectman Kell advised the Board she put the position of Grant Writer on the wage scale as a Grade F Step 1.

The Board reviewed the drafted job description and posting (see attached). Interim Town Administrator Perry commented he would like to see a requirement of quarterly reporting on the various grants applied for and received in the job description.

Selectman Sexton-Diranian moved to approve the Grant Administrator posting with the change at Grade F Step 1 for 15 hours per week. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Selectman Sexton-Diranian moved that we approve the Grant Administrator job posting and post on MMA, the town bulletin Board and town website. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

License Renewals
Common
Victualler

Selectman Kell read the list of license holders (please see attached)

Selectman Sexton-Diranian moved to approve and sign outside of a meeting all 2022 renewals for Common Victualler licenses contingent upon receipt of required documentation and payment. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

One-Day Liquor
Licenses

Selectman Sexton-Diranian moved to approve and sign outside of a meeting a one-day special license for Natalie Call, V.F.W. Post #6538 for November 20, 2021, in conjunction with a Birthday Party with sale hours from 12:00P.M. to 4:00P.M. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Selectman Sexton-Diranian moved to approve and sign outside of a meeting a one-day special license for Natalie Call, V.F.W. Post #6538 for November 27, 2021, in conjunction with a Birthday Party with sale hours from 12:00P.M. to 6:00P.M. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Special Town
Meeting
Discussion

The Board reviewed the warrant for the Special Town Meeting (see attached).

Comments:

Article 1: Support

Selectmen's Meeting Minutes

November 2, 2021

- Article 2: Interim Town Administrator Perry to have a funding source by the 16th
- Article 3: Revisit at the Annual Town Meeting
- Article 4: Support
- Article 5: Support Common Victualer license
- Article 6: Support
- Article 7: Support
- Article 8: Support
- Article 9: Revisit at the Annual Town Meeting
- Article 10: Leave in and take no action if needed
- Article 11: Support

Conservation
Legal Ads

Selectman Kell read Joan Savoy, Conservation Commissioner request into the record (see attached)
The Board agreed to allow for choice and authorized the use of the Groton Heald with the notification published on the website as to where the legal ad is posted.

Mandatory
Referral

The Board reviewed the Mandatory Referral for a Special Permit for 8 Jeffs Street (see attached)
Selectman Shank recused himself noting he will not be participating in any conversations or vote regarding the referral.

Hiring Policy
Discussion

Selectman Sexton-Diranian stated the Building Commissioner made the decision on the property, further stating the Selectmen should support the Building Commissioner. Selectman Kell agreed with Selectman Sexton-Diranian.

Selectman Shank would like to draft a policy to hire from within. Selectman Shank commented he does not like to see people coming in from out of town.

Selectman Shank commented he would like to draft a policy to include hiring vendors in town as well. The Board agreed a Townsend First Policy should be explored.

Updates from the
Interim Town
Administrator
Perry (see
attached report)

Interim Town Administrator Perry to work with Labor Counsel to develop a policy for new hires.

- Discussion of the set-up for the Town Meeting. The Board agreed the motions should be on a projector.
- Reminder of the Accountant and Treasurer vacancies
- Fire Chief still out on medical leave
- Union negotiations are almost complete

Interim Town Administrator Perry explained the R.F.P. process for the cell tower. Interim Town Administrator Perry commented to the Board he did have the Town Hall Water tested and it was reported the water did test high in sodium and iron.

Interim Town Administrator Perry inquired if the Board would consider closing to the public on Friday afternoons.

Interim Town Administrator Perry suggested a motion to close Town Hall on Friday at noon. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman, Sexton-Diranian - yes.

Interim Town Administrator Perry updated the Board on the current COVID infections in Townsend, commenting the Board of Health agreed with removing the mask mandate for anyone vaccinated.

Selectman Sexton-Diranian moved to remove the mask mandate in Town Hall if vaccinated. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Updates
Selectman Kell

Selectman Kell commented the first meeting of December will be to discuss the study for Canal Street. Any questions the Board may have should be sent to Beth Faxon, Planning Board Administrator.

Selectmen's Meeting Minutes

November 2, 2021

Selectman Kell commented the TAYSA lease needs to be looked at to decide what route the Board would like to go in regard to a Conservation Restriction.

Selectman Kell met with the Finance Committee to discuss the ARPA funds.

Selectman Kell gave the Board an overview of the grants worked on and considered.

Next meeting will be November 8, 2021

Selectman Sexton-Diranian moved to sign the bill payable and payroll warrant out of session. Selectman Shank seconded. Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Selectman Sexton-Diranian moved that we enter into Executive Session pursuant to GL c. 30A, s. 21(a)(3), to discuss strategy with respect to collective bargaining or litigation if an open meeting may have a detrimental effect on the bargaining or litigating position of the public body and the chair so declares RE: Eaton v. Townsend, Girard v. Townsend, Merrill v. Townsend, Clark v. Townsend and not return to open session. Selectman Shank seconded. Roll call vote: Vote: Selectman Kell - yes, Selectman Shank - yes, and Selectman Sexton-Diranian - yes.

Video footage of the November 2, 2021 meeting: <https://youtu.be/TCERfSuFkvY>

Materials: agenda, minutes, warrant, licenses, email, referral, Interim Town Administrator Report, request Conservation, Planning Board email, license holders

Motion related to COVID precautions

1 - CSD ✓
2 - JS ✓
VK ✓

I move that based on the unanimous recommendation of the Townsend Board of Health during their meeting on 2/28/22 that effective with this vote, the current face covering requirement for Town buildings be removed and that the Town follow the current MassDPH advisory. This would advise, but not mandate that all unvaccinated persons, and those with certain medical conditions, wear a face covering while indoors (and not in your own home)

last night BOS 23
5.25%

vaccination rate

- Both remove ~~face~~ masks
- recommend weakened immune system

VOTE
Remove -
mass DPH advisory.



Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**

Charles D. Baker, Governor ♦ Karyn F. Polito, Lt. Governor ♦ Jennifer D. Maddox, Undersecretary

**DRAFT Compliance Guidelines for Multi-family Districts
Under Section 3A of the Zoning Act**

1. Overview of Section 3A of the Zoning Act

Section 18 of chapter 358 of the Acts of 2020 added a new section 3A to chapter 40A of the General Laws (the Zoning Act) applicable to MBTA communities (referred to herein as “Section 3A”). Subsection (a) of Section 3A provides:

An MBTA community shall have a zoning ordinance or by-law that provides for at least 1 district of reasonable size in which multi-family housing is permitted as of right; provided, however, that such multi-family housing shall be without age restrictions and shall be suitable for families with children. For the purposes of this section, a district of reasonable size shall: (i) have a minimum gross density of 15 units per acre, subject to any further limitations imposed by section 40 of chapter 131 and title 5 of the state environmental code established pursuant to section 13 of chapter 21A; and (ii) be located not more than 0.5 miles from a commuter rail station, subway station, ferry terminal or bus station, if applicable.

The purpose of Section 3A is to encourage MBTA communities to adopt zoning districts where multi-family zoning is permitted as of right, and that meet other requirements set forth in the statute.

The Department of Housing and Community Development, in consultation with the Massachusetts Bay Transportation Authority and the Massachusetts Department of Transportation, is required to promulgate guidelines to determine if an MBTA community is in compliance with Section 3A. DHCD promulgated preliminary guidance on January 29, 2021. DHCD updated that preliminary guidance on December 15, 2021. These guidelines provide further information on how MBTA communities may achieve compliance with Section 3A.

2. Definitions

“Adjacent community” means an MBTA community with no transit station within its border or within 0.5 mile of its border.

“Age-restricted housing” means any housing unit encumbered by a title restriction requiring occupancy by at least one person age 55 or older.

“Bus service community” means an MBTA community with a bus station within its borders or within 0.5 miles of its border, or an MBTA bus stop within its borders, and no subway station or commuter rail station within its border, or within 0.5 mile of its border.

“Bus station” means a building located at the intersection of two or more public bus lines, within which services are available to bus passengers; provided that a bus station does not include a shelter or other structure without walls and a foundation.

“Chief executive officer” means the mayor in a city, and the board of selectmen in a town, unless some other municipal office is designated to be the chief executive officer under the provisions of a local charter.

“Commonwealth’s sustainable development principles” means the principles set forth at <https://www.mass.gov/files/documents/2017/11/01/sustainable%20development%20principles.pdf> as such principles may be modified and updated from time to time.

“Commuter rail community” means an MBTA community with a commuter rail station within its borders, or within 0.5 mile of its border, and no subway station within its borders, or within 0.5 mile of its border.

“Developable land” means land on which multi-family housing units have been or can be permitted and constructed. Developable land shall not include land under water, wetland resource areas, areas lacking adequate water or wastewater infrastructure or capacity, publicly owned land that is dedicated to existing public uses, or privately owned land encumbered by any kind of use restriction that prohibits residential use.

“Gross density” means a units-per-acre density measurement that includes land occupied by public rights-of-way and any recreational, civic, commercial, and other nonresidential uses.

“Housing suitable for families” means housing comprised of residential dwelling units that are not age-restricted housing, and for which there are no legal restriction on the number of bedrooms, the size of bedrooms, or the number of occupants.

“MBTA community” means a city or town that is: (i) one of the 51 cities and towns as defined in section 1 of chapter 161A; (ii) one of the 14 cities and towns as defined in said section 1 of said chapter 161A; (iii) other served communities as defined in said section 1 of said chapter 161A; or (iv) a municipality that has been added to the Massachusetts Bay Transportation Authority under section 6 of chapter 161A or in accordance with any special law relative to the area constituting the authority.” A list of MBTA communities is attached, including the designation of each MBTA community as a rapid transit community, a bus service community, a commuter rail community or an adjacent community for purposes of these compliance guidelines.

“Multi-family housing” means a building with 3 or more residential dwelling units or 2 or more buildings on the same lot with more than 1 residential dwelling unit in each building.

“Multi-family district” means a zoning district, including an overlay district, in which multi-family uses are allowed by right.

“Rapid transit community” means an MBTA community with a subway station within its borders, or within 0.5 mile of its border. An MBTA community with a subway station within its borders, or within 0.5 mile of its border, shall be deemed to be a rapid transit community even if there is one or more commuter rail stations or MBTA bus lines located in that community.

“Reasonable size” means not less than 50 contiguous acres of land with a unit capacity equal to or greater than the unit capacity specified in section 5 below.

“Residential dwelling unit” means a dwelling unit equipped with a full kitchen and bathroom.

“Unit capacity” means an estimate of the total number of multi-family housing units that can be developed as of right within the multi-family district, made in accordance with the requirements of section 5.b below.

3. General Principles of Compliance

a. These compliance guidelines describe how an MBTA community can comply with the requirements of Section 3A. The guidelines specifically address:

- What it means to permit multi-family housing “as of right”;
- The metrics that determine if a multi-family district is “of reasonable size”;
- How to determine if a multi-family district has a minimum gross density of 15 units per acre, subject to any further limitations imposed by section 40 of chapter 131 and title 5 of the state environmental code;
- The meaning of Section 3A’s mandate that “such multi-family housing shall be without age restrictions and shall be suitable for families with children”; and
- The extent to which MBTA communities have flexibility to choose the location of a multi-family district.

b. The following general principles have informed the more specific compliance criteria that follow:

- All MBTA communities should contribute to the production of new housing stock.
- MBTA communities with subway stations, commuter rail stations and other transit stations benefit from having these assets located within their boundaries and should provide opportunity for multi-family housing development around these assets. MBTA communities with no transit stations within their boundaries nonetheless benefit from being close to transit stations in nearby communities.
- MBTA communities should adopt multi-family districts that will lead to development of multi-family housing projects of a scale, density and character that are consistent with a community’s long-term planning goals.

- “Reasonable size” is a relative rather than an absolute determination. Because of the diversity of MBTA communities, a multi-family district that is “reasonable” in one city or town may not be reasonable in another city or town. Objective differences in community characteristics must be considered in determining what is “reasonable” for each community.
- To the maximum extent possible, multi-family districts should be in areas that have safe and convenient access to transit stations for pedestrians and bicyclists.

4. Allowing Multi-Family Housing “As of Right”

To comply with Section 3A, a multi-family district must allow multi-family housing “as of right,” meaning that the construction and occupancy of multi-family housing is allowed in that district without the need to obtain any discretionary permit or approval. Site plan review and approval may be required for multi-family uses allowed as of right. Site plan review is a process by which a local board reviews a project’s site layout to ensure public safety and convenience. Site plan approval may regulate matters such as vehicular access and circulation on a site, architectural design of a building, and screening of adjacent properties. Site plan review may not be used to deny a project that is allowed as of right, nor may it impose conditions that make it infeasible or impractical to proceed with a multi-family use that is allowed as of right.

5. Determining “Reasonable Size”

In making determinations of “reasonable size,” DHCD will take into consideration both the area of the district and the district’s multi-family unit capacity (that is, the number of units of multi-family housing that can be developed as of right within the district).

a. *Minimum land area*

Section 3A’s requirement that a multi-family district be a “reasonable size” indicates that the purpose of the statute is to encourage zoning that allows for the development of a reasonable amount of multi-family housing in each MBTA community. A zoning district is a specifically delineated land area with uniform regulations and requirements governing the use of land and the placement, spacing, and size of buildings. A district should not be a single development site on which the municipality is willing to permit a particular multi-family project. To comply with Section 3A’s “reasonable size” requirement, multi-family districts must comprise at least 50 acres of land—or approximately one-tenth of the land area within 0.5 mile of a transit station.

An overlay district is an acceptable way to achieve compliance with Section 3A, provided that such an overlay district should not consist of a collection of small, non-contiguous parcels. At least one portion of the overlay district land areas must include at least 25 contiguous acres of land. No portion of the district that is less than 5 contiguous acres land will count toward the minimum size requirement.

b. *Minimum multi-family unit capacity*

A reasonably sized multi-family district must also be able to accommodate a reasonable number of multi-family housing units as of right. MBTA communities seeking a determination of compliance with Section 3A must provide to DHCD an accurate assessment of the number of multi-family housing units that can be developed as of right within the multi-family district, referred to as the district’s unit capacity.

A compliant district's multi-family unit capacity must be equal to or greater than a specified percentage of the total number of housing units within the community. The required percentage will depend on the type of transit service in the community, as follows:

Category	Minimum multi-family units as a percentage of total housing stock
Rapid transit community	25%
Bus service community	20%
Commuter rail community	15%
Adjacent community	10%

The minimum unit capacity applicable to each MBTA community is determined by multiplying the number of housing units in that community by 0.25, 0.20, 0.15 or 0.10, depending on the type of service in that community. For example, a rapid transit community with 7,500 housing units is required to have a multi-family district with a multi-family unit capacity of $7,500 \times 0.25 = 1,875$ multi-family units. When calculating the minimum unit capacity, each MBTA community should use 2020 census data to determine the number of total housing units, unless another data source has been approved by DHCD.

When determining the unit capacity for a specific multi-family district, each MBTA community must estimate how many units of multi-family housing could be constructed on each parcel of developable land within the district. The estimate should take into account the amount of developable land in the district, as well as the height limitations, lot coverage limitations, maximum floor area ratio, set back requirements and parking space requirements applicable in that district under the zoning ordinance or bylaw. The estimate must also take into account the restrictions and limitations set forth in any other municipal bylaws or ordinances; limitations on development resulting from inadequate water or wastewater infrastructure, and, in areas not served by public sewer, any applicable limitations under Title 5 of the state environmental code or local septic regulations; known title restrictions on use of the land within the district; and known limitations, if any, on the development of new multi-family housing within the district based on physical conditions such the presence of waterbodies, and wetlands.

If the estimate of the number of multi-family units that can be constructed in the multi-family district is less than the minimum unit capacity, then the MBTA community must change the boundaries of the multi-family district or make changes to dimensional regulations applicable to that district (or to other local ordinances or bylaws) to allow for the development of a greater number of multi-family units as of right.

It is important to understand that a multi-family district's unit capacity is not a mandate to construct a specified number of housing units, nor is it a housing production target. Section 3A requires only that each MBTA community has a multi-family zoning district of reasonable size. The law does not require the production of new multi-family housing units within that district. There is no requirement nor expectation that a multi-family district will be built out to its full unit capacity.

In some communities, there may be a significant number of multi-family units already existing in the multi-family district; those communities should generally expect fewer new units to be produced in the district, because it is more fully built out. Conversely, there may be some communities with relatively little multi-family housing in its multi-family district; there generally will be more opportunity for new

housing production in those districts in which there is a large gap between unit capacity and the number of existing multi-family units.

6. Minimum Gross Density

Section 3A states that a compliant multi-family district must have a minimum gross density of 15 units per acre, subject to any further limitations imposed by section 40 of chapter 131 and title 5 of the state environmental code established pursuant to section 13 of chapter 21A. DHCD will deem a zoning district to be compliant with Section 3A’s minimum gross density requirement if the following criteria are met.

a. District-wide gross density

Section 3A expressly requires that a multi-family district—not just the individual parcels of land within the district—must have a minimum gross density of 15 units per acre, subject to any further limitations imposed by section 40 of chapter 131 and title 5 of the state environmental code established pursuant to section 13 of chapter 21A. To comply with this requirement, the zoning must legally and practically allow for a district-wide gross density of 15 units per acre. The Zoning Act defines “gross density” as “a units-per-acre density measurement that includes land occupied by public rights-of-way and any recreational, civic, commercial and other nonresidential uses.”

To meet the district-wide gross density the municipality must demonstrate that the zoning for the district permits a gross density of 15 units per acre of land within the district, “include[ing] land occupied by public rights-of-way and any recreational, civic, commercial and other nonresidential uses.” By way of example, to meet that requirement for a 50-acre multi-family district, the municipality must show at least 15 existing or potential new multi-family units per acre, or a total of at least 750 existing or potential new multi-family units.

b. Achieving district-wide gross density by sub-districts

Zoning ordinances and bylaws typically limit the unit density on individual parcels of land. To comply with the statute’s density requirement, an MBTA community may establish sub-districts within a multi-family district, with different density requirements and limitations for each sub-district, provided that the gross density for the district as a whole meets the statutory requirement of not less than 15 multi-family units per acre.

7. Determining Suitability for Families with Children

Section 3A states that a compliant multi-family district must be without age restrictions and must be suitable for families with children. DHCD will deem a multi-family district to comply with these requirements as long as the zoning does not require multi-family uses to include units with age restrictions and does not place any limits or restrictions on the size of the units, the number of bedrooms, the size of bedrooms, or the number of occupants.

8. Location of Districts

Section 3A states that a compliant multi-family district shall “be located not more than 0.5 miles from a commuter rail station, subway station, ferry terminal or bus station, if applicable.” DHCD will interpret that requirement consistent with the following guidelines.

a. General rule for measuring distance from a transit station.

To maximize flexibility for all MBTA communities, the distance from a transit station may be measured from the boundary of any parcel of land owned by a public entity and used for purposes related to the transit station, such as an access roadway or parking lot.

b. MBTA communities with some land area within 0.5 miles of a transit station

An MBTA community that has a transit station within its boundaries, or some land area within 0.5 mile of a transit station located in another MBTA community, shall comply with the statutory location requirement if a substantial portion of the multi-family district is located within the prescribed distance. Absent compelling circumstances, at least [one half] of the land area of the multi-family district should be located within 0.5 mile of the transit station. The multi-family district may include land areas that are further than 0.5 mile from the transit station, provided that such areas are easily accessible to the transit station based on existing street patterns and pedestrian connections.

In unusual cases, the most appropriate location for a multi-family district may be in a land area that is further than 0.5 miles of a transit station. Where none of the land area within 0.5 mile of transit station is appropriate for development of multi-family housing—for example, because it comprises wetlands or land publicly owned for recreation or conservation purposes—the MBTA community may propose a multi-family use district that has less than one-half of its land area within 0.5 miles of a transit station. To the maximum extent feasible, the land areas within such a district should be easily accessible to the transit station based on existing street patterns, pedestrian connections, and bicycle lanes.

c. MBTA communities with no land area within 0.5 miles of a transit station

When an MBTA community has no land area within 0.5 mile of a transit station, the multi-family district should, if feasible, be located in an area with reasonable access to a transit station based on existing street patterns, pedestrian connections, and bicycle lanes, or in an area that otherwise is consistent with the Commonwealth’s sustainable development principles—for example, near an existing downtown or village center, near an RTA bus stop or line, or in a location with existing under-utilized facilities that can be redeveloped into new multi-family housing.

9. Determinations of Compliance

DHCD will make determinations of compliance with Section 3A upon request from an MBTA community, in accordance with the following criteria and schedule. An MBTA community may receive a determination of full compliance when it has a multi-family district that meets all of the requirements of Section 3A. An MBTA community may receive a determination of interim compliance for a limited duration to allow time to enact a new multi-family district or amend an existing zoning district in order to achieve full compliance with Section 3A.

a. Requests for determination of compliance

When an MBTA community believes it has a multi-family district that complies with the requirements for Section 3A, as set forth in these guidelines, it may request a determination of compliance from DHCD. Such a request may be made for a multi-family district that was in existence on the date that Section 3A became law, or for a multi-family district that was created or amended after the enactment of Section 3A. In either case, such request shall be made on a form required by DHCD and shall include, at a minimum, the following information, which shall be provided in a format or on a template prescribed by DHCD:

General district information

- i. A map showing the municipal boundaries and the boundaries of the multi-family district;
- ii. A copy of those provisions in the municipal zoning code necessary to determine the uses permitted as of right in the multi-family district and the dimensional limitation and requirements applicable in the multi-family district;
- iii. A plan showing the boundaries of each parcel of land located within the district, and the area and ownership of each parcel as indicated on current assessor records;

Location of districts

- iv. A map showing the location of the nearest transit station and how much of the multi-family district is within 0.5 miles of that transit station;
- v. In cases where no portion of the multi-family district is located within 0.5 miles of a transit station, a statement describing how the development of new multi-family housing within the district would be consistent with the Commonwealth's sustainable development principles;

Reasonable size metrics

- vi. A calculation of the total land area within the multi-family district;
- vii. A calculation of the multi-family district's unit capacity, along with a statement describing the methodology by which unit capacity was determined, together with:
 - a. A description of the water and wastewater infrastructure serving the district, and whether that infrastructure is sufficient to serve any new multi-family units included in the unit capacity;
 - b. A description of any known physical conditions, legal restrictions or regulatory requirements that would restrict or limit the development of multi-family housing within the district;
 - c. The number and age of multi-family housing units already existing within the multi-family district, if any.

District gross density

- viii. The gross density for the multi-family district, calculated in accordance with section 6 of these guidelines.

Housing suitable for families

- ix. An attestation that the zoning bylaw or ordinance does not place any limits or restrictions on the size of the units, the number of bedrooms, the size of bedrooms, or the number of occupants in multi-family housing units within the multi-family district.

Attestation

- x. An attestation that the application is accurate and complete, signed by the MBTA community's chief executive officer.

As soon as practical after receipt of a request for determination of compliance, DHCD will either send the requesting MBTA community a notice that it has provided all of the required information, or identify the additional information that is required to process the request. Upon reviewing a complete application, DHCD will provide the MBTA community a written determination either stating that the existing multi-family use district complies with Section 3A, or identifying the reasons why the multi-family use district fails to comply with Section 3A and the steps that must be taken to achieve compliance.

An MBTA community shall be deemed to be in compliance with Section 3A for the period of time during which a request for determination of compliance, with all required information, is pending at DHCD.

b. Action plans and interim compliance—New or amended district

Many MBTA communities do not currently have a multi-family district of reasonable size that complies with all of the requirements set out in Section 3A and these guidelines. These MBTA communities must take affirmative steps towards the creation of a compliant multi-family district within a reasonable time. To achieve interim compliance, the MBTA community must, by no later than the dates specified in section 9.c, send to DHCD written notice that a new multi-family district, or amendment of an existing multi-family district, must be adopted to come into compliance with Section 3A. The MBTA community must then take the following actions to maintain interim compliance:

- i. *Creation of an action plan.* Each MBTA community must provide DHCD with a proposed action plan and timeline for any planning studies or community outreach activities it intends to undertake in order to adopt a multi-family district that complies with Section 3A. DHCD may approve or require changes to the proposed action plan and timeline by sending the MBTA community written notice of such approval or changes. Rapid transit communities and bus service communities must obtain DHCD approval of an action plan by no later than March 31, 2023. Commuter rail communities and adjacent communities must obtain DHCD approval of a timeline and action plan by no later than July 1, 2023.
- ii. *Implementation of the action plan.* The MBTA community must timely achieve each of the milestones set forth in the DHCD-approved action plan, including but not limited to the drafting of the proposed zoning amendment and the commencement of public hearings on the proposed zoning amendment.

- iii. *Adoption of zoning amendment.* An MBTA community must adopt the zoning amendment by the date specified in the action plan and timeline approved by DHCD. For rapid transit communities and bus service communities, DHCD will not approve an action plan with an adoption date later than December 31, 2023. For commuter rail communities and adjacent communities, DHCD will not approve an action plan with an adoption date later than December 31, 2024.
- iv. *Determination of full compliance.* Within [90] days after adoption of the zoning amendment, the MBTA community must submit to DHCD a complete application requesting a determination of full compliance. The application must include data and analysis demonstrating that a district complies with all of the compliance criteria set forth in these guidelines, including without limitation the district's land area, unit capacity, gross density and location.

During the period that an MBTA community is creating and implementing its action plan, DHCD will endeavor to respond to inquiries about whether a proposed zoning amendment will create a multi-family district that complies with Section 3A. However, DHCD will issue a determination of full compliance only after final adoption of the proposed zoning amendment and receipt of a complete application demonstrating the unit capacity.

c. Timeframes for submissions by MBTA communities

To remain in interim compliance with Section 3A, an MBTA community must take one of the following actions by no later than December 31, 2022:

- i. Submit a complete request for a determination of compliance as set forth in section 9.a above; or
- ii. Notify DHCD that there is no existing multi-family district that fully complies with these guidelines, and submit a proposed action plan as described in section 9.b above.

10. Renewals and Rescission of a Determination of Compliance

a. Term and renewal of a determination of compliance

A determination of compliance shall have a term of 10 years. Each MBTA community shall apply to renew its certificate of compliance at least 6 months prior to its expiration. DHCD may require, as a condition of renewal, that the MBTA community report on the production of new housing within MBTA community, and in the multi-family district that was the basis for compliance. Applications for renewal shall be made on a form proscribed by DHCD.

b. Rescission of a determination of compliance

DHCD reserves the right to rescind a determination of compliance if DHCD determines that (i) the MBTA community submitted inaccurate information in its application for a determination of compliance, (ii) the MBTA community amended its zoning or enacted a general bylaw or other rule or regulation that materially alters the Unit capacity in the applicable multi-family use district.

11. Effect of Noncompliance

If at any point DHCD determines that an MBTA community is not in compliance with Section 3A, that MBTA community will not be eligible for funds from the following grant programs: (i) the Housing Choice Initiative as described by the governor in a message to the general court dated December 11, 2017; (ii) the Local Capital Projects Fund established in section 2EEEE of chapter 29; or (iii) the MassWorks infrastructure program established in section 63 of chapter 23A. DHCD may, in its discretion, take non-compliance into consideration when making other discretionary grant awards.

Briefing on Multifamily structures in Townsend

2.1

Prepared by Mike Crowley

AN ACT ENABLING PARTNERSHIPS FOR GROWTH, Jan. 14, 2021

<https://malegislature.gov/Laws/SessionLaws/Acts/2020/Chapter358>

Section 3A. (a)(1) An MBTA community shall have a zoning ordinance or by-law that provides for at least 1 district of reasonable size in which multi-family housing is permitted as of right; provided, however, that such multi-family housing shall be without age restrictions and shall be suitable for families with children. For the purposes of this section, a district of reasonable size shall: (i) have a minimum gross density of 15 units per acre, subject to any further limitations imposed by section 40 of chapter 131 and title 5 of the state environmental code established pursuant to section 13 of chapter 21A; and (ii) be located not more than 0.5 miles from a commuter rail station, subway station, ferry terminal or bus station, if applicable.

(b) An MBTA community that fails to comply with this section shall not be eligible for funds from: (i) the Housing Choice Initiative as described by the governor in a message to the general court dated December 11, 2017; (ii) the Local Capital Projects Fund established in section 2EEEE of chapter 29; or (iii) the MassWorks infrastructure program established in section 63 of chapter 23A.

DRAFT Compliance Guidelines for Multi-family Districts Under Section 3A of the Zoning Act

- “Multi-family housing” means a building with 3 or more residential dwelling units or 2 or more buildings on the same lot with more than 1 residential dwelling unit in each building.
- “Housing suitable for families” means housing comprised of residential dwelling units that are not age-restricted housing, and for which there are no legal restriction on the number of bedrooms, the size of bedrooms, or the number of occupants.
- “Reasonable size” means not less than 50 contiguous acres of land with a unit capacity equal to or greater than the unit capacity specified in section 5 below.
- Townsend is an “Adjacent community” which means an MBTA community with no transit station within its border or within 0.5 mile of its border.
- When an MBTA community has no land area within 0.5 mile of a transit station, the multi-family district should, if feasible, be located in an area with reasonable access to a transit station based on existing street patterns, pedestrian connections, and bicycle lanes, or in an area that otherwise is consistent with the Commonwealth’s sustainable development principles—for example, near an existing downtown or village center, near an RTA bus stop or line, or in a location with existing under-utilized facilities that can be redeveloped into new multi-family housing.

- To comply with this requirement, the zoning must legally and practically allow for a district-wide gross density of 15 units per acre. To comply with Section 3A, a multi-family district must allow multi-family housing “as of right,” meaning that the construction and occupancy of multi-family housing is allowed in that district without the need to obtain any discretionary permit or approval.
- An overlay district is an acceptable way to achieve compliance with Section 3A, provided that such an overlay district should not consist of a collection of small, non-contiguous parcels. At least one portion of the overlay district land areas must include at least 25 contiguous acres of land. No portion of the district that is less than 5 contiguous acres land will count toward the minimum size requirement.
- By way of example, to meet that requirement for a 50-acre multi-family district, the municipality must show at least 15 existing or potential new multi-family units per acre, or a total of at least 750 existing or potential new multi-family units.

Deadline Dates and Requirements

Currently public comment period on these Draft Guidelines is open until March 31st.

- *5/2/22 Submit the MBTA Community Information Form* by 5:00 p.m. on May 2, 2022. *And* hold a briefing of your City Council, Town Council or Select Board on the Draft Compliance Guidance no later than May 2, 2022 and attest to that on the MBTA Community Information Form.
- *12/31/22- Interim compliance* – 1) Submit a complete request for a determination of compliance as set forth in section 9.a above; or 2) Notify DHCD that there is no existing multi-family district that fully complies with these guidelines, and submit a proposed action plan as described in section 9.b above.
- *July 1, 2023 Creation of an action plan.* Each MBTA community must provide DHCD with a proposed action plan and timeline for any planning studies or community outreach activities it intends to undertake in order to adopt a multi-family district that complies with Section 3A. DHCD may approve or require changes to the proposed action plan and timeline by sending the MBTA community written notice of such approval or changes. Commuter rail communities and adjacent communities must obtain DHCD approval of a timeline and action plan by no later than July 1, 2023.
- *December 31, 2024. Adoption of zoning amendment.* An MBTA community must adopt the zoning amendment by the date specified in the action plan and timeline approved by DHCD. For commuter rail communities and adjacent communities, DHCD will not approve an action plan with an adoption date later than December 31, 2024.

Effect of Noncompliance

- If at any point DHCD determines that an MBTA community is not in compliance with Section 3A, that MBTA community will not be eligible for funds from the following grant programs: (i) the Housing Choice Initiative as described by the governor in a

message to the general court dated December 11, 2017; (ii) the Local Capital Projects Fund established in section 2EEEE of chapter 29; or (iii) the MassWorks infrastructure program established in section 63 of chapter 23A. DHCD may, in its discretion, take noncompliance into consideration when making other discretionary grant awards.

Townsend Bylaw- § 145-37 Apartments.

[Amended 5-7-1986 STM by Art. 3; 1-17-1989 STM by Art. 39]

No apartment/multifamily structure as defined shall be constructed except in conformance with the requirements of this section and § 145-65. Apartments/multifamily structures shall require a special permit from the Board of Appeals. There shall be not more than one apartment/multifamily structure per building lot. The following shall be considered the minimum standards for apartment/multifamily development:

A. Zoning district allowed: RA, RB.

B. Minimum lot area: eight acres.

C. Minimum lot frontage: 500 feet.

D. Minimum front yard: 100 feet.

E. Minimum side yard: 60 feet.

F. Minimum rear yard: 60 feet.

G. Density: not to exceed one apartment unit per three acres in RA Districts; two acres in RB Districts.

H. Structure size: not to contain more than six units per each detached structure.

I. Maximum lot coverage: by buildings and pavement: 35% of gross upland land area.

- By town: 8 acres/lot, 1 structure/ lot, max 6 units/structure, Maximum in 50 acres= 36 units.
- By state act: Minimum 15 units/acre, minimum 50 acres, Minimum of 50 acres = 750 units.
- Title 5 Septic: 110 Gallons per day per bedroom.

Part I ADMINISTRATION OF THE GOVERNMENT

Title VII CITIES, TOWNS AND DISTRICTS

Chapter 40A ZONING

Section 3A MULTI-FAMILY ZONING AS-OF-RIGHT IN MBTA COMMUNITIES

[Text of section added by 2020, 358, Sec. 18 effective January 14, 2021.]

Section 3A. (a)(1) An MBTA community shall have a zoning ordinance or by-law that provides for at least 1 district of reasonable size in which multi-family housing is permitted as of right; provided, however, that such multi-family housing shall be without age restrictions and shall be suitable for families with children. For the purposes of this section, a district of reasonable size shall: (i) have a minimum gross density of 15 units per acre, subject to any further limitations imposed by section 40 of chapter 131 and title 5 of the state environmental code established pursuant to section 13 of chapter 21A; and (ii) be located not more than 0.5 miles from a commuter rail station, subway station, ferry terminal or bus station, if applicable.

(b) An MBTA community that fails to comply with this section shall not be eligible for funds from: (i) the Housing Choice Initiative as described by the governor in a message to the general court dated December 11, 2017; (ii) the Local Capital Projects Fund established in section 2EFFF of chapter 29; or (iii) the MassWorks infrastructure program established in section 63 of chapter 23A.

(c) The department, in consultation with the Massachusetts Bay Transportation Authority and the Massachusetts Department of Transportation, shall promulgate guidelines to determine if an MBTA community is in compliance with this section.

DRAFTDLTA LETTER

Montachusett Regional Planning Commission
Executive Director Glenn Eaton
464 Abbott Avenue
Leominster, MA 01453

Dear Mr. Eaton:

I am writing to inform you that the Townsend Board of Selectmen voted on March 1st, 2022 to pursue the use of District Local Technical Assistance (DLTA) Program through the Montachusett Regional Planning Commission (MRPC) to provide technical assistance in the “MBTA Communities” category.

At present the Town of Townsend does not currently have a public wastewater/sewage system, and all housing uses private septic systems to treat wastewater. The enacted economic development bill from January 2021, new Section 3A of M.G.L. c. 40A (the Zoning Act), requires that an MBTA community shall have at least one zoning district of reasonable size in which multi-family housing is permitted as of right. This district has a minimum gross density requirement of 15 units per acre subject to any further limitations imposed by section 40 of chapter 131 and title 5 of the state environmental code established pursuant to section 13 of chapter 21A.

For the town to assess potential for compliance with the Zoning Act, the town needs a feasibility assessment of private septic systems to address the needs of multifamily housing at higher density. We request the use of the DLTA program through MRPC to provide this assessment and additional technical assistance as needed in the “MBTA Communities” category.

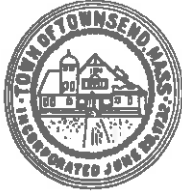
Please feel free to contact Mike Crowley, Land Use Coordinator,

272 Main St., Townsend, MA 01469

978-597-1700 x1723

mcrowley@townsendma.gov

2.1



OFFICE OF THE BOARD OF
SELECTMEN 272 Main Street,
Townsend, MA

(978) 597-1700- selectmen@townsendma.gov

Ross Perry
Interim Town Administrator
March 1, 2022

Montachusett Regional Planning Commission
Executive Director Glenn Eaton
464 Abbott Avenue
Leominster, MA 01453

Dear Mr. Eaton:

This is to inform you that the Townsend Board of Selectmen voted on March 1st, 2022, in favor of pursuing the use of District Local Technical Assistance (DLTA) through the Montachusett Regional Planning Commission (MRPC) to provide technical assistance in the "MBTA Communities" category.

At present the Town of Townsend does not currently have a public wastewater/sewage system, and all housing and businesses use private septic systems to treat wastewater. The enacted economic development bill from January 2021, new Section 3A of M.G.L. c. 40A (the Zoning Act), requires that an MBTA community shall have at least one zoning district of reasonable size in which multi-family housing is permitted as of right. This district has a minimum gross density requirement of 15 units per acre subject to any further limitations imposed by section 40 of chapter 131 and title 5 of the state environmental code established pursuant to section 13 of chapter 21A.

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Please feel free to contact Mike Crowley, Land Use Coordinator,
272 Main St., Townsend, MA 01469
978-597-1700 x1723
mcrowley@townsendma.gov

Sincerely,
Townsend Board of Selectmen

Veronica Kell
Chairman

Joseph Shank
Vice-Chairman

Charles Sexton-Diranian
Clerk

Additions to 3/1 agenda

Mistie Demazure <mdemazure@townsendwater.org>

Thu 2/17/2022 2:46 PM

To: Selectmen <Selectmen@townsendma.gov>

Cc: David Vigeant <dvigeant@townsendwater.org>; Ross Perry <RPerry@townsendma.gov>

Good afternoon.

Attached are the two items that the Water Department is requesting to be put on the March 1st agenda.

The first is a water rate study done by Tighe and Bond. A representative from the company would like to do a small presentation of the information. The increased rates have been voted on by the Board of Water Commissioners, this will purely be for information purposes to the residents.

Also, there is the updated White Mountain IT contract that has been approved by Town Counsel and voted on by the BOWC as well.

Best Regards,

Mistie Demazure

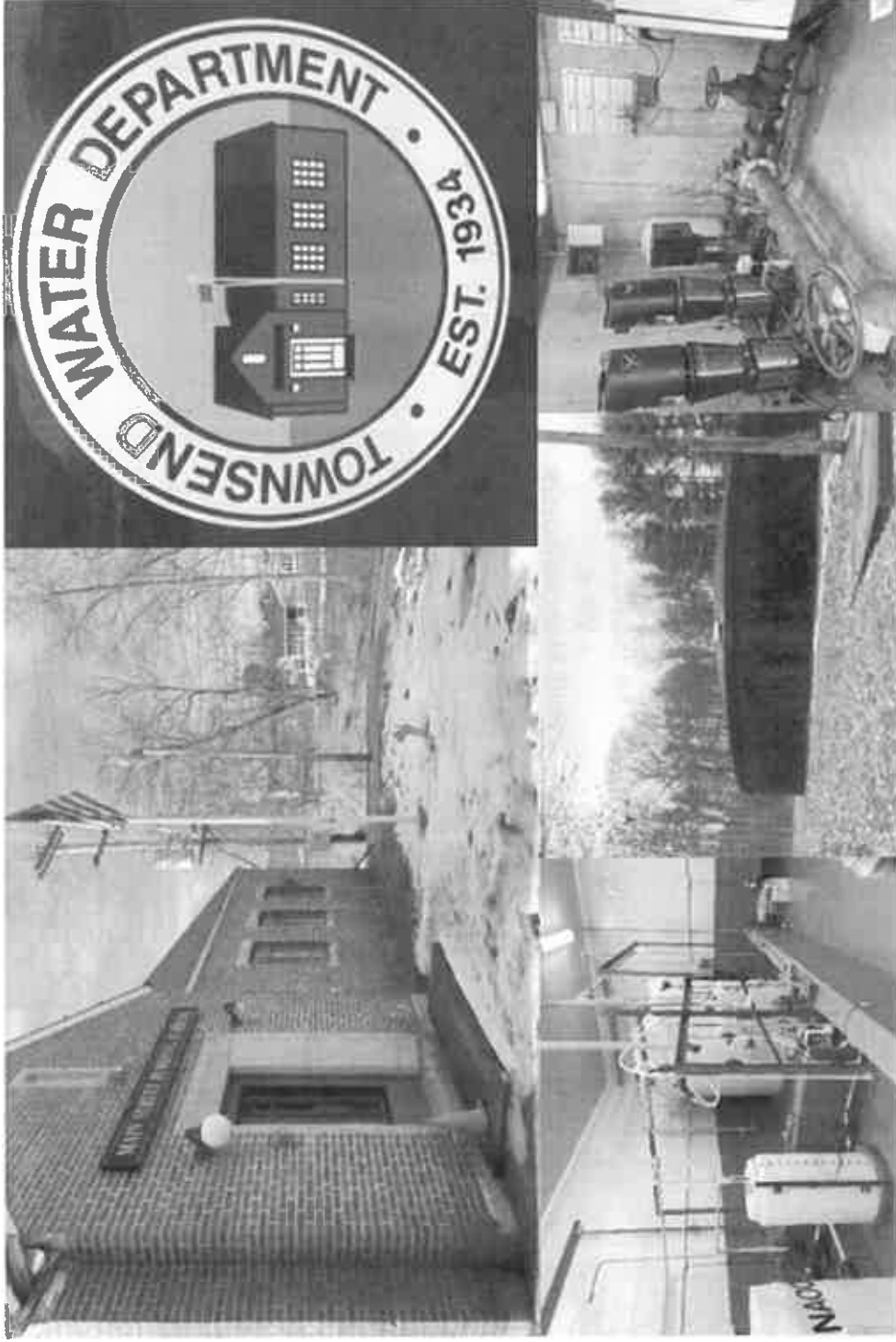
Accounts Manager

Townsend Water Department

water@townsendwater.org

978-597-2212

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and
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WATER RATE EVALUATION

Townsend, MA

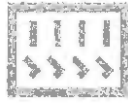
January, 2022

WATER RATE FUNDAMENTALS

Rate Setting Principals & Goals

1

Recover full cost of service



All Requirements
Met



Fully
Staffed



Proactive
Repair & Maintenance



2

Distribute costs equitably



Residential
- VS -
Non-Residential



Large Households
- VS -
Small Households



Essential Use
- VS -
Discretionary Use



3

Provide revenue stability & resource protection



Usage
Trends



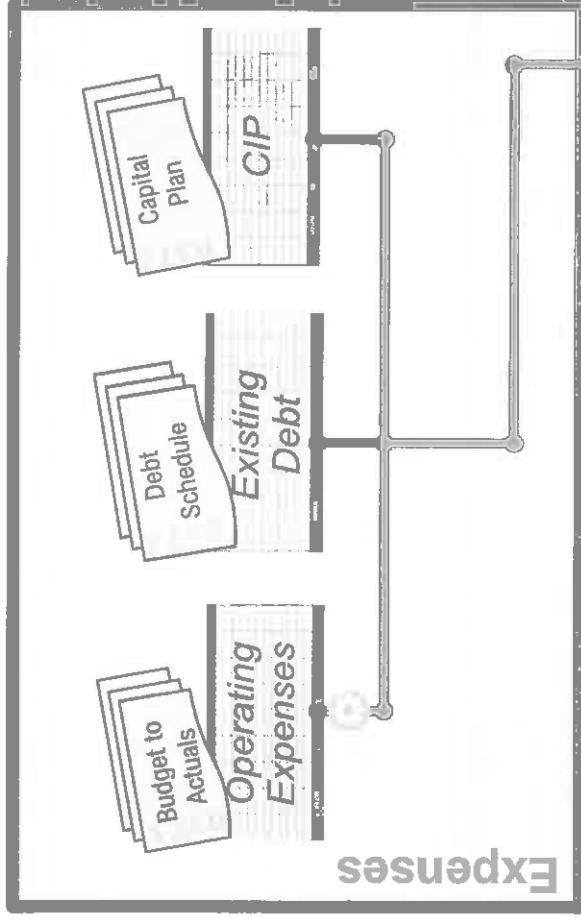
Rate
Design



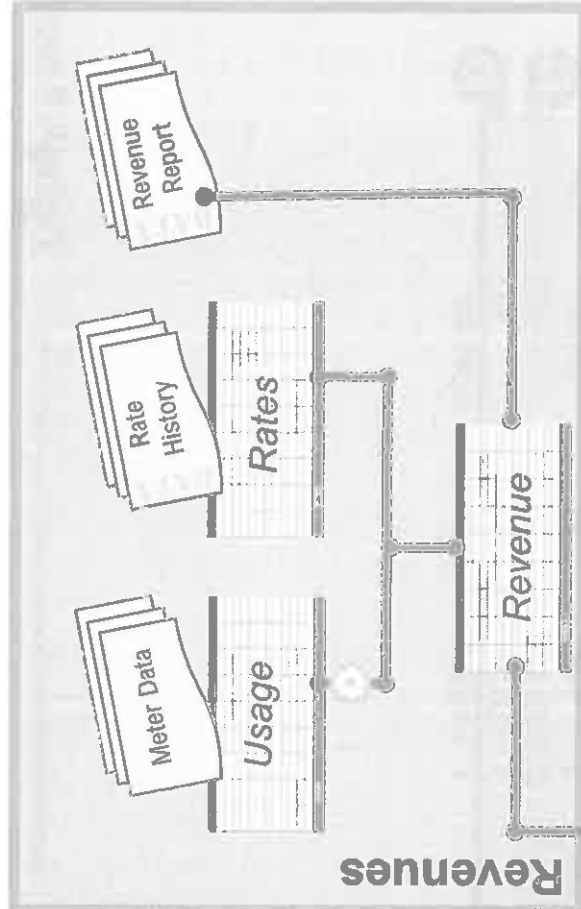
Permit
Limits

EVALUATING WAIVER RATES

1. Project expenses



2. Project revenues



3. Calculate net revenue
4. Adjust rates to maintain fund balance
5. Calculate user costs
6. Evaluate equity
7. Evaluate affordability

PROJECTING EXPENSES

Operating Expenses

Expense Trending Analysis

Category	Trend	FY18 - FY21			FY23		
		Average Budget	% Change	Average Actual	Average Turnback	Budget	Escalator
Personal Services		\$ 371,808	5.0%	\$ 299,858	19.4%	\$575,503	3.0%
Articles		\$ 436,339	-3.8%	\$ 153,558	64.8%	\$0	
Purchase Of Services		\$ 186,893	7.1%	\$ 187,436	-0.3%	\$248,000	3.0%
Capital Outlay		\$ 880,041	-320.1%	\$ 424,041	51.8%	\$0	
Debt Service		\$ 128,102	-1.0%	\$ 121,584	5.1%	\$134,000	
Supplies		\$ 83,042	11.5%	\$ 98,739	-18.9%	\$218,700	3.0%
Repair & Maint Bldg		\$ 26,667	45.0%	\$ 10,804	59.5%	\$50,000	3.0%
Repair & Maint Equip		\$ 26,667	25.0%	\$ 24,403	8.5%	\$40,000	3.0%
Repair & Maint Dist		\$ 28,500	50.0%	\$ 26,995	5.3%	\$0	
Other Charges And Expenses		\$ 11,911	39.7%	\$ 10,482	12.0%	\$27,225	3.0%
Repair & Maint SCADA		\$ 11,833	2.4%	\$ 6,889	41.8%	\$16,000	3.0%
Transfer Out		\$ -	-	\$ 135,000	-	\$0	
Indirects		\$ -	-	\$ 221,380	-	\$0	
Grand Total		\$ 2,182,303		\$ 1,304,975	40.2%	\$1,309,428	

1. Taken from CIP (p. 5) not projected
2. Not used
3. See p.6

CAPITAL IMPROVEMENT PLAN

Capital Improvement Planner						
System Component	Scope	Description	Funding source	Interest Rate	Estimated Cost	Start Year Term
Pumping	Construction	Main St. Pump Station Rehabilitation	Rate		\$ 600,000	2021 1
Distribution	Construction	Main St. and Greely Road Valve Project	Rate		\$ 70,000	2022 1
Source	Other	Main St Wellhouse Generator	ARPA		\$ 120,000	2023 1
Source	Other	Cross St. Wellhouse Generator	ARPA		\$ 100,000	2023 1
Distribution	Other	Fusing Machine for Water Mains	Rate		\$ 25,000	2023 1
Enterprise	Other	36" Wide Scanner Copier	Rate		\$ 7,000	2023 1
Treatment	Engineering	PFAS Water Treatment Plant - Prelim Engineering	ARPA		\$ 205,000	2023 1
Treatment	Engineering	PFAS Water Treatment Plant - Design	Debt	4.0%	\$ 495,000	2023 5
Distribution	Other	Trailer Mounted Gate Exerciser with vacuum	Rate		\$ 85,000	2026 1
Distribution	Engineering	Year 1 - Watermain Replacement 950' S. Row Road	Rate		\$ 55,000	2026 1
Distribution	Construction	Year 1 - Watermain Replacement 950' S. Row Road	Debt	4.0%	\$ 550,000	2024 20
Distribution	Engineering	Valve and Hydrant Replacement Program	Rate			2024 5
Distribution	Construction	Valve and Hydrant Replacement Program	Rate		\$ 90,000	2026 5
Enterprise	Vehicle	Hybrid or Electric Dump Truck (F 450 or Equivalent) with snowplow	Rate		\$ 83,000	2025 1
Treatment	Construction	PFAS Water Treatment Plant	Rate		\$ 12,828,846	2025 30
Distribution	Engineering	Year 2 - Watermain Replacement 2,200' S.Row to Emery St.	Rate		\$ 80,000	2027 1
Distribution	Construction	Year 2 - Watermain Replacement 2,200' S.Row to Emery St.	Debt	4.0%	\$ 770,000	2027 20
Distribution	Engineering	Year 3 - Watermain Replacement 2,000 Emery Street to Exist. System	Rate		\$ 75,000	2028 1
Distribution	Construction	Year 3 - Watermain Replacement 2,000 Emery Street to Exist. System	Debt	4.0%	\$ 740,000	2028 20
Distribution	Engineering	Year 4 - Watermain Replacement 1,850' New Fitchburg Road	Rate		\$ 75,000	2029 1
Distribution	Construction	Year 4 - Watermain Replacement 1,850' New Fitchburg Road	Debt	4.0%	\$ 730,000	2029 20
Enterprise	Vehicle	Utility Truck plus equipment	Rate		\$ 60,000	2030 1
Distribution	Engineering	Year 5 - Watermain Replacement 1,650' New Fitchburg Road	Rate		\$ 70,000	2030 1
Distribution	Construction	Year 5 - Watermain Replacement 1,650' New Fitchburg Road	Debt	4.0%	\$ 675,000	2031 20
Total					\$16,588,846	

1. Total construction cost estimated at \$14.8M with assumed principal forgiveness of \$1.96M (13.26%)

EXPENSES

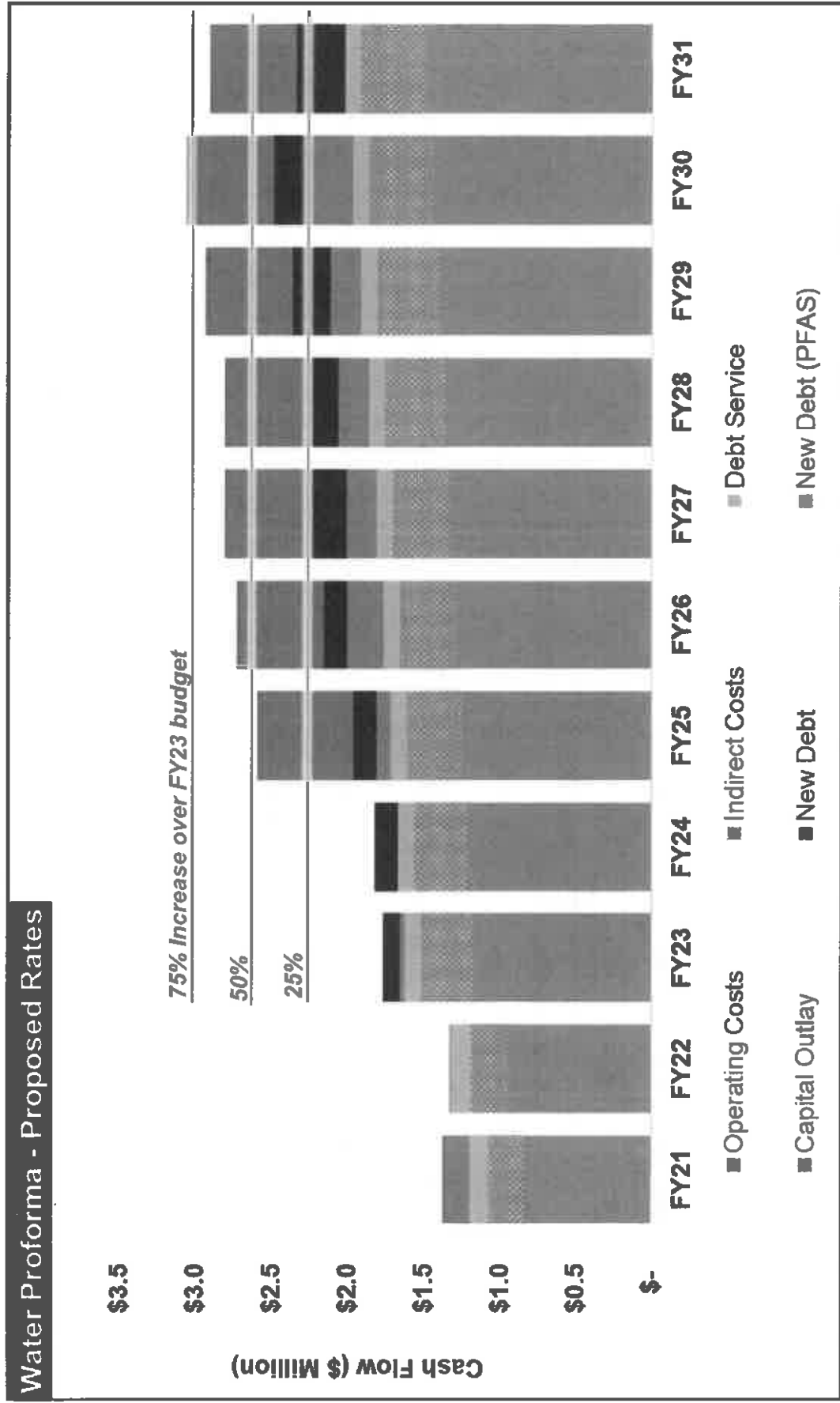
Town of



Water Enterprise Financial Model

	Budget		Budget		Budget		Budget	
	FY20	FY21	FY22	FY23	FY24	FY25	FY26	
Operating Expenses								
Personal Services	\$363,990	\$395,316	\$455,200	\$575,503	\$592,768	\$610,551	\$628,868	
Purchase Of Services	\$194,200	\$197,280	\$229,930	\$248,000	\$255,440	\$263,103	\$270,996	
Supplies	\$75,500	\$98,125	\$143,618	\$218,700	\$225,261	\$232,019	\$238,979	
Repair & Maint Bldg	\$25,000	\$50,000	\$50,000	\$50,000	\$51,500	\$53,045	\$54,636	
Repair & Maint Equip	\$20,000	\$40,000	\$40,000	\$40,000	\$41,200	\$42,436	\$43,709	
Repair & Maint Dist	\$27,000	\$30,000	\$0	\$0	\$0	\$0	\$0	
Other Charges And Expenses	\$17,311	\$15,270	\$12,025	\$27,225	\$28,042	\$28,883	\$29,749	
Repair & Maint SCADA	\$15,000	\$10,500	\$15,000	\$16,000	\$16,480	\$16,974	\$17,484	
Subtotal	\$738,001	\$836,491	\$945,773	\$1,175,428	\$1,210,691	\$1,247,012	\$1,284,422	
Indirects	\$233,070	\$234,125	\$243,944	\$343,281	\$353,579	\$364,187	\$375,112	
Capital Expenses								
Capital Outlay	\$1,124,729	\$180,343	\$10,000	\$34,000	\$0	\$94,000	\$241,000	
Articles	\$537,283	\$371,634	\$0	\$0	\$0	\$0	\$0	
Debt Service	\$127,258	\$127,257	\$134,000	\$103,957	\$103,957	\$103,957	\$103,957	
New Debt Service (SRF)	\$0	\$0	\$0	\$0	\$0	\$636,352	\$572,238	
New Debt Service	\$0	\$0	\$0	\$111,190	\$155,413	\$155,413	\$155,413	
Subtotal	\$1,789,270	\$679,234	\$144,000	\$249,147	\$259,370	\$988,722	\$1,072,608	
Capital Outlay (ARPA)*	\$0	\$0	\$0	\$425,000	\$0	\$0	\$0	
* NOT included in Total Expenses								
TOTAL BUDGET	\$2,760,341	\$1,749,850	\$1,333,717	\$1,767,856	\$1,823,640	\$2,599,921	\$2,732,142	

EXPENSES



PROJECTING REVENUE

Revenue categories

Rate Revenue:

- Derived from customer payments
- Accounts for about 90% of total revenue, 70% of Rate Revenue is based upon usage
- Is forecasted using projected usage and water rates.

Non-Rate:

- Derived from all other sources of revenue
- Is forecasted based upon historic values

Usage Analysis and Projections

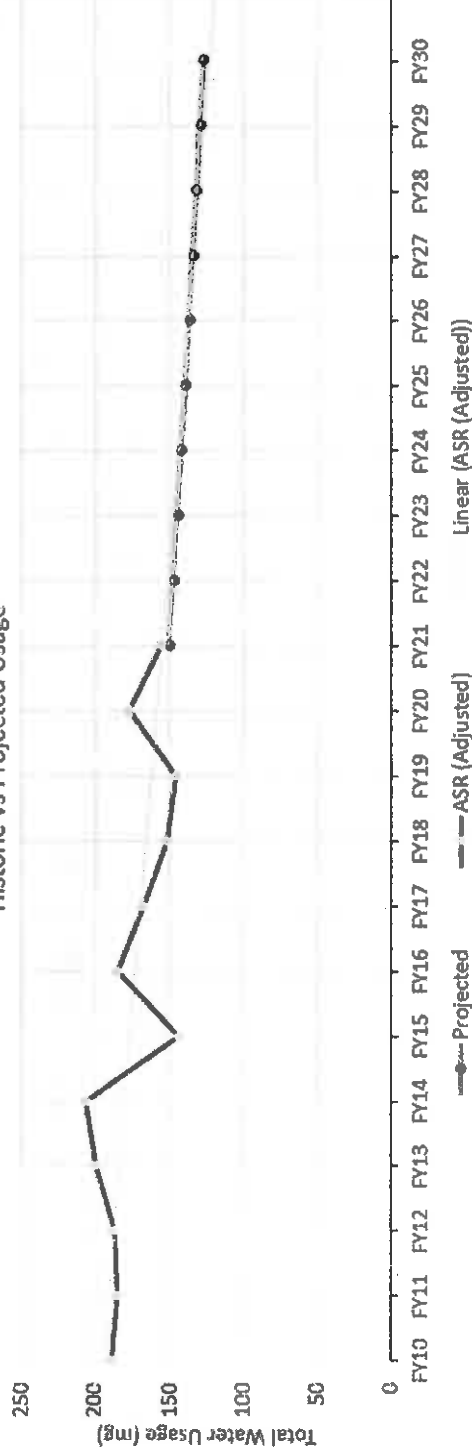
Projected Water Usage
Decreasing by **-1.90%** Per year

X . X%

Projected Customer Base
No Change **0.00%**
(0 Accounts Per year)

X . X%

Historic Vs Projected Usage



REVENUES

Historic Revenues and Projected Non-Rate Revenue

Historic Revenue Summary (Actuals)		Non-Rate Revenue Projections				
Row Labels	FY19	FY20	FY21	FY22	FY23	FY24
= Rate Revenue						
Water - User Charges	\$970,358	\$926,206	\$1,231,920			
Rate Revenue Total	\$970,358	\$926,206	\$1,231,920			
- Liens, Penalties & Py						
Water - Liens Collected W /Taxes	\$15,615	\$23,812	\$24,043			
Water - Interest And Demands (Late Charges)	\$16,731	\$14,902	\$15,308			
Water-Liens Collw/Tax Title	\$759					
Liens, Penalties & Py Total	\$33,105	\$38,715	\$39,351	\$35,000	\$35,000	\$35,000
= System Development						
Water - Connection Charges	\$16,000	\$15,600	\$6,500			
System Development Total	\$16,000	\$15,600	\$6,500	\$12,000	\$12,000	\$12,000
= Transfer In						
Transfer In From Water Enterprise Fund		\$170,000	\$100,000			
Transfer In Total		\$170,000	\$100,000			
= Non-Rate Revenue						
Water - Other Service Charges	\$30,513	\$26,130	\$27,824			
Water - Backflow Prevention Charges	\$8,547	\$9,416	\$11,393			
Water-Utility Fees			\$1,117			
Water Scrap Metal Revenue			\$7,007			
Water - Interest On Investment - Batholomew	\$18,109	\$18,173	\$11,155			
Water - Solar Energy Rebate	\$218	\$2,306	\$1,780			
Water Enterprise - Transfers In From Capital Projec	\$4,690					
Non-Rate Revenue Total	\$62,076	\$56,025	\$60,276	\$60,000	\$60,000	\$60,000
Grand Total	\$1,081,539	\$1,206,546	\$1,438,046	\$107,000	\$107,000	\$107,000



Water Enterprise Financial Model

	Budget		Projected		Projected		Projected
	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Operating Expenses							
Personal Services	\$363,990	\$395,316	\$455,200	\$575,503	\$592,768	\$610,551	\$628,868
Purchase Of Services	\$194,200	\$197,280	\$229,930	\$248,000	\$255,440	\$263,103	\$270,996
Supplies	\$75,500	\$98,125	\$143,618	\$218,700	\$225,261	\$232,019	\$238,979
Repair & Maint Bldg	\$25,000	\$50,000	\$50,000	\$50,000	\$51,500	\$53,045	\$54,636
Repair & Maint Equip	\$20,000	\$40,000	\$40,000	\$40,000	\$41,200	\$42,436	\$43,709
Repair & Maint Dist	\$27,000	\$30,000	\$0	\$0	\$0	\$0	\$0
Other Charges And Expenses	\$17,311	\$15,270	\$12,025	\$27,225	\$28,042	\$28,883	\$29,749
Repair & Maint SCADA	\$15,000	\$10,500	\$15,000	\$16,000	\$16,480	\$16,974	\$17,484
Subtotal	\$738,001	\$836,491	\$945,773	\$1,175,428	\$1,210,691	\$1,247,012	\$1,284,422
Indirects	\$233,070	\$234,125	\$243,944	\$343,281	\$353,579	\$364,187	\$375,112
Capital Expenses							
Capital Outlay	\$1,124,729	\$180,343	\$10,000	\$34,000	\$0	\$94,000	\$241,000
Articles	\$537,283	\$371,634	\$0	\$0	\$0	\$0	\$0
Debt Service	\$127,258	\$127,257	\$134,000	\$103,957	\$103,957	\$103,957	\$103,957
New Debt Service (SRF)	\$0	\$0	\$0	\$0	\$0	\$635,352	\$572,238
New Debt Service	\$0	\$0	\$0	\$111,190	\$155,413	\$155,413	\$155,413
Subtotal	\$1,789,270	\$679,234	\$144,000	\$249,147	\$259,370	\$988,722	\$1,072,608
Capital Outlay (ARPA)*	\$0	\$0	\$0	\$425,000	\$0	\$0	\$0
* NOT included in Total Expenses							
TOTAL BUDGET	\$2,760,341	\$1,749,850	\$1,333,717	\$1,767,856	\$1,823,640	\$2,599,921	\$2,732,142

	Budget		Projected		Projected		Projected
	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Revenue							
Rate Revenue	\$ 926,206	\$ 1,231,920	\$ 1,163,730	\$ 1,138,043	\$ 1,122,654	\$ 1,107,568	\$ 1,092,748
Non Rate Revenue	\$ 280,340	\$ 206,127	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000
Subtotal	\$ 1,206,546	\$ 1,438,047	\$ 1,270,730	\$ 1,245,043	\$ 1,229,654	\$ 1,214,568	\$ 1,200,748

Delta previous Rate Revenue

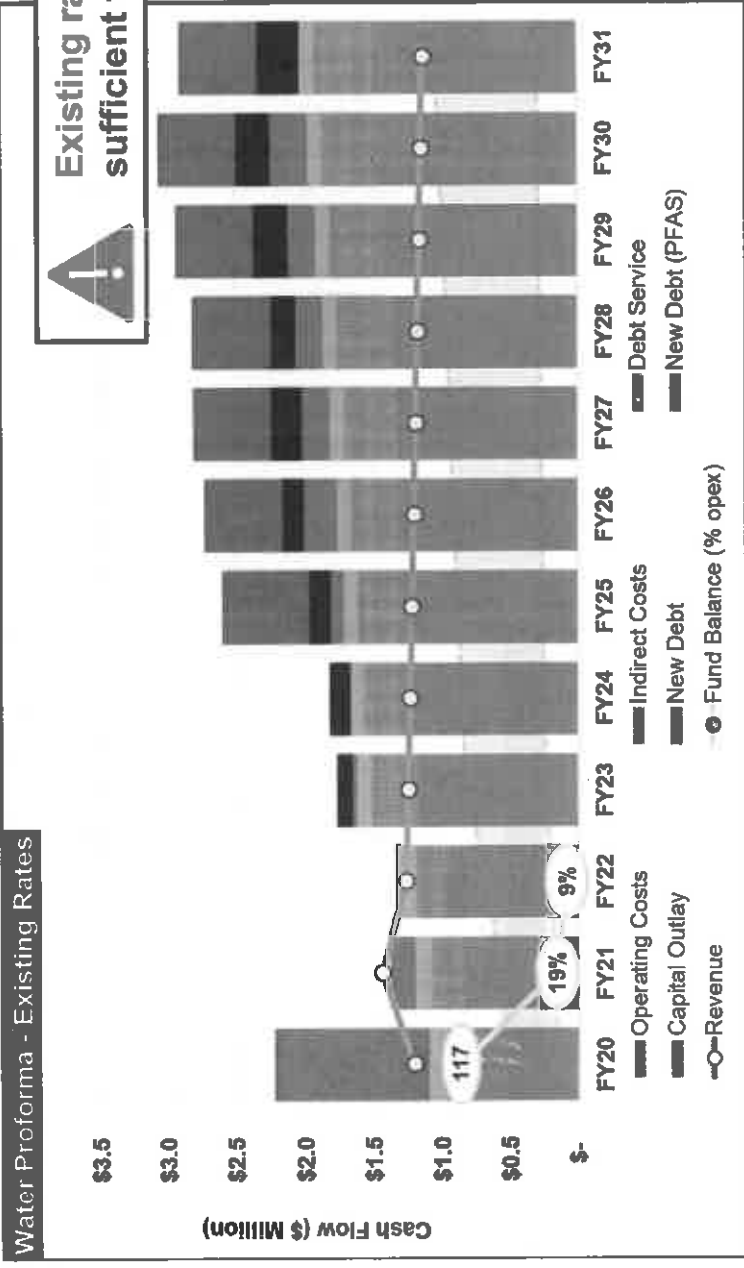
Net Revenue	\$ 1,206,546	\$ 1,438,047	\$ 1,270,730	\$ 1,245,043	\$ 1,229,654	\$ 1,214,568	\$ 1,200,748
Fund Balance (as % OpEx)	117%	19%	9%	-37%	-85%	-194%	-308%

PROFORMA

Existing rates at projected usage

	FY20	FY21	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31
Revenue												
Rate Revenue	\$ 926,206	\$ 1,231,920	\$ 1,153,730	\$ 1,138,043	\$ 1,122,854	\$ 1,107,558	\$ 1,092,748					
Non Rate Revenue	\$ 280,340	\$ 206,127	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000					
Total Revenue	\$ 1,206,546	\$ 1,438,046	\$ 1,260,730	\$ 1,245,043	\$ 1,229,854	\$ 1,214,558	\$ 1,199,748					

Net Revenue	\$ 981,863	\$ 156,875	\$ 83,888	\$ -438,925	\$ -1,032,911	\$ -2,418,274	\$ -3,930,665
Fund Balance (as % OpEx)	117%	19%	9%	-37%	-85%	-194%	-308%



PROFORMA Alternative A - Maintain Existing Rate Structure

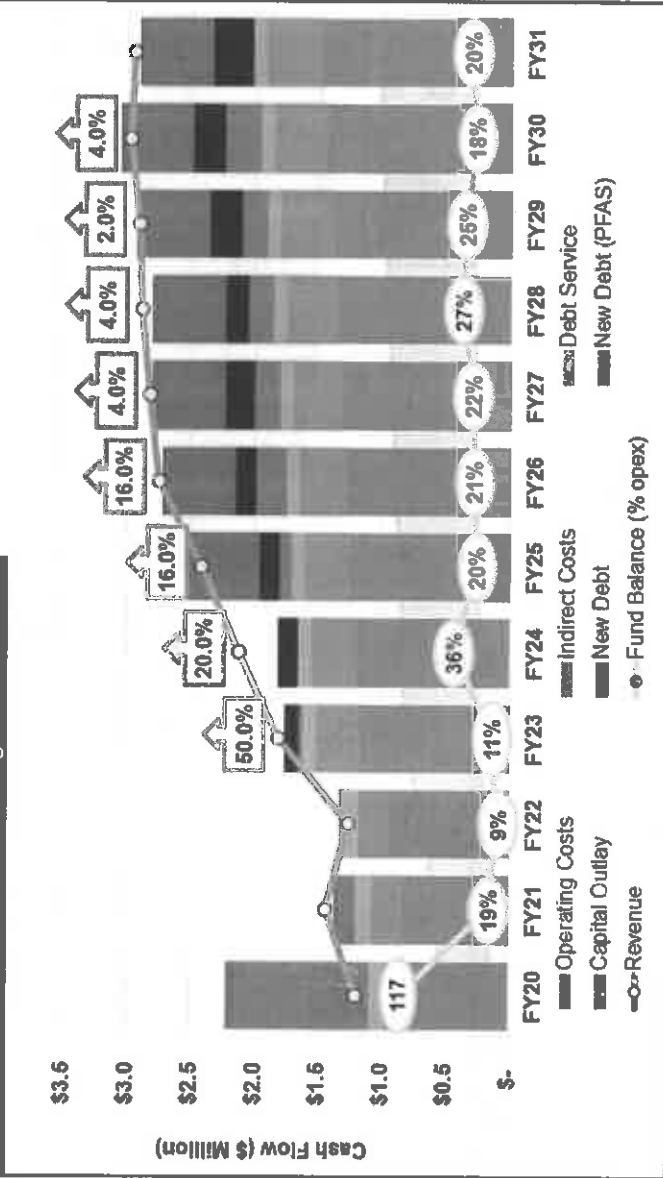
	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Revenue							
Rate Revenue	\$ 926,208	\$ 1,231,920	\$ 1,153,730	\$ 1,707,065	\$ 2,020,777	\$ 2,312,580	\$ 2,646,723
Non Rate Revenue	\$ 280,340	\$ 206,127	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000
Total Revenue	\$ 1,206,548	\$ 1,438,047	\$ 1,260,730	\$ 1,814,065	\$ 2,127,777	\$ 2,419,580	\$ 2,753,723
Rate Increase							
		19%	9%	11%	36%	20%	16.0%

	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Net Revenue							
Fund Balance	\$ 1,206,548	\$ 1,138,009	\$ 72,967	\$ 46,208	\$ 304,137	\$ 266,364	\$ 21,581
(as % OpEx)	117%	156.87%	88.88%	130.09%	143.23%	163.93%	176.47%

Rates

Description	Type	Rate Increase	
		FY22	FY23
WATR	Base Charge	\$37.50	\$56.25
WATR	Usage \$/KG	\$5.36	\$8.04
TWD	Base Charge	\$37.50	\$56.25
TWD	Usage \$/HCF	\$4.32	\$6.48

Water Proforma - Maintain Existing Rate Structure



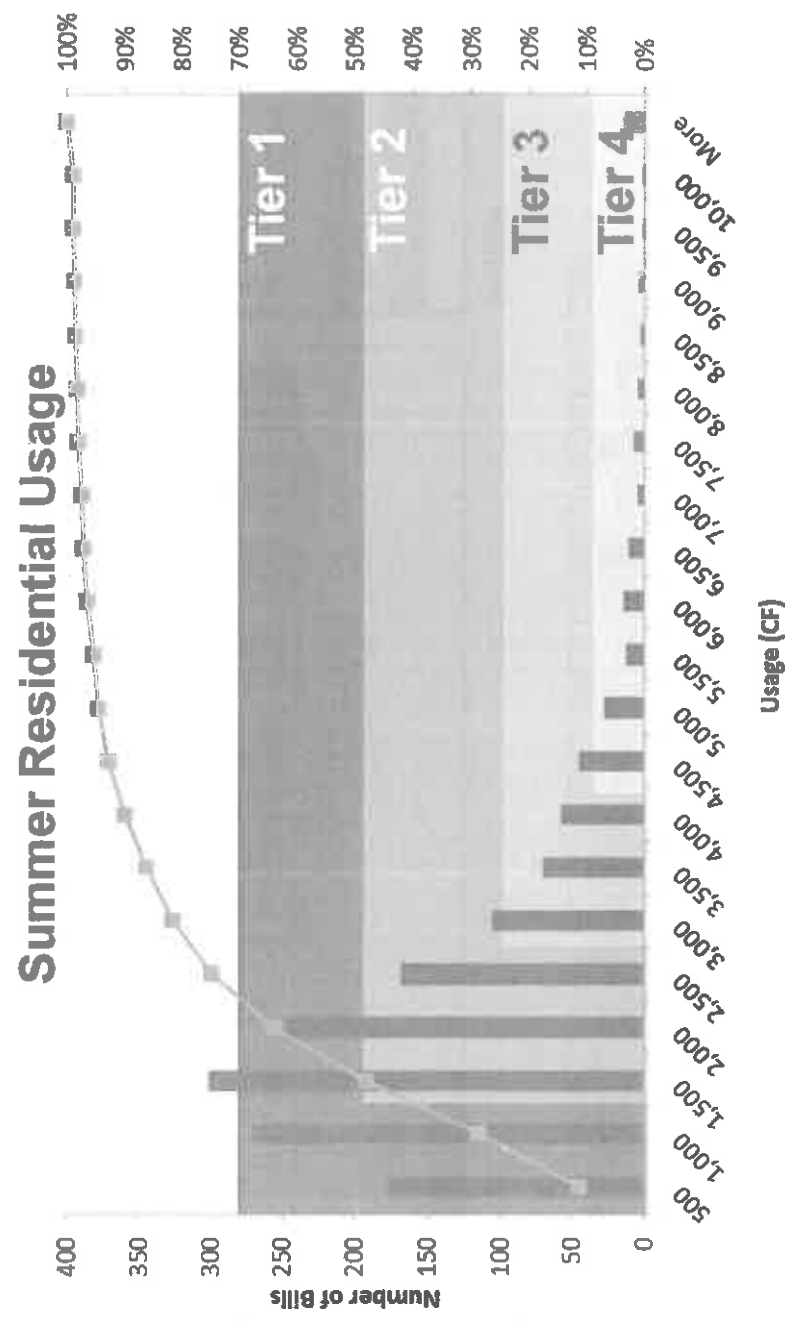
ALTERNATIVE B – TIERED RATES

Existing Rate Structure

- All customers pay same base charge
- All usage billed at same rate

Tiered Rate Structure

- All customers pay same base charge
- Usage cost goes up based upon volume used
- Used to encourage water conservation
- Based upon evaluation of usage patterns
- Used by 65% of Water Systems in 2017 Tighe & Bond water rate survey



PROFORMA Alternative B - Tiered Rate Structure

	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Revenue - Alt. B							
Rate Revenue	\$ 926,206	\$ 1,231,920	\$ 1,153,730	\$ 1,772,633	\$ 2,030,528	\$ 2,263,152	\$ 2,557,430
Non Rate Revenue	\$ 280,340	\$ 206,127	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000
Total Revenue	\$ 1,206,546	\$ 1,438,046	\$ 1,260,730	\$ 1,879,633	\$ 2,145,528	\$ 2,390,152	\$ 2,664,430

	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Net Revenue (Revenue - Expense)	\$ 550,755	\$ 871,609	\$ 722,987	\$ 1,117,777	\$ 1,223,888	\$ 1,209,759	\$ 1,368,072
Retained Earnings Balance (as % OpEx)	\$651,663	\$156,375	\$33,888	\$195,665	\$517,553	\$307,784	\$239,772
	117%	19%	9%	17%	43%	25%	19%

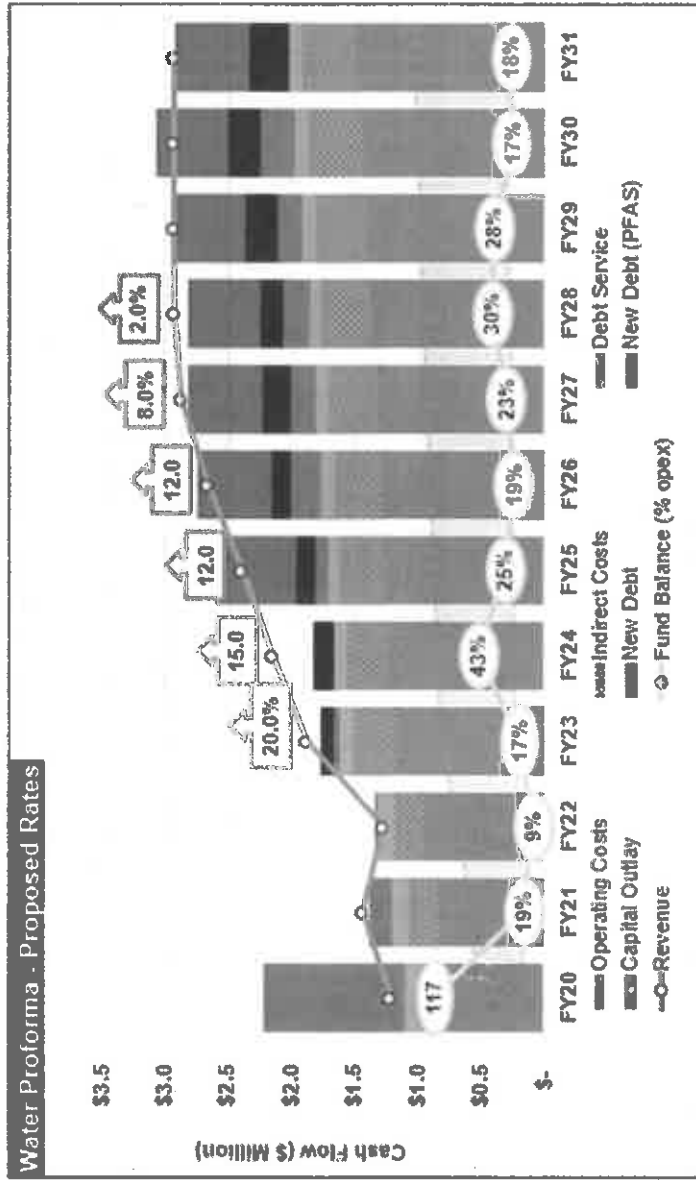
Rates

Description	Type	Rate Increase	
		FY22	FY23
WATR	Base Charge	\$37.50	\$45.00
WATR	Usage \$/KG	\$6.36	
TWD	Base Charge	\$37.50	\$45.00
TWD	Usage \$/HCF	\$4.32	
Residential T1	Usage \$/HCF		\$5.18
Residential T2	Usage \$/HCF		\$7.78
Residential T3	Usage \$/HCF		\$10.37
Residential T4	Usage \$/HCF		\$12.96
Non Residential T1	Usage \$/HCF		\$5.18
Non Residential T2	Usage \$/HCF		\$7.78

Tier Volumes (CF)

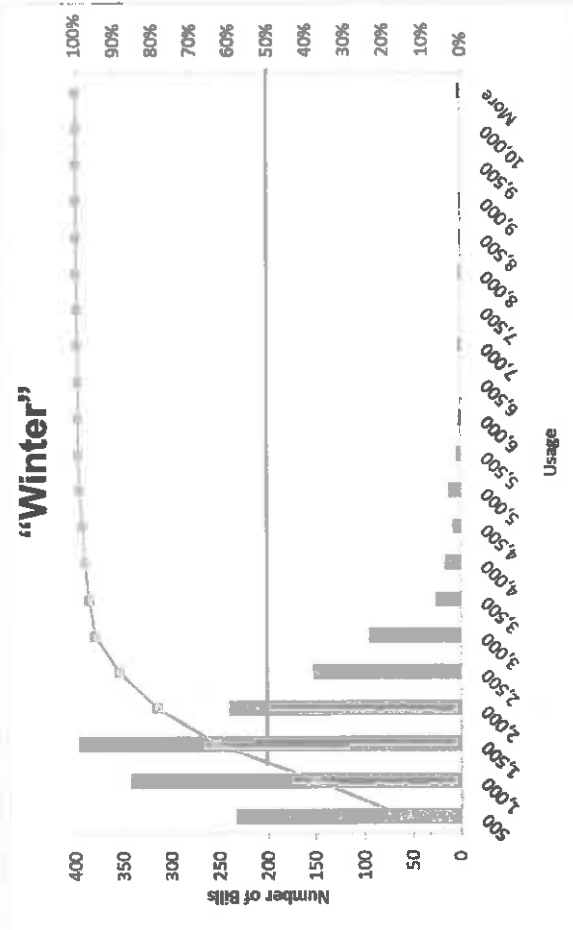
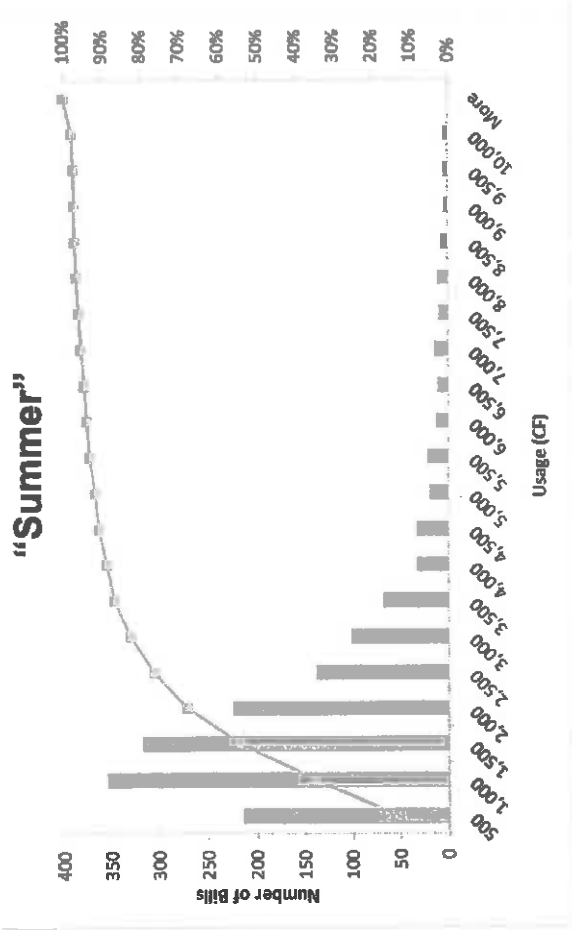
Type	Residential	Non-Residential
Tier 1	1,500	5,000
Tier 2	3,000	5,000+
Tier 3	4,500	
Tier 4	4,500+	

Note: Tier 1 starts at 0 CF



CUSTOMER COST IMPACTS

Residential – Low water users



User	Period	Usage (cf)	Water Bill / Rate Structure			S/W
			Tiered Rates	Existing	Delta	
1	"Summer"	1,500	\$122.76	\$153.45	\$ (30.69)	0.9
	"Winter"	1,600	\$130.54	\$159.93	\$ (29.39)	
2	"Summer"	1,500	\$122.76	\$153.45	\$ (30.69)	1.7
	"Winter"	900	\$91.66	\$114.57	\$ (22.91)	
3	"Summer"	1,500	\$122.76	\$153.45	\$ (30.69)	0.8
	"Winter"	1,800	\$146.09	\$172.89	\$ (26.80)	
4	"Summer"	1,500	\$122.76	\$153.45	\$ (30.69)	0.8
	"Winter"	1,800	\$146.09	\$172.89	\$ (26.80)	

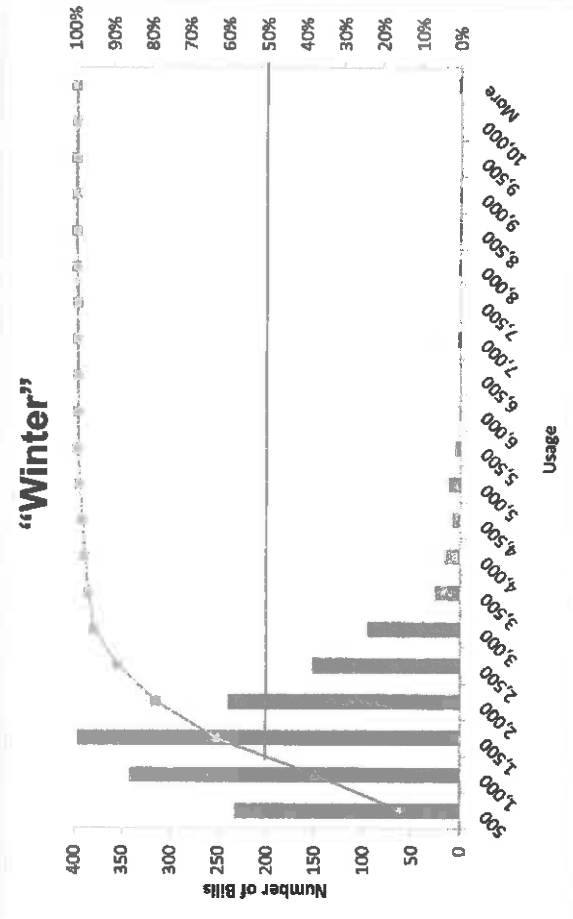
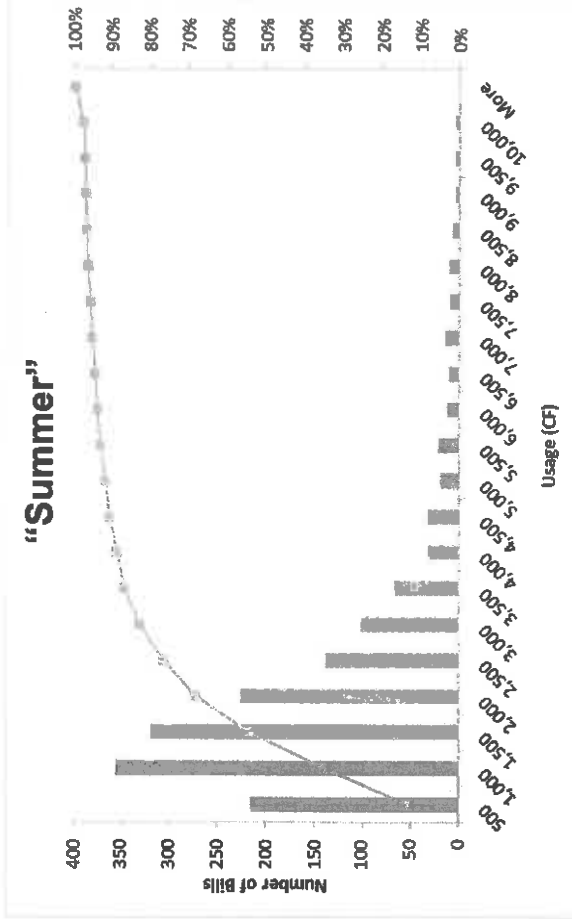
Example:



2 People each using 65 Gallons per day
Minimal Discretionary Usage

CUSTOMER COST IMPACTS

Residential – Moderate water users



User	Period	Usage (cf)	Water Bill / Rate Structure			S/W
			Tiered Rates	Existing	Delta	
1	"Summer"	3,100	\$249.77	\$257.13	\$ (7.36)	1.1
	"Winter"	2,900	\$231.62	\$244.17	\$ (12.55)	
2	"Summer"	3,100	\$249.77	\$257.13	\$ (7.36)	1.2
	"Winter"	2,500	\$200.52	\$218.25	\$ (17.73)	
3	"Summer"	3,100	\$249.77	\$257.13	\$ (7.36)	1.2
	"Winter"	2,500	\$200.52	\$218.25	\$ (17.73)	
4	"Summer"	3,100	\$249.77	\$257.13	\$ (7.36)	1.1
	"Winter"	2,700	\$216.07	\$231.21	\$ (15.14)	

Example:

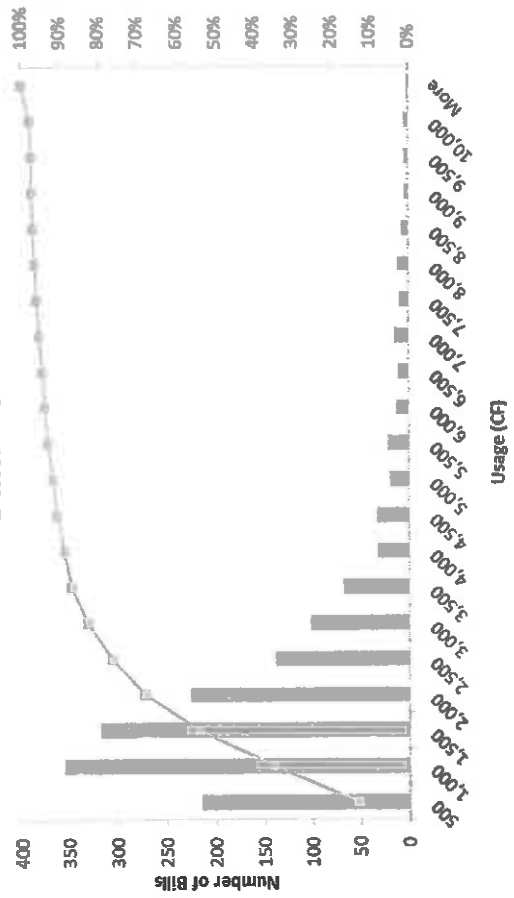


4 People each using 65 Gallons per day
Minimal Discretionary Usage

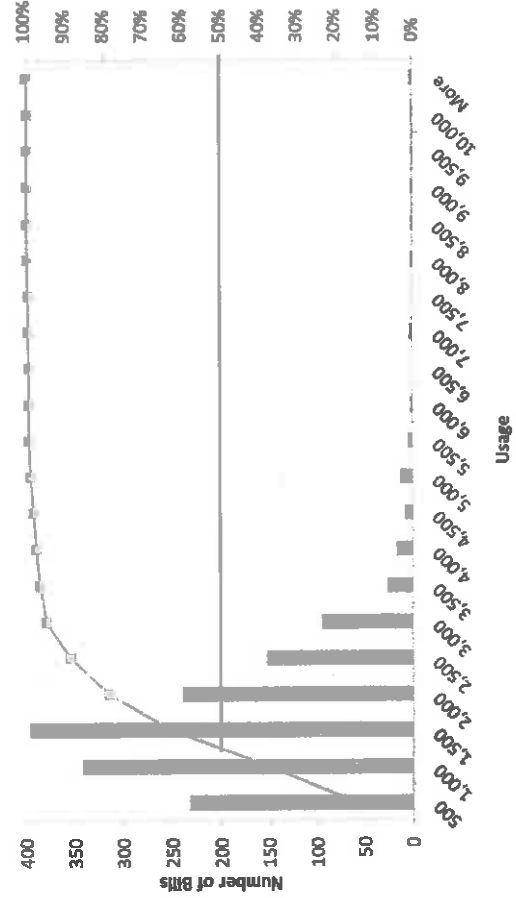
CUSTOMER COST IMPACTS

Residential – High water users

“Summer”



“Winter”



User	Period	Usage (cf)	Water Bill / Rate Structure			Delta	S/W
			Tiered Rates	Existing			
1	"Summer"	41,800	\$5,229.00	\$2,764.89	\$ 2,464	13.5	
	"Winter"	3,100	\$249.77	\$257.13	\$ (7.36)		
2	"Summer"	34,417	\$4,272.16	\$2,286.47	\$ 1,986	25.4	
	"Winter"	1,356	\$115.30	\$144.12	\$ (28.82)		
3	"Summer"	17,876	\$1,940.17	\$1,270.86	\$ 669	2.0	
	"Winter"	9,036	\$883.36	\$698.03	\$ 185.33		
4	"Summer"	17,456	\$2,074.02	\$1,187.40	\$ 887	3.7	
	"Winter"	4,667	\$416.56	\$358.67	\$ 57.89		

CUSTOMER COST IMPACTS

Non-Residential – Top 10

User	Period	Usage (cf)	Water Bill / Rate Structure			Delta	S/W
			Tiered Rates	Existing	Delta		
1 Industrial	"Summer"	398,986	\$30,855.95	\$25,966.79	\$ 4,889.16	1.7	
	"Winter"	238,420	\$18,420.88	\$15,562.12	\$ 2,858.77		
2 Apartments	"Summer"	85,368	\$6,299.82	\$5,756.85	\$ 542.97	0.8	
	"Winter"	106,300	\$7,927.49	\$7,113.24	\$ 814.25		
3 Commercial	"Summer"	111,610	\$8,586.63	\$7,457.33	\$ 1,129.31	2.0	
	"Winter"	55,160	\$4,197.08	\$3,799.37	\$ 397.71		
4 Apartments	"Summer"	49,700	\$3,695.47	\$3,333.06	\$ 362.41	0.9	
	"Winter"	53,000	\$3,952.08	\$3,546.90	\$ 405.18		
5 School	"Summer"	53,053	\$4,072.03	\$3,944.08	\$ 127.95	1.7	
	"Winter"	31,632	\$2,256.10	\$2,556.00	\$ (299.90)		
6 industrial	"Summer"	27,400	\$2,046.02	\$1,831.77	\$ 214.25	0.6	
	"Winter"	44,400	\$3,367.94	\$2,933.37	\$ 434.57		
7 Apartments	"Summer"	20,626	\$1,411.92	\$1,505.31	\$ (93.39)	0.4	
	"Winter"	47,876	\$3,469.04	\$3,271.11	\$ 197.92		
8 industrial	"Summer"	28,000	\$2,092.68	\$1,870.65	\$ 222.03	0.9	
	"Winter"	31,600	\$2,372.62	\$2,103.93	\$ 268.69		
9 Apartments	"Summer"	36,399	\$2,745.79	\$2,414.91	\$ 330.88	3.8	
	"Winter"	9,699	\$669.59	\$684.75	\$ (15.15)		
10 Agricultural	"Summer"	31,730	\$2,382.72	\$2,112.35	\$ 270.37	2.3	
	"Winter"	13,930	\$998.60	\$958.91	\$ 39.68		

RESIDENTIAL FINANCIAL BURDEN & AFFORDABILITY



Measuring Affordability. Affordability, like temperature, is highly subjective. To determine whether or not water and sewer costs represents a financial burden we use the two most common and appropriate indicators.

Annual Cost	Scenario	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31	Total
Alt. A - Maintain Existing Rate Structure		\$ 409	\$ 614	\$ 737	\$ 854	\$ 991	\$ 1,031	\$ 1,072	\$ 1,093	\$ 1,137	\$ 1,137	\$ 8,666.40
Increase		\$ -	\$ 205	\$ 123	\$ 118	\$ 137	\$ 40	\$ 41	\$ 21	\$ 44	\$ -	
Alt. B - Tiered Rates		\$ 409	\$ 491	\$ 565	\$ 632	\$ 708	\$ 765	\$ 780	\$ 780	\$ 780	\$ 780	\$ 6,282.87
Increase		\$ -	\$ 82	\$ 74	\$ 68	\$ 76	\$ 57	\$ 15	\$ -	\$ -	\$ -	

The Residential Indicator. Adopted from EPA guidance developed in the late 90's to determine the cost impacts of federal regulatory programs, this indicator divides the total annual cost of water and sewer and divides it by the median household income. A score of 2% or more is considered to be a financial burden.

Scenario	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY31
Alt. A - Maintain Existing Rate Structure	1.3%	1.5%	1.7%	1.9%	2.1%	2.1%	2.2%	2.2%	2.2%	2.3%	2.3%
Alt. B - Tiered Rates	1.3%	1.4%	1.5%	1.6%	1.7%	1.7%	1.8%	1.8%	1.8%	1.8%	1.8%

The Household Burden Indicator. Introduced in 2019, this indicator is based the lowest quintile income (the lowest 20%), which is more representative of household financial status. The second component, the Poverty Prevalence Indicator is the percentage of the community below 200% of the Federal Poverty Level. The burden is determined by using the chart below.

Household Burden (HB) - Static LQI	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31
Existing	5.3%	5.7%	6.2%	6.6%	7.0%	7.3%	7.4%	7.4%	7.4%	7.4%
Alt. A - Maintain Existing Rate Structure	7.8%	8.6%	8.9%	9.1%	9.2%	9.2%	9.2%	9.2%	9.5%	9.5%
Alt. B - Tiered Rates	5.3%	5.7%	6.2%	6.6%	7.0%	7.3%	7.4%	7.4%	7.4%	7.4%

Townsend Income Data (US Census)

Median Household Income: \$72,500
 Lowest Quintile Income: \$17,265
 Poverty Prevalence Indicator: 18%

Note: \$500 in annual cost was included in both analysis to represent septic system costs

Household Burden Indicator	Poverty Prevalence Indicator	
	>= 35%	20% to 35%
> = 10%	Very High Burden	High Burden
7% to 10%	High Burden	Moderate - High Burden
<7%	Moderate - High Burden	Moderate - Low Burden





WATER RATE EVALUATION

Townsend, MA

January, 2022

WATER RATE FUNDAMENTALS

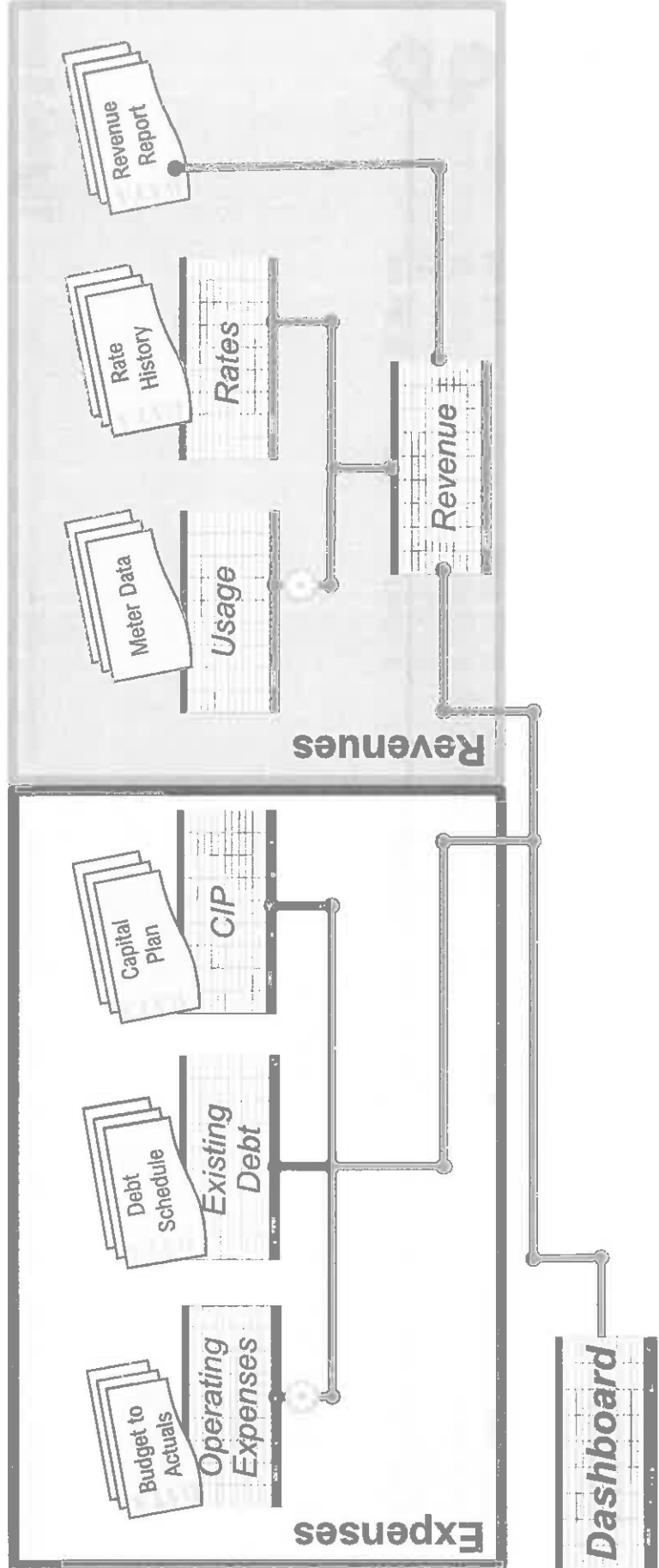
Rate Setting Principals & Goals



EVALUATING WAIVER RATES

1. Project expenses

2. Project revenues



3. Calculate net revenue

4. Adjust rates to maintain fund balance

5. Calculate user costs

6. Evaluate equity

7. Evaluate affordability

PROJECTING EXPENSES

Operating Expenses

Expense Trending Analysis							
Category	Trend	FY18 - FY21			FY23		
		Average Budget	% Change	Average Actual	Average Turnback	Budget	Escalator
Personal Services		\$ 371,808	5.0%	\$ 299,858	19.4%	\$575,503	3.0%
Articles		\$ 436,339	-3.8%	\$ 153,558	64.8%	\$0	
Purchase Of Services		\$ 186,893	7.1%	\$ 187,436	-0.3%	\$248,000	3.0%
Capital Outlay		\$ 880,041	-320.1%	\$ 424,041	51.8%	\$0	
Debt Service		\$ 128,102	-1.0%	\$ 121,584	5.1%	\$134,000	
Supplies		\$ 83,042	11.5%	\$ 98,739	-18.9%	\$218,700	3.0%
Repair & Maint Bldg		\$ 26,667	45.0%	\$ 10,804	59.5%	\$50,000	3.0%
Repair & Maint Equip		\$ 26,667	25.0%	\$ 24,403	8.5%	\$40,000	3.0%
Repair & Maint Dist		\$ 28,500	50.0%	\$ 26,995	5.3%	\$0	
Other Charges And Expenses		\$ 11,911	39.7%	\$ 10,462	12.0%	\$27,225	3.0%
Repair & Maint SCADA		\$ 11,833	2.4%	\$ 6,889	-41.8%	\$16,000	3.0%
Transfer Out		\$ -	--	\$ 135,000	--	\$0	
Indirects		\$ -	-	\$ 221,380	-	\$0	
Grand Total		\$ 2,182,303		\$ 1,304,975	40.2%	\$1,309,428	

1. Taken from CIP (p. 5) not projected
2. Not used
3. See p.6

CAPITAL IMPROVEMENT PLAN

Capital Improvement Planner						
System Component	Scope	Description	Funding source	Interest Rate	Estimated Cost	Start Year Term
Pumping	Construction	Main St. Pump Station Rehabilitation	Rate		\$ 600,000	2021 1
Distribution	Construction	Main St. and Greedy Road Valve Project	Rate		\$ 70,000	2022 1
Source	Other	Main St Wellhouse Generator	ARPA		\$ 120,000	2023 1
Source	Other	Cross St. Wellhouse Generator	ARPA		\$ 100,000	2023 1
Distribution	Other	Fusing Machine for Water Mains	Rate		\$ 25,000	2023 1
Enterprise	Other	36" Wide Scanner Copier	Rate		\$ 7,000	2023 1
Treatment	Engineering	PFAS Water Treatment Plant - Prelim Engineering	ARPA		\$ 205,000	2023 1
Treatment	Engineering	PFAS Water Treatment Plant - Design	Debt	4.0%	\$ 495,000	2023 5
Distribution	Other	Trailer Mounted Gate Exerciser with vacuum	Rate		\$ 85,000	2026 1
Distribution	Engineering	Year 1 - Watermain Replacement 950' S. Row Road	Rate		\$ 55,000	2026 1
Distribution	Construction	Year 1 - Watermain Replacement 950' S. Row Road	Debt	4.0%	\$ 550,000	2024 20
Distribution	Engineering	Valve and Hydrant Replacement Program	Rate			2024 5
Distribution	Construction	Valve and Hydrant Replacement Program	Rate		\$ 90,000	2026 5
Enterprise	Vehicle	Hybrid or Electric Dump Truck (F 450 or Equivalent) with snowplow	Rate		\$ 83,000	2025 1
Treatment	Construction	PFAS Water Treatment Plant	Rate	1.0%	\$ 12,828,846	2025 30
Distribution	Engineering	Year 2 - Watermain Replacement 2,200' S.Row to Emery St.	Rate		\$ 80,000	2027 1
Distribution	Construction	Year 2 - Watermain Replacement 2,200' S.Row to Emery St.	Debt	4.0%	\$ 770,000	2027 20
Distribution	Engineering	Year 3 - Watermain Replacement 2,000 Emery Street to Exist. System	Rate		\$ 75,000	2028 1
Distribution	Construction	Year 3 - Watermain Replacement 2,000 Emery Street to Exist. System	Debt	4.0%	\$ 740,000	2028 20
Distribution	Engineering	Year 4 - Watermain Replacement 1,850' New Fitchburg Road	Rate		\$ 75,000	2029 1
Distribution	Construction	Year 4 - Watermain Replacement 1,850' New Fitchburg Road	Debt	4.0%	\$ 730,000	2029 20
Enterprise	Vehicle	Utility Truck plus equipment	Rate		\$ 60,000	2030 1
Distribution	Engineering	Year 5 - Watermain Replacement 1,650' New Fitchburg Road	Rate		\$ 70,000	2030 1
Distribution	Construction	Year 5 - Watermain Replacement 1,650' New Fitchburg Road	Debt	4.0%	\$ 675,000	2031 20
Total					\$18,586,846	

- Total construction cost estimated at \$14.8M with assumed principal forgiveness of \$1.96M (13.26%)

EXPENSES

Town of

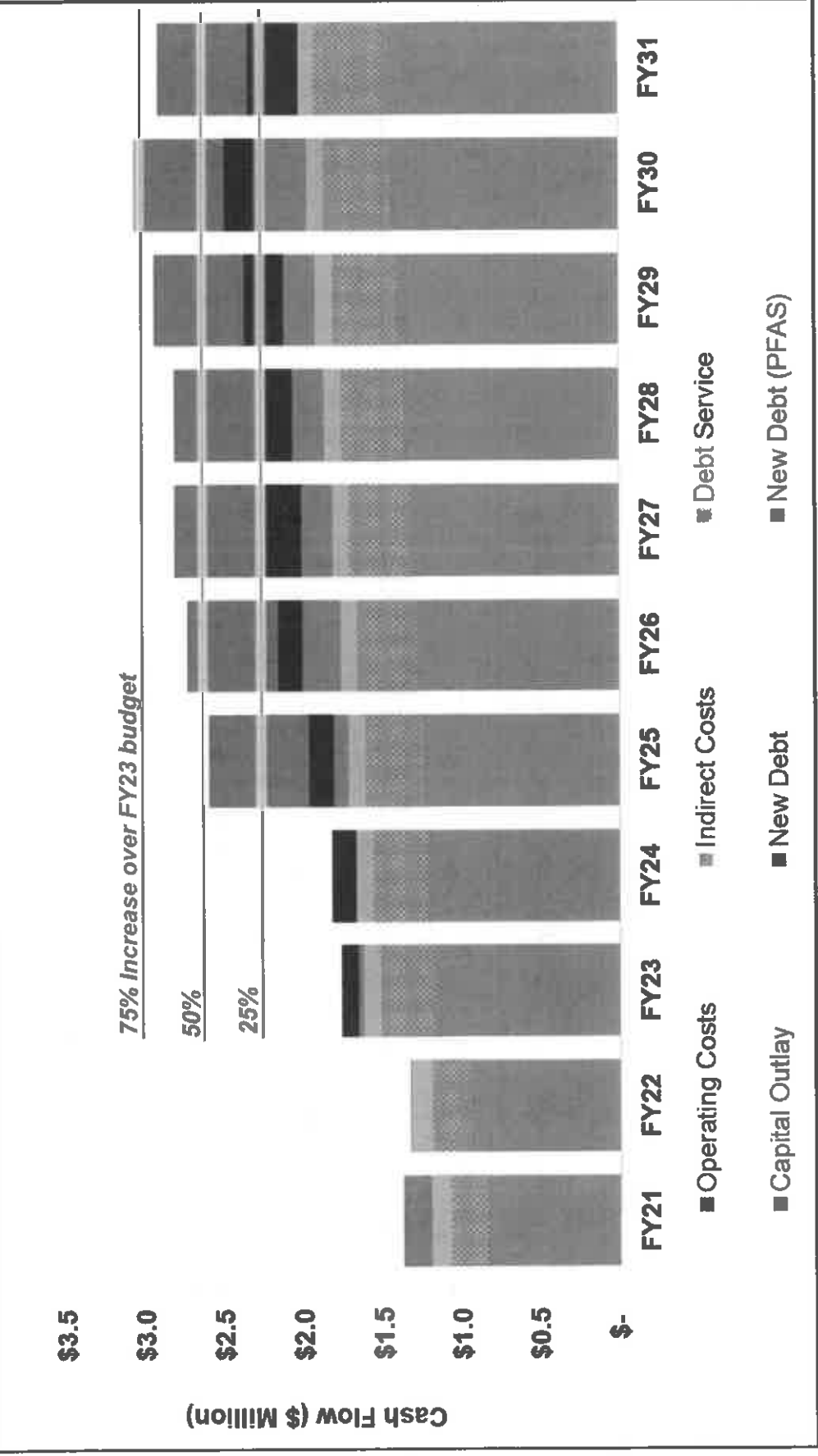


Water Enterprise Financial Model

	Budget		Budget		Projected		Projected	
	FY20	FY21	FY22	FY23	FY24	FY25	FY26	FY26
Operating Expenses								
Personal Services	\$363,990	\$395,316	\$455,200	\$575,503	\$592,768	\$610,551	\$628,868	
Purchase Of Services	\$194,200	\$197,280	\$229,930	\$248,000	\$255,440	\$263,103	\$270,996	
Supplies	\$75,500	\$98,125	\$143,618	\$218,700	\$225,261	\$232,019	\$238,979	
Repair & Maint Bldg	\$25,000	\$50,000	\$50,000	\$50,000	\$51,500	\$53,045	\$54,636	
Repair & Maint Equip	\$20,000	\$40,000	\$40,000	\$40,000	\$41,200	\$42,436	\$43,709	
Repair & Maint Dist	\$27,000	\$30,000	\$0	\$0	\$0	\$0	\$0	
Other Charges And Expenses	\$17,311	\$15,270	\$12,025	\$27,225	\$28,042	\$28,883	\$29,749	
Repair & Maint SCADA	\$15,000	\$10,500	\$15,000	\$16,000	\$16,480	\$16,974	\$17,484	
Subtotal	\$738,001	\$836,491	\$945,773	\$1,175,428	\$1,210,691	\$1,247,012	\$1,284,422	
Indirects	\$233,070	\$234,125	\$243,944	\$343,281	\$353,579	\$364,187	\$375,112	
Capital Expenses								
Capital Outlay	\$1,124,729	\$180,343	\$10,000	\$34,000	\$0	\$94,000	\$241,000	
Articles	\$537,283	\$371,634	\$0	\$0	\$0	\$0	\$0	
Debt Service	\$127,258	\$127,257	\$134,000	\$103,957	\$103,957	\$103,957	\$103,957	
New Debt Service (SRF)	\$0	\$0	\$0	\$0	\$0	\$635,352	\$572,238	
New Debt Service	\$0	\$0	\$0	\$111,190	\$155,413	\$155,413	\$155,413	
Subtotal	\$1,789,270	\$679,234	\$144,000	\$249,147	\$259,370	\$988,722	\$1,072,608	
Capital Outlay (ARPA)*	\$0	\$0	\$0	\$425,000	\$0	\$0	\$0	
* NOT included in Total Expenses								
TOTAL BUDGET	\$2,760,341	\$1,749,850	\$1,333,717	\$1,767,856	\$1,823,640	\$2,599,921	\$2,732,142	

EXPENSES

Water Proforma - Proposed Rates



PROJECTING REVENUE

Revenue categories

Rate Revenue:

- Derived from customer payments
- Accounts for about 90% of total revenue, 70% of Rate Revenue is based upon usage
- Is forecasted using projected usage and water rates.

Non-Rate:

- Derived from all other sources of revenue
- Is forecasted based upon historic values

Usage Analysis and Projections

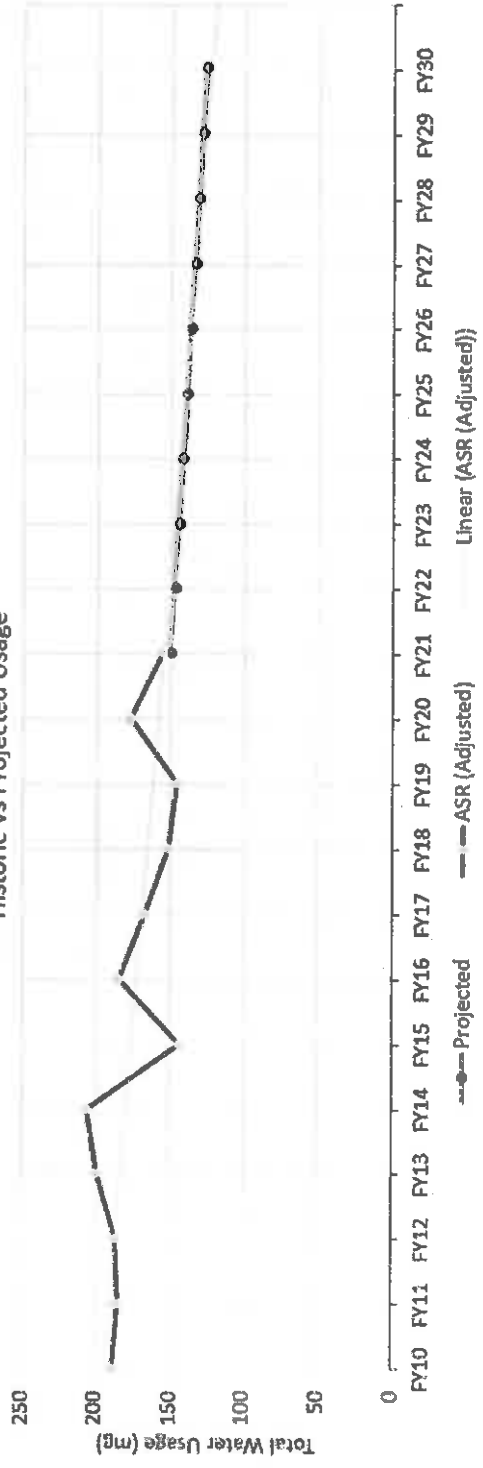
Projected Water Usage
Decreasing by **-1.20%** Per year

X . X%

Projected Customer Base
No Change **0.00%** (D Accounts Per year)

X . X%

Historic Vs Projected Usage



REVENUES

Historic Revenues and Projected Non-Rate Revenue

Historic Revenue Summary (Actuals) | Non-Rate Revenue Projections

Row Labels	FY19	FY20	FY21	FY22	FY23	FY24
- Rate Revenue						
Water - User Charges	\$970,358	\$826,206	\$1,231,920			
Rate Revenue Total	\$970,358	\$926,206	\$1,231,920			
- Liens, Penalties & Py						
Water - Liens Collected W /Taxes	\$15,615	\$23,812	\$24,043			
Water - Interest And Demands (Late Charges)	\$16,731	\$14,902	\$15,308			
Water-Liens Collw/Tax Title	\$759					
Liens, Penalties & Py Total	\$33,105	\$38,715	\$39,351	\$35,000	\$35,000	\$35,000
- System Development						
Water - Connection Charges	\$16,000	\$15,600	\$6,500			
System Development Total	\$16,000	\$15,600	\$6,500	\$12,000	\$12,000	\$12,000
- Transfer In						
Transfers In From Water Enterprise Fund		\$170,000	\$100,000			
Transfer In Total		\$170,000	\$100,000			
- Non-Rate Revenue						
Water - Other Service Charges	\$30,513	\$26,130	\$27,824			
Water - Backflow Prevention Charges	\$8,547	\$9,416	\$11,393			
Water-Utility Fees			\$1,117			
Water Scrap Metal Revenue			\$7,007			
Water - Interest On Investment - Bartholomew	\$18,109	\$18,173	\$11,155			
Water - Solar Energy Rebate	\$218	\$2,306	\$1,780			
Water Enterprise - Transfers In From Capital Projec	\$4,690					
Non-Rate Revenue Total	\$62,076	\$56,025	\$60,226	\$60,000	\$60,000	\$60,000
Grand Total	\$1,081,539	\$1,206,546	\$1,438,046	\$107,000	\$107,000	\$107,000

	Budget		Encumbr		Projects		Projects		Projects	
	FY20	FY21	FY22	FY23	FY24	FY25	FY26	FY23	FY25	FY26
Operating Expenses										
Personal Services	\$363,990	\$395,316	\$455,200	\$575,503	\$592,768	\$610,551	\$628,868	\$575,503	\$610,551	\$628,868
Purchase Of Services	\$194,200	\$197,280	\$229,930	\$248,000	\$255,440	\$263,103	\$270,996	\$248,000	\$263,103	\$270,996
Supplies	\$75,500	\$98,125	\$143,618	\$218,700	\$225,261	\$232,019	\$238,979	\$218,700	\$232,019	\$238,979
Repair & Maint Bldg	\$25,000	\$50,000	\$50,000	\$50,000	\$51,500	\$53,045	\$54,636	\$50,000	\$53,045	\$54,636
Repair & Maint Equip	\$20,000	\$40,000	\$40,000	\$40,000	\$41,200	\$42,436	\$43,709	\$40,000	\$42,436	\$43,709
Repair & Maint Dist	\$27,000	\$30,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Charges And Expenses	\$17,311	\$15,270	\$12,025	\$27,225	\$28,042	\$28,883	\$29,749	\$27,225	\$28,883	\$29,749
Repair & Maint SCADA	\$15,000	\$10,500	\$15,000	\$16,000	\$16,480	\$16,974	\$17,484	\$16,000	\$16,974	\$17,484
Subtotal	\$738,001	\$836,491	\$945,773	\$1,175,428	\$1,210,691	\$1,247,012	\$1,284,422	\$1,175,428	\$1,247,012	\$1,284,422
Indirects	\$233,070	\$234,125	\$243,944	\$343,281	\$353,579	\$364,187	\$375,112	\$343,281	\$364,187	\$375,112
Capital Expenses										
Capital Outlay	\$1,124,729	\$180,343	\$10,000	\$34,000	\$0	\$94,000	\$241,000	\$1,124,729	\$180,343	\$241,000
Articles	\$537,283	\$371,634	\$0	\$103,957	\$103,957	\$103,957	\$103,957	\$537,283	\$371,634	\$103,957
Debt Service	\$127,258	\$127,257	\$134,000	\$0	\$0	\$0	\$0	\$127,258	\$127,257	\$134,000
New Debt Service (SRF)	\$0	\$0	\$0	\$111,190	\$155,413	\$155,413	\$155,413	\$0	\$0	\$155,413
New Debt Service	\$0	\$0	\$0	\$249,147	\$269,370	\$269,370	\$269,370	\$0	\$0	\$269,370
Subtotal	\$1,789,270	\$678,234	\$144,000	\$249,147	\$269,370	\$269,370	\$269,370	\$1,789,270	\$678,234	\$1,072,608
Capital Outlay (ARPA)*	\$0	\$0	\$0	\$425,000	\$0	\$0	\$0	\$0	\$0	\$0
* NOT included in Total Expenses										
TOTAL BUDGET	\$2,760,341	\$1,749,850	\$1,333,717	\$1,787,866	\$1,823,640	\$2,599,921	\$2,732,142	\$1,787,866	\$2,599,921	\$2,732,142

	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Revenue							
Rate Revenue	\$ 926,206	\$ 1,231,920	\$ 1,153,730	\$ 1,138,043	\$ 1,122,654	\$ 1,107,558	\$ 1,092,748
Non Rate Revenue	\$ 280,340	\$ 206,127	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000
Rate Increase							
	\$ 1,205,346	\$ 1,911,807	\$ 1,280,730	\$ 1,245,043	\$ 1,230,654	\$ 1,214,558	\$ 1,200,748

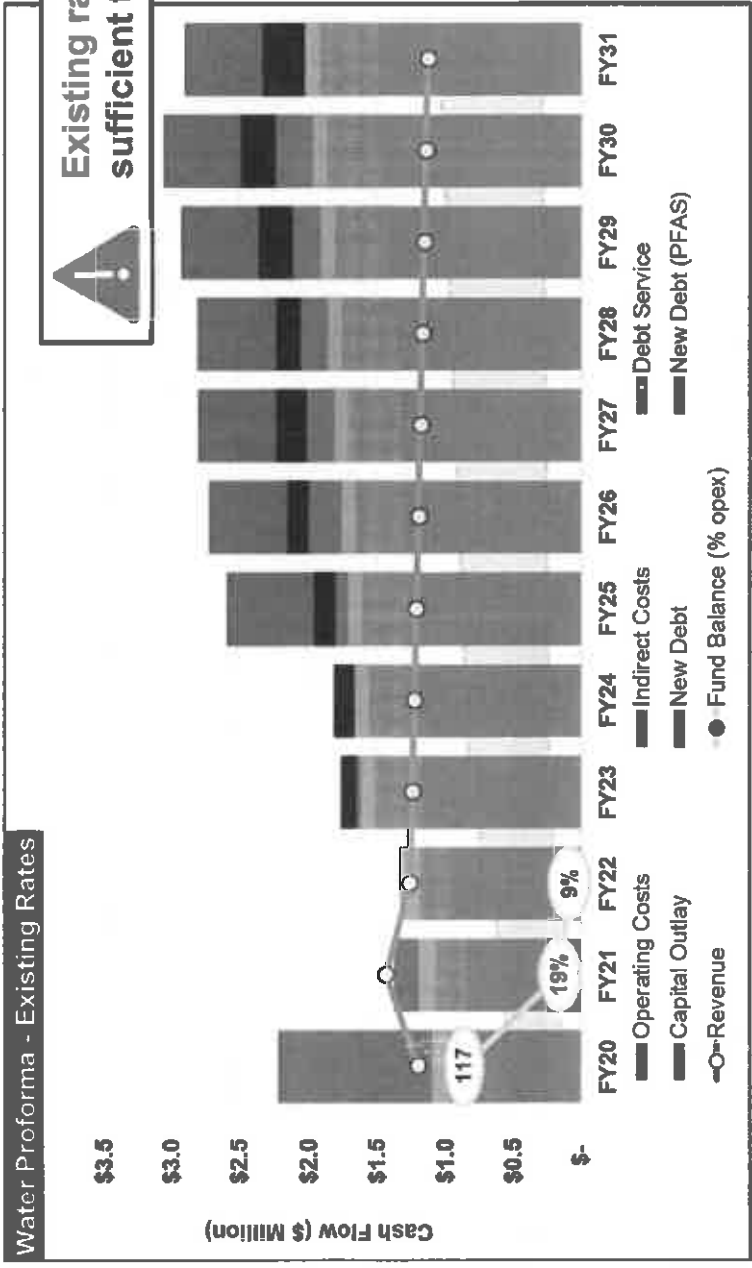
	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Net Revenue							
Fund Balance	\$ 661,883	\$ 156,975	\$ 83,888	\$ -348,925	\$ -1,032,911	\$ -2,418,274	\$ -3,950,569
(as % OpEx)	117%	19%	9%	-37%	-85%	-194%	-308%

PROFORMA

Existing rates at projected usage

	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Revenue							
Rate Revenue	\$ 926,206	\$ 1,231,920	\$ 1,153,730	\$ 1,138,043	\$ 1,122,654	\$ 1,107,558	\$ 1,092,748
Non Rate Revenue	\$ 280,340	\$ 206,127	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000
Total Revenue	\$ 1,206,546	\$ 1,438,046	\$ 1,260,730	\$ 1,245,043	\$ 1,229,654	\$ 1,214,558	\$ 1,199,748

	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Net Revenue							
Fund Balance (as % OpEx)	\$961,893	\$156,873	\$83,988	-\$438,925	-\$1,032,911	-\$2,418,274	-\$3,950,668
	117%	19%	9%	-37%	-85%	-194%	-308%



PROFORMA Alternative A – Maintain Existing Rate Structure

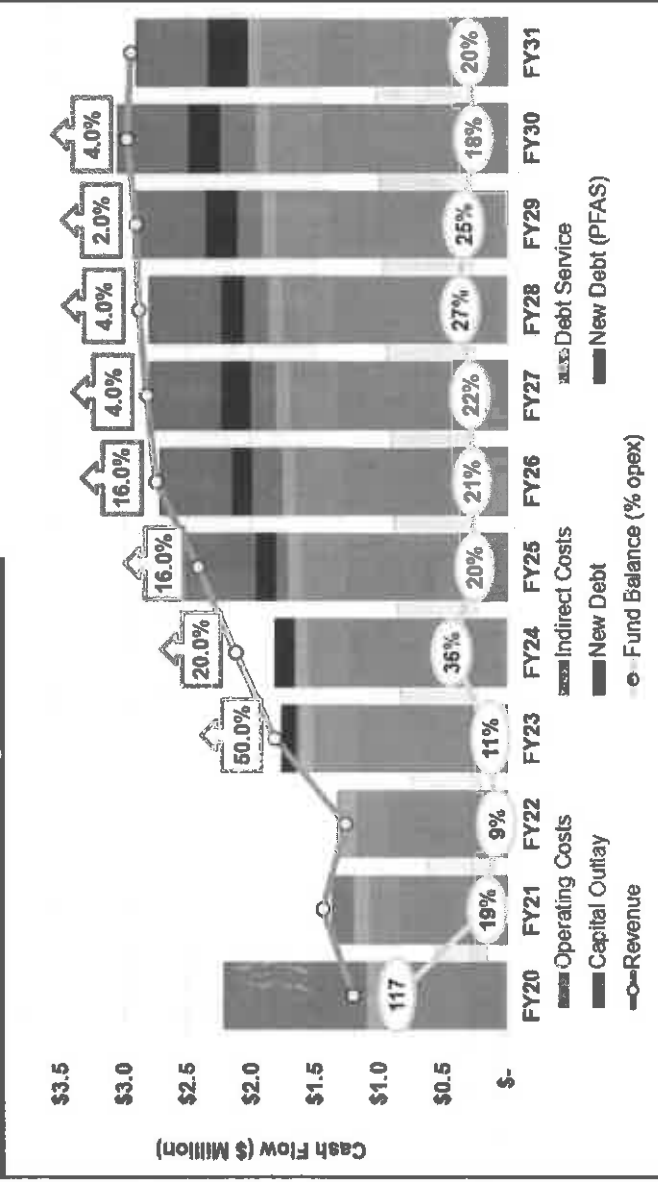
	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Revenue							
Rate Revenue	\$ 926,206	\$ 1,231,920	\$ 1,153,730	\$ 1,707,065	\$ 2,020,777	\$ 2,312,580	\$ 2,646,723
Non Rate Revenue	\$ 280,340	\$ 208,127	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000
Delta previous (Rate Revenue)							

	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Net Revenue							
Fund Balance	\$ 1,206,546	\$ 1,440,047	\$ 1,549,730	\$ 1,814,065	\$ 2,127,777	\$ 2,419,580	\$ 2,753,723
(as % OpEx)	117%	19%	9%	11%	38%	20%	21%

Rates

Description	Type	FY22	FY23	FY26
WATR	Base Charge	\$37.50	\$37.50	\$56.25
WATR	Usage \$/KG	\$5.36	\$5.36	\$8.04
TWD	Base Charge	\$37.50	\$37.50	\$56.25
TWD	Usage \$/HCF	\$4.32	\$4.32	\$6.48

Water Proforma - Maintain Existing Rate Structure



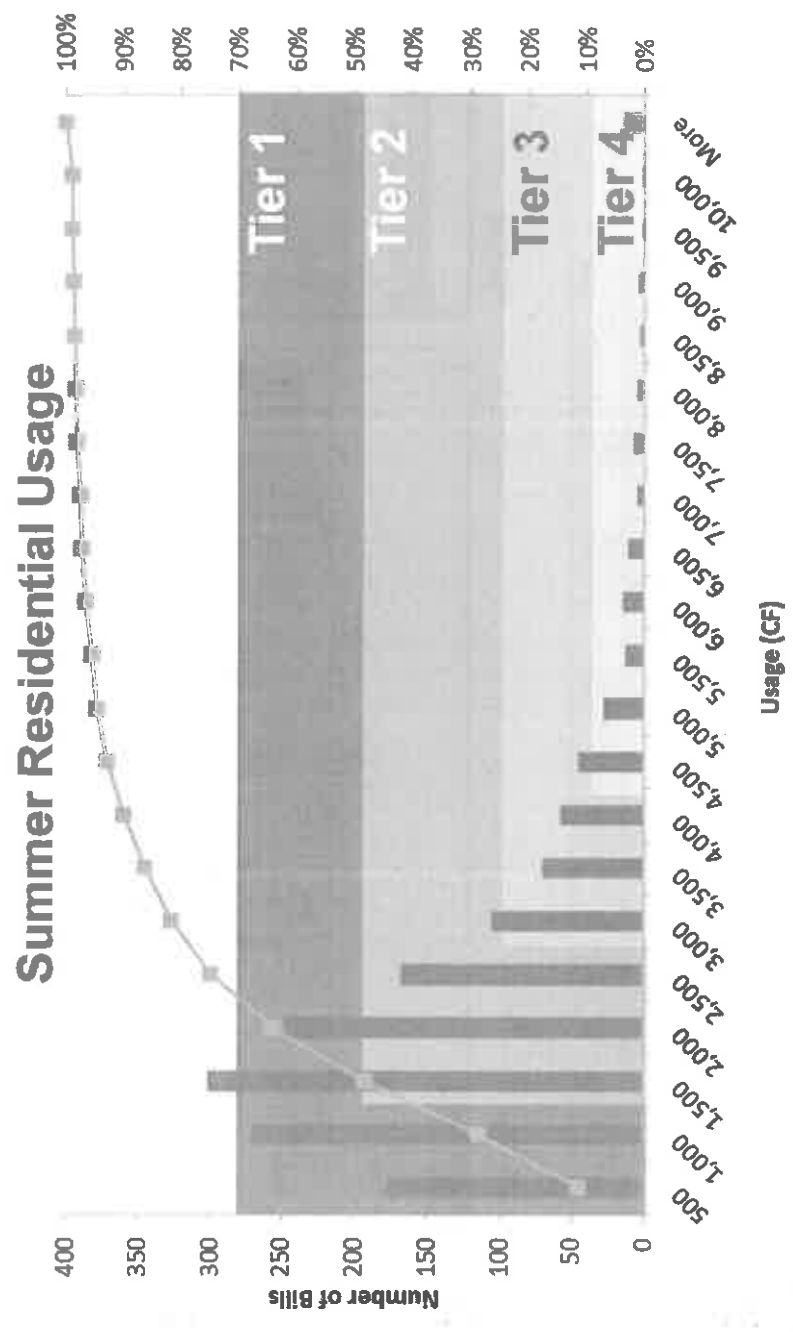
ALTERNATIVE B – TIERED RATES

Existing Rate Structure

- All customers pay same base charge
- All usage billed at same rate

Tiered Rate Structure

- All customers pay same base charge
 - Usage cost goes up based upon volume used
- Used to encourage water conservation
 - Based upon evaluation of usage patterns
 - Used by 65% of Water Systems in 2017 Tighe & Bond water rate survey



PROFORMA Alternative B - Tiered Rate Structure

	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Revenue - Alt. B							
Rate Revenue	\$ 926,206	\$ 1,231,920	\$ 1,453,730	\$ 1,772,633	\$ 2,038,528	\$ 2,283,162	\$ 2,557,130
Non Rate Revenue	\$ 280,340	\$ 206,127	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000
Total Revenue	\$ 1,206,546	\$ 1,438,047	\$ 1,560,730	\$ 1,879,633	\$ 2,145,528	\$ 2,390,162	\$ 2,664,130
Operating Costs	\$ 1,017,000	\$ 1,017,000	\$ 1,017,000	\$ 1,017,000	\$ 1,017,000	\$ 1,017,000	\$ 1,017,000
Capital Outlay	\$ 189,540	\$ 189,540	\$ 189,540	\$ 189,540	\$ 189,540	\$ 189,540	\$ 189,540
Revenue	\$ 117,000	\$ 231,507	\$ 354,190	\$ 482,093	\$ 609,988	\$ 737,890	\$ 865,790
Retained Earnings Balance	\$ 117,000	\$ 348,507	\$ 702,697	\$ 1,184,790	\$ 1,794,778	\$ 2,532,668	\$ 3,398,458
(as % OpEx)	117%	19%	9%	17%	43%	25%	19%

	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Net Revenue (Revenue-Expense)	\$ 189,546	\$ 421,047	\$ 543,730	\$ 862,633	\$ 1,128,528	\$ 1,373,162	\$ 1,647,130
Retained Earnings Balance	\$ 117,000	\$ 348,507	\$ 702,697	\$ 1,184,790	\$ 1,794,778	\$ 2,532,668	\$ 3,398,458
(as % OpEx)	117%	19%	9%	17%	43%	25%	19%

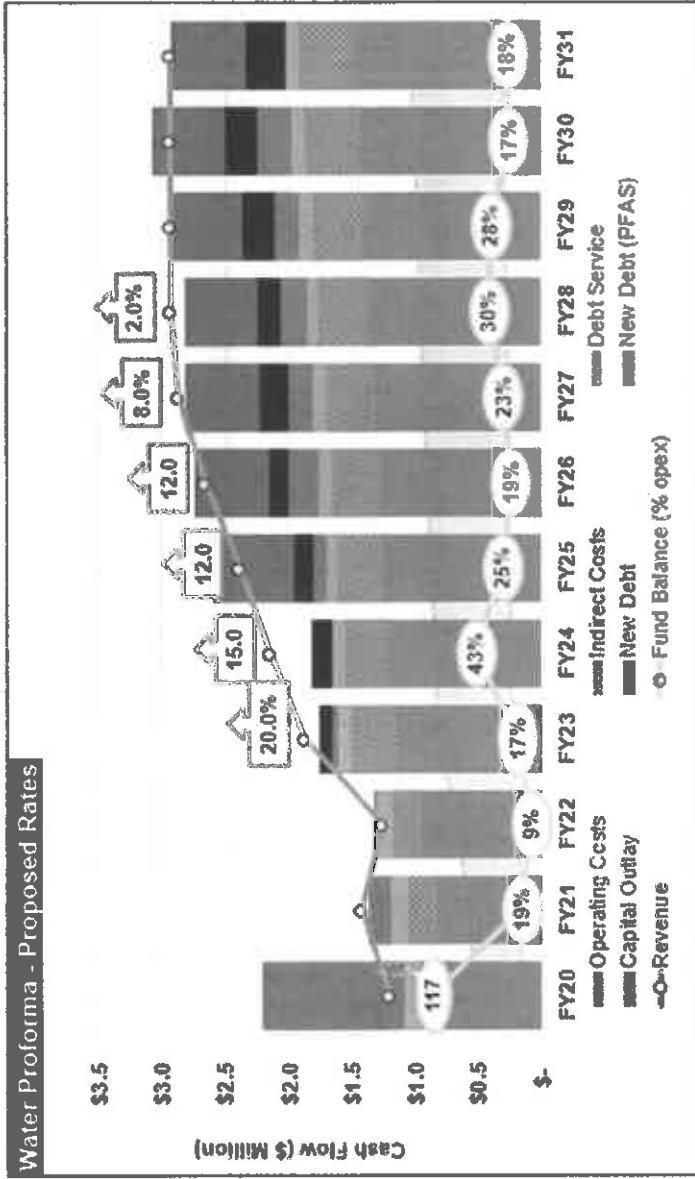
Rates

Description	Type	Rate Increase	
		FY22	FY23
WATR	Base Charge	\$37.50	\$45.00
WATR	Usage \$/KG	\$5.36	\$45.00
TWD	Base Charge	\$37.50	\$45.00
TWD	Usage \$/HCF	\$4.32	\$5.18
Residential T1	Usage \$/HCF		\$7.78
Residential T2	Usage \$/HCF		\$10.37
Residential T3	Usage \$/HCF		\$12.96
Residential T4	Usage \$/HCF		\$5.18
Non Residential T1	Usage \$/HCF		\$5.18
Non Residential T2	Usage \$/HCF		\$7.78

Tier Volumes (CF)

Type	Residential	Non-Residential
Tier 1	1,500	5,000
Tier 2	3,000	5,000+
Tier 3	4,500	
Tier 4	4,500+	

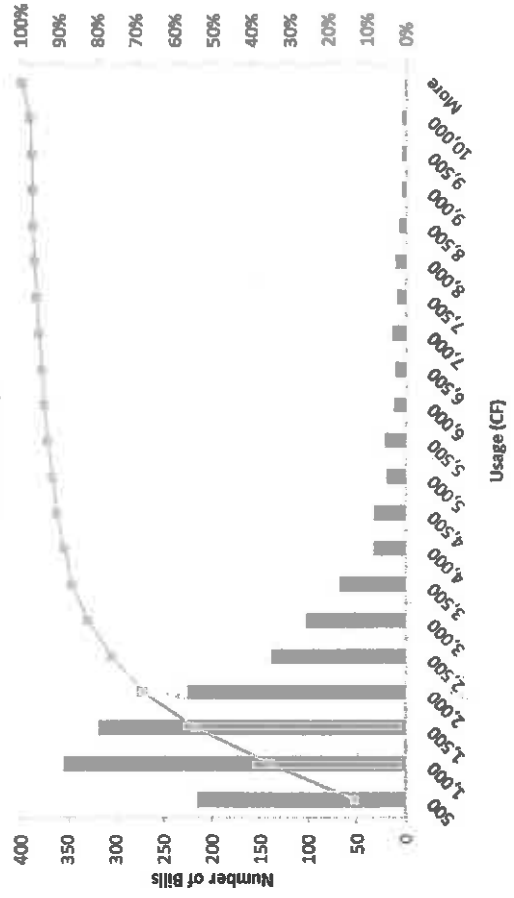
Note: Tier 1 starts at 0 CF



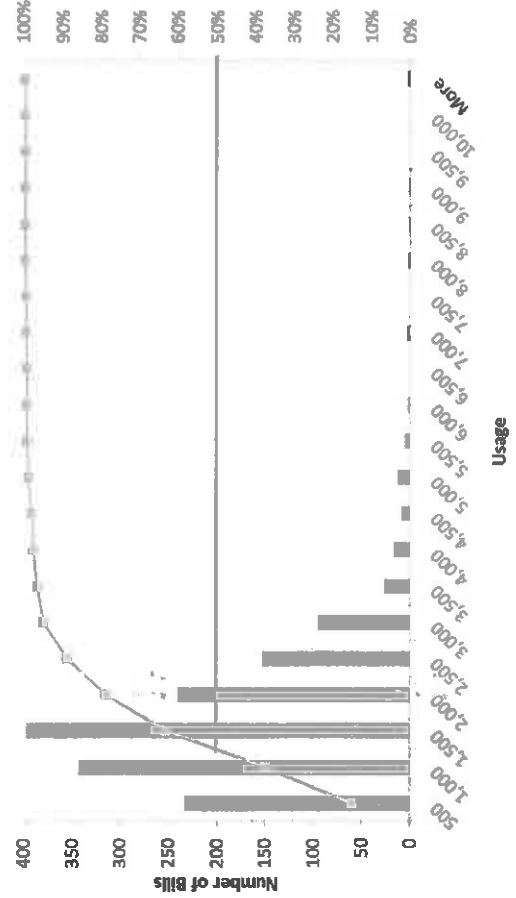
CUSTOMER COST IMPACTS

Residential – Low water users

“Summer”



“Winter”



User	Period	Usage (cf)	Water Bill / Rate Structure			S/W
			Tiered Rates	Existing	Delta	
1	"Summer"	1,500	\$122.76	\$153.45	\$ (30.69)	0.9
	"Winter"	1,600	\$130.54	\$159.93	\$ (29.39)	
2	"Summer"	1,500	\$122.76	\$153.45	\$ (30.69)	1.7
	"Winter"	900	\$91.66	\$114.57	\$ (22.91)	
3	"Summer"	1,500	\$122.76	\$153.45	\$ (30.69)	0.8
	"Winter"	1,800	\$146.09	\$172.89	\$ (26.80)	
4	"Summer"	1,500	\$122.76	\$153.45	\$ (30.69)	0.8
	"Winter"	1,800	\$146.09	\$172.89	\$ (26.80)	

Example:

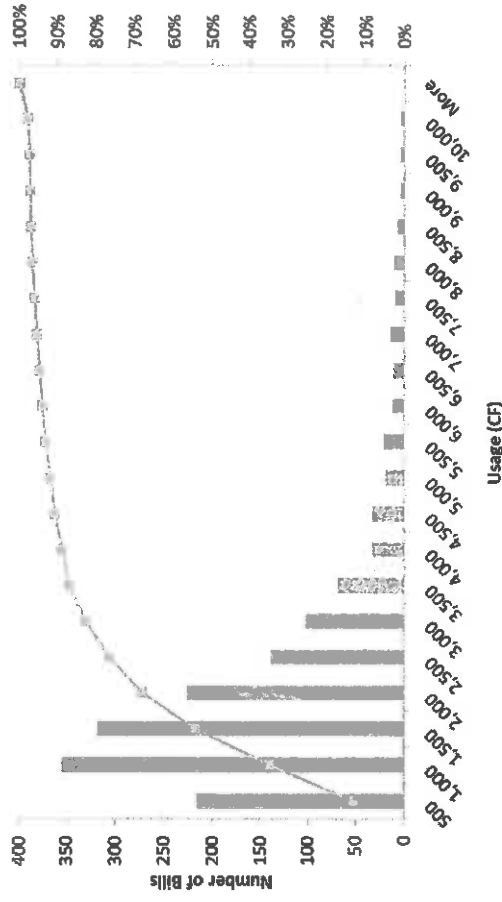


2 People each using 65 Gallons per day
Minimal Discretionary Usage

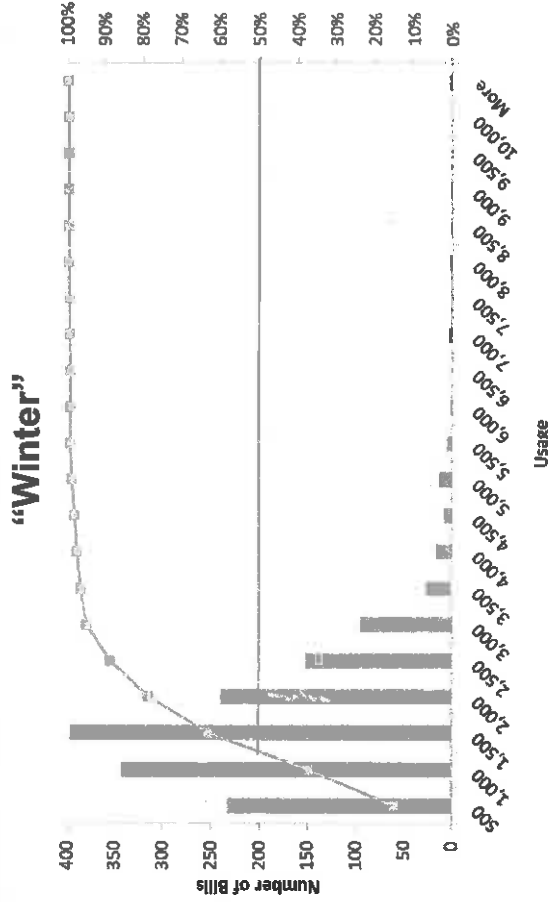
CUSTOMER COST IMPACTS

Residential – Moderate water users

“Summer”



“Winter”



User	Period	Water Bill / Rate Structure				S/W
		Usage (cf)	Tiered Rates	Existing	Delta	
1	"Summer"	3,100	\$249.77	\$257.13	\$ (7.36)	1.1
	"Winter"	2,900	\$231.62	\$244.17	\$ (12.55)	
2	"Summer"	3,100	\$249.77	\$257.13	\$ (7.36)	1.2
	"Winter"	2,500	\$200.52	\$218.25	\$ (17.73)	
3	"Summer"	3,100	\$249.77	\$257.13	\$ (7.36)	1.2
	"Winter"	2,500	\$200.52	\$218.25	\$ (17.73)	
4	"Summer"	3,100	\$249.77	\$257.13	\$ (7.36)	1.1
	"Winter"	2,700	\$216.07	\$231.21	\$ (15.14)	



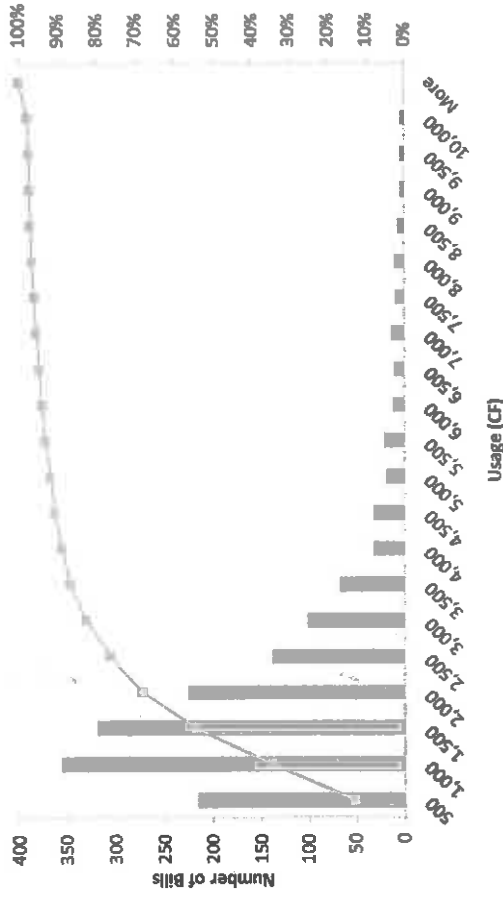
Example:

4 People each using 65 Gallons per day
Minimal Discretionary Usage

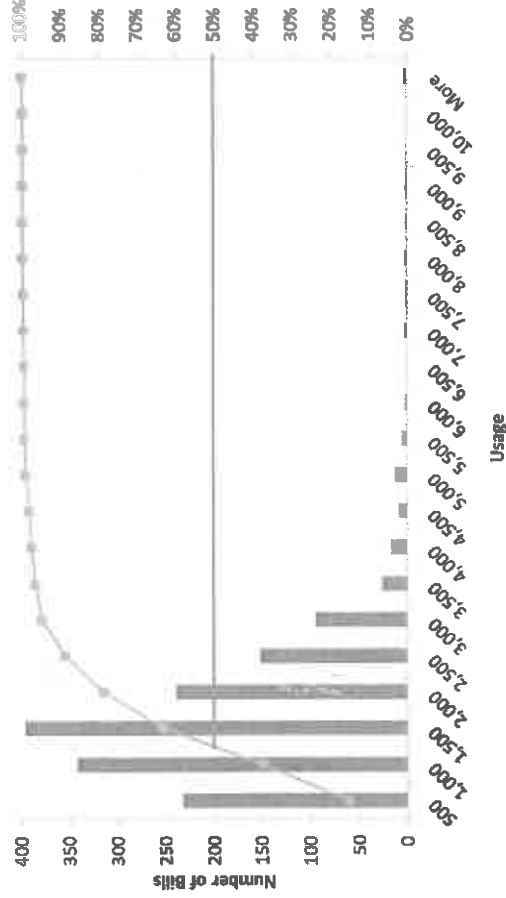
CUSTOMER COST IMPACTS

Residential – High water users

“Summer”



“Winter”



User	Period	Usage (cf)	Water Bill / Rate Structure			S/W
			Tiered Rates	Existing	Delta	
1	"Summer"	41,800	\$5,229.00	\$2,764.89	\$ 2,464	13.5
	"Winter"	3,100	\$249.77	\$257.13	\$ (7.36)	
2	"Summer"	34,417	\$4,272.16	\$2,286.47	\$ 1,986	25.4
	"Winter"	1,356	\$115.30	\$144.12	\$ (28.82)	
3	"Summer"	17,876	\$1,940.17	\$1,270.86	\$ 669	2.0
	"Winter"	9,036	\$883.36	\$698.03	\$ 185.33	
4	"Summer"	17,456	\$2,074.02	\$1,187.40	\$ 887	3.7
	"Winter"	4,667	\$416.56	\$358.67	\$ 57.89	

CUSTOMER COST IMPACTS

Non-Residential – Top 10

User	Period	Usage (cf)	Water Bill / Rate Structure			Delta	S/W
			Tiered Rates	Existing	Delta		
1 Industrial	"Summer"	398,986	\$30,855.95	\$25,966.79	\$ 4,889.16	1.7	
	"Winter"	238,420	\$18,420.88	\$15,562.12	\$ 2,858.77		
2 Apartments	"Summer"	85,368	\$6,299.82	\$5,756.85	\$ 542.97	0.8	
	"Winter"	106,300	\$7,927.49	\$7,113.24	\$ 814.25		
3 Commercial	"Summer"	111,610	\$8,586.63	\$7,457.33	\$ 1,129.31	2.0	
	"Winter"	55,160	\$4,197.08	\$3,799.37	\$ 397.71		
4 Apartments	"Summer"	49,700	\$3,695.47	\$3,333.06	\$ 362.41	0.9	
	"Winter"	53,000	\$3,952.08	\$3,546.90	\$ 405.18		
5 School	"Summer"	53,053	\$4,072.03	\$3,944.08	\$ 127.95	1.7	
	"Winter"	31,632	\$2,256.10	\$2,556.00	\$ (299.90)		
6 Industrial	"Summer"	27,400	\$2,046.02	\$1,831.77	\$ 214.25	0.6	
	"Winter"	44,400	\$3,367.94	\$2,933.37	\$ 434.57		
7 Apartments	"Summer"	20,626	\$1,411.92	\$1,505.31	\$ (93.39)	0.4	
	"Winter"	47,876	\$3,469.04	\$3,271.11	\$ 197.92		
8 Industrial	"Summer"	28,000	\$2,092.68	\$1,870.65	\$ 222.03	0.9	
	"Winter"	31,600	\$2,372.62	\$2,103.93	\$ 268.69		
9 Apartments	"Summer"	36,399	\$2,745.79	\$2,414.91	\$ 330.88	3.8	
	"Winter"	9,699	\$669.59	\$684.75	\$ (15.15)		
10 Agricultural	"Summer"	31,730	\$2,382.72	\$2,112.35	\$ 270.37	2.3	
	"Winter"	13,930	\$998.60	\$958.91	\$ 39.68		

RESIDENTIAL FINANCIAL BURDEN & AFFORDABILITY



Measuring Affordability. Affordability, like temperature, is highly subjective. To determine whether or not water and sewer costs represents a financial burden we use the two most common and appropriate indicators.

Annual Cost	Scenario	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31	Total
Alt. A - Maintain Existing Rate Structure	\$	409	\$ 614	\$ 737	\$ 854	\$ 991	\$ 1,031	\$ 1,072	\$ 1,093	\$ 1,137	\$ 1,137	\$ 8,666.40
	Increase	\$ -	\$ 205	\$ 123	\$ 118	\$ 137	\$ 40	\$ 41	\$ 21	\$ 44	\$ -	\$ -
Alt. B - Tiered Rates	\$	409	\$ 491	\$ 565	\$ 632	\$ 708	\$ 765	\$ 780	\$ 780	\$ 780	\$ 780	\$ 6,282.87
	Increase	\$ -	\$ 82	\$ 74	\$ 68	\$ 76	\$ 57	\$ 15	\$ -	\$ -	\$ -	\$ -

The Residential Indicator. Adopted from EPA guidance developed in the late 90's to determine the cost impacts of federal regulatory programs, this indicator divides the total annual cost of water and sewer and divides it by the median household income. A score of 2% or more is considered to be a financial burden.

Scenario	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY31
Alt. A - Maintain Existing Rate Structure	1.3%	1.5%	1.7%	1.9%	2.1%	2.1%	2.2%	2.2%	2.2%	2.3%	2.3%
Alt. B - Tiered Rates	1.3%	1.4%	1.5%	1.6%	1.7%	1.7%	1.8%	1.8%	1.8%	1.8%	1.8%

The Household Burden Indicator. Introduced in 2019, this indicator is based the lowest quintile income (the lowest 20%), which is more representative of household financial status. The second component, the Poverty Prevalence Indicator is the percentage of the community below 200% of the Federal Poverty Level. The burden is determined by using the chart below.

Household Burden (HBI) - Static LQI	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31
Existing	5.3%	6.5%	7.2%	7.8%	8.6%	8.9%	9.2%	9.2%	9.5%	9.5%
Alt. A - Maintain Existing Rate Structure	5.3%	5.7%	6.2%	6.6%	7.0%	7.3%	7.4%	7.4%	7.4%	7.4%

Townsend Income Data (US Census)

- Median Household Income: \$72,500
- Lowest Quintile Income: \$17,265
- Poverty Prevalence Indicator: 18%

Note: \$500 in annual cost was included in both analysis to represent septic system costs

Household Burden Indicator	Poverty Prevalence Indicator		
	>= 35%	20% to 35%	<20%
> = 10%	Very High Burden	High Burden	Moderate - High Burden
7% to 10%	High Burden	Moderate - High Burden	Moderate - Low Burden
<7%	Moderate - High Burden	Moderate - Low Burden	Low Burden



TOWN OF TOWNSEND
EMPLOYMENT APPLICATION

PLEASE READ BEFORE FILLING OUT THIS APPLICATION

The TOWN OF TOWNSEND does not discriminate in hiring or employment on the basis of race, color, religious creed, national origin, disability, veteran status, ethnicity or age. No question on this application is intended to secure information to be used for such discrimination.

To be sure that your application is properly evaluated, all questions should be answered clearly, completely and accurately. If you need more space, please attach a separate sheet. Please print and use ink.

PERSONAL

Date: 2/8/22
Name: Mayotte Harrison Copley
Last First Middle

Address: 75 Hunt Road Chelmsford MA 01824
Number Street City State Zip Code

Mailing Address:
(if different) Number Street City State Zip Code

Telephone: (978) 606-3890 Email: harrison.mayotte@icloud.com

Position(s) desired: Web master

Salary desired: Grade C, Step 1 Date Available: Upon receiving a job offer I would require two weeks to modify existing schedule.

GENERAL INFORMATION

By whom or what source were you referred to us?
() Self (X) School/College () Newspaper () Employee Referral
Or Other Publication Name
() Other* Name

* If Other, Explain _____

If you are employed and under 18, can you furnish a work permit? (X) Yes () No
Have you filed an application here before? () Yes (X) No If yes, give date _____
Have you ever been employed here before? () Yes (X) No If yes, give date _____
Are you employed now? (X) Yes () No
May we contact your present employer? (X) Yes () No

EMPLOYMENT EXPERIENCE

Start with your present or last job. Include military service assignments and volunteer activities. Exclude organization names which indicate race, color, religion, sex or national origin.

Employer:	Dates Employed	Work Performed
McDonalds	From 1/24/22 To Present	Presented food through the drive through
Address: 17 Dnm Hill Road, Chelmsford, MA, 01824	Hourly Rate/Salary	Take drive through dine-in orders
Job Title: Crew Member	Starting \$15.50/hr Final	
Supervisor: Leandro Squitoni	Reason for Leaving: N/A - Active Part Time Employment	
Employer:	Dates Employed	Work Performed
Nashoba Valley Technical School District	From 7/9/21 To 8/10/21	- update & set up of computer peripherals & projectors
Address: 100 Littleton Road, Westford, MA, 01886	Hourly Rate/Salary	- preparation of servers for disposition
Job Title:	Starting Final	- providing swift & accurate response to helpdesk tickets
Supervisor: Jeff Scheninger	Reason for Leaving: Contract ended	
Employer:	Dates Employed	Work Performed
	From To	
Address:	Hourly Rate/Salary	
Job Title:	Starting Final	
Supervisor:	Reason for Leaving:	
Employer:	Dates Employed	Work Performed
	From To	
Address:	Hourly Rate/Salary	
Job Title:	Starting Final	
Supervisor:	Reason for Leaving:	

From staff

If you need additional space, please continue on a separate sheet of paper.

May we contact your present employer?

(X) Immediately () After Acceptance of Employment () No - If no, give reason

yes, however the work at McDonalds is unrelated to the duties of this position, and I have only recently begun there, so I have listed other references.

Describe other training, certifications, licenses (CDL, etc.) or experience applicable to the job you are seeking.

I have advanced working knowledge of HTML, CSS, PHP, JS in production

environments and have moderate experience with CMS systems in development and testing environments.

I also have the will to learn new things & ability to solve issues through research & troubleshooting methods.

EDUCATION

High School		Circle Last Completed Year	
Northoba Valley Technical High School		1 2 3 4 Currently Mid-Jr Year	
Complete Address 100 Littleton Road, Westford, MA, 01886			
Dates Attended	From Aug. 2017 To present	Graduated () Yes (X) No Yes 2023	Area of Interest: Programming & Web Development
College		Circle Last Completed Year	
Middlesex Community College		1 2 3 4 2	
Complete Address 33 Kearny Sq., Lowell, MA, 01852		Major Course Of Study: Paralegal Studies	
Dates Attended	From Fall 2020 To present	Graduated () Yes (X) No Yes 2023	Degree or Certificate Received: None yet but 43 cr. completed with 13 in progress
Other Schools or Specialized Training		Circle Last Completed Year	
Complete Address		1 2 3 4	
Major Course Of Study:		Degree Or Certificate Received:	
Dates Attended	From To	Graduated () Yes () No	Degree Or Certificate Received:

Scholastic Honors, Scholarships, Etc.

NVTHS Sept. 2020 Student of the Month Merit List Spring 2021

Do You Intend To Continue Your Education? If Yes, Give Details:

Yes, I am currently attending MCC for my AS in Paralegal Studies and I intend on completing a bachelor's in either Public or Business Admin, and later I intend on attending Law School.

SEALED RECORD NOTICE

Have You Ever Been Convicted Of A Felony? () Yes (X) No

If yes, please explain:

You may omit any information or answer "no record" to the following question regarding: 1. A first conviction for drunkenness, simple assault, speeding, minor traffic violations, affray or disturbance of the peace; or 2. Any conviction where there is a sealed record on file with the commissioner of probation or in any case of delinquency or as a child in need of services which did not result in a complaint transferred to the superior court for criminal prosecution.

A conviction record would not necessarily be a bar to employment. Factors such as age and time of offense, seriousness and nature of the violation and rehabilitation will be taken into account.

Have you been convicted of a misdemeanor within the past five years? () Yes (X) No

If yes, please explain:

REFERENCES:

Give below the name of three professional or work - related references:

Name	Company	Title	Years Acquainted
1. Chris Egan	NTHS	Programmy Job Dev. Instructor	2
2. Jeff Scheninger	NTSD	Vocational & Tech. Director	2
3. Robert Legotte	Axiom	Sr. Systems Engineer	17

Instructor
Direct supervisor
Partner

AGREEMENT - Please Read Before Signing

NOTE: If you have any questions regarding the following statement, please ask the Personnel Representative before signing.

I understand that receipt of this application and the granting of an interview does not imply that I will be employed.

I hereby affirm that the information provided by me on this application (and accompanying resume, if any) is true and complete and I understand that any false information or material omission of fact may disqualify me from further consideration for employment and may be considered justification for dismissal if discovered at a later date. I understand that any offer of employment is conditioned upon satisfactory replies from my references and that employment is for no stated term and may be terminated by me or the Town at any time.

I authorize persons, schools, current employer (if applicable) and previous employers and organizations named in this application (and accompanying resume, if any) to provide the Town with any relevant information which may be required to arrive at an employment decision and I voluntarily release such persons, schools, employers and organizations from all liability for providing such information. I release the Town against any liability which might result from requesting such information.

Signature: Robert Legotte Date: 2/8/22

It is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal penalties and civil liability.

Harrison Mayotte

Greater Boston

 the.harrison.mayotte@gmail.com

 978-606-3890

 [linkedin.com/in/hmayotte](https://www.linkedin.com/in/hmayotte)

Summary

Harrison Mayotte is an experienced and dedicated student with experience in the information technology and in business. He is skilled in web development and administrative support skills including data entry, email and phone correspondence, and more.

Harrison is currently attending Middlesex Community College for an Associates in Paralegal Studies, and plans on attending a 4 year school to complete either a Bachelor's in Business Administration or a Bachelor's in Public Administration.

Experience

Crew Member

McDonald's

Jan 2022 - Present (2 months +)

As a Crew Member at McDonalds I do the following:

- Prepare and serve drinks including coffees, shakes, and frappes
- Serve food both in the dining room and through the drive through
- Complete the checkout process through the drive through including taking orders and handling payment
- Complete the checkout process through the dining room including inputting orders through a POS system and handling payment
- Ensuring the restaurant is kept clean at all times

Information Technology Associate

Nashoba Valley Technical High School

Jul 2021 - Sep 2021 (3 months)

In this position I worked under the Technical Director and Computer Technology Specialist to accomplish various technology tasks including the following:

- Updating and setup of MacOS and Windows systems
- Setup of Computer Peripherals
- Preparation of computers and peripherals for disposition including hard drive removal in both Windows (HP, Dell, Lenovo) and Apple products
- Installation, setup, and support of Epson projector systems
- Providing swift and accurate answers to helpdesk requests from teachers and staff
- Supporting IP Phone and Printing solutions throughout the school
- Support of classroom Smartboard systems

Education

Middlesex Community College

Associate of Science - AS, Paralegal Studies

Sep 2020 - May 2023

Merit List: Spring 2021

Nashoba Valley Technical High School

High School Diploma, Programming and Web Development

2019 - 2023

Licenses & Certifications

 **OSHA General Industry - CareerSafe Online**

 **Diversity, Inclusion, and Belonging for All - LinkedIn**

Skills

Project Management • Web Development • Microsoft Office • Linux System Administration • Research
• Project Planning • System Administration • Data Entry • JavaScript • G Suite

Honors & Awards

 **Pride Award Winner - Massachusetts State House of Representatives**
Apr 2019

 **Second Class Scout - Boy Scouts of America**
Feb 2018

 **Student of The Month - Nashoba Valley Technical High School**
Sep 2020

Harrison was nominated by Christopher Egan, a new instructor for Programming & Web Development, who wrote: "As a first-year teacher here at Nashoba Tech, things have been pretty confusing. Harrison has made the transition to high-school education much easier. Harrison is easy to talk to, participates in each discussion, but also gives other students a chance to answer even though he knows the answer, and helps classmates when they have a question with their lab work. In the short time I've known him, he has been a model student," (<https://www.nashobatech.net/article/327167>).

 **Merit List - Middlesex Community College**
Jun 2021

<https://www.middlesex.mass.edu/studentinformationcenter/downloads/sp21merit.pdf>

Harrison Mayotte
75 Hunt Road
Chelmsford, MA, 01824
(978) 606-3890
harrisonmayotte@icloud.com

Dear Ross Perry:

I am responding to the job posting on the Townsend, MA website for a WebMaster focused on maintaining the Town of Townsend website. As a programming and web development student at the Nashoba Valley Technical High School, I have extensive knowledge in web development and design and I am very familiar with Content Management Systems like Wordpress.

Through Nashoba Valley Technical High School, I have learned extensively about HTML, CSS, and JavaScript and how to use these languages in a production environment. Outside of NVTHS, I have created many websites including ones with static HTML/CSS, Angular 7+ with MongoDB and Firebase, and Wordpress.

While I do not have specific experience with Drupal, I am a very quick learner and I feel my prior experience with a variety of web development tools and frameworks would put me in the ideal position for someone to serve as a webmaster for the Town of Townsend.

I also feel that my dedication to learning is demonstrated through my participation in the Dual Enrollment program offered by NVTHS, which allows me to complete college courses on a full-time basis in-place of high school courses. Through this program I have completed 43 credits and I am enrolled in an additional 13 this semester.

My qualifications and will to learn quickly makes me the ideal webmaster candidate for the Town of Townsend and I am anxious to discuss my qualifications with you and set up an interview at your earliest convenience.

Sincerely,
Harrison Mayotte



35

Council on Aging
Townsend Senior Center

16 Dudley Road
Townsend, Massachusetts 01469

TEL: 978-597-1710
BUS: 978-597-1730

February 15, 2022

Ross Perry, Interim Town Administrator
Town of Townsend
272 Main Street
Townsend, MA 01469

Dear Mr. Perry,

The Council on Aging requests the appointment and hire of Maureen T. Quintin as Substitute Van Driver for the Townsend Senior Center. We request the Board of Selectmen approve and confirm his appointment.

Please let me know if there is any additional information you need in this matter.

Respectfully,

Karin Canfield Moore, Director
Townsend Senior Center/Council on Aging

cc: Board of Selectmen
Council on Aging



TOWNSEND FIRE - EMS

Proudly serving the citizens of Townsend since 1875

PO Box 530 – 272R Main Street
Townsend, MA 01469

3.7 €
3.8

Gary Shepherd
Chief of Department

Headquarters: 978-597-8150 Fax: 978-300-5786

To: Fire-EMS Liaison Joe Z. Shank

From: Chief Gary Shepherd

Date: Monday February 14, 2022

Subject: New hire

Respectfully request the Board of Selectmen approve the hiring of the following individual to join our team here at Townsend Fire-EMS as a per diem firefighter/medic subject to completing a CORI background check and physical exam.

Mitchell Mabardy - 249 Pleasant St Lunenburg Ma, 01462

Respectfully,

Gary Shepherd
Chief of Department
Townsend Fire-EMS



TOWNSEND FIRE - EMS

Proudly serving the citizens of Townsend since 1875

**PO Box 530 – 272R Main Street
Townsend, MA 01469**

**Gary Shepherd
Acting Chief of Department**

Headquarters: 978-597-8150 Fax: 978-300-5786

To: Fire-EMS Liaison Joe Z. Shank

From: Chief Gary Shepherd

Date: Monday February 14, 2022

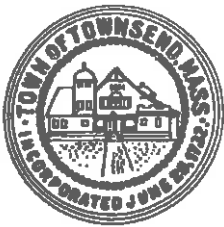
Subject: New hire

Respectfully request the Board of Selectmen approve the hiring of the following individual to join our team here at Townsend Fire-EMS as a per diem firefighter/medic subject to completing a CORI background check and physical exam

Cameron Milewski - 83 Pine Road Ashby, MA 01431

Respectfully,

**Gary Shepherd
Chief of Department
Townsend Fire-EMS**



4.0

Office of the
Building Commissioner
Town of Townsend,
272 Main St
Townsend, Ma 01469
978-597-1700 ext 1709 978-597 8135 fax

February 22nd, 2022

RE: Implementation of online permitting software

Dear Honorable Select Board,

As you know I have been interested in implementing online permitting software in the Building Department to improve customer service and streamline the permitting process. The intent of online permitting software is to improve customer services through improved processes and records management by allowing customers to apply online, reducing permitting timelines, eliminating paper printing and storage, and minimizing carbon and environmental footprints. Electronic solutions improve customer service and staff efficiency, enhance quality and make operating funds more productive.

Online permitting can provide a broad range of benefits, including but not limited to:

- Standardized building site information.
- Improved record keeping and reliable archiving of permitting activities.
- Enhanced communication between customer and staff that produces higher-quality plan submissions and reviews, permit applications and customer service.
- Defined workflow and project tracking that allows review of plans and approval of permits more quickly.
- Higher-quality inspections with better scheduling and improved reporting.
- More efficient use of staff time and less duplication of effort.
- Better internal management tools for gauging department efficiency and identifying problems.
- Improved financial tracking of permitting, plan review and inspection fees.
- Flexible reporting capabilities that document the volume of work completed and the revenue generated by the department.
- Exemption from duplicate data entry and improvement in consistent data capture and recording.
- Verifiable electronic audit trail with signature capture.
- Expedited posting of inspection results to clients.
- Early flagging and notification of failures and noncompliance.
- Enhanced customer ease of use and convenience by providing 24/7 online Internet access.
- Reduced customer printing and transportation costs

I interviewed 5 providers and narrowed the field to 2 candidates; Permit Link & PermitEyes. Both products have their merits although the way they are administered is entirely different.

Permit Link is a “pay per permit” system:

Standard Software Cost	Waived
Software Implementation, Setup & Training	Waived
Implementation of standard pre-built, non customized forms.	N/C
One user license per 100 permits in the system at \$10 per permit Point fee. Includes all department fee-based permit applications. (includes cloud hosting, annual support & system upgrade)	\$10.00 Per Permit
Additional Form Customization depending on size and difficulty	One time fee @ \$500-\$750 ea
Total upfront charges	\$0.00

The pros of this system is the cost. It's free to implement and costs \$10 per permit issued. By implementing this system it would not cost the Town anything and the fees can be passed on to the applicants. Only the applicants will have to pay to use the system. People who dont apply for permits would not incur the cost of a service that they may not need or want.

The cons are we would have to set up an account to escrow the funds to pay for this service after they are collected by the various departments. Also, free does not necessarily equal good. When discussing this software with Dana Barnes, Building Commissioner for the Town of Dunstable, he said the software provided great value, although it has some shortcomings. It was highly recommended for its value by the Building Commissioner of Ashburnham and Sterling.

“Permit Eyes” by Full Circle Technology:

Building Module	Online cloud based, Unlimited staff and applicant use.	\$8490 implementation fee \$5110 Annual operating fee
Planning Module	Online cloud based, Unlimited staff and applicant use.	\$7300 implementation fee \$4390 annual operating fee
Zoning Board of Appeals	Online cloud based, Unlimited staff and applicant use.	\$7300 implementation fee \$4390 annual operating fee
Conservation Commission	Online cloud based, Unlimited staff and applicant use.	\$7300 implementation fee \$4390 annual operating fee
	Total cost to implement Total cost to operate annually	\$30,390 \$18,280
	<hr/> Total for first year (without upgrades)	<hr/> \$48,670

These are the prices for the base modules for implementation and annual operating expenses for the first year.

Upgrades and Pricing

Online Payments	Integration w/online provider of the Community's choice through API.	\$500 per API (usually per department)
Ability to use a tablet - Building Department	Perform inspections with specially designed features for mobile performance.	\$2900 implementation Fee \$1470 Annually
Complaints and violations - Building Department	Record complaints and violations, receipt of fines, issuance of tickets, property flags.	\$2900 Implementation \$1710 Annually
Assessor System Integration	Importation of property information Periodic updates Ability to export data	Option #1 One time fee \$2700 Option #2 Annually \$600 Option #3 \$1200/\$400 Annually
GIS integration	Importation per department Integration of GIS from 3rd party	Option #1 \$2300/\$900 Annually Option #2 \$4400/\$1250 Annually
Public Viewing	Read-only format of permit data for the public.	\$950 for the first module \$500 each additional module
	Total to implement	\$12,250 +/-
	Total to operate	\$4080 +/-
	<hr/>	<hr/>
	Total for first year (options)	\$16,330 +/-
	Total modules & options year 1	\$65,00 +/-
	Total operating expense annually	\$22,360 +/-

PermitEyes appears to be a more robust system. Modules can be added or removed at any time with user-friendly upgrades. Its weakness is its price point; it will cost roughly \$22,360 annually (with some upgrades).

From what I understand \$60,000 has been allocated to fund online permitting. This is enough to implement software and operate it for a year but after the first year roughly \$22,360 +/- annually would need to be funded somehow. It will prove difficult to increase our permit fees to cover these expenses. The Building Department issues roughly 1000 permits annually. That would be an increase of roughly \$22.36 per permit. With the minimum permit fee being \$50 that would be almost a 50% increase to our current fees. Not impossible, but definitely a large increase to a small town's fees. 1000 permits annually is a rough estimate that could increase or decrease. If we issue less than 1000 permits (if the economy starts to fail) the operating expenses will increase dramatically per permit to the point where it would need to be covered by the general funds.

The Land Use Departments issue far less permits. Zoning alone would cost \$4390 a year to operate. For example, 100 permits would equate to an increase of \$439 per permit issued. With an application fee of \$300 for a special permit that would increase permit fees by over 100%. Those departments probably issue less than 100 permits annually collectively. A decision will need to be made if this is feasible, or if the Town is willing to incur additional expenses. This will also be hard to sell to the residents, many of which are aging and have little or no interest in computer-based software nor would they support an additional expense (tax increase).

The alternative software, Permit Link, does not require annual operating or implementation fees. An increase of \$10 (20%) per permit would be all that is required. We could explore the possibility of pre-paying for a number of years to cover the expense before increasing fees. A budget of \$60,000 would roughly translate to 5 years of permitting before having to increase fees and wouldn't even use all of the available funding. The downfall may be that this system does not have the "bells and whistles" that the other software offers. Another advantage is only permit applicants, many of which are not local, would pay for the system after a 10\$ fee increase

Hopefully this summary helps to make a decision as to which permitting software fits the Town's needs. I have 2 price proposals and supporting documentation should anyone need that information. I only took into account the Building and Land use departments because other departments showed little if any interest in the software. Upon request I can ascertain costs for other departments.

Each community is different, these systems are designed to be tailored to fit the Town's needs. Implementation will require some trial and error to find what works best for the community. I anticipate some growing pains from residents and staff while the transition is made to online software regardless of which company is employed. Change is stressful, but it is also inevitable. Online permitting is the present, not the future. The advantages online permitting offers far outweigh the disadvantages once you become accustomed to the software. From an employee safety point of view online permitting provides great benefits. Should our staff need to work offsite it would be far more feasible and productive with modern software.

Respectfully,

Eric Chartrand CBO
Building Commissioner
Town of Townsend

4.3



OFFICE OF THE BOARD OF
SELECTMEN 272 Main Street,
Townsend, MA

(978) 597-1700- selectmen@townsendma.gov

Ross Perry
Interim Town Administrator
March 1, 2022

Montachusett Regional Planning Commission
Executive Director Glenn Eaton
464 Abbott Avenue
Leominster, MA 01453

Dear Mr. Eaton:

This is to inform you that the Townsend Board of Selectmen voted on March 1st, 2022, in favor of pursuing the use of District Local Technical Assistance (DLTA) through the Montachusett Regional Planning Commission (MRPC) to provide technical assistance in the "MBTA Communities" category.

At present the Town of Townsend does not currently have a public wastewater/sewage system, and all housing and businesses use private septic systems to treat wastewater. The enacted economic development bill from January 2021, new Section 3A of M.G.L. c. 40A (the Zoning Act), requires that an MBTA community shall have at least one zoning district of reasonable size in which multi-family housing is permitted as of right. This district has a minimum gross density requirement of 15 units per acre subject to any further limitations imposed by section 40 of chapter 131 and title 5 of the state environmental code established pursuant to section 13 of chapter 21A.

For the town to assess potential for compliance with the Zoning Act, the town needs a feasibility assessment of private septic systems to address the needs of multifamily housing at higher density. We request the use of the DLTA program through MRPC to provide this assessment and additional technical assistance as needed in the "MBTA Communities" category.

Please feel free to contact Mike Crowley, Land Use Coordinator,
272 Main St., Townsend, MA 01469
978-597-1700 x1723
mcrowley@townsendma.gov

Sincerely,
Townsend Board of Selectmen

Veronica Kell
Chairman

Joseph Shank
Vice-Chairman

Charles Sexton-Diranian
Clerk



4.0

Office of the
Building Commissioner
Town of Townsend,
272 Main St
Townsend, Ma 01469
978-597-1700 ext 1709 978-597 8135 fax

February 22nd, 2022

RE: Implementation of online permitting software

Dear Honorable Select Board,

As you know I have been interested in implementing online permitting software in the Building Department to improve customer service and streamline the permitting process. The intent of online permitting software is to improve customer services through improved processes and records management by allowing customers to apply online, reducing permitting timelines, eliminating paper printing and storage, and minimizing carbon and environmental footprints. Electronic solutions improve customer service and staff efficiency, enhance quality and make operating funds more productive.

Online permitting can provide a broad range of benefits, including but not limited to:

- Standardized building site information.
- Improved record keeping and reliable archiving of permitting activities.
- Enhanced communication between customer and staff that produces higher-quality plan submissions and reviews, permit applications and customer service.
- Defined workflow and project tracking that allows review of plans and approval of permits more quickly.
- Higher-quality inspections with better scheduling and improved reporting.
- More efficient use of staff time and less duplication of effort.
- Better internal management tools for gauging department efficiency and identifying problems.
- Improved financial tracking of permitting, plan review and inspection fees.
- Flexible reporting capabilities that document the volume of work completed and the revenue generated by the department.
- Exemption from duplicate data entry and improvement in consistent data capture and recording.
- Verifiable electronic audit trail with signature capture.
- Expedited posting of inspection results to clients.
- Early flagging and notification of failures and noncompliance.
- Enhanced customer ease of use and convenience by providing 24/7 online Internet access.
- Reduced customer printing and transportation costs

I interviewed 5 providers and narrowed the field to 2 candidates; Permit Link & PermitEyes. Both products have their merits although the way they are administered is entirely different.

Permit Link is a “pay per permit” system:

Standard Software Cost	Waived
Software Implementation, Setup & Training	Waived
Implementation of standard pre-built, non customized forms.	N/C
One user license per 100 permits in the system at \$10 per permit Point fee. Includes all department fee-based permit applications. (includes cloud hosting, annual support & system upgrade)	\$10.00 Per Permit
Additional Form Customization depending on size and difficulty	One time fee @ \$500-\$750 ea
Total upfront charges	\$0.00

The pros of this system is the cost. It's free to implement and costs \$10 per permit issued. By implementing this system it would not cost the Town anything and the fees can be passed on to the applicants. Only the applicants will have to pay to use the system. People who dont apply for permits would not incur the cost of a service that they may not need or want.

The cons are we would have to set up an account to escrow the funds to pay for this service after they are collected by the various departments. Also, free does not necessarily equal good. When discussing this software with Dana Barnes, Building Commissioner for the Town of Dunstable, he said the software provided great value, although it has some shortcomings. It was highly recommended for its value by the Building Commissioner of Ashburnham and Sterling.

“Permit Eyes” by Full Circle Technology:

Building Module	Online cloud based, Unlimited staff and applicant use.	\$8490 implementation fee \$5110 Annual operating fee
Planning Module	Online cloud based, Unlimited staff and applicant use.	\$7300 implementation fee \$4390 annual operating fee
Zoning Board of Appeals	Online cloud based, Unlimited staff and applicant use.	\$7300 implementation fee \$4390 annual operating fee
Conservation Commission	Online cloud based, Unlimited staff and applicant use.	\$7300 implementation fee \$4390 annual operating fee
	Total cost to implement	\$30,390
	Total cost to operate annually	\$18,280
	<hr/> Total for first year (without upgrades)	<hr/> \$48,670

These are the prices for the base modules for implementation and annual operating expenses for the first year.

Upgrades and Pricing

Online Payments	Integration w/online provider of the Community's choice through API.	\$500 per API (usually per department)
Ability to use a tablet - Building Department	Perform inspections with specially designed features for mobile performance.	\$2900 implementation Fee \$1470 Annually
Complaints and violations - Building Department	Record complaints and violations, receipt of fines, issuance of tickets, property flags.	\$2900 Implementation \$1710 Annually
Assessor System Integration	Importation of property information Periodic updates Ability to export data	Option #1 One time fee \$2700 Option #2 Annually \$600 Option #3 \$1200/\$400 Annually
GIS integration	Importation per department Integration of GIS from 3rd party	Option #1 \$2300/\$900 Annually Option #2 \$4400/\$1250 Annually
Public Viewing	Read-only format of permit data for the public.	\$950 for the first module \$500 each additional module
	Total to implement	\$12,250 +/-
	Total to operate	\$4080 +/-
	<hr/>	<hr/>
	Total for first year (options)	\$16,330 +/-
	Total modules & options year 1	\$65,00 +/-
	Total operating expense annually	\$22,360 +/-

PermitEyes appears to be a more robust system. Modules can be added or removed at any time with user-friendly upgrades. Its weakness is its price point; it will cost roughly \$22,360 annually (with some upgrades).

From what I understand \$60,000 has been allocated to fund online permitting. This is enough to implement software and operate it for a year but after the first year roughly \$22,360 +/- annually would need to be funded somehow. It will prove difficult to increase our permit fees to cover these expenses. The Building Department issues roughly 1000 permits annually. That would be an increase of roughly \$22.36 per permit. With the minimum permit fee being \$50 that would be almost a 50% increase to our current fees. Not impossible, but definitely a large increase to a small town's fees. 1000 permits annually is a rough estimate that could increase or decrease. If we issue less than 1000 permits (if the economy starts to fail) the operating expenses will increase dramatically per permit to the point where it would need to be covered by the general funds.

The Land Use Departments issue far less permits. Zoning alone would cost \$4390 a year to operate. For example, 100 permits would equate to an increase of \$439 per permit issued. With an application fee of \$300 for a special permit that would increase permit fees by over 100%. Those departments probably issue less than 100 permits annually collectively. A decision will need to be made if this is feasible, or if the Town is willing to incur additional expenses. This will also be hard to sell to the residents, many of which are aging and have little or no interest in computer-based software nor would they support an additional expense (tax increase).

The alternative software, Permit Link, does not require annual operating or implementation fees. An increase of \$10 (20%) per permit would be all that is required. We could explore the possibility of pre-paying for a number of years to cover the expense before increasing fees. A budget of \$60,000 would roughly translate to 5 years of permitting before having to increase fees and wouldn't even use all of the available funding. The downfall may be that this system does not have the "bells and whistles" that the other software offers. Another advantage is only permit applicants, many of which are not local, would pay for the system after a 10\$ fee increase

Hopefully this summary helps to make a decision as to which permitting software fits the Town's needs. I have 2 price proposals and supporting documentation should anyone need that information. I only took into account the Building and Land use departments because other departments showed little if any interest in the software. Upon request I can ascertain costs for other departments.

Each community is different, these systems are designed to be tailored to fit the Town's needs. Implementation will require some trial and error to find what works best for the community. I anticipate some growing pains from residents and staff while the transition is made to online software regardless of which company is employed. Change is stressful, but it is also inevitable. Online permitting is the present, not the future. The advantages online permitting offers far outweigh the disadvantages once you become accustomed to the software. From an employee safety point of view online permitting provides great benefits. Should our staff need to work offsite it would be far more feasible and productive with modern software.

Respectfully,

Eric Chartrand CBO
Building Commissioner
Town of Townsend

4.1

TOWN OF TOWNSEND¹

CONTRACT #

STATE CONTRACT # (if applicable) N/A

DATE: _____

This Contract is entered into on, or as of, this date by and between the Town of Townsend, 272 Main Street, Townsend, MA 01469 (the "Town"), and

White Mountain IT Services
["Contractor"]

Peter A. Paldino, Jr.
[Contact Name for Responsible Person]
603.889.0800

ppaldino@whitemtn.com
[email address]

1. This is a Contract for the procurement of the following:
IT Services at the Townsend Water Department as defined by the Scope of Services attached as Exhibit A and incorporated herein by reference. Where the terms and conditions of Exhibit A and this Contract conflict, the terms of this Contract shall prevail.

2. The Contract price to be paid to the Contractor by the Town is:
\$1,853.00 Monthly Fee for 12 month term.

3. Payment will be made as follows:

3.1 Fees and Reimbursable Costs combined shall not exceed **\$22,236.00** as more fully set forth in the Contractor Documents.

3.2 There shall be no further costs, fees or reimbursable charges due the Contractor under this Contract unless said fees and/or costs are so set forth in writing. The Town will not pay any surcharge or premium on top of the direct out of pocket expenses, if any.

3.3 Final payment including any unpaid balance of the Contractor's compensation shall be due and payable when the Project/Services is/are delivered to the Town when the project is completed and the services are complete and/or the goods are delivered and accepted.

4. Definitions:

4.1 Contract Documents: All documents relative to the Contract including (where used) Request for Proposals and all attachments thereto, Instructions to Bidders, Proposal Form, Specifications. The Contract documents are complementary, and what is called for by any one shall be as binding as if called for by all.

¹ Contract Short Form - Services Less than \$35,000.00 – Not for Architects and Engineers

4.2 Date of Substantial Performance: The date when the work is sufficiently complete and the services are performed, in accordance with Contract documents, as modified by approved Amendments and Change Orders.

4.3 Services: shall mean furnishing of labor, time, or effort by the Contractor. This term shall not include employment agreements, collective bargaining agreements, or grant agreements.

4.4 Work: The services or materials contracted for, or both.

5. Term of Contract and Time for Performance:

This Contract shall be fully performed by the Contractor in accordance with the provisions of the Contract Documents on or before **12 months from the date this Contract is fully executed**, unless extended, in writing, at the sole discretion of the Town, and not subject to assent by the Contractor. Time is of the essence for the completion of the Contract.

6. Subject to Appropriation:

Notwithstanding anything in the Contract Documents to the contrary, any and all payments which the Town is required to make under this Contract shall be subject to appropriation or other availability of funds as certified by the Town Accountant. In the absence of appropriation or availability as certified herein, this Contract shall be immediately terminated without liability for damages, penalties or other charges to the Town.

7. Permits and Approvals:

Permits, Licenses, Approvals and all other legal or administrative prerequisites to its performance of the Contract shall be secured and paid for by the Contractor.

8. Termination and Default:

8.1 Without Cause. The Town may terminate this Contract on **forty-five (45) calendar days'** notice when in the Town's sole discretion it determines it is in the best interests of the Town to do so, by providing notice to the Contractor, which shall be in writing and shall be deemed delivered and received when given in person to the Contractor, or when received by fax, express mail, certified mail return receipt requested, regular mail postage prepaid or delivered by any other appropriate method evidencing actual receipt by the Contractor. Upon termination without cause, Contractor will be paid for services rendered to the date of termination.

8.2 For Cause. If the Contractor is determined by the Town to be in default of any term or condition of this Contract, the Town may terminate this Contract on seven (7) days' notice by providing notice to the Contractor, which shall be in writing and shall be deemed delivered and received when given in person to the Contractor, or when received by fax, express mail, certified mail return receipt requested, regular mail postage prepaid or delivered by any other appropriate method evidencing actual receipt by the Contractor.

8.3 Default. The following shall constitute events of a default under the Contract:

- (1) any material misrepresentation made by the Contractor to the Town; 2) any failure to perform any of its obligations under this Contract including, but not limited to the following:
 - (i) failure to commence performance of this Contract at the time specified in this Contract due to a reason or circumstance within the Contractor's reasonable control, (ii) failure to perform this Contract with sufficient personnel and equipment or with sufficient material to ensure the completion of this Contract within the specified time due to a reason or circumstance within the Contractor's reasonable control, (iii) failure to perform this Contract in a manner reasonably

satisfactory to the Town, (iv) failure to promptly re-perform within a reasonable time the services that were rejected by the Town as unsatisfactory, or erroneous, (v) discontinuance of the services for reasons not beyond the Contractor's reasonable control, (vi) failure to comply with a material term of this Contract, including, but not limited to, the provision of insurance and non-discrimination, (vii) any other acts specifically and expressly stated in this Contract as constituting a basis for termination of this Contract, and (viii) failure to comply with any and all requirements of state law and/or regulations, and Town bylaw and/or regulations.

9. The Contractor's Breach and the Town's Remedies:

Failure of the Contractor to comply with any of the terms or conditions of this Contract shall be deemed a material breach of this Contract, and the Town of Townsend shall have all the rights and remedies provided in the Contract documents, the right to cancel, terminate, or suspend the Contract in whole or in part, the right to maintain any and all actions at law or in equity or other proceedings with respect to a breach of this Contract, including but not limited to costs, attorney's fees or other damages resulting from said breach ("Damages") as well as specific performance, and the right to select among the remedies available to it by all of the above.

10. Statutory Compliance:

10.1 This Contract will be construed and governed by the provisions of applicable federal, state and local laws and regulations; and wherever any provision of the Contract or Contract Documents shall conflict with any provision or requirement of federal, state or local law or regulation, then the provisions of law and regulation shall control. Where applicable to the Contract, the provisions of the General Laws are incorporated by reference into this Contract.

10.2 The Contractor shall comply with all Federal, State and local laws, rules, regulations, policies and orders applicable to the Work provided pursuant to this Contract.

11. Conflict of Interest:

Both the Town and the Contractor acknowledge the provisions of the State Conflict of Interest Law (General Laws Chapter 268A), and this Contract expressly prohibits any activity which shall constitute a violation of that law. The Contractor shall be deemed to have investigated the application of M.G.L. c. 268A to the performance of this Contract.

12. Certification of Tax Compliance

This Contract must include a certification of tax compliance by the Contractor, as required by General Laws Chapter 62C, Section 49A (Requirement of Tax Compliance by All Contractors Providing Goods, Services, or Real Estate Space to the Commonwealth or Subdivision).

13. Non-Discrimination/Affirmative Action

The Contractor shall carry out the obligations of this Agreement in compliance with all requirements imposed by or pursuant to federal, State and local ordinances, statutes, rules and regulations and policies prohibiting discrimination in employment. Contractor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion, physical or mental handicap or sexual orientation.

14. Assignment:

The Contractor shall not assign, sublet or otherwise transfer this Agreement, in whole or in part, without the prior written consent of the Town, and shall not assign any of the moneys payable under this Contract, except by and with the written consent of the Town.

15. Condition of Enforceability Against the Town:

This Contract is only binding upon, and enforceable against, the Town if: (1) the Contract is signed by the Board of Selectmen or its designee; and (2) endorsed with approval by the Town Accountant as to appropriation or availability of funds.

16. Corporate Contractor:

If the Contractor is a corporation and is being executed by a party other than its president, it shall endorse upon this Contract (or attach hereto) its Clerk's Certificate certifying the corporate capacity and authority of the party signing this Contract for the corporation. Such certificate shall be accompanied by a letter or other instrument stating that such authority continues in full force and effect as of the date the Contract is executed by the Contractor. This Contract shall not be enforceable against the Town of Townsend unless and until the Contractor complies with this section.

17. Minimum Wage/Prevailing Wage:

The Contractor will carry out the obligations of this Contract in full compliance with all of the requirements imposed by or pursuant to G. L. c. 151, §1, *et seq.* (Minimum Wage Law) and the wage rates as set forth in G.L. c. 149 §26 to 27D (prevailing Wage).

18. Liability of Public Officials:

To the full extent permitted by law, no official, employee, agent or representative of the Town of Townsend shall be individually or personally liable on any obligation of the Town under this Contract.

19. Indemnification:

The Contractor shall indemnify, defend and save harmless the Town, the Town's officers, agents and employees, from and against any and all damages, liabilities, actions, suits, proceedings, claims, demands, losses, costs, expenses, recoveries and judgments of every nature and description (including attorneys' fees) that may arise in whole or in part out of or in connection with the work being performed or to be performed, or out of any act or omission by the Contractor, its employees, agents, subcontractors, material men, and anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable. The Contractor further agrees to reimburse the Town for damage to its property caused by the Contractor, its employees, agents, subcontractors or material men, and anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, including damages caused by his, its or their use of faulty, defective, or unsuitable material or equipment, unless the damage is caused by the Town's gross negligence or willful misconduct.

The foregoing provisions shall not be deemed to be released, waived, limit or modified in any respect by reason of any surety or insurance provided by the Contractor under the Contract.

20. Insurance

20.1 Workers Compensation Insurance:

The Contractor shall provide by insurance for the payment of compensation and the furnishing of other benefits under Chapter 152 of the General Laws of Massachusetts (The Worker's Compensation Act) to all employees of the Contractor who are subject to the provisions of Chapter 152 of the General Laws of Massachusetts.

Failure to provide and continue in force such insurance during the period of this Contract shall be deemed a material breach of this Contract, shall operate as an immediate termination thereof, and Contractor shall indemnify the Town for all losses, claims, and actions resulting from the failure to provide the insurance required by this Article.

The Contractor shall furnish to the Town a certificate evidencing such insurance prior to the execution of this Contract before the same shall be binding on the parties thereto, except if specifically waived by the Town.

20.2 Professional Liability Insurance

Liability of \$1 million per claim and \$3 million aggregate.

Failure to provide and continue in force such insurance during the period of this Contract shall be deemed a material breach of this Contract, shall operate as an immediate termination thereof, and Contractor shall indemnify the Town for all losses, claims, and actions resulting from the failure to provide the insurance required by this Article.

20.3 Other Insurance Requirements

- a. Comprehensive commercial general liability insurance with limits of at least \$1 Million per occurrence and \$3 Million annual aggregate for property damage and \$1 Million per person and \$3 Million per occurrence for bodily injury, which shall include the Town of Townsend as an additional insured, and which shall cover bodily injury, sickness or disease, or death of any person including employees and those persons other than the Contractor's employees, and claims insured by usual personal liability coverage, death, or property damage arising out of the Work including injury or destruction of tangible property, including loss of use resulting therefrom.
- b. Motor vehicle insurance for any motor vehicles used in performing the Work, with limits of at least \$500,000 per person, and \$1 Million per accident.
- c. The intent of the Specifications regarding insurance is to specify minimum coverage and minimum limits of liability acceptable under the Contract. However, it shall be the Contractor's responsibility to purchase and maintain insurance of such character and in such amounts as will adequately protect it and the Town from and against all claims, damages, losses and expenses resulting from exposure to any casualty liability in the performance of the work, including and not limited to Professional liability insurance where applicable.
- d. All policies shall identify the Town as an additional insured (except Workers' Compensation and Professional Liability). The Contractor must provide notice to the Town immediately upon the cancellation modification of the policy. All Certificates of Insurance shall be on the "MIIA" or "ACORD" Certificate of Insurance form, shall contain true transcripts from the policies, authenticated by the proper officer of the Insurer, evidencing in particular those insured, the extent of coverage, the location and operations to which the insurance applies, the expiration date and the above-mentioned notice clauses.
- e. The Contractor shall obtain and maintain during the term of this Contract the insurance coverage in companies licensed to do business in the Commonwealth of Massachusetts and acceptable to the Town.

21. No Employment

The Contractor acknowledges and agrees that it is acting as an independent Contractor for all services rendered pursuant to this Contract, and neither the Contractor, nor its employees, agents, servants nor any person for whose conduct the Contractor is responsible shall be considered an employee or agent of the Town for any purpose and shall not file any claim or bring any action for any worker's compensation unemployment benefits and compensation for which they may otherwise be eligible as a Town employee as a result of work performed pursuant to the terms of this Contract.

22. Payment

The Town agrees to make all reasonable efforts to pay to the Contractor the sum set forth in the Contractor's bid or proposal within thirty (30) days of receipt of an invoice detailing the work completed and acceptance from the Town of the work completed.

23. Waiver and Amendment

Amendments, or waivers of any additional term, condition, covenant, duty or obligation contained in this Contract may be made only by written amendment executed by all signatories to the original Agreement, prior to the effective date of the amendment.

24. Severability

If any term or condition of this Contract or any application thereof shall to any extent be held invalid, illegal or unenforceable by the court of competent jurisdiction, the validity, legality, and enforceability of the remaining terms and conditions of this Contract shall not be deemed affected thereby unless one or both parties would be substantially or materially prejudiced.

25. Forum and Choice of Law

This Contract and any performance herein shall be governed by and be construed in accordance with the laws of the Commonwealth. Any and all proceedings or actions relating to subject matter herein shall be brought and maintained in the courts of the Commonwealth or the federal district court sitting in the Commonwealth, which shall have exclusive jurisdiction thereof. This paragraph shall not be construed to limit any other legal rights of the parties.

26. Notices

Any notice permitted or required under the provisions of this Contract to be given or served by either of the parties hereto upon the other party hereto shall be in writing and signed in the name or on the behalf of the party giving or serving the same. Notice shall be deemed to have been received at the time of actual service or three (3) business days after the date of a certified or registered mailing properly addressed. Notice to the Contractor shall be deemed sufficient if sent to the address set forth on page 1 or furnished from time to time in writing hereafter.

27. Binding on Successors:

This Contract is binding upon the parties hereto, their successors, assigns and legal representatives (and where not corporate, the heirs and estate of the Contractor). Neither the Town nor the Contractor shall assign or transfer any interest in the Contract without the written consent of the other.

28. Entire Agreement:

This Contract, including all documents incorporated herein by reference, constitutes the entire integrated agreement between the parties with respect to the matters described. This Contract supersedes all prior agreements, negotiations and representations, either written or oral, and it shall not be modified or amended except by a written document executed by the parties hereto.

29. Change Orders

Change orders may not increase the contract price by more than twenty-five (25%) per cent, in compliance with General Laws Chapter 30B, §13.

30. Special Condition: In no situation shall the Contractor be liable for damages caused by services outside of the scope of services stated in Section 1 of this Contract. The Contractor

shall not be liable for the failure of third party tools that are used by the Town, but are not provided directly by the Contractor (e.g. Office 365).

IN WITNESS WHEREOF the parties have hereto and to two other identical instruments set forth their hands and executed this as an instrument under seal this the day and year first above written.

The Town of Townsend by
the Board of Selectmen:

The Contractor by:

Signature Date

Print Name & Title

Certified as to Form:

Town Counsel Date

Certified as to
Appropriation/Availability of Funds:

Town Accountant Date

Chief Procurement Officer Date

CERTIFICATION OF GOOD FAITH

The undersigned certifies under pains and penalties of perjury that this contract has been obtained in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

The Contractor by: _____

Print Name

Title/Authority

CERTIFICATE OF STATE TAX COMPLIANCE

Pursuant to Massachusetts General Laws, Chapter 62C, Section 49A

_____, authorized signatory for
name of signatory

_____, whose
name of contractor

principal place of business is at _____

_____ does hereby certify under the
pains and penalties of perjury that _____ has
name of contractor

paid all Massachusetts taxes and has complied with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

Signature

Name

Federal Tax ID # or Social Security #

EXAMPLE CLERK'S CERTIFICATE

Action of Shareholders
Written Consent

(Date)

The undersigned, being the Shareholders of _____, a Massachusetts Corporation (the "Corporation") entitled to vote on the action, hereby consent to the adoption of the following votes:

VOTED: That the [*President and/or the Vice President or named individual*], each of them acting singly is, authorized to execute any and all contract documents and to enter into and negotiate the terms of all contracts and to accomplish same and to execute any and all documents, instruments, and agreements in order to effectuate the transaction and that said transaction shall be valid, binding, effective, and legally enforceable.

VOTED: That the officers are, and each of them acting singly is, authorized, from time to time, in the name and on behalf of the Corporation to take or cause to be taken all such action(s) as s/he or they, as the case may be, deem necessary, appropriate or advisable to effect the foregoing votes, as may be shown by the officer or officers execution or performance which shall be conclusive evidence that the same is authorized by the directors of this Corporation.

VOTED: That the officers are, and each of them acting singly is, authorized, from time to time, in the name and on behalf of this Corporation, under its corporate seal, if desired, attested by an appropriate officer, if desired, to execute, make oath to, acknowledge, deliver and file any and all of the agreements, instruments, certificates and documents referred to or related to the foregoing votes.

VOTED: That the officers are, and each of them acting singly is, authorized, from time to time and on behalf of this Corporation, under its corporate seal, if desired, to execute, acknowledge and deliver any and all agreements, instruments, certificates and documents referred to or related to the foregoing votes, with such changes as the officer or officers so acting may deem necessary or desirable, and the signature of such officer or officers to be conclusive evidence that the same is authorized by the directors of this Corporation.

Clerk of Corporation Certificate

I, _____ the Clerk of the foregoing corporation, do hereby certify that the above vote was taken at a duly called meeting of the shareholders of the Corporation on _____, 20__.

Clerk of Corporation

SEAL

Exhibit A-Contractor's Scope of Services

TOWNSEND WATER

PRICE PROPOSAL

Monthly Fee for Help Desk and Onsite Support Services:
Monthly Fee for Backup Support Services:
Monthly Fee for Server Support Services:
Monthly Fee for Network Support Services:
Monthly Fee for Other Services (please specify):

\$ 800⁰⁰
\$ 229⁰⁰
\$ 398⁰⁰
\$ 139⁰⁰
\$ 287⁰⁰
\$ 1,853⁰⁰

Total Monthly Fee for all IT Support Services:

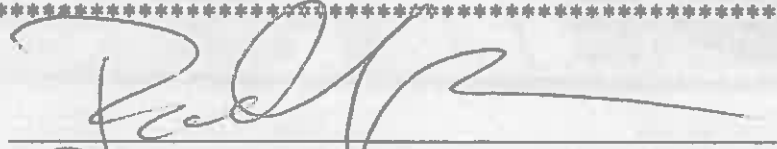
Estimated 12 Months

x 12

Total Annual Price :

\$ 22,236⁰⁰

Proposer's Signature:



Proposer's Name:

PETRA PALADINO

Proposer's Company:

White Mountain IT

Company Address:

33 MAIN ST - Suite 302
NASHUA NH 03064

Proposer's Phone Number:

603-231-2681

Proposer's Email Address:

PPALDINO@whitemtn.com



We have prepared a quote for you

**Information Technology Services Bid Response - All
Inclusive Remote and Onsite**

Quote # 000130
Version 1

Prepared for:

Town of Townsend Water Dept.

Accounts Payable
water@townsendwater.org

Friday, November 05, 2021

Town of Townsend Water Dept.
Accounts Payable
540 Main Street
W. Townsend, MA 01474
water@townsendwater.org

Dear Accounts,

Managed IT provides your critical computer services on a proactive, flat-fee basis. This completely changes the nature of the client/vendor relationship, and far more closely aligns our business interests with yours. Here are some of the differences and benefits of our approach:

- Your core computer and network needs are covered by a **fixed monthly fee**.
- **All management, support and services are included...** including hardware.
- Same or next day server replacement option.
- Emergency response for remote and onsite services.
- **A shared risk model** – It is in our best interest for you to have fewer problems.
- Full reporting and accountability
- 24 x 7 monitoring and alerting
- We function more like an internal department – **with a budget**.

The pricing in the summary is based on our understanding of your needs and the services proposed in these documents. Barring any major changes to our understanding of your needs and what we promise to deliver, these prices can be considered accurate.

Please contact me after reviewing these documents to schedule a follow-up meeting, where we can answer any questions, and refine our implementation plans.

Thank you again for the opportunity to win your business.

Sincerely,

Pete Paldino
Manager
White Mountain IT Services

▶ About White Mountain IT

We provide professional IT support services to businesses throughout New Hampshire & Massachusetts. Established in 1985, White Mountain has been a leader in the computer support and Managed IT Services field for over thirty-five years. Although we have experienced many significant technology changes during the last three decades, we have never deviated from our primary goals and core competencies, that of being a world-class IT service and support provider focused entirely on our client's needs.

From the early days of Novell servers running on our own line of White Mountain hardware, to our state of the art virtualized cloud infrastructure and tools, we have always stayed on top of the latest technology to help ensure that our clients have the appropriate platform for maximum efficiency and productivity.

We maintain our own help desk, engineering, and network operations staff in Nashua NH as well as our own private data center for off-site backup of our client's critical data. We have been at this for a long time, and we understand the value of proven systems and processes. By continually investing in best-in-class management tools, systems, and training, we ensure that our team is ready and able to exceed your expectations.

▶ Key Service Points

- Unlimited support of all servers. – remote and onsite
- Unlimited remote and onsite helpdesk for all user issues.
- Unlimited support for the firewall and internet connection– remote and onsite.
- Advanced anti-virus / anti-malware / anti-ransomware software to protect all systems.
- OpenDNS network protection to block and protect network resources.
- Full transparency.
 - Documentation
 - Knowledgebase
 - Ticketing system
 - Tech management tools
 - Reporting
 - IT Management Portal
- Vendor agnostic
 - We are truly agnostic and will help you shop for the best deal on any hardware.
- Comprehensive Managed Backup Service for specified systems.
 - Secure offsite data backup
 - All labor including restores is included.
- Cyber Security Training for all staff available (online) - \$3/user per month.

► Documentation

Documentation plays a major role in everything we do as part of our managed service plans. We create and maintain the documentation about your business that is needed to keep things up and running, and to provide exceptional customer service. Proper documentation creates quicker responses to problems and better planning ability in the future.

Examples of content that we maintain updated documentation on:

- Complete asset list, all hardware, software, and subscriptions
- Expiration dates for warranties, domains, certificates, hosting plans, etc.
- Domain names and hosting information
- Security configurations and procedures
- Network, WIFI, and server configurations
- ISP and telecom info
- Employee census and user IT profiles
- Workflow and key application profiles
- Knowledge base of all requests and work done, searchable by device or user
- Profile of all key vendors, contracts, and agreements
- Data retention and backup plan
- Disaster Recovery and Business Continuity Plan
- Change Management logs and reports
- Incident Response reports for all critical incidents and outages
- Remote access configuration and policies
- Written Information Security Plan
- Encryption requirements and configuration
- Fail over plans for key systems
- Regulatory compliance requirements and audits
- IT Budget and Roadmap
- Client specific SOPs
- Client specific IT Policies

▶ Firewall and Network

The foundation of most business technologies is access to the internet. While that access is provided by a carrier your local network plays a huge role in the stability and performance of those connections. White Mountain IT Services will manage a hardware-based firewall for each business location. Beyond acting as first layer of security, this device also provides a secure network connection between locations – also called a Virtual Private Network, or VPN's. Different sites may require different firewall options. We will help you select the best hardware and software options for each site and configure the firewalls accordingly.

Our Firewall service includes 24 x 7 monitoring and reporting capabilities which allow our network engineering staff to provide proactive support and rapid response when problems do arise. If we cannot resolve the issue remotely, we will configure a replacement unit and either ship it out overnight or dispatch a technician for an onsite replacement. All your configuration data is stored in our secure database to ensure rapid replacement with the most current configuration.

After the firewall the wired and wireless network devices play a key role. As part of our service we will monitor and manage the switches, routers, and access points that connect all your devices together. Our monitoring software notifies us on a myriad of network conditions and allows us to identify and correct disruptions remotely.

Firewall and Network Services

Description	Recurring	Qty	Ext. Recurring
Managed Firewall and VPN	\$99.00	1	\$99.00
OpenDNS Network Protection	\$10.00	1	\$10.00
Network Device Monitoring	\$10.00	3	\$30.00
Monthly Subtotal:			\$139.00

► **Servers and Infrastructure**

The core servers and infrastructure that run your business will be covered under a flat rate Management and Support contract. We will perform all necessary administration, management and ongoing support directly associated with your servers and/or cloud infrastructure. We will Administer all functions including Users, Groups, Email, Domains, SharePoint Sites, and Office software installations. Whenever possible, we provide service remotely from our secure Network Operations Center. This provides you with the fastest support possible, along with access to our high-level engineers. When remote resolution is not an option a technician will be dispatched to your location as soon as possible. Office 365 is now the solution of choice for most small businesses. It can be leveraged to replace most if not all functions that were traditionally run by onsite servers including security, file sharing and collaboration. While this eliminates the hardware liabilities it brings on new administrative challenges, as the server may be gone but the role it was playing in your systems is not.

Servers and Infrastructure Services

Description	Recurring	Qty	Ext. Recurring
Managed Server	\$249.00	1	\$249.00
Office 365 Management	\$149.00	1	\$149.00
Monthly Subtotal:			\$398.00

➤ Backup and Recovery

Arguably the MOST important function we provide to our clients is backup. In this day of cyberattacks, malware, and crypto viruses a reliable and secure backup solution is the best insurance you can get for a bad day. White Mountain IT Services has a wealth of strategies to not only ensure that your data is backed up and protected – but that when disaster strikes, you get your business back up and running as quickly and headache-free as possible. To ensure that your data is protected, we will work with you to design a backup system that fully meets your needs. This process will determine what information needs to be backed up, how often it needs to be backed up, how long it needs to be stored, what portion of the data needs to be copied offsite, even how fast you need to be able to have your data restored. We will also determine which recovery strategies best fit your specific sets of needs.

Backup and Recovery Services

Description	Recurring	Qty	Ext. Recurring
Managed Backup Service	\$149.00	1	\$149.00
Backup Management – Server	\$40.00	1	\$40.00
Backup Management – Workstation	\$10.00	4	\$40.00
Monthly Subtotal:			\$229.00

Backup and Recovery Licensing and Storage

Description	Recurring	Qty	Ext. Recurring
Acronis Cyber Cloud Storage -ESTIMATED-	\$0.10	500	\$50.00
Backup - Acronis Cyber Cloud - Server License	\$25.00	1	\$25.00
Backup - Acronis Cyber Cloud - PC License	\$5.00	4	\$20.00
Monthly Subtotal:			\$95.00

▶ Workstation and User Support

While server and network problems can be the most visible computer-related issue, it is the desktop issues that generally have the biggest impact on your employee productivity. Even small annoyances, when spread across several users, tend to eat up a surprising amount of productive time. With our helpdesk services, we can get your employees back to work in minutes. All desktop PCs covered under a managed contract receive priority response time and advanced management tools. During implementation, we inventory, assess, and configure your machines for remote management and support. **We feature the following:**

- Comprehensive system administration services
- System configuration to a known state
- Complete system monitoring
- Presale site assessment to tailor the program to your needs
- On-site configuration of your systems for remote administration
- Knowledge transfer of site configuration, and procedures for requesting changes

Benefits:

- **Higher productivity:** reduce or eliminate your on-site Windows administration workload.
- **Technical Expertise:** your system is being managed by industry experts who have a vested interest in your success.
- **Streamlined administration:** we provide consistent, best-practice systems that simplify management of your IT environment.

Workstation and User Support

Description	Recurring	Qty	Ext. Recurring
Managed Desktop Platinum (unlimited remote and onsite support)	\$100.00	8	\$800.00
Monthly Subtotal:			\$800.00

Workstation Licensing

Description	Recurring	Qty	Ext. Recurring
Kaseya/VSA Agent - 1 license	\$3.00	8	\$24.00
Kaseya 3rd Party Software Update Module	\$3.00	8	\$24.00
SentinelOne EDR Basic	\$12.00	12	\$144.00
Monthly Subtotal:			\$192.00

► Projects and Consulting

Consulting Services are high-level technical services that may involve various team members, including: your IT Manager, Network Engineers, Systems Analysts, NOC Specialists and Technology Consultants.

These services might include consulting on projects such as exemplified below and are billed hourly as requires

- Advanced troubleshooting of complex problems.
- Designing or updating infrastructure to help increase IT efficiencies, minimize downtime and to generally help avoid problems.
- Consulting to help determine best network designs and systems for standard IT functions such as redundancy, data backup, disaster recovery etc.
- Consulting on Line of Business application implementations.
- System integration or database reporting projects.
- Planning and implementing technology services in new facility

► **Additional Required Information**

a. The proposer must have the capability to perform onsite and offsite backup services.

Yes

a. Employees who have access to the Townsend Water's PCs must have gone through Police Employee Background Checks and be registered with Criminal Justice Information Services Division (CJIS).

Yes

a. The proposer must offer and maintain an 8:00 AM to 5:00 P.M. help desk support with response not longer than two hours for catastrophic events and four hours for non-catastrophic events.

Yes

a. The proposer must offer and operate a 24 hour emergency support service.

Yes

a. Proposer must not subcontract or assign any of the work specified for this project.

Yes

a. Proposer must have an office located within 30 miles of the 540 Main Street, West Townsend, MA 01474.

Yes

a. Proposer has been in the business of IT Support Services for at least 10 years.

Yes

► **Response and Resolution Times**

The following table shows the targets of response and resolution times for each priority level:

Trouble	Priority	Response Time*	Resolution Time*	Escalation Threshold
Service not available (all users and functions unavailable).	1	Within 1 hour	ASAP – Best Effort	1 hours

▶ Response and Resolution Times

Significant degradation of service (large number of users or business critical functions affected).	2	Within 4 hours	ASAP – Best Effort	1 hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 24 hours	Within 3 hours	5 hours
Small service degradation (business process can continue, one user affected).	4	within 48 hours	Within 8 hours	8 hours

Support Tiers

The following details and describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3 rd Party (Vendor) Support Engineers to resolve the most complex issues.

▶ **Service Rates**

Labor	Rate \$120/hr
Business Hours	
Remote PC Management/Help Desk - 8am-5pm M-F	INCLUDED
Remote Network Management - 8am-5pm M-F	INCLUDED
Remote Server Management - 8am-5pm M-F	INCLUDED
24x7x365 Network Monitoring	INCLUDED
Onsite Labor for servers and PC's -8am-5pm M-F	INCLUDED
Consulting and Project Labor - 8am-5pm M-F	\$120/Hr
After Hours: Weekday	
Remote PC Management/Help Desk - 5:01pm-9pm M-F	Time plus one-half rate
Remote Network Management - 5:01pm-9pm M-F	INCLUDED
Remote Server Management - 5:01pm-9pm M-F	INCLUDED
Onsite Labor - 5:01pm-9pm M-F	Time plus one-half rate
All Other Times (Weekend, Holiday, Exceptional Coverage)	
Remote Labor - All Other Times	Double time rate
Onsite Labor - All Other Times	Double time rate

Information Technology Services Bid Response - All Inclusive Remote and Onsite

Prepared by:
White Mountain IT Services
Pete Paldino
6032312681
ppaldino@whitemtn.com

Prepared for:
Town of Townsend Water Dept.
540 Main Street
W. Townsend, MA 01474
Accounts Payable
(978) 597-2212
water@townsendwater.org

Quote Information:
Quote #: 000130
Version: 1
Delivery Date: 11/05/2021
Expiration Date: 11/30/2021

Monthly Expenses Summary

Description	Amount
Firewall and Network Services	\$139.00
Servers and Infrastructure Services	\$398.00
Backup and Recovery Services	\$229.00
Backup and Recovery Licensing and Storage	\$95.00
Workstation and User Support	\$800.00
Workstation Licensing	\$192.00

Monthly Total: **\$1,853.00**

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

White Mountain IT Services

Town of Townsend Water Dept.

Signature: _____
Name: Pete Paldino
Title: Manager
Date: 11/05/2021

Signature: _____
Name: Accounts Payable
Date: _____

FW: State Revolving Fund-Water

Vincent DeSalvo <vdesalvo@townsendma.gov>

Fri 2/18/2022 10:47 AM

To: Veronica Kell <vkell@townsendma.gov>; Ross Perry <RPerry@townsendma.gov>

Just making sure you guys were aware ...Water Dept can get funding for PFAS mitigation ... Dave highlighted some sections to note including the need to get priority for 0% interest, communities must have appropriated necessary local funds by June 2022

5.2.2
moved to 4.1.1

to permanent financing, MassDEP will review all submitted information to determine a project's eligibility for the reduced interest rate.

To be considered for financing priority, communities must have appropriated the necessary local project funds or have committed to a schedule to obtain those funds by **June 30, 2022**.

Completed applications must be submitted to MassDEP at the earliest possible time, but not later than **October 14, 2022**. A complete application must contain the local funding authorization and the required supporting documentation. Any project not meeting these deadlines will be removed from the IUP Project Listing. Projects offered financing that do not advance, may be replaced by the highest ranked project on the Project Priority List that is ready to proceed.

All SRF related documents, including this IUP, the priority ranking system, loan application forms, regulations, and IUPs from the previous year, may be found on the MassDEP web site at: <https://www.mass.gov/state-revolving-fund-srf-loan-program>.

From: Mistie Demazure <mdemazure@townsendwater.org>

Sent: Friday, February 18, 2022 10:07 AM

To: Vincent DeSalvo <vdesalvo@townsendma.gov>

Subject: State Revolving Fund-Water

Hi Vinny,

Dave asked me to send this over to you.

Best Regards,

Mistie Demazure

Accounts Manager

Townsend Water Department

water@townsendwater.org

978-597-2212

