



pd \$350.- 2/27/14
2.1

TOWNSEND WATER DEPARTMENT
540 Main Street West Townsend, Massachusetts 01474

Niles Busler, Chairman
Paul L. Rafuse,
Water Superintendent

Francis McNamara, Vice-Chairman

Andrea Wood, Clerk
(978) 597-2212
Fax (978) 597-5611

FINAL NOTICE

DATE: February 4, 2014
ACCOUNT: #60214/John Giardina
OVERDUE: \$906.05

The water service account for the property located at 1 Horseshoe Drive is past due. Payment must be made or the account will be turned over to collections and in accordance with M.G.L. Chapter 165, Section 11A subject to shut-off.

Please contact our office today if you would like to enter into a payment agreement. All agreements made are subject to 1.5% interest and demand charges. In addition any account scheduled for shut-off will need to be paid in full before the service will be restored.

Thank you for your anticipated cooperation.

Massachusetts General Law Chapter 165, Section 11A:

Except as otherwise provided in this chapter, a water company may shut off the flow of water from its mains or pipes to the premises of any customer who has failed or refused to pay the lawful charges of said company for water previously consumed. The officers, employees or agents of said company may, upon any business day between the hours of eight ante meridian and four post meridian, enter upon the premises of a customer whose payments are in arrears and close a valve, remove or disconnect a meter pipe or fitting, if necessary, for the purpose of shutting off the flow of water as above authorized, provided, however, that the customer has been given thirty-six hours notice in person or by registered or certified mail directed to his last address furnished to the company. If such address is different from the address of the premises affected a copy of such notice shall also be so mailed to the address thereof.



12-11-13 \$100-

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**PAYMENT AGREEMENT
BETWEEN THE TOWNSEND WATER DEPARTMENT
AND PRISCILLA WILEY**

Service Address: 8 Emery Road,
Townsend, MA

Account #61335

Payoff Amount: ~~\$740.66~~

1. The Townsend Water Department agrees to accept a down payment from *Priscilla Wiley* in the amount of \$100.00 on or before December 11, 2013.
2. *Priscilla Wiley* agrees to pay thereafter in monthly installments as follows:

Due by January 20, 2014	\$75.00	Due by May 20, 2014	\$75.00
Due by February 20, 2014	\$75.00	Due by June 20, 2014	\$75.00
Due by March 20, 2014	\$75.00	Due by July 20, 2014	\$75.00
Due by April 20, 2014	\$75.00	Due by August 20, 2014	\$75.00
		Due by September 20, 2014	\$40.66
3. *Priscilla Wiley* agrees that in addition to keeping payment plan installments current, that all new and future charges must be paid on time.
4. If *Priscilla Wiley* fails to pay any monthly installments by the due date as referenced above; or fails to keep current with all future charges, then water service will be subject to disconnection and in addition the account will need to be paid in full to include an additional \$35.00 fee to restore water service. All owed balances will be charged late fees accumulated monthly at 1.5%.
5. *Priscilla Wiley* agrees to contact the Account Administrator at (978) 597-2212 if for any reason *she* cannot comply with the terms above.

I _____ hereby agree to the above terms.
Priscilla Wiley

DATE: _____, 2013.

3/13/2014

Townsend Water Department

540 Main Street West Townsend MA 01474 PH: 978-597-2212

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CUSTOMER HISTORY 12/31/2006 to 03/07/2014

Acct: 61335 WILEY THOMAS Home:978-798-0446
 8 EMERY ROAD TOWNSEND MA 01469 Current Balance: \$736.48 ACTIVE
 Loc ID: 61335 @ 8 EMERY ROAD TOWNSEND
 Rte: 20 Seq.# 360 Mtr S/N: 10022518 Dep:\$0.00

Date	Code	Description	Previous	Present	Used	Charge	Payment	Balance
4/5/2013	W01	Read on 03/22/2013 (X100)	1,323	1,332	9	27.00		589.33
4/5/2013	WR	Unit Charge				37.50		626.83
4/12/2013	LAT	Added on 4/11/2013				7.12		633.95
5/10/2013	LAT	Added on 5/9/2013				8.09		642.04
5/10/2013	DEMAN	Added on 5/9/2013				1.00		643.04
6/11/2013	LAT	Added on 6/11/2013				8.09		651.13
7/1/2013	W01	Read on 06/17/2013 (X100)	1,332	1,342	10	30.00		681.13
7/1/2013	WR	Unit Charge				37.50		718.63
7/10/2013	LAT	Added on 7/10/2013				8.09		726.72
8/6/2013	DEMAN	Added on 8/6/2013				1.00		727.72
8/6/2013	LAT	Added on 8/6/2013				9.10		736.82
8/26/2013	WorkOrd	2014-34 SHUT-OFF FOR NON-PAYMENT 08/29/2013						736.82
9/6/2013	LAT	Added on 9/6/2013				9.10		745.92
10/1/2013	W01	Read on 09/17/2013 (X100)	1,342	1,351	9	27.00		772.92
10/1/2013	WR	Unit Charge				37.50		810.42
10/7/2013	LAT	Added on 10/7/2013				9.10		819.52
10/18/2013	WorkOrd	2014-139 SHUT-OFF FOR NON-PAYMENT 10/30/2013						819.52
10/31/2013	LAT	Check 113 for \$100.00					91.00	728.52
10/31/2013	DEMAN	Check 113 for \$100.00					9.00	719.52
11/4/2013	DEMAN	Added on 11/4/2013				1.00		720.52
11/4/2013	LAT	Added on 11/4/2013				10.07		730.59
12/3/2013	WorkOrd	2014-180 SHUT-OFF FOR NONPAYMENT ON DECEMBER 11, 2013						730.59
12/5/2013	LAT	Added on 12/5/2013				10.07		740.66
12/11/2013	WR	Check TEMP for \$100.00					40.34	700.32
12/11/2013	DEMAN	Check TEMP for \$100.00					1.00	699.32
12/11/2013	LAT	Check TEMP for \$100.00					58.66	640.66
1/1/2014	W01	Read on 12/10/2013 (X100)	1,351	1,360	9	27.00		667.66
1/1/2014	WR	Unit Charge				37.50		705.16
1/10/2014	LAT	Added on 1/10/2014				9.46		714.62
2/6/2014	DEMAN	Added on 2/6/2014				1.00		715.62
2/6/2014	LAT	Added on 2/6/2014				10.43		726.05
2/24/2014	WorkOrd	2014-294 SHUT-OFF FOR NONPAYMENT ON MARCH 5, 2014						726.05
3/6/2014	LAT	Added on 3/6/2014				10.43		736.48
3/7/2014	Commen	Will be in on 3/10/14 with a payment [entered by FRONTOFFICE]						736.48



12/11/13 9:00 cash

TOWNSEND WATER DEPARTMENT
540 Main Street West Townsend, Massachusetts 01474

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**PAYMENT AGREEMENT
BETWEEN THE TOWNSEND WATER DEPARTMENT
AND LUKE MOSHER**

Service Address: 18 Warren Road
Townsend, MA

Account #60997

Payoff Amount: \$718.83

1. The Townsend Water Department agrees to accept a down payment from **Luke Mosher** in the amount of \$100.00 on or before December 11, 2013.
2. **Luke Mosher** agrees to pay thereafter in monthly installments as follows:

Due by January 20, 2014	\$100.00	Due by April 20, 2014	\$100.00
Due by February 20, 2014	\$100.00	Due by May 20, 2014	\$100.00
Due by March 20, 2014	\$100.00	Due by June 20, 2014	\$118.83
3. **Luke Mosher** agrees that in addition to keeping payment plan installments current, that all new and future charges must be paid on time.
4. If **Luke Mosher** fails to pay any monthly installments by the due date as referenced above; or fails to keep current with all future charges, then water service will be subject to disconnection and in addition the account will need to be paid in full to include an additional \$35.00 fee to restore water service. All owed balances will be charged late fees accumulated monthly at 1.5%.
5. **Luke Mosher** agrees to contact the Account Administrator at (978) 597-2212 if for any reason he cannot comply with the terms above.

I _____ hereby agree to the above terms.
Luke Mosher

DATE: _____, 2013.

Townsend Water Department

3/13/2014

540 Main Street West Townsend MA 01474 PH: 978-597-2212

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CUSTOMER HISTORY 12/31/2006 to 03/06/2014

Acct: 60997 MOSHER LUKE Home:978-502-5242
18 WARREN ROAD TOWNSEND MA 01469 Current Balance: \$707.79 ACTIVE
Loc ID: 60997 @ 18 WARREN ROAD TOWNSEND
Rte: 17 Seq.# 1070 Mtr S/N: 13661687 Dep:\$0.00

Date	Code	Description	Previous	Present	Used	Charge	Payment	Balance
10/19/2012	LAT	Added on 10/19/2012				4.13		392.82
11/23/2012	LAT	Added on 11/26/2012				5.23		398.05
11/26/2012	DEMAN	Added on 11/26/2012				1.00		399.05
12/21/2012	LAT	Added on 12/21/2012				5.23		404.28
1/5/2013	W01	Read on 12/10/2012 (X100)	460	466	6	18.00		422.28
1/5/2013	WR	Unit Charge				37.50		459.78
2/12/2013	LAT	Added on 2/12/2013				6.06		465.84
2/12/2013	DEMAN	Added on 2/12/2013				1.00		466.84
3/14/2013	LAT	Added on 3/14/2013				6.06		472.90
4/5/2013	W01	Read on 03/18/2013 (X100)	466	470	4	12.00		484.90
4/5/2013	WR	Unit Charge				37.50		522.40
4/12/2013	LAT	Added on 4/11/2013				6.06		528.46
5/10/2013	DEMAN	Added on 5/9/2013				1.00		529.46
5/10/2013	LAT	Added on 5/9/2013				6.80		536.26
6/11/2013	LAT	Added on 6/11/2013				6.80		543.06
7/1/2013	W01	Read on 06/10/2013 (X100)	470	473	3	9.00		552.06
7/1/2013	WR	Unit Charge				37.50		589.56
7/10/2013	LAT	Added on 7/10/2013				6.80		596.36
8/6/2013	LAT	Added on 8/6/2013				7.50		603.86
8/6/2013	DEMAN	Added on 8/6/2013				1.00		604.86
8/26/2013	WorkOrd	2014-33 SHUT OFF FOR NON-PAYMENT 8/29/2013						604.86
9/6/2013	LAT	Added on 9/6/2013				7.50		612.36
9/9/2013	Commen	luke called to set up payment plan begining 9/16/2013 [entered by FRONTOFFICE]						612.36
9/16/2013	WR	Check For \$200.00					97.64	514.72
9/16/2013	LAT	Check For \$200.00					94.36	420.36
9/16/2013	DEMAN	Check For \$200.00					8.00	412.36
9/25/2013	W01	ADJ - RTN for NSF 9/25/13				97.64		510.00
9/25/2013	LAT	Late Charge NSF Fee Added as Other Single Charge				25.00		535.00
9/25/2013	LAT	ADJ - RTN for NSF 9/25/13				102.36		637.36
9/25/2013	Commen	spoke yo Luke will be in by 9/27/13 with 225.00 cash or will be disconnected [entered by FRONTOFFICE]						637.36
10/1/2013	W01	Read on 09/19/2013 (X100)	473	482	9	27.00		664.36
10/1/2013	WR	Unit Charge				37.50		701.86
10/7/2013	LAT	Added on 10/7/2013				7.50		709.36
11/4/2013	LAT	Added on 11/4/2013				8.47		717.83

3/13/2014

Townsend Water Department

540 Main Street West Townsend MA 01474 PH: 978-597-2212

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CUSTOMER HISTORY 12/31/2006 to 03/06/2014

Acct: 60997 MOSHER LUKE Home:978-502-5242
 18 WARREN ROAD TOWNSEND MA 01469 Current Balance: \$707.79 ACTIVE
 Loc ID: 60997 @ 18 WARREN ROAD TOWNSEND
 Rte: 17 Seq.# 1070 Mtr S/N: 13661687 Dep:\$0.00

Date	Code	Description	Previous	Present	Used	Charge	Payment	Balance
11/4/2013	DEMAN	Added on 11/4/2013				1.00		718.83
11/12/2013	WorkOrd	2014-167 SHUT-OFF FOR NONPAYMENT ON NOVEMBER 19, 2013						718.83
12/4/2013	WorkOrd	2014-183 SHUT-OFF FOR NONPAYMENT ON DECEMBER 11, 2013						718.83
12/5/2013	LAT	Added on 12/5/2013				8.47		727.30
12/11/2013	LAT	Cash For \$100.00					99.00	628.30
12/11/2013	DEMAN	Cash For \$100.00					1.00	627.30
1/1/2014	W01	Read on 12/20/2013 (X100)	482	487	5	15.00		642.30
1/1/2014	WR	Unit Charge				37.50		679.80
1/10/2014	LAT	Added on 1/10/2014				8.47		688.27
2/6/2014	DEMAN	Added on 2/6/2014				1.00		689.27
2/6/2014	LAT	Added on 2/6/2014				9.26		698.53
2/24/2014	WorkOrd	2014-293 SHUT-OFF FOR NONPAYMENT ON MARCH 5, 2014						698.53
3/6/2014	LAT	Added on 3/6/2014				9.26		707.79

38.4

FISCAL YEAR 14 SUMMARY
TOWNSEND WATER DEPARTMENT - ACCOUNTS RECEIVABLE
03/31/14

UNCOLLECTED FROM JUNE 30, 2013

85,753.55

CHARGED 07/01/13- 03/31/14

USER CHARGES

2,482.00

782,864.75

785,346.75

SERVICE CHARGES

710.00

18,240.24

18,950.24

CONNECTION CHARGES

0.00

12,000.00

12,000.00

LATE CHARGES

1,400.17

14,147.35

15,547.52

BACKFLOW

450.00

3,100.00

3,550.00

SUBTOTAL

5,042.17

TOTAL CHARGES

835,394.51

921,148.06

RECEIVED 07/01/13- 03/31/14

3/31/2014

USER CHARGES

18,831.00

758,184.79

777,015.79

SERVICE CHARGES

765.73

18,295.48

19,061.21

CONNECTION CHARGES

0.00

12,000.00

12,000.00

LATE CHARGES

1,322.26

14,706.64

16,028.90

BACKFLOW

450.00

3,150.00

3,600.00

SUBTOTAL

21,368.99

TOTAL RECEIPTS

827,705.90

SENT TO LIEN

3,025.54

LIENS COLLECTED

0.00

ABATEMENTS

852.57

ADJUSTMENTS

-670.02

UNCOLLECTED

90,234.07

921,148.06

OUTSTANDING:

USER CHARGES

\$

84,433.35

84,433.35

SERVICE CHARGES

1,881.58

CONNECTION CHARGES

0.00

LATE CHARGES

3,919.14

BACKFLOW

0.00

TOTAL OUTSTANDING

\$

90,234.07

chapter chairman, shall attend all meetings of the Town Treasurer or Board of Selectmen's designee on group health insurance.

Article 29 - Wages

Effective July 1, 2014, each employee who successfully completes all required certifications and licenses shall receive a lump sum payment of Five Hundred Dollars (\$500.00) in a single check in the first (1st) pay period in December of each fiscal year.

Article 30 - Employee Records

A. Any written statement or report critical of an employee must be shown to the employee and initialed before it is placed in their personnel file. The initialing shall not be taken as an agreement to what is said in the statement or report, it's purpose is to show that the employee was aware of the statement or report. The employee may submit a rebuttal which will be included in the personnel file.

*There is a confusion on the keeping of Personnel Records, the law says that the Department keeps them, but it also says that they should be kept in a central location. The past practice for most Departments is that they are kept in the Selectmen's office in a locked cabinet.

B. It was decided to keep the Personnel Files under the control of the Superintendent in a locked cabinet/drawer at the Water Department

Article 31 - Bulletin Board

Announcements shall be posted in a conspicuous place on the premises.

Article 32 - Licenses

A. Responsibility for co-pay for hydraulic license physical exam co-pay

B. Water Department Technicians shall hold the following licenses

a. Hydraulic license

b. Distribution 1

c. Distribution 2

d. Treatment 1

*Copies of the licenses and of the successful completion of the course work will be kept in their personnel files.

Article 33 - Safety Code Committee

Section 2. Form a safety Committee with one (1) or two (2) members of the Bargaining Unit and one (1) or two (2) representatives of the Employer.

Article 35 - Drug and Alcohol Testing

New Union members names have been added to the consortium.

Contract Compliance

Article 13 - Overtime

Compensatory time may not accumulate in excess of 120 hours and must be used within six (6) months of the fiscal year in which it was accrued.

Article 14 - Rest Period

Each employee shall be permitted a fifteen (15) minute work break to be scheduled in the middle of the morning.

Article 15 - Clean-up time

A ten (10) minute clean up time starts at 3:20 P.M.

Article 17 - Vacations

Vacation entitlement shall be determined as of July 1st, and must be used by the following July 1st or be lost, except for one (1) week which can be carried over.

Article 18 - Sick Leave

Is accrued at 15 days a year as of July 1 of each year up to 150 days a year.

A. An Employee who takes no sick leave for three (3) months shall be credited with a sick leave incentive day. Two (2) sick leave incentive days may be carried over to the next fiscal year.

B. Set up a sick bank

Article 19 - Personal Leave

Allowed four (4) days a year, use of these days must be requested 24 hours in advance.

Article 25, Protective Clothing:

A. Section D. "All employees are expected to wear a Town-approved uniform which clearly identifies that the employee is working for the Town and includes a name tag to identify who the employee is.

B. The Superintendent shall consult with the union body as to colors and logo design before initially making orders for uniforms.

Article 26 - Union Representatives

A written list of Union Stewards and other representatives shall be furnished to the Employer immediately after their designation and the Union shall notify the Employer of any change.

Article 27 - One representative of each Department of the bargaining unit, i.e.

- 2.11 Approve 2" service. Turnpike Village, 74 Turnpike Road Account #61710 – Mr. McNamara moved to approve the 2" service for account #61710, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.
- 2.11.1 ZBA Referral notice-Kevin Smith, West Meadow Road – No Comment
- 2.11.2 Sign March Schedule of Bill Receivable report – Mr. McNamara moved to sign the March Schedule of Bills Receivable report, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.
- 2.11.3 Sign April (New Charges) Schedule of Bill Receivable report – Mrs. Wood moved to sign the Bills Receivable report, seconded by Mr. McNamara, the vote was unanimous in favor of the motion.
- 2.11.4 Review February 2014 appropriation balance report - Reviewed.
- 2.11.5 Review March 2014 Account Receivable report - Reviewed.
- 2.12 Review and Sign Bills Payable Warrants – Mrs. Wood moved to sign the Bills Payable Warrant out of session, seconded by Mr. McNamara, the vote was unanimous in favor of the motion.

III. ADJOURNMENT:

Mrs. Wood moved to adjourn at 7:45 P.M., seconded by Mr. McNamara, the vote was unanimous in favor of the motion.

- II.4 Discussion, RE: Schedule for well 1, Witches Brook – The amount of work and problems involved in getting it back on line were discussed. No date to begin work was set.
- II.5 Sign Credit Card Policy previously voted to accept – Mr. McNamara moved to sign the Credit Card Policy, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.
- II.6 Follow-up Highland Street Tank testing – the next testing will be April 15, 2014.
- II.7 Discussion, RE: Policy calendar scheduling – Mrs. Smart objected to putting her vacation and sick time on a calendar which is in public view, but had no objection in signing if it was out of public view, both sides of the argument were presented. Alternative locations were discussed. Mrs. Wood moved that the Calendar be moved to the break room, seconded by Mr. McNamara, the vote was unanimous in favor of the motion.
- II.8 Discuss/Review, Amendment to Planning Board Rules & Reg's Re: Lawn construction requirements – The issue was discussed and in light of the new proposed SWMI regulation and the impact of run off on the aquifer recharge area, it was recommended that #8 be dropped. Mr. Rafuse will attend the meeting.

II.9 Commissioners Updates/Report

2.9 Water Superintendent Updates/Reports

2.9.1 SCADA Bid – Ready to go, it was reviewed and several points were clarified, Mr. McNamara moved to go forward with the SCADA Bid, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.

2.9.2 Draft Water Management Act Regulations

2.9.3 Request from resident Dave Sawyer, 51 Brookline Street, 978-597-2184. RE: Part-time employment - We have no appropriation for temporary help, but Mr. Busler suggested that Mr. Rafuse contact Mr. Sawyer and tell him to contact the Assessors regarding the "Senior Work off Program."

- 2.10 Office Updates/Report – Mr. McNamara asked about when we start charging interest on bills, if the bills go out late, do we charge from the first (as printed on the bill) or from the date they receive the bill? Mrs. Boudreau explained that the office always takes the date into consideration and charges begin 30 days from the date the bill is actually received.



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Andrea Wood, Clerk

Paul L. Rafuse,

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Water Superintendent

Fax (978) 597-5561

WATER COMMISSIONERS MEETING AGENDA /MINUTES

APRIL 14, 2014 - 5:30P.M.

Water Department 540 Main Street, Meeting Room

I. PRELIMINARIES:

- I.1 Call the meeting to order – Mr. Busler called the meeting to order at 5:35 P.M. in the Water Department meeting room at 540 Main St., West Townsend, 01474.
- I.2 Roll call – Mr. McNamara, Mrs. Wood and Mr. Busler were present. Guests Superintendent Rafuse, Mr. MacEachern, Mr. Blanchard, Mrs. Boudreau and Mrs. Smart
- I.3 Chairman's additions or deletions - None
- I.4 Review/Approve meeting minutes – Mr. McNamara moved to approve the minutes from March 17 and March 21, 2014, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.

II. MEETING BUSINESS:

- II.1 Discussion/Update, RE: Microsoft XP Security – Mr. Rafuse presented an option list from the Town's computer expert. (see attached) After discussion it was decided to spend, but not to exceed, \$5,500.00 on new computers, one monitor and associated paraphernalia.
- II.2 Discussion/Follow-up, RE: Contractual obligations – A list of items were discussed to help bring the Department into compliance with the Union Contract. (see attached). Mr. Rafuse said he would talk to Mr. Kukkula about the points.
- II.3 Discussion/Follow-up, RE: Leaks Balsam Drive – Earlier in the year it was discussed that we would look into and repair those leaks when the weather was warmer. Discussion progressed to what was felt to be the problem as well as other problems in the Witches Brook system. No date to begin work was set.