



**TOWNSEND WATER DEPARTMENT**  
540 Main Street West Townsend, Massachusetts 01474

1.5

Lance Lewand, *Chairman*

Michael MacEachern, *Vice-Chairman*

Nathan Mattila, *Clerk*

Paul L. Rafuse,  
*Water Superintendent*

(978) 597-2212

Email: [water@townsend.ma.us](mailto:water@townsend.ma.us)

**WATER COMMISSIONERS MEETING MINUTES**

**August 6, 2018 - 4:30 P.M.**

Water Department 540 Main Street, Meeting Room

**I. PRELIMINARIES:**

- 1.1 LL called the meeting to order at 4:31 P.M., 540 Main Street, Meeting Room.
- 1.2 Roll call **showed Members Present: Lance Lewand (LL) Chairman, Nathan Mattila (NM), Clerk. Michael MacEachern (MM) Vice-Chair was absent.**
- 1.3 LL announce that the meeting is being audio recorded.
- 1.4 Chairman's additions or deletions. None
- 1.5 Approve Minutes of July 10, 2018. Tabled until next BOWC meeting.
- 1.6 Review correspondence.

**II. APPOINTMENTS:**

- 2.1

**III. MEETING BUSINESS:**

- 3.1 Continue discussion on water rates. Paul email the commissioners the report on water rates increases from Pioneer Consulting Group. Ten years ago we had implemented a rate increase plan into three steps. We only raised the rate that one time because the BOWC felt there was enough surplus being generated at that time.
- 3.2 Review/approve changes to the job description and title for the Office Assistant position consistent with the recommendations of the Board of Selectmen at their July 31, 2018 meeting. After a lengthy discussion the Board took the recommendations of the BOS and submitted a revised job description for the board to review and approve.
- 3.3 Vote/Approve refund account# 3780b. Lisboa Realty, 82 Maplewood Drive, \$314.50. RE: Refund credit balance on account. NM moved to approve a refund to account# 3780b. Lisboa Realty, 82 Maplewood Drive, \$314.50. RE: Refund credit balance on account. LL seconded. Unanimous Vote.
- 3.1 A.Vote/Approve adjustment accounts#4380 Richard Tonks10 Redwood Street, \$3.28 Late Charge. RE: Lockbox keyed in wrong acct# payment went to acct 4380. NM moved to approve an adjustment to account #4380 Richard Tonks10 Redwood Street, \$3.28 Late Charge. RE: Lockbox keyed in wrong acct# payment went to acct 4380 in error. LL seconded. Unanimous Vote.
- 3.2 B.Vote/Approve refund account #61497, 10 Meadow Road, \$55.50 RE: Customer called and paid her bill twice in error. NM Moved to approve a refund to acct# 61497, 10 Meadow Road, \$55.50 RE: Customer called and paid her bill twice in error. LL seconded. Unanimous vote.
- 3.3 C. Vote/Approve adjustment account#60731, 114 Highland Street, \$1.62 late charges RE: customer water usage charge did not show on April bill. Customer paid U/C only. NM made a motion to approve an adjustment to account #60731, 114 Highland Street, \$1.62 late charges RE: customer water usage charge did not show on April bill. LL seconded. Unanimous vote.

**IV. COMMISSIONERS UPDATES AND REPORT:**

V. WATER SUPERINTENDENT'S UPDATES AND REPORTS:

- 5.1 Hard drive crash of the office primary computer. Progress is being made with the new computer and file recovery. Paul is looking into a more efficient way to back up our data.
- 5.2 Update on Trench Box. Contracts have been signed and sent off to Paragon. Paul is waiting to be notified of delivery, He is hoping the delivery will be on or before September 1, 2018.
- 5.3 The Board discussed hiring additional staff.
- 5.4 Update on Main Street Bridge.

VI. OFFICE ADMINISTRATOR'S UPDATES AND REPORTS:

- 6.1 The Board reviewed and signed Bills Payable Warrants.
- 6.2 The Board review Schedule of Bills Receivable report.
- 6.3 The Board review Accounts Receivable report.

Schedule next BOWC meeting:

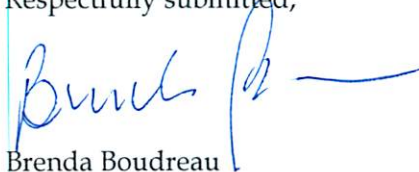
The Board set the next meeting for Tuesday, September 11, 2018.

NM made a motion to review reports and sign warrants out of session.

ADJOURNMENT:

NM moved to adjourn the BOWC meeting. LL seconded. LL adjourned the BOWC meeting of August 6, 2018 at 5:10 P.M.

Respectfully submitted,



Brenda Boudreau



**OFFICE ASSISTANT - WATER**

Deleted: GRADE: T-2

Deleted: BILLING CLERK

Deleted: ENTRY LEVEL PART TIME

**Position Purpose:**

The purpose of this position is to provide general office assistance and support in clerical duties, perform and produce professional routine clerical work and, services involving the performance of basic office tasks including typing, computer data entry, bookkeeping, billing, filing and working directly with customers and other municipal personnel. Performs all other related work as required.

Deleted: products

Deleted: and

**Supervision:**

*Supervision Scope:* Performs responsible functions requiring a basic working knowledge of departmental operations and the exercise of some judgment and initiative to complete assigned tasks.

*Supervision Received:* Works under the direct supervision of the Office Administrator, and general supervision of the Water Superintendent following department rules, regulations and policies, requiring the ability to perform routine operations, and to complete assigned specific tasks according to a prescribed time schedule. Refers all questionable cases to supervisor.

Deleted: Water Superintendent and the

*Supervision Given:* None.

**Job Environment:**

Work is performed in typical office environment, with frequent interruptions.

Deleted: occasional

Operates computer, printer, typewriter, calculator, telephone, copier, facsimile machine, and all other standard office equipment.

Deleted: video display terminal.

Contacts are primarily in person, by telephone, and email and, involve discussing routine information; involves frequent contact with the public requiring considerable patience and courtesy.

Deleted: and

Has access to confidential billing information requiring the application of appropriate judgment, discretion and professional office protocols.

Deleted: personnel and

Errors could result in some confusion and delay, and time loss in redoing work; most errors would be detected in subsequent operations.

**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Performs routine clerical and computer work for accounts receivable and accounts payable. Assists the public by providing routine billing information and services; assists customers with basic questions regarding bills and related documents. Performs all general clerical duties

Deleted: Billing Clerk

Townsend, MA

Office Assistant - Water

FLSA: Non-Exempt

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including, typing, filing, answering the telephone, opening and delivering mail. Produces basic monthly reports utilizing standard computerized spreadsheet applications; prints reports. Performs the work of a receptionist, greeting visitors and explaining office and billing procedures. Performs other account maintenance duties.

Deleted: GRADE: T-2

Deleted: Types

Responsible for, processing, and entering charges and payments into the customer accounts, as well as maintaining billing register, and receipts record books.

Maintain correct account information;

Deleted: Prepare and verify bills;

Deleted: m

Open and sort daily mail. Apply payments to accounts received from Treasurer's Office and enter into control books.

Deleted: upload and download electronic meter reading equipment on a quarterly basis for billing purposes.†

Prepares biweekly payroll warrants to be submitted to Treasurer/Collector's office.

Deleted: Prepare, process and record accounts payable for approval of Town Accountant. Record into QuickBooks or appropriate software.†

Deleted: Retrieve and o

Assists Office Administrator with preparation of lien list for Assessor's Office.

Deleted: Process payments and

Deleted: a

Report on overdue accounts on customer complaints.

Deleted: ;

Deleted: ; process bank deposits.

Receive, record, process, and collect backflow testing invoices for backflow surveying and testing contractor.

Deleted: Prepares monthly reconciliation, accounts payable and receivables, sends to Town Accountant to balance.†

Deleted: weekly

Check and appropriately respond to a variety of daily emails.

Deleted: Town Accountant

Check emails for Dig Safe requests and post for operations personnel to attend to.

Deleted: Maintain vacation/sick leave spreadsheets; record into QuickBooks.†

Create Work Orders and post for operations personnel to attend to.

Deleted: Prepares monthly agenda. Attend monthly Board of Water Commissioner meetings to record minutes.

Maintain and update information on the Departments website.

Process and schedule final readings, and provide information to appropriate person; Attorney, Realtor, or home owner prior to closing date.

Maintain inventory control records.

Frequently verify, retrieve, and provide a variety of information pertaining to customer accounts to the Treasurer's Office resulting from the collection of water bill payments.

Provide customer usage upon request for title V inspections.

Deleted: Responsible for ordering and maintaining office supplies.†

Deleted: Billing Clerk

Process and mail certified mailings and prepare payment plan letters for such accounts and other delinquent debt collections.

Townsend, MA  
Office Assistant - Water  
FLSA: Non-Exempt  
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Maintains and updates, either manually or by computer, important departmental records requiring the careful recording, classification and compilation of information; posts and records information; update data; checks, sorts, records and files various materials.

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May assist customers by furnishing a variety of routine information and resolving minor problems and complaints; performs informational and referral services to the general public; answers the telephone and takes messages; directs calls to appropriate person.

May type from copy, rough draft or general instructions a variety of documents which may include, but not be limited to, correspondence, memorandums, vouchers, purchase orders, permits, reports, etc.

Performs similar or related work as required.

### **Recommended Minimum Qualifications:**

#### **Education, Training and Experience:**

High school education; and one year of experience in general clerical and secretarial work; municipal experience preferred; or any equivalent combination of education and experience.

#### **Knowledge, Ability and Skill:**

**Knowledge:** General knowledge of office procedures, practices and terminology. Working knowledge of the use of office and data processing equipment, business arithmetic, business writing and spelling. Basic knowledge of bookkeeping techniques. Basic knowledge of local government and its operations helpful.

**Ability:** Ability to organize time and accomplish tasks. Ability to maintain detailed statistics, records, and clerical records. Ability to deal effectively and tactfully with the public. Ability to professionally, effectively and tactfully communicate with the public, co-workers, other employees, department heads, Town officials, and other agencies.

**Skill:** Excellent clerical, and customer service skills. Basic expertise and skill in utilizing personal computers, popular word processing, database, and spreadsheet applications. Skill in all of the above listed tools and equipment.

#### **Physical Requirements:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires the ability to operate a keyboard and calculator at efficient speed and to view computer screens for extended periods of time. Conveys billing information to customers. The employee must occasionally lift and/or move objects weighing up to 15 pounds, such as supplies, folders, and books. (This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

Deleted: Billing Clerk

Townsend, MA  
Office Assistant - Water  
FLSA: Non-Exempt  
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Water Superintendent

(978) 597-2212

Fax (978) 597-5611

**MEMORANDUM**

TO: Select Board  
James Kreidler, Town Administrator

FROM: Lance Lewand, Chairman, Board of Water Commissioners

RE: Office Assistant Position

DATE: August 6, 2018

Consistent with the comments and suggestions we received from the Board of Selectmen at the meeting held on July 31, 2018 regarding our request for the board to declare a vacancy for the Office Assistant position we provide the board with the enclosed revised job description. Also, for a better description and definition we have renamed the position from Billing Clerk to, as previously stated, Office Assistant. Therefore we request that the title of Billing Clerk be removed as a position with the Water Department and a new position be created.

As we have stated on multiple occasions the Board of Water Commissioners upon review approved the need for this position. The position has been funded and approved at the 2017 and 2018 annual Town Meetings. Funding to provide for additional staffing is not and, will not be the reason for increasing rates. The primary reasons to institute rate increases are for capital expenditures to provide funding for repairs and/or improvements to the water system infrastructure.

The Board of Water Commissioners have determined the need for this position is warranted for the following reasons:

- To provide redundancy and a plan for succession in the office.
- An overall increase of normal routine duties
- As recommended by the auditors and the Department of Revenue (DOR) the collection of water payments were relinquished by our office in order to resolve material weaknesses. Payments were collected by the Treasurer's Office, mailed

to a Lockbox service in Medford or paid on line through the Uni-Bank service. Although transferring collections to the Treasurer's Office may have been perceived to alleviate some of the workload that resulted in not being the case. Since the Lockbox and Uni-Bank online payment methods were already implemented the remaining collections assumed by the Treasurer's Office were customer walk-ins paying by cash or check which is a very small percentage of our customers. The Office Administrator still has to verify the correct posting to customer accounts and reconcile with the Treasurer and Accountant three forms of payment methods.

- Answering and resolving customers billing and payment questions. Because payments are received at the Treasurer's Office, the Office Administrator receives frequent sometimes daily multiple calls from the Treasurer's Office to provide answers to or verify a variety of questions and information that are unanticipated. Many times the information is needed right away because the customer is waiting.
- Increase in adjustments and abatements due to the off-site collection process.
- The state (MassDEP) increased its requirements to track and record backflow devices within the system and testing and re-testing results.
- Increase in the number and the process of the sale of houses i.e., scheduling a final reading and coordinating with owner, Attorney and/or Realtor then process bill, print bill and email to appropriate parties prior to closing.
- Assist on inventory tracking and control.
- Increase in billing from bi-annual to quarterly resulting in more frequently uploading and downloading customers and meter readings to two separate meter reading software peripherals.

We looked into acquiring a person from a temp agency but, found it required a higher hourly wage with additional costs due to contractual conditions. Except for the last three years we have had two people in the office since 1999 due to the workload. The previous Billing Clerk position was not funded for fiscal year 2016 because the position was advertised as a temporary position. Also, due to the recent change to a radio read meter reading system and the transfer of collections to the Treasurer's office The Board of Water Commissioners anticipated that these changes would alleviate the workload enough to justify not filling the Billing Clerk position. However, it was shortly realized that this was not the case and is the reason a year later and, for the last two years we have sought to fill this position and change the name to Office Assistant. The Office Administrator is tasked with the responsibility to accurately account for and reconcile with the financial offices of the Town nearly a \$1,000,000.00 budget. We believe it is our fiscal responsibility to assure as in the case of our operations, that our office has the staff to provide optimum customer service and, the proper time to give our finances the attention needed.

For these reasons we recommend and request the Board of Selectmen declare a vacancy for the new position of Office Assistant.

Thank you for your time and consideration.





TOWN OF TOWNSEND  
BOARD OF WATER COMMISSIONERS  
APPLICATION TO ABATE OR ADJUST CHARGES

Name: Lisboa Realty Account # 3780B

Address: 82 Maplewood Drive

Phone # \_\_\_\_\_ Email Address \_\_\_\_\_

Billing date 7/19/18

Refund

AMOUNT: 314.50 ABATEMENT [ ] ADJUSTMENT [ ] (check one)

REQUESTED BY: CUSTOMER [ ] OFFICE [ ] OTHER [ ] - if other please explain below:

Reasons: (please attached supporting documentation if applicable)

Over paid on their Account -  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

APPROVED [ ☒ ] DENIED [ ] (check one)

DATE: 8/6/2018

TOWNSEND BOARD OF WATER COMMISSIONERS

[Signature]

[Signature]

314.50 over  
4210 -

3.1a



TOWN OF TOWNSEND  
BOARD OF WATER COMMISSIONERS  
APPLICATION TO ABATE OR ADJUST CHARGES

Name: Richard Tonks Account # 4380

Address: \_\_\_\_\_

Phone # \_\_\_\_\_ Email Address \_\_\_\_\_

Billing date 4/12/18

AMOUNT: 328 4.92 ABATEMENT [ ] ADJUSTMENT [ ] (check one)

REQUESTED BY: CUSTOMER [ ] OFFICE [ ] OTHER [ ] - if other please explain below:

Reasons: (please attached supporting documentation if applicable)

CLB Keedin 4300 S/B 4380 - payment was  
posted to wrong acct - Adjust Late Charge

APPROVED [ ✓ ] DENIED [ ] (check one)

DATE: 8/6/2018

TOWNSEND BOARD OF WATER COMMISSIONERS

[Signature]

[Signature]

328 late.  
4.92 user.  
#4210



TOWN OF TOWNSEND  
BOARD OF WATER COMMISSIONERS  
APPLICATION TO ABATE OR ADJUST CHARGES

Name: David Lok Account # 61497

Address: 10 Meadow Road

Phone # \_\_\_\_\_ Email Address \_\_\_\_\_

Billing date ~~55.50~~ 7/19/18 Refund

AMOUNT: 55.50 ABATEMENT ☒ ADJUSTMENT ☐ (check one)

REQUESTED BY: CUSTOMER ☒ OFFICE ☐ OTHER ☐ - if other please explain below:

Reasons: (please attached supporting documentation if applicable)

Customer called they noticed they paid their bill twice & requested a refund

APPROVED ☒ DENIED ☐ (check one)

DATE: 8/6/2018

TOWNSEND BOARD OF WATER COMMISSIONERS

[Signature]

55.50  
user. #4210

[Signature]



TOWN OF TOWNSEND  
BOARD OF WATER COMMISSIONERS  
APPLICATION TO ABATE OR ADJUST CHARGES

Name: Stephen Chipman Account # 60731

Address: 114 Highland St

Phone # \_\_\_\_\_ Email Address \_\_\_\_\_

Billing date 5/3 - 6/3 & 7/13/2018

AMOUNT: 16.2 Late charge ABATEMENT [ ] ADJUSTMENT [ ] (check one)

REQUESTED BY: CUSTOMER [ ] OFFICE [ ] OTHER [ ] - if other please explain below:

Reasons: (please attached supporting documentation if applicable)

April water usage did not show on bill Customer only  
paid 37.50 -

APPROVED [ ☒ ] DENIED [ ] (check one)

DATE: 8/6/2018

TOWNSEND BOARD OF WATER COMMISSIONERS

[Signature]

1.62 late  
usage ✓  
4210

[Signature]





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WATER DEPARTMENT

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NO. 19-1  
7/31/2018

**SCHEDULE OF BILLS RECEIVABLE**

To the Accountant: Lauri Plourde

The following bills, amounting in the aggregate to

**TWO HUNDRED THIRTY-FOUR THOUSAND THIRTY-TWO DOLLARS AND 42/100**

are herewith committed for collection.

<u>DATE</u>	<u>USER CHARGES</u>	<u>SERVICE CHARGES</u>	<u>CONN CHARGES</u>	<u>BACK FLOW</u>	<u>TOTAL</u>
07/31/18	228,472.42	5,560.00	-	-	234,032.42

**BOARD OF WATER COMMISSIONERS**

Lance Lewand, Chairman

Michael MacEachern, Vice-Chairman

Nathan Mattila, Clerk

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**FISCAL YEAR 19 SUMMARY**  
**TOWNSEND WATER DEPARTMENT - ACCOUNTS RECEIVABLE**  
 July 31, 2018

UNCOLLECTED FROM JUNE 30, 2018

\$ 92,570.11

<u>CHARGED</u> 07/01/18 07/31/18	<u>7/31/2018</u>	Previous Balance	Total	
USER CHARGES	228,472.42		228,472.42	
SERVICE CHARGES	5,560.00		5,560.00	
CONNECTION CHARGES	0.00		0.00	
LATE CHARGES	1,330.50		1,330.50	
BACKFLOW	0.00		0.00	
SUBTOTAL	<b>235,362.92</b>			
TOTAL CHARGES				<b>235,362.92</b>
				<b>327,933.03</b>

<u>RECEIVED</u> 07/01/17 07/31/18	<u>7/31/2018</u>			
USER CHARGES	159,952.90		159,952.90	
SERVICE CHARGES	5,293.66		5,293.66	
CONNECTION CHARGES	0.00		0.00	
LATE CHARGES	1,123.91		1,123.91	
BACKFLOW	0.00		0.00	
SUBTOTAL	<b>166,370.47</b>			
TOTAL RECEIPTS				<b>166,370.47</b>

SENT TO LIEN		
LIENS COLLECTED		
ABATEMENTS		211.43
ADJUSTMENTS		
AJD TO MASTER		
UNCOLLECTED		<b>161,351.13</b>
		<b>\$ 327,933.03</b>

<u>OUTSTANDING:</u>		
USER CHARGES	\$	150,658.59
SERVICE CHARGES		2,611.84
CONNECTION CHARGES		0.00
LATE CHARGES		7,521.04
BACKFLOW		559.66
TOTAL OUTSTANDING	\$	<b>161,351.13</b>