



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

1-8-14 ✓

Name: Nancy Sharkey Account # 60472

Address: 6 Squannacook Terrace

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

Billing date 1-8-14

AMOUNT: 125.80 ABATEMENT ☐ ADJUSTMENT ☒ (check one)

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

Reasons: (please attached supporting documentation if applicable)

Returned for NSF

121.32 user

4.48 c/c

APPROVED ☐ DENIED ☐ (check one)

DATE: \_\_\_\_\_

TOWNSEND BOARD OF WATER COMMISSIONERS

[Signature]

[Signature]

Andrea R. Hood



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

1-17-14  
✓

Name: Ronald STOKES Account # 60120

Address: 465 Marin St

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

Billing date 12-24-13

AMOUNT: .38¢ ABATEMENT [ ] ADJUSTMENT [☒] (check one)

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

Reasons: (please attached supporting documentation if applicable)

~~3.8~~ 38¢ late charge added in error

APPROVED [ ] DENIED [ ] (check one)

DATE: \_\_\_\_\_

TOWNSEND BOARD OF WATER COMMISSIONERS

[Signature]

[Signature]

Andrea R. Stodd



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

1-1-14 ✓

Name: Country Estates Account # 60476-60477-60478

Address: 5 Turnpike Rd Building 1-2 & 3

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

Billing date \_\_\_\_\_

AMOUNT: Total 125.00 (user) ABATEMENT ☐ ADJUSTMENT ☒ (check one)

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

Reasons: (please attached supporting documentation if applicable)

Bowc Quarterly w/c Adjustment  
for vacant Apartments

APPROVED ☐ DENIED ☐ (check one)

DATE: \_\_\_\_\_

TOWNSEND BOARD OF WATER COMMISSIONERS

[Signature]  
[Signature]  
Andrea R. Hood

### Budget Worksheet

Department Name	Department Number	Fiscal Year
Water	061	2015

Budget Summary	FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
Personal Services	252,635	256,340	1.47%	2 Water Tech's & Office Admin. part of Coll. Barg. Agmt.
Purchase of Services	154,201	154,201	0.00%	
Supplies	75,500	75,500	0.00%	
Other Charges and Expenses	5,200	5,700	9.62%	
Capital Outlay	10,000	10,000	0.00%	
Debt Service	308,380	125,380	-59.34%	
<b>Total Dept. Operating Budget</b>	<b>805,916</b>	<b>627,121</b>	<b>-22.19%</b>	

Acct. #	Expenditure Object Descrip	FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
061-04-000-5100-0000-000	Salaries & Wages - Department Head	70,055	71,915	2.66%	
061-04-000-5110-0000-000	Salaries & Wages - Operational Staff	95,866	97,784	2.00%	
061-04-000-5112-0000-000	Salaries & Wages - Office Staff	54,125	55,312	2.19%	
061-04-000-5120-0000-000	Salaries & Wages - Temp. Help	1	1	0.00%	
061-04-000-5130-0000-000	Additional Gross-Overtime	11,060	8,300	-24.95%	
061-04-000-5190-0000-000	Additional Gross - Longevity	3,300	3,900	18.18%	
061-04-000-5134-0000-000	Additional Gross - Reg. & Spec. On - Call	13,825	13,325	-3.62%	
061-04-000-5191-0000-000	Commissioners Stipends	3	3	0.00%	
061-04-000-5193-0000-000	Other - Retirement Benefits	2,000	2,000	0.00%	
061-04-000-5195-0000-000	Other - Clothing Allowance	2,400	3,800	58.33%	
	<b>TOTAL PERSONAL SERVICES</b>	<b>252,635</b>	<b>256,340</b>	<b>1.47%</b>	

Submitted by: \_\_\_\_\_  
Chairman, Board of Water Commissioners

Date: \_\_\_\_\_

### Labor Worksheet

Department Name	Department Number	Fiscal Year
Water	061	2014

Board of Water Commission Staff		FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
Name: Francis McNamara	Salary & Wages - Base				
	Add'l Gross - Overtime				
	Add'l Gross - Shift Diff'l				
	Add'l Gross - Longevity				
	Other - Stipend	1	1	0.00%	
	Other - Certification				
	Other - Uniform Allow.				
	Employee Total	1	1	0.00%	

Board of Water Commission Staff		FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
Name: Andrea Wood	Salary & Wages - Base				
	Add'l Gross - Overtime				
	Add'l Gross - Shift Diff'l				
	Add'l Gross - Longevity				
	Other - Stipend	1	1	0.00%	
	Other - Certification				
	Other - Uniform Allow.				
	Employee Total	1	1	0.00%	

Board of Water Commission Staff		FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
Name: Niles S. Busler	Salary & Wages - Base				
	Add'l Gross - Overtime				
	Add'l Gross - Shift Diff'l				
	Add'l Gross - Longevity				
	Other - Stipend	1	1	0.00%	
	Other - Certification				
	Other - Uniform Allow.				
	Employee Total	1	1	0.00%	

### Labor Worksheet

Department Name	Department Number	Fiscal Year
Water	061	2015

Office Staff		FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
Name: Brenda Boudreau	Salary & Wages - Base	37,940	38,712	2.03%	
Position: Office Administrator	Add'l Gross - Overtime	2,700	1,500	-44.44%	
Hrs/Wk: 40 Rate: Hourly	Add'l Gross - Shift Diff'l				
Current: 18.17	Add'l Gross - Longevity	600	800	33.33%	
Proposed: 18.54	Other - Stipend				
	Other - Certification				
Per Collective Bargaining Agrmt.	Other - Clothing Allow.		1,000		
	<b>Employee Total</b>	<b>41,240</b>	<b>42,012</b>	<b>1.87%</b>	

Office Staff		FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
Name: Carolyn Smart	Salary & Wages - Base	16,185	16,600	2.56%	
Position: Collector/Clerk	Add'l Gross - Overtime	2,360	800	-66.10%	
Hrs/Wk: 20 Rate: Hourly	Add'l Gross - Shift Diff'l				
Current: 15.12	Add'l Gross - Longevity	600	600	0.00%	
Grade T-2/Level 2	Other - Stipend				
Proposed: 15.90	Other - Certification				
Grade T-2/Level 2	Other - Clothing Allow.				
	<b>Employee Total</b>	<b>19,145</b>	<b>18,000</b>	<b>-5.98%</b>	

Operational/Office Staff		FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
Name:	Salary & Wages - Base	1	1	0.00%	
Position: Extra Help	Add'l Gross - Overtime				
Hrs/Wk: Rate/Hr: 6.50	Add'l Gross - Shift Diff'l				
Proposed:	Add'l Gross - Longevity				
	Other - Stipend				
	Other - Certification				
	Other - Uniform Allow.				
	<b>Employee Total</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	

### Labor Worksheet

Department Name	Department Number	Fiscal Year
Water	061	2015

Department Head		FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
Name: Paul Rafuse	Salary & Wages - Base	70,055	71,915	2.66%	Supt.=17 weeks on-call, 2 holidays
Position: Superintendent	Add'l Gross - Overtime				
Hrs/Wk:40 Rate: (Salary)	Add'l Gross - Reg & Hol. On Call	4,400	4,625	5.11%	
Current: 33.55	Add'l Gross - Longevity	900	900	0.00%	
Grade T-9/Level 9	Other - Stipend				
Proposed: 34.44	Other - Certification				
Grade T-9/Level 10	Other - Clothing Allow.	800	800	0.00%	
	Employee Total	76,155	78,240	2.74%	

Operational Staff		FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
Name: Michael MacEachern	Salary & Wages - Base	47,933	48,892	2.00%	Tech I = 17 weeks on-call, 4 holidays
Position: Technician I	Add'l Gross - Overtime	3,000	3,000	0.00%	
Hrs/Wk: 40 Rate: Hourly	Add'l Gross - Reg. & Hol. On call	4,550	4,400	-3.30%	
Current: 22.95	Add'l Gross - Longevity	900	1,100	22.22%	
Proposed: 23.41	Other - Stipend				
	Other - Certification	0	500		
Per Collective Bargaining Agrmt.	Other - Clothing Allow.	800	1,000	25.00%	
	Employee Total	57,183	58,892	2.99%	

Operational Staff		FY2014 Approp..	Proposed FY 15	% Change	Comments/Notes
Name: James Blanchard	Salary & Wages - Base	47,933	48,892	2.00%	Tech II = 18 weeks on-call, 5 holidays
Position: Technician II	Add'l Gross - Overtime	3,000	3,000	0.00%	
Hrs/Wk: 40 Rate: Hourly	Add'l Gross - Reg. & Hol. On call	4,875	4,300	-11.79%	
Current: 22.95	Add'l Gross - Longevity	300	500	66.67%	
Proposed: 23.41	Other - Stipend				
	Other - Certification		500		
Per Collective Bargaining Agrmt.	Other - Clothing Allow.	800	1,000	25.00%	
	Employee Total	56,908	58,192	2.26%	

Expense Worksheet					
		Department Name	Department Number	Fiscal Year	
		Water	061	2015	
Acct.#	Description	FY2014 Approp.	FY 2015 Proposed	% Change	Comments/Notes
<b>Purchase of Services 2</b>					
5201	Prior Year Unpaid Bills				
061-04-000-5210-0000-000	Energy	82,000	82,000	0.00%	
061-04-000-5240-0000-000	Repairs and Maintenance - Bldg	5,000	5,000	0.00%	
061-04-000-5245-0000-000	Repairs and Maintenance - Equip, Veh	20,000	20,000	0.00%	
061-04-000-5245-0006-000	Repair and Maintain SCADA System	1	1	0.00%	
061-04-000-5270-0000-000	Rentals	1,000	1,000	0.00%	
	<b>Total Purchase of Services</b>	<b>108,001</b>	<b>108,001</b>	<b>0.00%</b>	
<b>Purchased Services 3</b>					
061-04-000-5300-0000-000	Professional & Technical Services	20,000	20,000	0.00%	
061-04-000-5300-0001-000	Backflow Prevention Survey and Testing	6,000	6,000	0.00%	Required Per Twn. Acct. Not an expense by TWD.
061-04-000-5340-0000-000	Communication (Tel,Internet,Post, etc)	17,600	17,600	0.00%	
061-04-000-5380-0000-000	Other Purchased Services	2,600	2,600	0.00%	
	<b>Total Purchase of Services</b>	<b>46,200</b>	<b>46,200</b>	<b>0.00%</b>	
<b>Purchased Supplies 4</b>					
061-04-000-5420-0000-000	Office Supplies	5,000	5,000	0.00%	
061-04-000-5430-0000-000	Building Supplies	1,500	1,500	0.00%	
061-04-000-5435-0000-000	Equipment Maint Supplies	1,500	1,500	0.00%	
061-04-000-5460-0000-000	Groundskeeping Supplies	500	500	0.00%	
061-04-000-5480-0000-000	Vehicular Supplies	8,000	8,000	0.00%	
	<b>Total Purchase of Services</b>	<b>16,500</b>	<b>16,500</b>	<b>0.00%</b>	
<b>Purchased Supplies 5</b>					
061-04-000-5530-0000-000	Public Works Supplies	35,000	35,000	0.00%	
061-04-000-5530-0001-000	Chemicals (Treatment)	23,000	23,000	0.00%	
061-04-000-5580-0000-000	Other Supplies	1,000	1,000	0.00%	
	<b>Total Purchased Supplies</b>	<b>59,000</b>	<b>59,000</b>	<b>0.00%</b>	
<b>Title Not On File 6</b>					
5600	Prior Year Encumbrance				
	<b>Total Title Not On File</b>				
<b>Other Charges and Expences 7</b>					
061-04-000-5710-0000-000	Travel, Mileage - In State	1,100	1,100	0.00%	
061-04-000-5720-0000-000	Travel, Mileage - Out of State	100	100	0.00%	
061-04-000-5730-0000-000	Dues and Memberships	1,500	2,000	33.33%	
061-04-000-5780-0000-000	Other Charges	500	500	0.00%	
061-04-000-5785-0000-000	Other Charges - State Water Assess.(DEP)	2,000	2,000	0.00%	
	<b>Total Other Charges and Expences</b>	<b>5,200</b>	<b>5,700</b>	<b>9.62%</b>	
<b>Articles 8</b>					
061-04-000-5850-0000-000	New Equipment	10,000	10,000	0.00%	
061-04-000-5870-0000-000	Replacement Equipment	0	0	#DIV/0!	
	<b>Total Articles</b>	<b>10,000</b>	<b>10,000</b>	<b>0.00%</b>	
<b>Debt Service 9</b>					
061-04-000-5910-0000-000	LT Debt Service-MWPAT-Eastside Phase I	33,002	33,002	0.00%	
061-04-000-5901-0001-000	LT Debt Service-MWPAT- Eastside Phase II	48,030	48,030	0.00%	
061-04-000-5920-0000-000	LT Interest-MWPAT-Eastside Phase I	9,378	9,378	0.00%	
061-04-000-5920-0001-000	LT Interest-MWPAT-Eastside Phase II	14,970	14,970	0.00%	
061-04-000-5975-0000-000	Intermunicipal Agreement	183,000	0	-100.00%	
<b>Special Articles</b>					
061-04-500-5000-0000-000	Emergency Reserve Fund	20,000	20,000	0.00%	
	<b>Total Debt Service</b>	<b>308,380</b>	<b>125,380</b>	<b>-59.34%</b>	
<b>Total Supplies, Services, Charges and Expences</b>		<b>553,281</b>	<b>370,781</b>	<b>-32.99%</b>	



## **CURRENT YEAR RECOMMENDATION:**

### **5. Improve Internal Controls in the Tax Collector's Office (Material Weakness)**

Our audit disclosed the following unresolved variances between the Tax Collector's detail list of outstanding receivables and the Town Accountant's general ledger balances (in thousands).

<u>Receivable</u>	<u>Collector Detail</u>	<u>General Ledger</u>	<u>Variance</u>
Real estate taxes	\$ 667	764	\$ (97)
Tax title	586	637	(51)
Motor vehicle excises	133	161	(28)

We recommend the Town establish procedures to reconcile receivable records both within the Tax Collector's Office and with the general ledger. To simplify the reconciliation process, we recommend the Tax Collector's Office implement an automated spreadsheet log to track all activity affecting the various receivable accounts. On a monthly basis, this log should be reconciled to detail "balance due" report totals and to the general ledger balances. All differences should be identified and corrected immediately to reduce year-end efforts. These procedures will result in improved controls over Town receivables and will reduce the likelihood of errors or irregularities occurring and going undetected.

#### **Town's Response:**

The Town is in agreement with the finding in Item 5 and will implement the recommended corrective actions. The incumbent Treasurer/Collector has announced her retirement effective at the end of November 2013. The Administration has hired a qualified and experienced interim Treasurer. Legislation is pending that will convert the Collector from elected to appointed. We are also exploring changes in the finance area to improve our operations. We will ensure that Melanson & Heath's recommendations are provided to the new officials and that they are implemented.

#### **4. Maintain Tax Title Accounts**

##### **Prior Year Issue:**

In the prior year, we recommended the Treasurer's Office maintain detailed tax title receivable activity by fiscal year.

##### **Current Year Status:**

The Treasurer provided a detailed list of tax title accounts as of June 30, 2012; however, we noted the detail was approximately \$51,000 less than the amount recorded in the general ledger. We were told by the Treasurer this was due to 2012 activity that was not yet reported to the Town Accountant.

##### **Further Action Needed:**

We continue to recommend the Treasurer's Office maintain detailed tax title receivable activity by fiscal year, and ensure all activity is reported to the Town Accountant. This will improve control and documented oversight over tax title receivable accounts.

##### **Town's Response:**

The Town is in agreement with the finding in Item 4. The Town implemented integrated financial management software in June 2013. The new software will make it easier for the Treasurer/Collector to maintain records of tax title properties. The Treasurer will maintain detailed tax title receivable activity and report it to the Town Accountant. As with Item 1, implementation of the recommended corrective actions will be a carryover task for the new officers in that department.

collect meter data and allow the Superintendent to upload the data, thereby segregating that task from the office staff.

**3. Develop a More Formal Risk Assessment Process (Material Weakness)**

**Prior Year Issue:**

In the prior year, we recommended that the Town develop a more formal risk assessment process. Risk assessment is a management function designed to identify where an organization may be vulnerable to errors and/or irregularities. A complete risk assessment process involves a written description of risk areas identified by those charged with governance (management and elected officials) and a description of how the organization intends on responding to the risks. Particular attention should be given to potential related party transactions.

**Current Year Status:**

This issue remains unresolved. Although the Town informally performs risk assessment for possible fraud or material misstatement through various policies and procedures and regular reviews of trends in the financial statements, it is not performed in a formal and documented methodology.

**Further Action Needed:**

We continue to recommend that the Town implement a more formal risk assessment process that includes written identification of areas where potential fraud or material misstatements to the basic financial statements may occur. Regular department head meetings could be used as a starting point for such risk assessment discussion.

**Town's Response:**

The Town is in agreement with the finding in Item 3. The Town Accountant has developed a draft risk assessment policy. The policy is currently being reviewed. The policy will to be brought to the Board of Selectmen for adoption before the end of the fiscal year.

Town's Response:

The Town is in agreement with the finding in Item 1 and will implement the recommended corrective actions. The incumbent Treasurer/Collector has announced her retirement effective at the end of November 2013. The Administration has hired a qualified and experienced interim Treasurer. Legislation is pending that will convert the Collector from elected to appointed. We are also exploring changes in the finance area to improve our operations. We will ensure that Melanson & Heath's recommendations are provided to the new officials and that they are implemented.

**2. Improve Controls Over Water Activity (Material Weakness)**

Prior Year Issue:

In the prior year, we recommended that individuals involved with abatements and postings Water Department to customer accounts be restricted from the handling of collections.

Current Year Status:

This issue remains unresolved. The Water Department remains responsible for all phases of the water activity.

Further Action Needed:

We continue to recommend that individuals involved with abatements and postings to customer accounts be restricted from the handling of collections. Establishing and documenting an adequate segregation of duties and audit trail will protect the Town's assets and reduce the risk of errors or irregularities occurring and going undetected.

Town's Response:

The Town is in agreement with the finding in Item 2. A number of operational improvements have been implemented. A drop box is available outside the Water Department Office for after-hours payments, on-line bill paying through UniBank is available as of October 2013, and a triple cash receipt book has been in use since July 2013. Abatements and adjustments are only approved by the Board of Water Commissioners and cannot be approved by office staff. Most significantly, a contract has been awarded to upgrade water meters to automatic radio read meters. This will dramatically reduce the time required to

process, many of the reconciled balances were changed by the Treasurer as additional reconciling items were identified.

- Certain bank reconciliations included old reconciling items. In addition, it was time-consuming and difficult for the Treasurer to provide support for the reconciling items selected for testing.
- Transfers were made between accounts to fund payroll and vendor warrants that did not always agree with the warrant amounts.
- Stale checks dating back a number of years were not reported to the Town Accountant, and many of the bank accounts had not been reconciled for months.

Further Action Needed:

We continue to recommend the following:

- The Treasurer clear any old reconciling items identified in the cash book as soon as possible.
- Transfers made to fund payroll and vendor warrants between bank accounts agree with the actual warrant amounts.
- The Town establishes a tailings account by adding the total stale checks back to the general ledger cash and creating an offsetting tailings liability account. At the same time, the outstanding checks would be voided and removed from the bank account reconciliation.
- As part of the monthly cash reconciliation process, the Town documents a summarized one-page report that shows the reconciling items for each bank statement to prove to both the Treasurer's cash books and to the Town Accountant's general ledger.
- The summarized report be formally reviewed, approved, and signed by the Town Accountant and Treasurer within thirty days from month end.

Implementation of these recommendations will help ensure total cash balances reconcile to the Town Accountant's general ledger, and will help detect errors and irregularities. This will also simplify the bank reconciliation process and improve the timeliness of reconciling cash with the cash book and general ledger.

## **INTRODUCTION:**

The following section summarizes prior recommendations that have not been fully implemented and that we think are still worthy of consideration.

## **PRIOR YEAR RECOMMENDATIONS:**

### **1. Improve the Cash Reconciliation Process (Material Weakness)**

#### **Prior Year Issue:**

In the prior year, we recommended the Treasurer clear old reconciling items identified in the cash book. We recommended that bank transfers made to fund payroll and vendor warrants agree with the actual warrant amounts. We recommended the Town consider establishing a tailings account by adding the total stale checks back to the general ledger cash and creating an offsetting tailings liability account. At the same time, the outstanding checks would be voided and removed from the bank account reconciliation. We recommended that as part of the monthly cash reconciliation process, the Town document a summarized, one-page report that shows the reconciling items for each bank statement to prove to both the Treasurer's cash books and to the Town Accountant's general ledger. We further recommended that the summarized report be formally reviewed, approved, and signed by the Town Accountant and Treasurer within thirty days from month end.

#### **Current Year Status:**

This issue remains unresolved. As a result of our fiscal 2012 audit, we noted the following:

- Total cash reported by the Treasurer was approximately \$90,000 more than the amount reported in the general ledger.
- The Town's cash reconciliation process did not include the use of a summary report to document all individual bank statement balances and the related outstanding items needed to reconcile to the Treasurer's cash books and then to the general ledger. As a result, it was more difficult to determine the nature and extent of all reconciling items.
- The Treasurer's cash book had not been maintained for a number of months, nor reconciled to the bank statements. Throughout the audit

During our audit, we also became aware of certain other matters that we believe represent opportunities for strengthening internal controls and operating efficiency. The recommendations that accompany this letter summarize our comments and suggestions concerning those matters.

The Town's written response to the recommendation identified from our audit has not been subjected to the auditing procedures applied in the audit of the financial statements and, accordingly, we express no opinion on it.

This communication is intended solely for the information and use of management, Board of Selectmen, others within the organization, and is not intended to be and should not be used by anyone other than these specified parties.

After you have had an opportunity to consider our comments and recommendations, we would be pleased to discuss them with you.

*Melanson, Heath + Company P.C.*

Andover, Massachusetts

November 12, 2013



MELANSON HEATH & COMPANY, PC  
CERTIFIED PUBLIC ACCOUNTANTS  
MANAGEMENT ADVISORS

To the Board of Selectmen and Town Administrator  
Town of Townsend, Massachusetts

In planning and performing our audit of the financial statements of the Town of Townsend, Massachusetts as of and for the year ended June 30, 2012, in accordance with auditing standards generally accepted in the United States of America, we considered the Town of Townsend's internal accounting control over financial reporting (internal control) as a basis for designing our auditing procedures for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Town's internal control. Accordingly, we do not express an opinion on the effectiveness of the Town's internal control.

Our consideration of internal control was for the limited purpose described in the preceding paragraph and was not designed to identify all deficiencies in internal control that might be significant deficiencies or material weaknesses and, therefore, there can be no assurance that all such deficiencies have been identified. In addition, because of inherent limitations in internal control, including the possibility of management's override of controls, misstatements due to error or fraud may occur and not be detected by such controls. However, as discussed below, we identified certain deficiencies in internal control that we consider to be material weaknesses.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct misstatements on a timely basis. A material weakness is a deficiency or combination of deficiencies in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. Material weaknesses are noted in the Table of Contents and comment headings.



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**TOWN OF TOWNSEND, MASSACHUSETTS**

**Management Letter**

**For the Year Ended June 30, 2012**

overtime is accounted for on the back of the individual time sheets. Mr. McEachern said that he had real problems with the time sheet we use because it does not list the things he needs. He was told that which time sheet is used doesn't matter, what matters is that time sheets are used. Mr. Rafuse presented two sheets from the Highway Department, one was a time sheet and the other a summary sheet. The time sheet was fine and so was the summary sheet, but the summary sheet he uses now is also fine.

II.5 Review/Discuss/ Approve Water Service Application, Acct # 61481, RE: 38 Dudley Road – Mr. McNamara moved to wait until the Application was finished and the fee (\$2,000.00) paid before we act on it, seconded by Mrs. Wood, the vote was unanimous in favor of the motion. (see attached)

II.6 Approve Adjustment for Account #61359 in the amount of \$149.73, RE: Chargeback NSF – Mr. McNamara moved to adjust account #61359 by the amount of \$149.73, seconded by Mrs. Wood, the vote was unanimous in favor of the motion. (See attached)

II.7 Approve Adjustment for Account #60764 in the amount of \$132.21, RE: Chargeback NSF – Mr. McNamara moved to adjust account #60764 by the amount of \$132.21, second by Mrs. Wood, the vote was unanimous in favor of the motion. (See attached)

## II.8 Updates/Reports

II.8.1 Commissioners Updates/Reports – Mrs. Wood presented a letter to be sent to the Selectmen regarding the Town's response for the Water Department to the Management Letter. Mr. Rafuse found two typo's which were corrected. Mr. McNamara moved to send the letter to the Selectmen, seconded by Mrs. Wood, the vote was unanimous in favor of the motion. (See attached)

II.8.2 Water Superintendent Updates/Reports – Mr. Rafuse gave an update on the Highland Street Tank, there are 12 tests to be done in total, one has been passed.

II.8.3 Office Updates/Report - None

II.8.4 Review and Sign Bills Payable Warrants – Mr. McNamara moved to sign the Bills Payable Warrant, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.

III. **ADJOURNMENT** – Mr. Busler moved to adjourn at 6:48 P.M., seconded by Mrs. Wood, the vote was unanimous in favor of the motion.



Telephone (978) 597-2212  
FAX (978) 597-5811

# 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) 597-5561

## WATER COMMISSIONERS MEETING MINUTES

DECEMBER 23, 2013 - 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 5:34 P.M. in the meeting room of the Water Department at 540 Main St.
- I.2 Roll call – Mr. McNamara, Mr. Busler and Mrs. Wood were present. Guests were Superintendent Rafuse, Mr. MacEachern and Mr. Blanchard.
- I.3 Chairman's additions or deletions - None
- I.4 Review/ Approve meeting minutes - None

### **II. MEETING BUSINESS:**

- II.1 Review/ Discuss/ Approve Stantec Scope of Services Contract – Mr. McNamara said that the Stantec scope of services contract was "good to go" and moved to support the contract up to a cost of \$35,950.00, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.
- II.2 Review/ Discuss/ Approve Abatement/ Adjustment Policy – Several points in the policy were discussed, the final draft will be ready for the next meeting.
- II.3 Review/ Discuss Meter Replacement; RE: Status/ Update – Two meters have been replaced and after discussion it was decided that it was not necessary at this point to send a letter to the Selectmen to have the metal declared surplus. Mr. Rafuse pointed out that brass is bringing about \$1.50 a pound.
- II.4 Review/ Discuss Procedures, RE: Payroll Forms – Mr. Kukula was asked what he did re. Payroll when he was on vacation, he said that he fills it out with regular time and when he returns he uses the individual time sheets to tally up the overtime. The employees then receive the cumulative overtime along with that weeks regular pay on the first check after his return, any other change (sick time, personal days, etc.) is accounted for at that time,

II.3 Job Descriptions, RE: Separation of Clerical Duties – Mrs. Boudreau and Mrs. Smart were asked which function they were going to take (billing or collections). Mrs. Boudreau said that she did not remember having been asked to make that choice.

## II.4 Updates/Reports.

### II.4.1 Commissioners Updates/Reports

II.4.1.1 Leak Detection Status – Prowler found 12 hydrants and one service to be “noisy”. The valve was tightened down on 11 and resolved the problem. Two areas still have potential leaks both are on Balsum Drive. (see attached)

II.4.1.2 20 Maple Street Status, RE: Test results – The tests revealed that the water was safe to drink. (see attached)

II.4.1.3 Hydrant Installation Status – The hydrant in the center of Town at the intersection of route 119 and route 13 has been replaced and is back in service.

2.4.1.4 Highland Street Tank Update – on November 30<sup>th</sup> the chlorine residual tested high, but getting better, the next test will be next week and the tank should be back on line soon.

2.4.1.5 Mrs. Wood asked for permission to work on the job descriptions and the abatement policy, permission was granted.

### II.4.2 Water Superintendent Updates/Reports

2.4.2.1 Superintendent taking vacation Jan. 8-15 to assist wife after back surgery

2.4.2.2 The Fiscal 14 summaries were looked at but not discussed.

### II.4.3 Office Updates/Report - None

II.4.4 Review and Sign Bills Payable Warrants – Mr. McNamara moved to sign the bills payable warrant, seconded by Mrs. Wood, the vote was unanimous in favor of the motion

III. **ADJOURNMENT** – Mrs. Wood moved to adjourn at 6:33 P.M., seconded by Mr. McNamara the vote was unanimous in favor of the motion.



Telephone (978) 597-2212  
FAX (978) 597-5611

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

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Water Superintendent

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(978) 597-2212  
Fax (978) 597-5561

**WATER COMMISSIONERS MEETING MINUTES**  
**DECEMBER 9, 2013 - 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 5:43 P.M. In the meeting room at 540 Main Street
- I.2 Roll call – Mr. McNamara, Mr. Busler and Mrs. Wood (arrived late) were present. Guests Superintendent Rafuse, Mrs. Boudreau, Mr. Blanchard and Mr. MacEachern
- I.3 Chairman's additions or deletions - none
- I.4 Review/ Approve meeting minutes – Mr. McNamara pointed out a name change mistake and Mr. Rafuse asked that an additional requested test for chloroforms be added under 2.2. Mr. McNamara moved to accept the Minutes of November 21<sup>st</sup> as amended, seconded by Mr. Busler, the vote was unanimous in favor of the motion.

**II. MEETING BUSINESS:**

- II.1 Review/Discussion Union Contract – A Memorandum of Agreement has been signed and is in effect, but the Memorandum has not be incorporated into a formal Contract yet. Mr. Sheehan feels it will take about two (2) weeks to get that done. There is some addition language (#19 in the Memorandum) which incorporates the water personnel into the Contract, this section is not delineated so we will have to wait to see what it includes. A concern was raised regarding the week/weekend duty which does not appear to be covered by the Memorandum, Mr. Blanchard assured us that it was covered in the Contract.
- II.2 Review/Discuss Narrative from Stantec Re: SCADA Implementation - Mr. McNamara said that the presentation sums up the options very well, but more work needs to be done on the cost of the towers, their placement and all associated costs, before the actual bid goes out. (see attached)

## 2.9 Updates/Reports

2.9.1 Commissioners Updates/Reports; 1. Testing on the Highland Street tank - the second test is next week. 2. Mrs. Wood asked if the Water Department had a Lowes credit card. Mr. Rafuse said yes, then she asked why when she asked before when there was a credit card charge receipt from Lowes in the warrant materials, that the receipt was from a vendor for things we needed to reimburse him for and that we did not have a Lowes card. Neither Mr. Rafuse or Mrs. Boudreau remembered the discussion. The reason for the inquiry is because DOR does not recommend the use of credit cards; they feel that by the law it is a form of unauthorized borrowing. We should comply with the DOR's directive and give up the credit card. The other Commissioners agreed.

### 2.9.2 Water Superintendent Updates/Reports

2.9.2.1 Update on radio frequency meter reading conversion project - The project is going well. An inquiry was made regarding the replacement of meters, Mr. MacEachren said that many meters have had new (out of stock) tops replaced, but no new meters.

2.10.2.2 New Service Truck Delivered.

2.10.2.3 SCADA System Redesign Progress - The project is moving ahead, they are working on site evaluation, height of trees etc.

## 2.10 Office Updates/Report

Sign Schedule of Bills Receivable Report for December 2013 (see attached)

Sign Schedule of Bills Receivable Report for January 2014 new charges (see attached)

Review December 2013 Summary Report - Reviewed but not discussed

2.11 Review and Sign Bills Payable Warrants - Mr. Busler 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 8:22 P.M., seconded by Mr. Busler, the vote was unanimous in favor of the motion.

- 2.2 Review/Discuss / Approve Options to address and resolve Material Weakness in the Auditor's FY13 Management Letter – Discussed, but not resolved. No votes were taken.
- 2.3 Review/Discuss/ Approve Water Service Application, Acct # 5620, RE: 8 Alyssa Drive  
The fee has been paid, Mr. McNamara moved to approve the Water Service Application for Acct.#5620 (8 Alyssa Drive), seconded by Mrs. Wood, the vote was unanimous in favor of the motion. (see attached)
- 2.4 Approve Adjustment for Account #60472 in the amount of \$125.80, RE: Chargeback NSF – Mrs. Wood moved to adjust Account #60472 by the amount of \$125.80, seconded by Mr. McNamara, the vote was unanimous in favor of the motion. (see attached)
- 2.5 Approve Adjustment for Account #60120 in the amount of \$.38 late charge,RE: Billing Error-Mr. McNamara moved to adjust Account #60120 by the amount of \$.38, seconded by Mrs. Wood, the vote was unanimous in favor of the motion. (see attached)
- 2.6 Approve Adjustment for Account #60476, 60477 & 60478 in the amount of \$132.21, RE: Quarterly U/C adjustment. The actual amount of the adjustment is \$125.00. Mr. McNamara moved to adjust Accounts #60476, #60477 and #60478 by the amount of \$125.00, seconded by Mrs. Wood, the vote was unanimous in favor of the motion. (see attached)
- 2.7 Approve Abatement for Account #60883 in the amount of \$393.00, user charges RE: Meter Reading Error – This was caused by an uploading error and will be looked into. Mr. McNamara moved to approve an abatement in the amount of \$393.00, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.
- 2.8 Vote to approve transferring \$600.00 from Acct#061-000-5130 Additional Gross to the following accounts:
- \$300.00 to #061-000-5190 Longevity
- \$300.00 to #061-00-5195 Clothing Allowance - To supplement the additional shortfall with the increases previously voted on for the union contract at the November 19, 2013 town meeting – Mrs. Wood said that she felt that you could not actually transfer the money to those accounts, but she was told that it is done all the time because “Additional Gross” is there to cover that sort of problem. She inquired as to who figured the amount voted at Town meeting to meet the Union Contract needs, no one had an answer. Mr. McNamara move to use \$600.00 from Additional Gross to meet the \$300.00 shortfall in #061-000-5190 Longevity and \$300.00 in #061-00-5195 Clothing Allowance, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.





## TOWNSEND WATER DEPARTMENT

540 Main Street West Townsend, Massachusetts 01474

NOTED  
3/17  
3/12/14

Niles Busler, Chairman  
Paul L. Rafuse,  
Water Superintendent

Francis McNamara, Vice-Chairman

Andrea Wood, Clerk  
(978) 597-2212  
Fax (978) 597-5561

### WATER COMMISSIONERS MEETING MINUTES

JANUARY 22, 2014 - 5:30P.M. Water Department 540 Main Street, Meeting Room

#### I. PRELIMINARIES:

- 1.1 Call the meeting to order - Mr. Busler called the meeting to order at 5:30 P.M., in the meeting room of the Water Department at 540 Main Street.
- 1.2 Roll call- Mr. McNamara (Due to another commitment, Mr. McNamara left the meeting early), Mr. Busler and Mrs. Wood; Guests, Superintendent Rafuse, Mrs. Boudreau and Mr. MacEachern.
- 1.3 Chairman's additions or deletions - None
- 1.4 Review/ Approve meeting minutes - Mr. McNamara moved to accept the minutes from December 9 and Dec.23, 2013, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.

#### II. MEETING BUSINESS:

2.1 Review/Discuss/Approve Proposed FY15 Budget - Mr. Rafuse presented the budget starting with the wage portion, which omitted the salary and position of Collector/Clerk. Discussion ensued, Mr. Rafuse stated that the meeting minutes from March 12, 2012 said that the position would be a two year position. Mrs. Wood read the March 12, 2012 minutes aloud, the minutes did mentioned that the position would temporary, but it also mentioned that it would be reviewed in two (2) years, no vote was recorded (See Attached). Discussion continued, Mrs. Wood moved to fund the position for FY15, seconded by Mr. McNamara, the vote was unanimous in favor of the motion. Budget review continued, some items were changed and some additions were made. The impact of some contractual points were discussed and Mr. Rafuse felt they would be covered by the proposed budget. The reserve fund would be moved to it's own line and the Intermunicipal Agreement would be deleted from the budget. Mr. Busler moved that the budget be submitted when the changes are made and it is reviewed by Mrs. Wood, seconded by Mrs. Wood, the vote was unanimous in favor of the motion.