



TOWNSEND WATER DEPARTMENT
540 Main Street West Townsend, Massachusetts 01474

1.5
[Handwritten signature]

Todd Melanson, *Chairman*

Vice-Chairman

Christopher Jones, *Clerk*

David Vigeant, Superintendent

(978) 597-2212

Email water@townsendwater.org

WATER COMMISSIONERS MEETING MINUTES

February 10, 2022 – 7:00 P.M.

Water Department 540 Main Street, Meeting Room

NOTE REGARDING ACCESS AND PARTICIPATION

Governor Baker updated the State of Emergency to respond to COVID-19 on June 16, 2021, and ordered an extension of certain provisions of the Open Meeting Law M.G.L. c. 30A, s 20 put into effect on March 12, 2020, until April 1, 2022 at which time the extension will be repealed.

<https://us02web.zoom.us/j/82399829442?pwd=dEVnNVppc1FqT1pyM0pBT0libkNtQT09>

Meeting ID: 823 9982 9442 Passcode: 705033 Log on Thursday, February 10, 2022, at 7:00 P.M. to participate.

I. PRELIMINARIES:

- 1.1 TM called the meeting of the Board of Water Commissioners to order at 7:01 PM at 540 Main Street and by Zoom.
- 1.2 TM announced that the meeting is being recorded on Zoom.
- 1.3 Roll call showed members present: Todd Melanson (TM)-Chairman, Christopher Jones (CJ)-Clerk. Roll call showed citizens present: Chaz Sexton-Diranian (CSD)-Board of Selectmen, David Vigeant (DV)-Water Superintendent, Mike Schrader-Tighe and Bond.
- 1.4 Chairman's additions or deletions. None.
- 1.5 Review correspondence. None.

II. APPOINTMENTS-VOTES MAY BE TAKEN

2.1

III. MEETING BUSINESS-VOTES MAY BE TAKEN:

- 3.1 Review/Discuss Rate Study Results. Mike Schrader presented the results of the rate study performed by Tighe and Bond (see attached). Mr. Schrader explained that the most important piece of the rates is to cover the cost-of-service requirements. By adjusting the rates and moving to a tiered system, it distributes the costs evenly, provides revenue stability and resource protection. The rates will need to go into effect on March 1, 2022. This will allow the revenue to be recognized in first quarter of the FY23 budget. CJ expressed concerns about raising the rates based on people recently managing the PFAS issue in the Harbor Trace Well. TM showed concern about the commercial and industrial accounts and the impact the new rates will have on them. Both concerns were addressed. The rates must be raised to be able to build and operate the treatment plant that will be necessary to use the Harbor Trace Well in the future. Residential properties will utilize the four-tier system, but commercial and industrial properties will have a two-tier system. **TM motioned to accept the rate structure as proposed for the tiered rate system for 2023. CJ seconded. Unanimous vote.** TM would like to be on the agenda for the Board of Selectmen meeting on March 1, 2022, to present the decision to the town. DV reviewed the remainder of his increases to the Schedule of Rates and Fees (see attached) for implementation beginning March 1, 2022. **TM motioned to accept as presented the proposed Schedule of Rates and Fees as written. CJ seconded. Unanimous vote.**

3.2 Discuss/Review FY23 Budget Planning. •TM wanted to make sure that the summer help/temporary help covered injuries and the increase in the budget isn't just for summer help. •TM said that he does not think we can add two people to the budget because there is no treatment plant yet. DV said he wanted people in place 3-6 months before the plant is running. DV said that they are placeholders because, if the department needs the position to be filled, it can be. Without the position listed on the budget, there can be no hiring if the need arises. TM agreed to remove the \$70,000 for the extra person and leave the \$20,000 position in the budget for end of year hiring at the end of the year. DV requested that the second position remain in the budget, but TM explained that it would be more beneficial to wait until the following year to have a better understanding of the timeline of the treatment plant. •TM asked for the "Distribution Manager" title to be removed from the budget because there is no job description approved for that position. TM requested that it be removed before submitted to the Finance Committee. DV explained that he put the position title and pay increase as a place holder for a worst-case scenario. TM noted that the water system is not large enough to support the position. DV insisted that the position should be funded in a way that opens the possibility for that position being needed. DV explained that the amounts on the budget worksheet does not indicate the amounts that people will be getting paid. TM noted that with the rate increase going into place, he does not feel comfortable having a 9% wage increase in the budget. •TM questioned a few raises in operating expenses, which DV explained. TM agreed. •TM reviewed part of the previous conversation, confirming the removal of the \$70,000 position and the removal of the "Distribution Manager" title, along with the rate of that position being brought back down to be the same as the other Water Technician. TM said he was ok with a "Senior Tech" position eventually, with a small bump on pay over the other technician, but there would need to be a job description approved. The pay was settled with \$1,000 over what the other water technician makes annually for longevity purposes. **CJ motioned to accept the FY23 budget as amended. TM seconded. Unanimous vote.**

3.3 Discuss/Review Updated IT Contract. Town Counsel has returned the IT contract with their advised adjustments. The term needs to be changed from a 12-month contract to a 36-month contract. **TM motioned to accept the corrected contract. CJ seconded. Unanimous vote.**

IV. OFFICE UPDATES AND REPORTS-VOTES MAY BE TAKEN:

4.1 Schedule next BOWC meeting. The next Board of Water Commissioners meeting will take place on March 22, 2022, at 7:00 PM.

ADJOURNMENT:

TM motioned to adjourn the Board of Water Commissioners meeting at 9:46 PM. CJ seconded. Unanimous vote.

Respectfully Submitted,



Mistie Demazure

Accounts Manager

Townsend Water Department



Office of the
Townsend Water Department
 540 Main St.
 West Townsend, Massachusetts 01474-0017
 Tel: 978-597-2212
 Fax: 978-597-5611

Schedule of Rates and Fee's

Water Rates:	Unit Charge \$45.00
	A Unit is 100 cubic Feet
	Tier One : \$5.18 per unit 0-15
	Tier Two: \$7.78 Per unit 15.01-30
	Tier Three \$10.37 Per Unit 30.01-45
	Tier Four \$12.96 Per unit 45 plus
	Commercial/industrial bases are capped at tier 2
System Development	1 inch service or fire line = \$3,000.00
	1.5 inch service or fire line = \$4,000.00
	2 inch service line or fire line = \$8,000.00
	3 inch and over service line or fire line = \$25,000.00
Overdue Accounts:	1 ½% interest of amount due (Min. of \$.50)
Sprinkler Charges	Fee according to main size at a rate of \$25.00 per inch per quarter
Turn on fee:	\$50.00
Turn off fee:	\$50.00
Labor Fee	\$75.00 per person per hour.
Final Reading Fee;	\$75.00
Meter Testing	\$75.00
Backflow Testing Charge	\$75.00
Parts fee	Cost of parts and 10%
Fire Flow Tests:	\$250.00/Nozzle
Hydrant Use:	\$200.00 + water used
Unathurized hydrant use	\$200.00 for hydrant use and \$100.00 fine for water used
Unathurizied connection	\$200.00 for connection, \$100.00 for water used
	r
Meter Valve Replacement	\$75.00 for labor and Parts fee.
Backhoe Rate:	With Operator \$150.00/hr.
Water Restriction Violations:	1 st notice ~ written warning N/C
	2 nd notice ~ \$50.00
	3 rd notice ~ \$100.00
	Each additional notice ~ \$100.00
Meter Tampering:	\$1,000.00/per offense and water usage averaged and repairs labor or triple amount of damages whichever is greater

David Vigeant

From: Michael J. Schrader <MJSchrader@tigheBond.com>
Sent: Monday, February 7, 2022 8:08 PM
To: David Vigeant
Subject: RE: Townsend water rate study rev.pdf

And most importantly, my other meeting is at 5, so 7 works great.

From: Michael J. Schrader
Sent: Monday, February 7, 2022 8:07 PM
To: dvigeant@townsendwater.org
Subject: Townsend water rate study rev.pdf

Dave,
Can you please distribute this, I don't have Misties' email
I added the tier volumes and Also, the non-res users are below

Mike

Top 10 Non Residential Bills							
CRName	TWD						
RecordOwner	Assessment Re	FY/Qtr	Sum of LastBilledUsage	Sum of New Bill	Sum of Old Bill	Sum of Delta Bill	
STERILITE CORPORATIO	Industrial	1-22	398,986	\$ 30,855.95	\$ 25,966.79	\$ 4,889.16	
		3-21	238,420	\$ 18,420.88	\$ 15,562.12	\$ 2,858.77	
PINE RIDGE ESTATES	Apartments	1-22	85,368	\$ 6,299.82	\$ 5,756.85	\$ 542.97	
		3-21	106,300	\$ 7,927.49	\$ 7,113.24	\$ 814.25	
FEDEQ NL004 LLC	Commercial	1-22	111,610	\$ 8,586.63	\$ 7,457.33	\$ 1,129.31	
		3-21	55,160	\$ 4,197.08	\$ 3,799.37	\$ 397.71	
TURNPIKE VILLAGE LLC	Apartments	1-22	49,700	\$ 3,695.47	\$ 3,333.06	\$ 362.41	
		3-21	53,000	\$ 3,952.08	\$ 3,546.90	\$ 405.18	
NMRS DISTRICT	School	1-22	53,053	\$ 4,072.03	\$ 3,944.08	\$ 127.95	
		3-21	31,632	\$ 2,256.10	\$ 2,556.00	\$ (299.90)	
CORONA FILMS INC	Industrial	1-22	27,400	\$ 2,046.02	\$ 1,831.77	\$ 214.25	
		3-21	44,400	\$ 3,367.94	\$ 2,933.37	\$ 434.57	
STONY BROOK PROPERTI	Apartments	1-22	20,626	\$ 1,411.92	\$ 1,505.31	\$ (93.39)	
		3-21	47,876	\$ 3,469.04	\$ 3,271.11	\$ 197.92	
DELUXE CORPORATION	Industrial	1-22	28,000	\$ 2,092.68	\$ 1,870.65	\$ 222.03	
		3-21	31,600	\$ 2,372.62	\$ 2,103.93	\$ 268.69	
ATWOOD ACRES	Apartments	1-22	36,399	\$ 2,745.79	\$ 2,414.91	\$ 330.88	
		3-21	9,699	\$ 669.59	\$ 684.75	\$ (15.15)	
GREENHOUSE	Agricultural	1-22	31,730	\$ 2,382.72	\$ 2,112.35	\$ 270.37	
		3-21	13,930	\$ 998.60	\$ 958.91	\$ 39.68	
Grand Total			1,550,363	\$ 117,435.53	\$ 103,782.27	\$ 13,653.25	



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



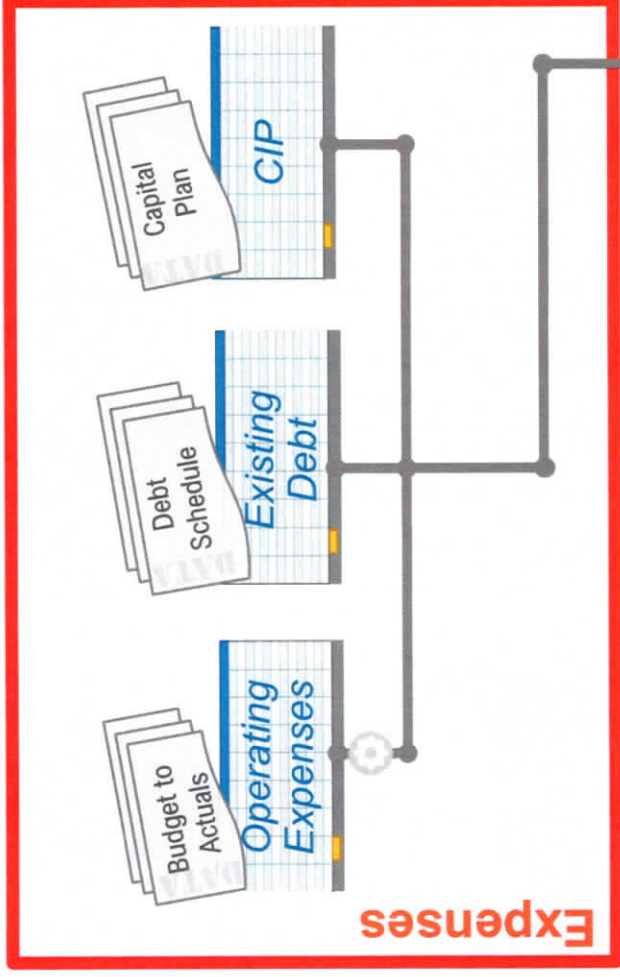
Rate
Design



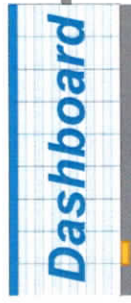
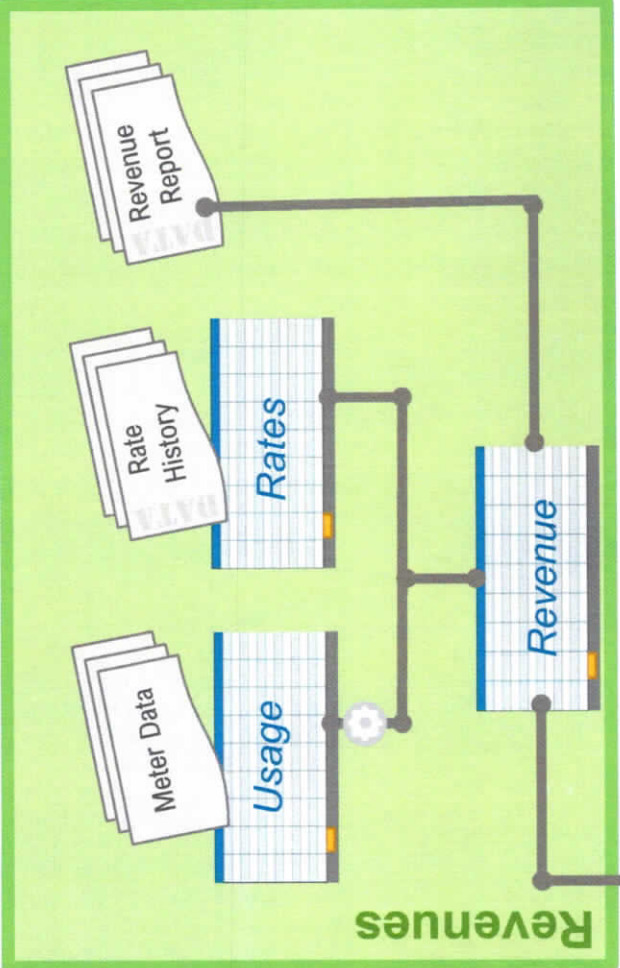
Permit
Limits

EVALUATING WATER 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 Greeley 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	SRF	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					\$18,588,846		

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

EXPENSES

Town of

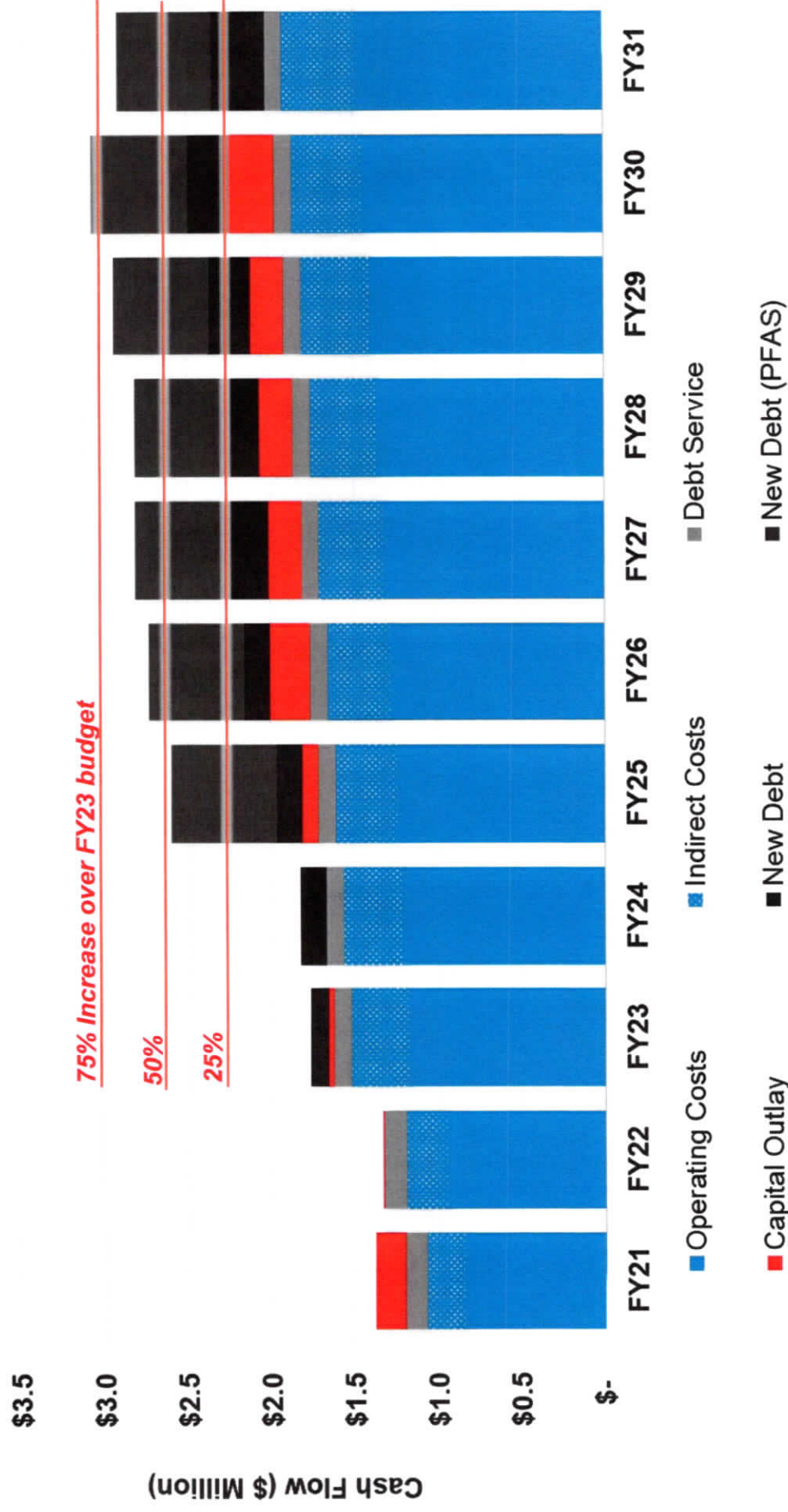


Water Enterprise Financial Model

	Budget		Budget		Projected		Projected		Projected	
	FY20	FY21	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29
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			
	▲ 13.4%	▲ 11.8%	▲ 11.6%	▲ 19.5%	▲ 2.9%	▲ 2.9%	▲ 2.9%			
Indirects	\$233,070	\$234,125	\$243,944	\$343,281	\$353,579	\$364,187	\$375,112			
	▲ 15.5%	▲ 0.5%	▲ 4.0%	▲ 28.9%	▲ 2.9%	▲ 2.9%	▲ 2.9%			
Capital Expenses										
Capital Outlay	\$1,124,729	\$180,343	\$10,000	\$34,000	\$0	\$94,000	\$241,000			
Articles	\$537,283	\$371,634	\$0	\$103,957	\$103,957	\$103,957	\$103,957			
Debt Service	\$127,258	\$127,257	\$134,000	\$0	\$0	\$635,352	\$572,238			
New Debt Service (SRF)	\$0	\$0	\$0	\$111,190	\$155,413	\$155,413	\$155,413			
New Debt Service	\$0	\$0	\$0	\$249,147	\$259,370	\$988,722	\$1,072,608			
Subtotal	\$1,789,270	\$679,234	\$144,000	\$425,000	\$425,000	\$988,722	\$1,072,608			
	▼ 4.2%	▼ 163.4%	▼ 371.7%	▲ 42.2%	▲ 3.9%	▲ 73.8%	▲ 7.8%			
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			
	▲ 2.2%	▼ 67.7%	▼ 31.2%	▲ 24.6%	▲ 3.1%	▲ 29.9%	▲ 4.8%			

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.

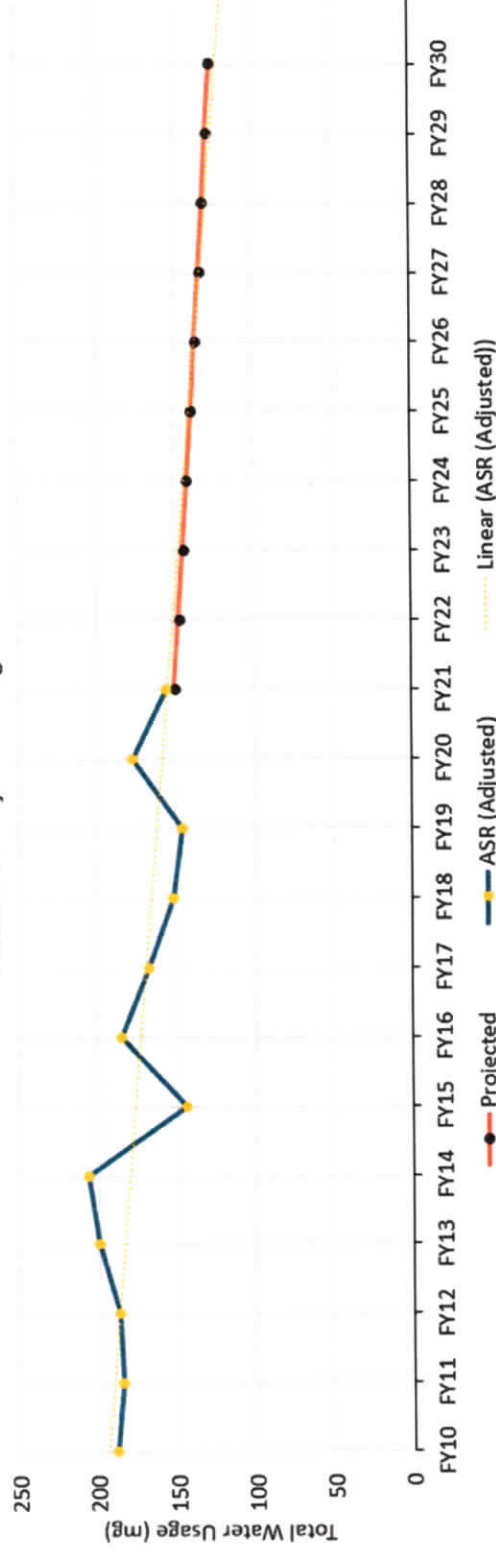
Non-Rate:

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

Usage Analysis and Projections



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								
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 Project		\$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	

Town of



Water Enterprise Financial Model

	Budget		Budget		Projected		Projected		Projected	
	FY20	FY21	FY22	FY23	FY24	FY25	FY26	FY20	FY21	FY22
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			
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Capital Outlay	\$1,124,729	\$180,343	\$10,000	\$34,000	\$0	\$94,000	\$241,000			
Articles	\$537,283	\$371,634	\$0	\$103,957	\$103,957	\$103,957	\$103,957			
Debt Service	\$127,258	\$127,257	\$134,000	\$103,957	\$0	\$635,352	\$572,238			
New Debt Service (SRF)	\$0	\$0	\$0	\$0	\$155,413	\$155,413	\$155,413			
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Subtotal	\$1,789,270	\$679,234	\$144,000	\$249,147	\$259,370	\$988,722	\$1,072,608			
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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			
	▲ 2.2%	▼ 57.7%	▼ 31.2%	▲ 24.6%	▲ 3.1%	▲ 29.9%	▲ 4.8%			

	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
Delta previous (Rate Revenue)		▲ 33.0%	▼ 6.3%	▼ 1.4%	▼ 1.4%	▼ 1.3%	▼ 1.3%
Net Revenue	\$ 1,206,546	\$ (311,803)	\$ (72,987)	\$ (522,813)	\$ (593,986)	\$ (1,385,363)	\$ (1,532,394)
Fund Balance	\$861,883	\$156,875	\$83,888	-\$438,925	-\$1,032,911	-\$2,418,274	-\$3,950,669
(as % OpEx)	117%	19%	9%	-37%	-85%	-194%	-308%

PROFORMA

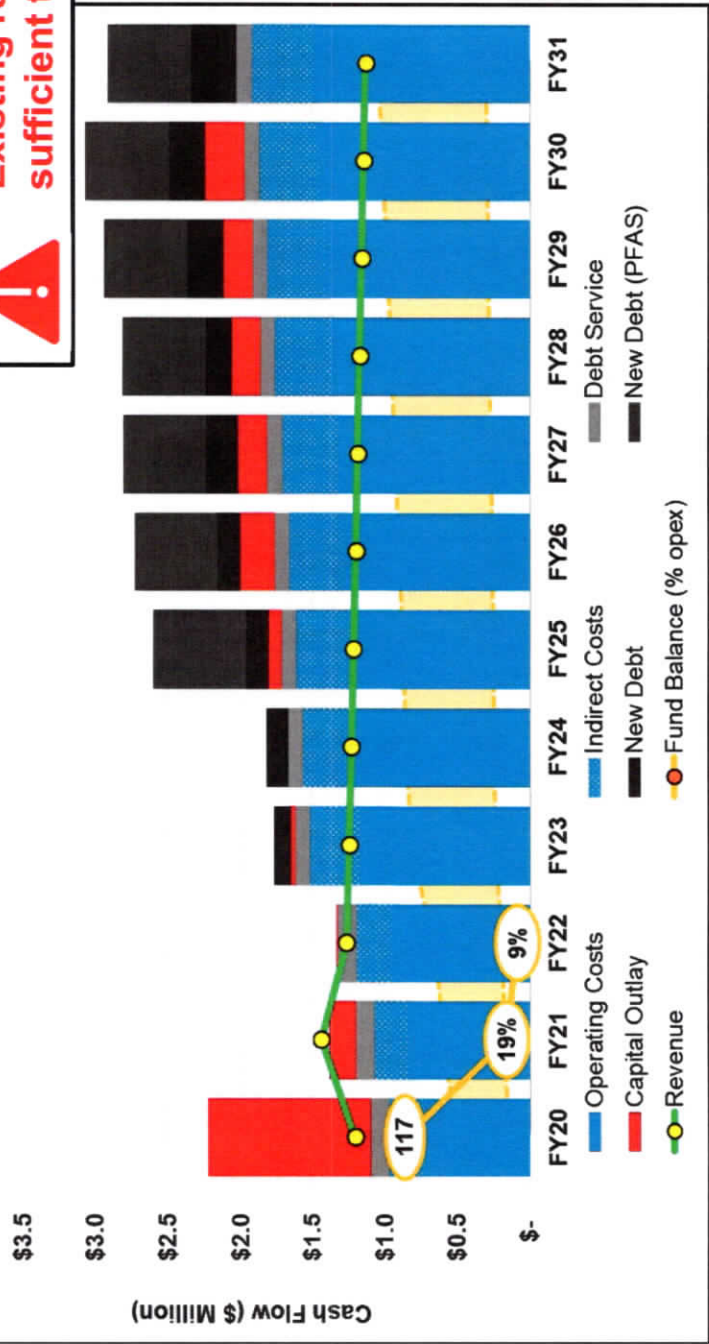
Existing rates at projected usage

	FY20	FY21	FY22	FY23	FY24	FY25	FY26
<i>Rate Increase</i>							
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
Delta previous (Rate Revenue)		▲ 33.0%	▼ 6.3%	▼ 1.4%	▼ 1.4%	▼ 1.3%	▼ 1.3%
Net Revenue	\$ 1,206,546	\$ (311,803)	\$ (72,987)	\$ (522,813)	\$ (593,986)	\$ (1,385,363)	\$ (1,532,394)
Fund Balance	\$861,883	\$156,875	\$83,888	-\$438,925	-\$1,032,911	-\$2,418,274	-\$3,950,669
(as % OpEx)	117%	19%	9%	-37%	-85%	-194%	-308%

Water Proforma - Existing Rates



Existing rates are not sufficient to fund enterprise



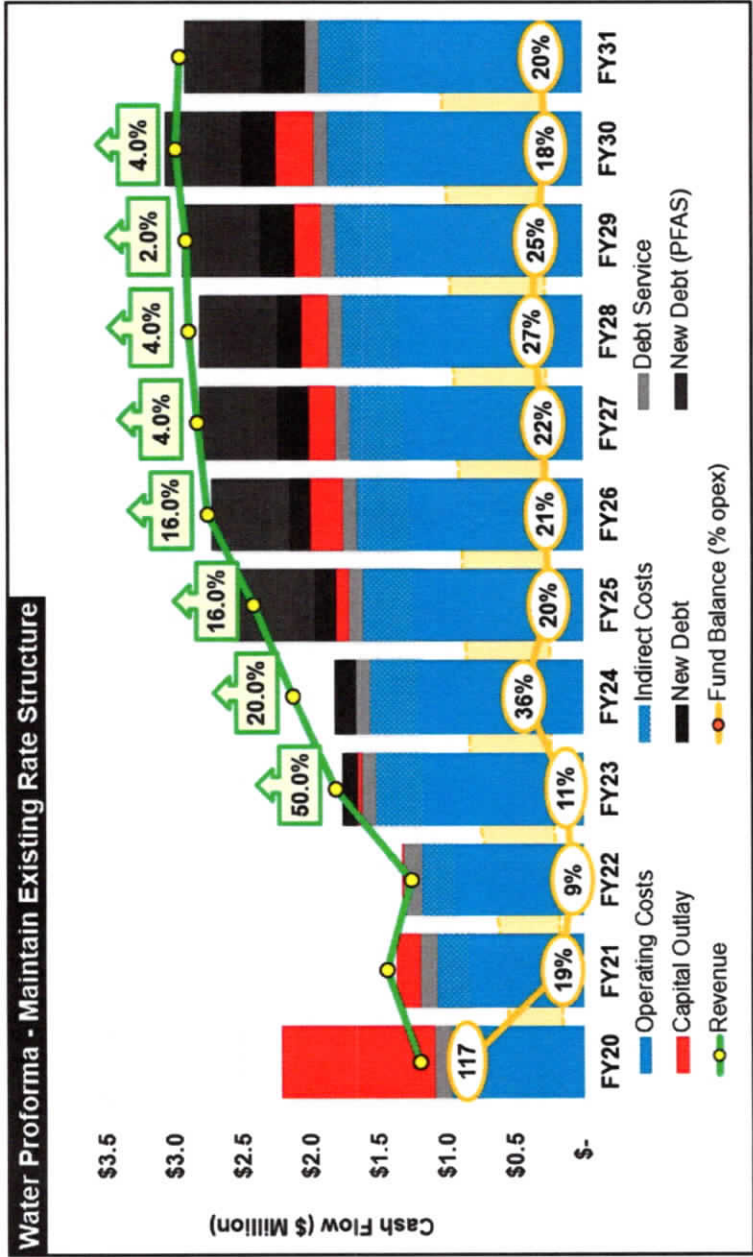
PROFORMA

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	\$ 206,127	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000	\$ 107,000
Total Revenue	\$ 1,206,546	\$ 1,438,046	\$ 1,260,730	\$ 1,814,065	\$ 2,127,777	\$ 2,419,580	\$ 2,753,723
Delta previous (Rate Revenue)		▲ 33.0%	▼ 6.3%	▲ 48.0%	▲ 16.4%	▲ 14.4%	▲ 14.4%
Net Revenue							
Fund Balance	\$ 1,206,546	\$ (311,803)	\$ (72,987)	\$ 46,208	\$ 304,137	\$ (180,340)	\$ 21,581
(as % OpEx)	\$861,883	\$156,875	\$83,888	\$130,096	\$434,233	\$263,893	\$275,474
	117%	19%	9%	11%	36%	20%	21%

Rates

Rate Increase		50%	
Description	Type	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



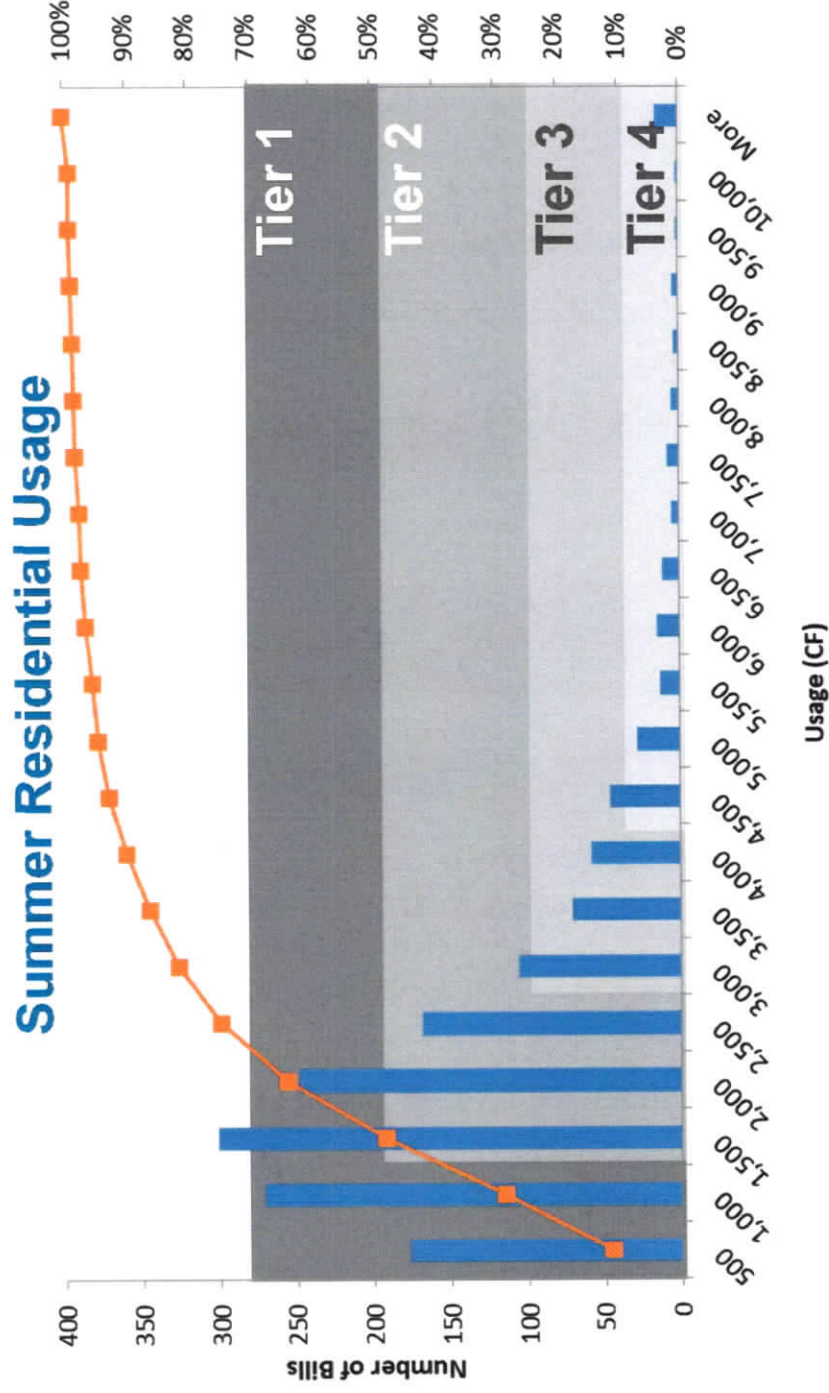
ALTERNATIVE B – TIERED RATES

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	\$ 2,038,528	\$ 2,283,152	\$ 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	\$ 1,438,046	\$ 1,260,730	\$ 1,879,633	\$ 2,145,528	\$ 2,390,152	\$ 2,664,130
<i>delta previous</i>		▲ 33.0%	▼ 9.3%	▲ 53.6%	▲ 15.0%	▲ 12.0%	▲ 12.0%

Net Revenue (Revenue-Expense)	\$ (1,553,795)	\$ (311,803)	\$ (72,987)	\$ 111,777	\$ 321,888	\$ (209,769)	\$ (88,012)
Retained Earnings Balance	\$861,883	\$156,875	\$83,888	\$195,665	\$517,553	\$307,784	\$239,772
(as % OpEx)	117%	19%	9%	17%	43%	25%	19%

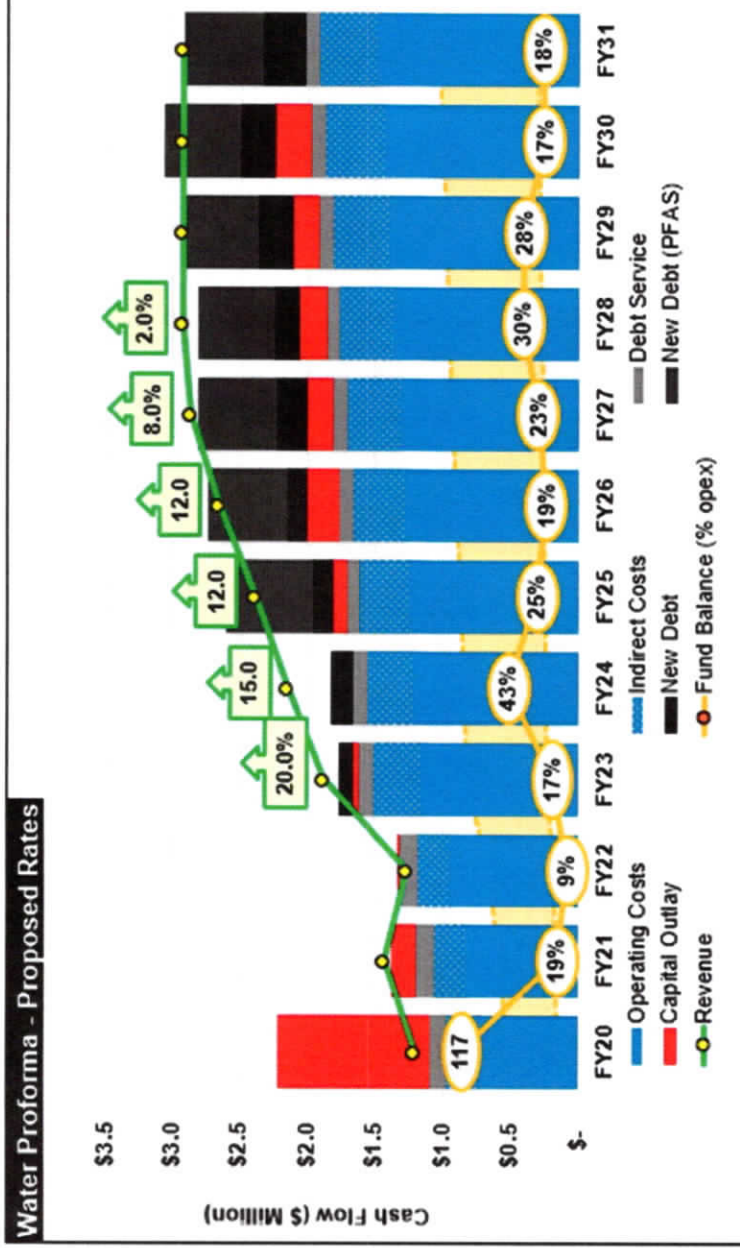
Rates

Rate Increase				20%
Description	Type	FY22	FY23	
WATR	Base Charge	\$37.50	\$45.00	
WATR	Usage \$/KG	\$5.36		
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)

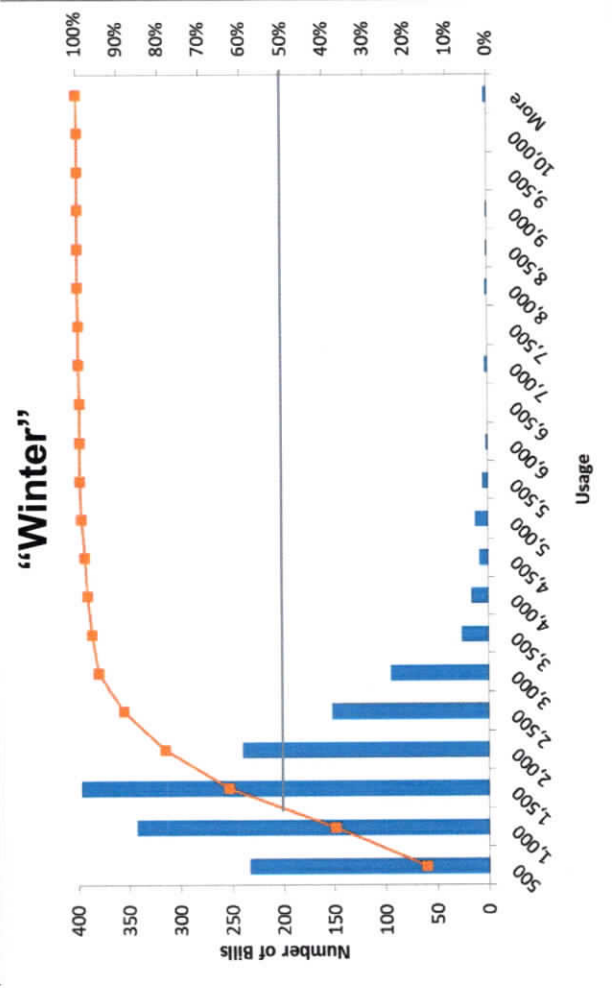
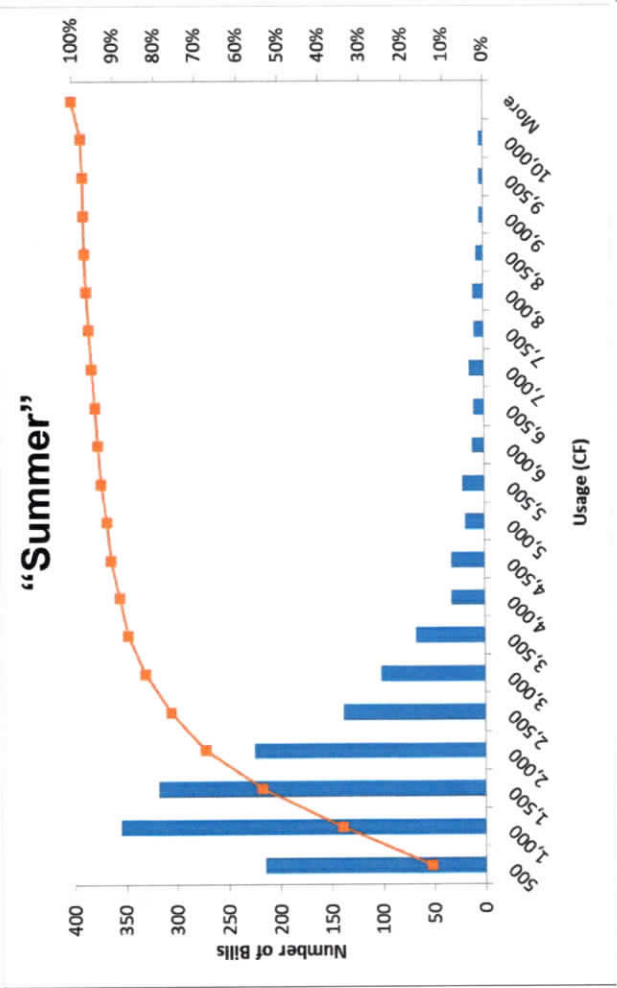
Type	Residential	Non-Residential
Tier 1	1,500	5,000
Tier 2	3,000	5,000+
Tier 3	4,500	
Tier 4	4,500+	

Note: Tier 1 starts at 0 CF



CUSTOMER COST IMPACTS

Residential – Low water users



Water Bill / Rate Structure						
User	Period	Usage (cf)	Tiered Rates	Existing	Delta	s/w
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)	

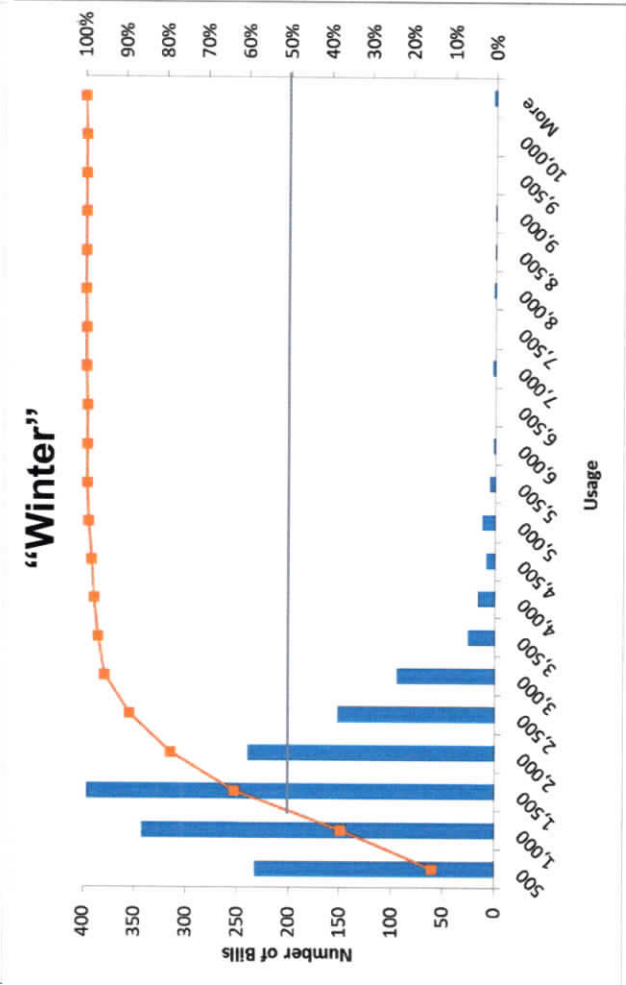
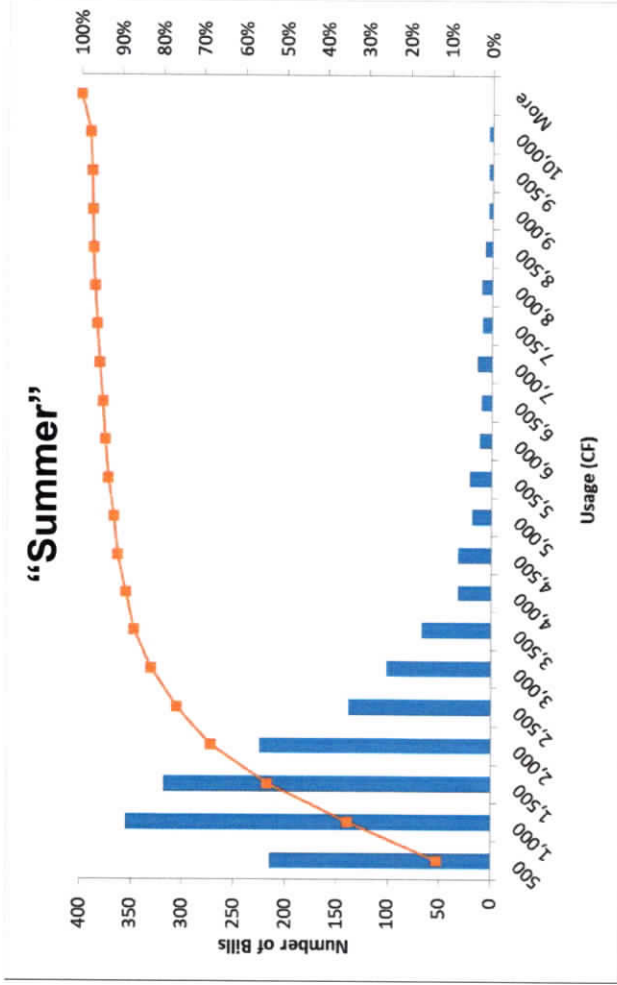
Example:



2 People each using 65 Gallons per day
Minimal Discretionary Usage

CUSTOMER COST IMPACTS

Residential – Moderate water users



User	Period	Usage (cf)	Tiered Rates	Existing	Delta	S/W
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)	

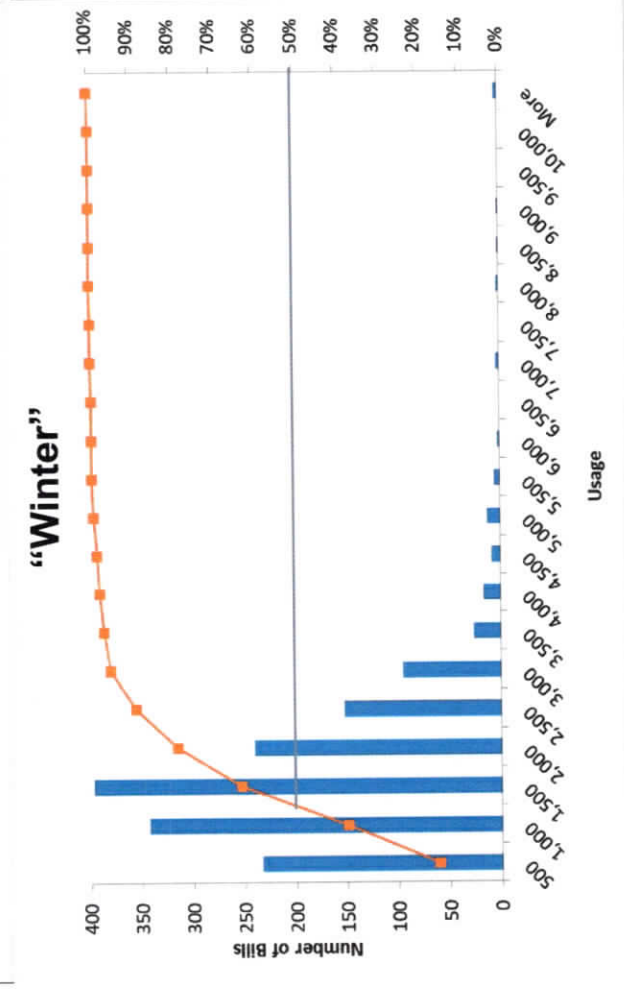
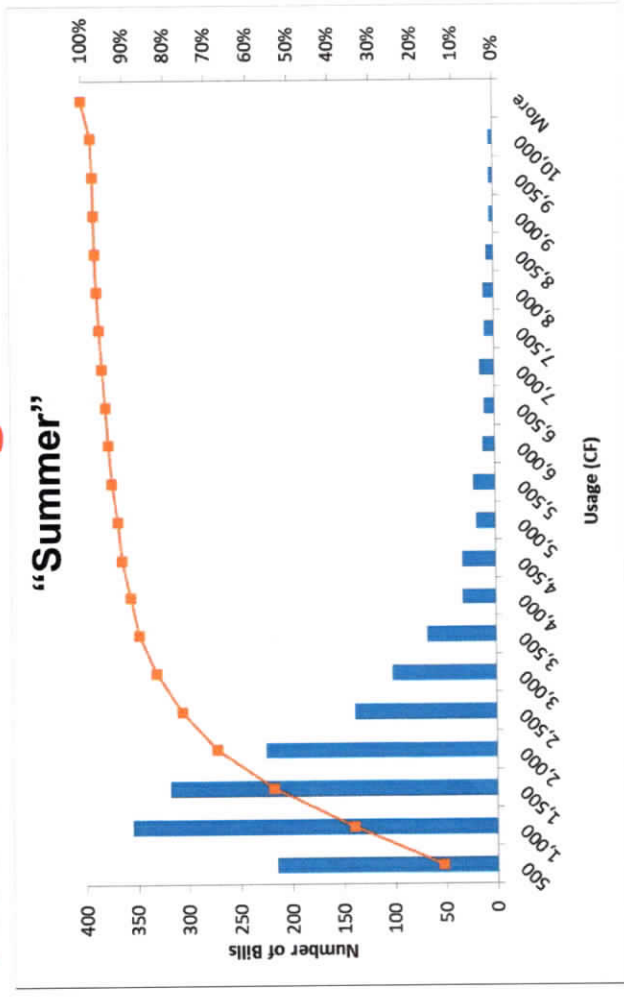
Example:



4 People each using 65 Gallons per day
Minimal Discretionary Usage

CUSTOMER COST IMPACTS

Residential – High water users



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			
1	"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	"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	"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	"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	"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	"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	"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	"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	"Summer"	36,399	\$2,745.79	\$2,414.91	\$ 330.88	3.8	
	"Winter"	9,699	\$669.59	\$684.75	\$ (15.15)		
10	"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	
Alt. A - Maintain Existing Rate Structure		1.3%	1.5%	1.7%	1.9%	2.1%	2.1%	2.2%	2.2%	2.3%	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											
Scenario		FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31
Existing											
Alt. A - Maintain Existing Rate Structure		5.3%	6.5%	7.2%	7.8%	8.6%	8.9%	9.1%	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%	<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



old
3.1

Office of the
Townsend Water Department
540 Main St.
West Townsend, Massachusetts 01474-0017
Tel: 978-597-2212
Fax: 978-597-5611

Schedule of Rates and Fee's

Water Rates:	T.W.D. \$37.50 Unit Chg. + \$4.32/100(ft ³) Billed Quarterly
	Witch's Brook: \$37.50 Unit Chg. + \$5.36/1000 Gals. Billed Quarterly
System Development Charges:	1" ~ \$2,500.00
	1 1/2" ~ \$3,500.00
	2" ~ \$8,000.00
	3" & Over ~ \$25,000.00
	Main and Sprinkler/connection ~ \$5,000.00
	Inspection Fee (Main & Sprinkler Connection \$50/hour)
Sprinkler Charge:	According to size at a rate of \$35.00/in./6month period
Overdue Accounts:	1 1/2% interest of amount due (Min. of \$.50)
Service Installation:	1" Services Only Tap Main + Installation Main to Property Line w/ Meter ~ \$200.00/hour including backhoe + parts
	Greater than 1" Cost shall include, Cost of meter + Labor, Material and Equipment
Material:	Cost + 10%
Labor:	Cost + 20%
Meter Pit:	Required for services over 475ft.
Turn On Fee:	\$50.00
Water Access Violation:	\$50.00
Final Readings:	\$50.00
Fire Flow Tests:	\$250.00/Nozzle
Hydrant Use:	\$200.00 + water used
Meter Testing:	\$50.00
Labor Charges:	For 1 or 2 men \$50.00 For The First Hr. \$25.00/1/2hr. thereafter
Meter Valve Replacement	Labor Rate: \$50.00/1 st hr., Meter Valve plus 10% and miscellaneous parts if needed.
Backhoe Rate:	With Operator \$100.00/hr.
Water Restriction Violations:	1 st notice ~ written warning N/C 2 nd notice ~ \$50.00 3 rd notice ~ \$100.00 Each additional notice ~ \$100.00
Meter Tampering:	\$1,000.00/per offense and water usage averaged and repairs labor or triple amount of damages whichever is greater
Backflow Testing Charge	Backflow Testing Vendor Charge + 10% Admin Fee for Backflow



Office of the
Townsend Water Department
540 Main St.
West Townsend, Massachusetts 01474-0017
Tel: 978-597-2212
Fax: 978-597-5611

proposed

3.1

Schedule of Rates and Fee's

Water Rates:	Unit Charge \$37.50
	A Unit is 100 cubic Feet
	Tier One : \$4.50 per unit 0-7
	Tier Two: \$5.50 Per unit 8-15
	Tier Three \$6.50 Per Unit 16-23
	Tier Four \$7.50 Per unit 24 plus
System Development	1 inch service or fire line = \$3,000.00
	1.5 inch service or fire line = \$4,000.00
	2 inch service line or fire line = \$8,000.00
	3 inch and over service line or fire line = \$25,000.00
Overdue Accounts:	1 1/2% interest of amount due (Min. of \$.50)
Sprinkler Charges	Fee according to main size at a rate of \$25.00 per inch per quarter
Turn on fee:	\$50.00
Turn off fee:	\$50.00
Labor Fee	\$75.00 per person per hour.
Final Reading Fee;	\$75.00
Meter Testing	\$75.00
Backflow Testing Charge	\$75.00
Parts fee	Cost of parts and 10%
Fire Flow Tests:	\$250.00/Nozzle
Hydrant Use:	\$200.00 + water used
Unathurized hydrant use	\$200.00 for hydrant use and \$100.00 fine for water used
Unathurizied connection	\$200.00 for connection, \$100.00 for water used
	r
Meter Valve Replacement	\$75.00 for labor and Parts fee.
Backhoe Rate:	With Operator \$150.00/hr.
Water Restriction Violations:	1 st notice ~ written warning N/C
	2 nd notice ~ \$50.00
	3 rd notice ~ \$100.00
	Each additional notice ~ \$100.00
Meter Tampering:	\$1,000.00/per offense and water usage averaged and repairs labor or triple amount of damages whichever is greater

Towns	Base	Tier1	Tier 2	Tier 3	Tier 4	Tier 5	min
Lancaster		5.08	6.77	9.3			48.75
Luneburg		4.8	5.6				69
Shirley		5.19	5.75	6.63	10		63
Groton	35	4.73	5.78	6.64	7.62		
Pepperell	30	4.08	5.13	6.06	8.4	11.66	
Littleton	20	6.66	7.72	9.05	10.72	12.72	
West Groton	50	4.6	5.6	6.6			
avg	33.75	5.02	6.05	7.38	9.18	12.19	
Townsend	37.5	4.32					

Rate plus debt charge/1000

TOWN OF PEPPERELL - DPW
WATER DIVISION

WATER CODES & RATES - May 1, 2021									
RATE CODE 301					RATE CODE 401				
Use Residential					Use Commercial				
Quarterly					Quarterly				
Tier	Consumption	Cubic Feet	Rate'20	Rate FY22	Tier	Consumption	Cubic Feet	Rate'20	Rate FY22
1	1,250	Min 1,250	0.0385	0.0408	1	1,250	Min 1,250	0.0385	0.0408
2	250	1,251-1,500	0.0484	0.0513	2	250	1,251-1,500	0.0484	0.0513
3	1,500	1,501-3,000	0.0572	0.0606	3	1,500	1,501-3,000	0.0572	0.0606
4	1,500	3,001-4,500	0.0792	0.0840	4	1,500	3,001-4,500	0.0792	0.0840
5	9,999,999	4,501 +	0.1100	0.1166	5	9,999,999	4,501 +	0.1100	0.1166
RATE CODE 431									
Use Residential									
Water Base - Quarterly									
Tier	Consumption	Rate 2020	Rate 2021						
1	Fixed	\$30.00	\$30.00						

4.08
5.13
6.06
8.40
11.66

Pepperell Board of Public Works - Adopted Date: April 1, 2021
Effective Date: May 1, 2021

Note: Due to the Covid 19 pandemic, the Board of Public Works voted to authorize the Chairman, Thomas Nephew, to sign on their behalf.

Vote taken at April 1, 2021 BOPW meeting.

Thomas Nephew, Chairman

Date

Paul Brinkman, Vice Chair

Date

George Clark

Date

Lewis Linn

Date

Patrick Harrington

Date

(SIGNED FOR THE BOARD per VOTE 5/13/21)

5-17-21



SCHEDULE OF FEES

1. CUSTOMER/PLUMBER REQUESTED SHUT OFF	\$50.00
2. SHUT OFF/REINSTATEMENT FOR NON-PAYMENT	\$75.00
3. DEMAND CHARGE - PAST DUE ACCOUNTS	\$5.00
4. ANNUAL INTEREST RATE	18.00%
5. FINAL READING/TRANSFER OF ACCOUNT	\$50.00
6. REQUEST DUPLICATE BILL/SPECIAL REQUEST	\$30.00
7. RETURNED CHECK FOR NON-SUFFICIENT FUNDS	\$50.00
8. ADMINISTRATION FEE FOR DEBT COLLECTION	\$100.00
9. NEW SERVICE/ MAIN DEMAND CHARGE:	
1.00" PIPE.....	\$5,000.00
2.00" PIPE.....	\$15,000.00
6.00" PIPE.....	\$45,000.00
10.00" PIPE.....	\$70,000.00
1.50" PIPE.....	\$10,000.00
4.00" PIPE.....	\$30,000.00
8.00" PIPE.....	\$60,000.00
12.00" PIPE.....	\$80,000.00
>12.00" PIPE.....	Determined by Board of Water Commissioners
10. FIRE LINE DEMAND CHARGE	6.00" or smaller \$3,000.00 > 6.00" \$6,000.00
11. QUARTERLY FIRE SPRINKLER CHARGE	\$25.00 per inch of riser diameter
12. WATER METER TESTING FEE	\$200.00
13. REPLACEMENT OF DAMAGED WATER METER	\$300.00
14. HYDRANT/FIRE FLOW TEST	\$300.00 per test
15. METERED HYDRANTS	\$50.00/day, plus actual usage @
\$1,700.00 security/ usage deposit	\$10.00 per 1,000 gallons
16. UNAUTHORIZED USE OF WATER/ TAMPERING WITH HYDRANT	\$1,000.00 per occurrence
17. TESTING BACKFLOW PREVENTER	\$75.00 per device
RE-TESTING FAILED BACKFLOW PREVENTER	\$50.00 per device
18. WATER RATES (Quarterly charge)	0-750 cubic feet: \$63.00 (minimum charge) 751-10,000 cubic feet: \$0.0519 per cubic foot 10,001-20,000 cubic feet: \$0.0575 per cubic foot > 20,000 cubic feet: \$0.0663 per cubic foot Agriculture Rate: \$0.1000 per cubic foot
19. INSPECTION RATE	\$75.00/hr.
20. LABOR RATE	\$75.00/hr. per man – during normal business hours \$150.00/hr. per man – after normal business hour
21. 20% OVERHEAD CHARGE FOR ALL BILLED MATERIAL	
22. WATER RESTRICTION VIOLATION	\$100.00/ 1 ST offense \$200.00/ each subsequent offense

RULES AND REGULATIONS OF THE PEPPERELL DPW - WATER DIVISION

APPENDIX A – FEE SCHEDULE – CONNECTION FEE FOR NEW SERVICE LINES

EFFECTIVE AUGUST 22, 2019

Table 1 : MAXIMUM CONNECTION FEE FOR NEW WATER SERVICE LINES:

1" LINE	\$2,500.00
1.5" LINE	\$3,500.00
2" LINE	\$8,000.00
4" LINE	\$25,000.00
6" LINE	\$40,000.00
8" LINE	\$50,000.00

- "Looped" connections shall be considered as one connection for the purposes of determining the maximum connection fee as based on Table 1.
- Connection fees do not include meter and inspection costs.
- **The minimum water connection fee (exclusive of any negotiated credits) shall be determined by the following calculation:**

(Number of equivalent residential dwelling units x 1" connection fee in Table 1) + (\$5000/hydrant)

For purposes of this calculation, an equivalent residential dwelling shall equate to 330 gallons/day consumption. MA Title 5 flow rates shall be used to translate non-residential uses to equivalent residential use.

Negotiated Credits:

- For water main extensions in excess of 250 feet in the public way, the calculated connection fee may be offset in part by the value of the benefit the extension may provide the town. Offset factors to be considered may include, but are not limited to, closing open loops in the existing water distribution system, providing access to new water services along the proposed extension, and extension of fire protection. The fee offset may include all or some of the cost of water main related infrastructure installed within the public right of way (as based upon prevailing market rates for labor and materials at the time of the application). The applicability and value of an offset to the connection fee shall be as determined by the DPW Director and Water & Sewer Supt., and be applied after the calculation of the connection fee. *In no case shall the value of the offset exceed the calculated connection fee.*

Example 1: A development requires an 8" extension to serve 9 homes and 2 fire hydrants. The DPW determines that there is no explicit benefit to the town from the extension. The fee would be $(9 \times \$2500) + (2 \times \$5000) = \$32,500$ (below \$50,000 max).

*Example 2: A development requires an 8" extension to serve 15 homes and 3 fire hydrants. The DPW determines that there is no explicit benefit to the town from the extension. The fee would be $(15 \times \$2500) + (3 \times \$5000) = \$52,500$; therefore fee = **\$50,000** (max for 8" service).*

*Example 3: A development requires an 8" extension to serve 15 homes and 3 fire hydrants. The DPW determines that the extension would provide \$20,000 in offsetting benefits. The fee would be $(15 \times \$2500) + (3 \times \$5000) = \$52,500$; but max fee = \$50,000 less \$20,000 offset = **\$30,000***

- Industrial / Commercial applications that require dedicated process flows or fire protection in addition to ancillary 'domestic use' will be assessed separately for dedicated these flows based on the "Connection Fee for New Fire Protection System Lines" as listed in Appendix A of these regs.

Providing West Groton with quality water for over 100 years.

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SERVICE AND WATER RATES

Rates are reviewed annually.

All customers are encouraged to compare their meter reading to the current bill.

Residential Water bills are sent four times per year during the first week of January, April, July and October, and are due on the last day of the month.

Commercial Water bills are sent monthly during the first week of each month, and are due on the last day of the month.

RATES FOR SERVICE

System Development Charge (per diameter inch)	\$ 4,000.00
Customer/Plumber shut off and turn on (one trip)	\$50.00
Shut off \$50.00 . . . Reinstatement for non-payment	\$50.00
Shut off \$50.00 . . . Reinstatement for Rules Violation	\$50.00
Final Reading/Transfer of Account	Usage plus \$50.00
Request for duplicate bill/Special paper work	\$10.00
Residential Water Meter Test . . (1 hour labor)	\$75.00
Broken Water Seal . . First Offense \$250.00 . . Second Offense	\$1,000.00
Replacement of frozen or damaged residential meter	\$150.00
Fire Hydrant Usage	Usage plus \$ 50.00
Fire Hydrant flow test	\$150.00
Back Flow Prevention Device Test – Semi Annual	\$75.00
Unauthorized use of water – per occurrence	\$1,000.00
Hydrant tampering per occurrence, Per MGL. Ch 148 Sec 27A	\$1,000.00
Service charge (per hour) during business hours	\$60.00
After normal business hours (per hour)	\$85.00

Fire Sprinkler: annual charge pro-rated based per size of service

Special District Tax for Well Payment: \$.50 cents per thousand of valuation,
(billed from Town of Groton)

RATES FOR WATER

Minimum Charge/Process Fee (\$25.00 per quarter)	\$ 100.00 (annually)
Booster Pump Station (BPS) charge - Academy Hill Residents only	
	(\$25.00 per quarter) \$ 100.00 (annually)

PLUS:

SERVICE/RATES

Minimum Charge/Process Fee (\$25.00 per quarter) \$ 100.00 (annually)
 Booster Pump Station (BPS) charge - Academy Hill Residents only
 (\$25.00 per quarter) \$ 100.00 (annually)

PLUS:

Per Unit Rate for usage: up to 40 Units \$4.60
 Per Unit Rate for usage from: 41 Units up to 80 Units \$5.60
 Per Unit Rate for usage from: 81 Units and Up \$6.60
 All Rates are per Unit: 1 Unit = 100 Cubic Feet (~748 gallons)

TITLE 5 REPORTS

Water usage reports for your Title V compliance \$10.00
 Reports can be ordered during office hours and can be picked up, faxed or
 emailed. For more information on Title 5 visit [Mass.gov](https://www.mass.gov)

DELINQUENT ACCOUNTS

Customers with delinquent accounts will be notified by certified mail or
 delivered by Town Constable to pay the account in full by a certain day or
 the service will be shut off and will not be turned on until account is paid in
 full plus the shut-off and turn-on charges. All delivery and/or certified mail
 fees will be added to delinquent account.

Residential water bills are sent four times per year, during the first week of
 January, April, July and October, and are due on the last day of the month.

Special District Tax bills are sent four times per year - January, April, July and
 October and are due the first of February, May, August and November.
 These are sent and collected by the Town of Groton.

We would like to remind our customers that the owners of property are
 responsible for payment of water bills. It is most important that owners and
 tenants notify the District when a transfer is to be made so that correct
 charges are computed at that time.

Terms:

Net the last day of the month billed.

Late Charge:

1-1/2% per month interest (18% per annum) + Penalty
 -\$0.50 per month minimum interest charge

Penalty:

Payment 31-60 days \$2.00
 Payment 61-90 days \$3.00
 Payment over 90 days (per month) \$5.00

Late charges and penalties are assessed the first day of the month following
 the month of billing.

Returned check for insufficient funds \$20.00 (may vary by bank)



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Water Rates

The Department of Environmental Protection requires adequate funding to operate and maintain the Town's water system.

In order to make necessary upgrades to our water system and maintain our standard of water quality, including projected upgrades, the Lancaster Board of Public Works voted to increase the water rates, effective beginning with April 1st, 2016 invoices.

3.1

Metered Use Per Quarter

Rates

Metered Use Per Quarter

- Step 1 up to 1,000 cu. ft.
- Step 2 1,100 – 3,500
- Step 3 3,500 – 10,000
- Step 4 10,000 – 30,000

Rates

- \$48.75 (min. charge)
- \$5.08 (per 100 cu. ft.)
- \$6.77 (per 100 cu. ft.)
- \$9.30 (per 100 cu. ft.)

2019 Consumer Confidence Water Report

2020 Consumer Confidence Water Report

FY11 Water Capital Improvement Plan

FY13 Water Capital Improvement Plan

Water Department Licensed Contractors

Water Rates

Water Use Restriction Bylaw

Well PFAS Report - February 2020

Contact Info

Phone:

(978) 365-2412 Ext. 1202

Address:

392 Mill Street Extension
Lancaster, MA 01523
United States

See map: [Google Maps](#)

Water Rates are set by the Board of Commissioners and filed with the Department of Public Utilities to reflect the true cost of providing service to customers. Please see our rate schedules and charges as of July 1st, 2021 below. All Rates PDF



(<https://www.lclwd.com/wp-content/uploads/2021/07/Water-Rates-2021.pdf>)

All Rate Schedules (<https://www.lclwd.com/wp-content/uploads/2021/07/Water-Rates-2021.pdf>)

Community / Same

RESIDENTIAL RATE ()

Littleton Mass

Customer Base Charge:

\$6.67 per month

Water Usage Charge:

Water usage is billed in thousands of gallons per month, according to an ascending block rate schedule.

Usage (gallons)

- **Level 1** 0 – 5,000
- **Level 2** 5,001 – 10,000
- **Level 3** 10,001 – 15,000
- **Level 4** 15,001 – 20,000
- **Level 5** >20,000

FY22 Rate (per 1,000 gallons)

\$5.65
\$7.07
\$8.84
\$11.00
\$13.75

4.22 co ft
5.28 co ft
6.61
8.28
10.28

Debt Service Charge:

3.1

Usage (gallons)

All usage

FY22 Rate (per 1,000 gallons)

\$3.26

~~3.48~~ 2.44

Final Bill Charge:

\$25.00

(Charge waived for Senior Citizens)

COMMERCIAL RATE ()

HYDRANT METER RATE ()

FIELD RATE ()

Fees and Services

Groton Water & Sewer Departments

MA DEP Public Water Supply Number 2115000

Service Charge

\$13.00 per quarter per meter

Effective January 1, 2022

Manganese Capital Charge

\$35.00

Domestic Water Meter Rates

Effective January 1, 2022

Tier	Units Charged
1	1-15
2	16-30
3	31-45
4	Over 45

Price per Unit

\$3.97
\$5.26
\$6.03
\$6.92

14.73
Avg 25.78
36.64
47.62

Irrigation Water Meter Rates

Effective January 1, 2022

Tier	Units Charged
1	1-15
2	16-30
3	30-45
4	OVER 45

Price per Unit

\$5.50
\$6.31
\$7.24
8.32

3.1

LUNENBURG WATER

HOME ABOUT US WATER QUALITY REPORT DOCUMENTS/FORMS RESTRICTIONS SERVICES AND FEES CALENDAR PAY ONLINE CONTACT US



SERVICES AND FEES

Helpful information on our Services and Fees are listed below:

SERVICES:

Employees cover all aspects of a water system. From the wells to the house service lines and everything in between. Each segment of the system requires many hours of maintenance to assure it is function properly as required. Every Spring and Fall we do a system wide flushing program. Every fire hydrant is used to flow water at a rapid rate that allows any organic settlement, or build up on the pipes to be removed. Also while flushing every hydrant is proven to work as required just in case it's needed for an emergency. If a hydrant is found defective, it is repaired as rapidly as possible. Any work that the system requires is typically done in house. Everyone is trained in the repair of water mains and house services to make sure that they are fixed quickly to restore service and done to not impact the water quality after the repair is made.

Each employee is required to have all the necessary State licenses required and everyone shares in the required on call duties for night time and weekend coverage's. Someone is on call at all times and the Fire Station has a on call book showing who is on-call at all times. Being on call requires the employee to be able to make decisions to correct any issues that arise at that time. With the addition of our Supervisory Control and Data Acquisition system (SCADA) the over site of the water system is extremely much easier. We can monitor pumps and tank levels from any computer or smart phone from anywhere at any time.

3.1

LUNENBURG WATER

HOME ABOUT US WATER QUALITY REPORT DOCUMENTS/FORMS RESTRICTIONS SERVICES AND FEES CALENDAR PAY ONLINE CONTACT US



must be approved by the District no matter who installs it.

FEES:

Water Rates

\$69.00/quarter600 cubic foot minimumWater usage based on past and present meter readings using more than the minimum are charged fees based on the rates listed below.

601 cu.ft - 3000 cu.ft \$4.80 per 100 cu. ft.3001 - unlimited \$5.60 per 100 cu. ft.Meters are read around three weeks prior to the actual billing. 1 cu.ft of water equals 7.48 gallons of water. 600 cu.ft. of water equals a total of 4488 gallons of water.Above information is for a single unit building. Depending on how many units you have in your building will determine how many minimum charges you have. If you have 2 units, your minimum charge will be \$126.00 per quarter and you will receive 1200 cu.ft. of water per quarter. Other Miscellaneous Fees

Water Turn On\$50.00Water Turn Off\$0.00Valve Change ($\frac{3}{4}$ ")\$95.00Final Readings\$25.00Fire Flow

Tests\$150.00Returned Check S/C\$30.00

Fire Sprinkler Charges

Commercial\$50.00/quarterResidential\$5.00/quarterBackflow Device Tests \$50.00 \$25.00 per additional test at same locationLabor Rate for District Employees

1 4.80
2 5.60

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DEP Account Detail Report

10/1/2021 - 1/1/2022

Water

Route	Account	Parcel	Location	Ownr	Assessment Type	Use	Read Date	Usage
11 Beaco n	60476		5 TURNPIKE ROAD BLDG 1	COUNTRY ESTATES CONDOMINIUM	Residential	Homeowners Association (e.g. condos)	12/13/2021	25,993
11 Beaco n	60477		5 TURNPIKE ROAD BLDG 2	COUNTRY ESTATES CONDOMINIUM	Residential	Homeowners Association (e.g. condos)	12/13/2021	28,826
11 Beaco n	60478		5 TURNPIKE ROAD BLDG 3	COUNTRY ESTATES CONDOMINIUM	Residential	Homeowners Association (e.g. condos)	12/13/2021	30,474
11 Beaco n	61275		18-20 SPAULDING STREET	STONY BROOK PROPERTY	Residential	Homeowners Association (e.g. condos)	12/13/2021	2,447
11 Beaco n	61276		14-16 SPAULDING STREET	STONY BROOK PROPERTY	Residential	Homeowners Association (e.g. condos)	12/12/2021	9,258
11 Beaco n	61277		10-12 SPAULDING STREET	STONY BROOK PROPERTY	Residential	Homeowners Association (e.g. condos)	12/12/2021	9,969
11 Beaco n	61454	28-57-2	70 DUDLEY ROAD	TOWNSEND WOODS	Residential	Homeowners Association (e.g. condos)	12/13/2021	27,555
11 Beaco n	61460	28-57-1	66 DUDLEY ROAD	ATWOOD ACRES	Residential	Homeowners Association (e.g. condos)	12/13/2021	45,254
99	60404	50-18-0	328 MAIN STREET	BENJAMIN CONDO TRUST	Residential	Homeowners Association (e.g. condos)	12/9/2021	11,200
99	60673	28-10-1	3 DUDLEY ROAD	DEER RUN REALTY TRUS	Residential	Homeowners Association (e.g. condos)	12/9/2021	1,200
99	60837		56 FITCHBURG ROAD	PINE RIDGE ESTATES	Residential	Homeowners Association (e.g. condos)	12/9/2021	21,100
99	60838	17-39-0	52 FITCHBURG ROAD	PINE RIDGE ESTATES	Residential	Homeowners Association (e.g. condos)	12/9/2021	32,500
99	60840		44 FITCHBURG ROAD	PINE RIDGE ESTATES	Residential	Homeowners Association (e.g. condos)	12/9/2021	44,700
99	60841		40 FITCHBURG ROAD	PINE RIDGE ESTATES	Residential	Homeowners Association (e.g. condos)	12/9/2021	28,132

3.1

DEP Account Detail Report

10/1/2021 - 1/1/2022

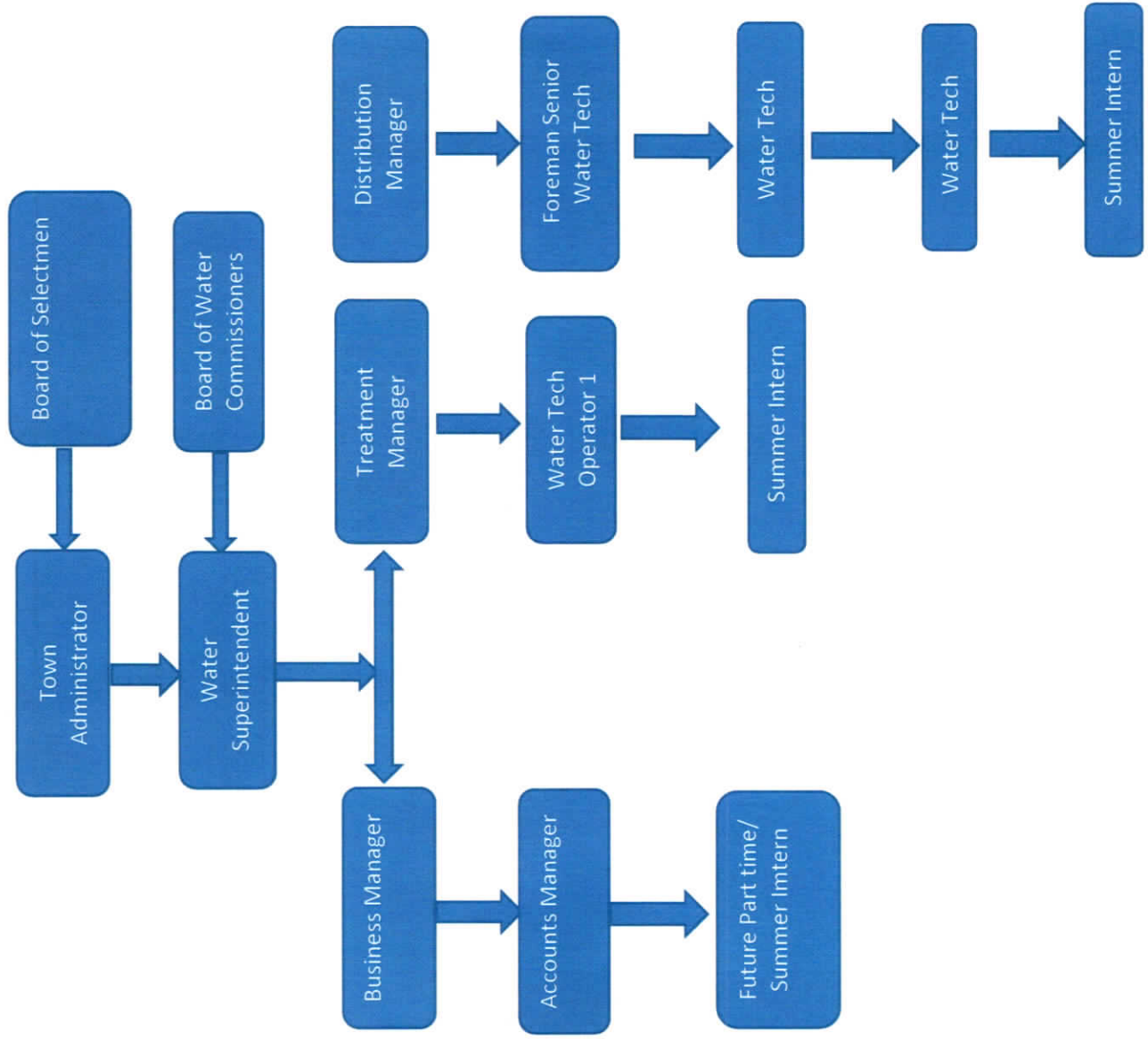
99	61710	74 TURNPIKE ROAD	TURNPIKE VILLAGE LLC	Residential	Homeowners Association (e.g. condos)	12/9/2021	26,500
99	61712	72 TURNPIKE ROAD	TURNPIKE VILLAGE LLC	Residential	Homeowners Association (e.g. condos)	12/9/2021	36,900
16 total record(s)							382,008

Expense Worksheet

Department	EXPENSE Proposed FY21 Fiscal Year	Account #
Water	2023	61

Acct. #	Description	FY 2022	FY 2023	% Differential	Town Administrator Recommend
5201	Prior Year Unpaid Bills				
061-04-000-5210-0000-000	Energy	80,000	100,000	20.00%	
061-04-000-5240-0000-000	Repairs and Maintenance - Bldg	50,000	50,000	0.00%	
061-04-000-5245-0000-000	Repairs and Maintenance - Equip, Veh	40,000	40,000	0.00%	
061-04-000-5245-0006-000	Repair and Maintain SCADA System	10,500	15,000	30.00%	
061-04-000-5270-0000-000	Rentals	1,700	2,000	15.00%	
061-04-000-5300-0000-000	Professional & Technical Services	63,000	85,500	26.32%	
061-04-000-5300-0001-000	Backflow Prevention Survey and Testing	9,500	10,000	5.00%	
	ILeak Detection Services	8,000	7,000		close out
061-04-000-5300-0002-000	Professional Legal Services	12,000		0.00%	close out
061-04-000-5340-0000-000	Communication (Tel,Internet,Post, etc)	21,000	23,000	8.70%	
061-04-000-5380-0000-000	Other Purchased Services	2,730	2,730	0.00%	
061-04-000-5420-0000-000	Office Supplies	5,250	5,500	4.55%	
061-04-000-5430-0000-000	Building Supplies	1,575	2,000	21.25%	
061-04-000-5435-0000-000	Equipment Maint Supplies	1,500	-	0.00%	close out combine with
061-04-000-5460-0000-000	Groundskeeping Supplies	525	1,000	47.50%	
061-04-000-5480-0000-000	Vehicular Supplies	9,000	8,118	-10.87%	
061-04-000-5530-0000-000	Public Works Supplies	55,000	100,000	45.00%	
061-04-000-5530-0001-000	Chemicals (Treatment)	24,150	26,000	7.12%	
061-04-000-5580-0000-000	Other Supplies	1,050	1,000	-5.00%	
061-04-000-5585-0000-000	Clothing Allowance	5,000	6,000	16.67%	
061-04-000-5710-0000-000	Travel, Mileage - In State	1,155	1,100	-5.00%	
061-04-000-5720-0000-000	Travel, Mileage - Out of State	0	-	0.00%	close out
061-04-000-5730-0000-000	Dues and Memberships	4,300	8,000	46.25%	
061-04-000-5780-0000-000	Other Charges	525	525	0.00%	
061-04-000-5785-0000-000	Other Charges - State Water Assess.(DEP)	2,200	2,400	8.33%	Per DEP rates \$9.50/MG
061-04-000-5850-0000-000	New Equipment	10,500	10,000	-5.00%	
061-04-000-5870-0000-000	Replacement Equipment	0	-		close out
061-04-000-5910-0000-000	LT Debt Service-MWPAT-Eastside Phase I	37,962	40,000	5.10%	
061-04-000-5901-0001-000	LT Debt Service-MWPAT - Eastside Phase II	54,078	58,000	6.76%	
061-04-000-5920-0000-000	LT Interest-MWPAT-Eastside Phase I	4,412	5,000	11.76%	
061-04-000-5920-0001-000	LT Interest-MWPAT-Eastside Phase II	7,505	8,000	6.19%	
	ST Borrowing-WT Main Rplcmt-Principle				
	ST Borrowing-WT Main Rplcmt-Interest	23,300	23,000	-1.30%	interest on Ban
061-04-000-5975-0000-000	Intermunicipal Agreement				
	Total	547,417	640,873	17.07%	

needs updating



Townsend Water Dept
Warrant Article Spring 2022

PLACE HOLDER

3.2

- 1) The see if the Town will vote to appropriate the sum of \$1,700,000.00 from the Water Enterprise Fund revenues to operate the Water Department for the fiscal year 2023 and in order to fund the cost of intermunicipal expenses that \$300,000 od the sum be appropriated in the general fund: or take any other action in relation thereto.
- 2) Capital Financial Articles:
 - A) HDPE Pipe Fusion Machine \$25,000
 - B) 36 inch Plotter Printer Scanner \$10,000

Townsend PEF Items

	Quantity	Unit Price	Cost
<i>Project No. 1: PFAS Water Treatment Plant</i>			
-PFAS Water Treatment Plant	1 LS	\$ 10,000,000.00	\$ 10,000,000.00
		Subtotal=	\$ 10,000,000.00
<i>Project No. 2 Raw Water Transmission Main</i>			
-General Conditions OH&P	1 LS	\$ -	\$ 125,000.00
-New water main	5000 LF	\$ 250.00	\$ 1,250,000.00
		Subtotal=	\$ 1,375,000.00
		Subtotal (all contracts)	\$ 11,375,000.00
		Contingency (15%)	\$ 1,706,250.00
		Construction Total	\$ 13,081,250.00
		Engineering (15%)	\$ 1,706,250.00
		GRAND TOTAL	\$ 14,787,500.00
			\$ 14,790,000.00

Project Narrative

The proposed system improvements for the Townsend Water Department (Water Department) include a per- and polyfluoroalkyl substances (PFAS) treatment facility and a raw water transmission main. This narrative provides a description of the project and its benefits. The following report justifies the submission as a Tier V project and should be eligible for 0% PFAS financing as the Harbor Trace Well has detected concentrations of PFAS that exceed the Massachusetts Department of Environmental Protection (DEP) Maximum Contaminant Level (MCL).

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1.1.2 Drinking Water Quality 1-2

1.1.3 Resiliency Issues 1-3

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1.3 Affected Population 1-4

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2.2 Project 2 – Raw Water Transmission Main to Combine Witch’s Brook Wells and Harbor Trace Well..... 2-4

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3.3 Project Status..... 3-6

Project Attachments:

- Attachment A: 2021 Water System Master Plan Report
- Attachment B: PFAS Watershed Data
- Attachment C: Townsend Water Department System Map
- Attachment D: Proposed Projects

Section 1

Project Background

1.1 Existing Problems

The Water Department system improvements project is classified as a Tier V project as it will address significant deficiencies in the system as outlined below. The *2021 Water System Master Plan Report* prepared by Tighe & Bond analyzed many of the issues addressed in this narrative (see Attachment A).

1.1.1 Water Sources of Supply

The Water Department's water supply includes the Main Street Well Field, Harbor Trace Well, Witch's Brook Wells 1 and 2, and the Cross Street Well. Attachment C includes the Water Department's system map. Beginning in 2013, the Cross Street Well was taken offline due to water quality issues (iron and manganese), however, the well was recently put back in operation in an effort to decrease usage at the Harbor Trace Well where concentrations of PFAS have been detected in exceedance of the MCL. Water quality at Cross Street has been monitored and has not been an issue. The Water Department has been able to take Harbor Trace offline when demands are low. During high demands, the Harbor Trace Well will run up to half capacity, since the Main Street Well is also offline.

Half of the Main Street Well Field is currently offline and is running at a reduced capacity due to age (installed 1934). Construction at the Main Street Pump Station is anticipated to be complete by the Spring of 2022. Once the Main Street Well is online, the Townsend Water Department will be able to take Harbor Trace offline until a permanent treatment plant for PFAS removal has been constructed.

The Harbor Trace Well is the primary source of water for Townsend as it has the largest authorized withdrawal volume. Authorized daily withdrawals and pumping capacities are summarized in Table 1-1. The Water Department requires the supply from the Harbor Trace Well to keep up with growing water demands in the Town. Water quality issues related to PFAS at the Harbor Trace Well puts the Water Department at risk of not being able to supply water to its customers.

TABLE 1-1

Well Supply Sources

Source	DEP Source ID	Authorized Daily Withdrawals (MGD)	Pumping Capacity (MGD)
Main Street Well	2299000-01G	0.579	0.389
Cross Street Well	2299000-02G	0.360	NA
Harbor Trace Well	2299000-03G	1.000	0.576
Witch's Brook 1 Well	2299000-04G	0.320	0.504
Witch's Brook 2 Well	2299000-05G	0.390	0.504

1.1.2 Drinking Water Quality

As discussed previously, the Harbor Trace Well produces water with concentrations of PFAS greater than the MassDEP MCL of 20 ppt for six PFAS (PFAS6), combined. Water samples from each well (raw and finished water) were collected and tested for PFAS

concentrations by Eurofins Eaton Analytical in April, May, June, and July, 2021. Results are presented in Table 1-2 and Attachment B.

TABLE 1-2

Raw and Finished Water PFAS6 Concentrations (ppt)

Well	April 2021		May 2021	June 2021	July 2021
	Raw	Finished	Finished	Finished	Finished
Main Street	ND	ND	NT	NT	NT
Harbor Trace	69.9	68.6	97.0	81.0	58.0
Cross Street	ND	3.0	NT	NT	NT
Witch's Brook 1	ND	ND	NT	NT	NT
Witch's Brook 2	7.9	7.8	NT	NT	NT

ND= Not Detected, NT=Not Tested

PFAS compounds were present in the Harbor Trace and Witch's Brook 2 wells. The PFAS levels at the Witch's Brook 2 Well were below the MCL of 20 ppt. However, the concentrations at the Harbor Trace Well were above the MCL of 20 ppt. As shown in Table 1-2, the levels of PFAS have been consistently higher than the MCL at Harbor Trace, with a quarterly average of 76 ppt. The Water Department plans to continue to limit use of the Harbor Trace Well until the new Main Street Well is in operation. Due to the high concentrations at Harbor Trace, blending is not an option.

High PFAS concentrations at Harbor Trace is also a concern at Witch's Brook Wells. Although, PFAS concentrations at Witch's Brook do not currently exceed the MCL, increased concentrations may be observed in the future. If this occurs, the Witch's Brook 2 Well may also require PFAS treatment.

In summary, without a treatment plant to remove PFAS from the Harbor Trace and Witch's Brook 2 Wells, the Townsend Water Department cannot:

- Utilize the full permitted capacity from the Harbor Trace Well
- Meet average day demand of the system
- Meet current water quality regulations

1.1.3 Resiliency Issues

Currently, the Water Department is trying to limit the use of the Harbor Trace Well due to PFAS concentrations above the MCL. The Harbor Trace Well is used at half capacity during high demands and will be shut down once the Main Street Well is back online. It is imperative that a PFAS treatment plant be installed at the Harbor Trace Well, since it is the Water Department's largest water supply source.

Additionally, based on detections of PFAS at Witch's Brook Well 2 and the chance that treatment may also be necessary for Witch's Brook in the future, a raw water transmission main connected to the Harbor Trace Treatment Plant via Ash Street to South Harbor Road, will allow for flexibility in operations and the ability to meet system high system demands.

Although the concentration of PFAS detected at the Witch's Brook Wells has not yet exceeded the MCL, other water quality issues including elevated concentrations of nitrates,

iron, manganese, and perchlorate have been observed. The primary purpose of the treatment system at Harbor Trace is for PFAS removal, but the treatment system may also be effective in decreasing other water quality issues observed at Witch's Brook. A single facility at Harbor Trace will be more efficient and cost effective rather than operating and maintaining two separate facilities (one at Harbor Trace and one at Witch's Brook).

1.2 Existing Public Health Issues

Without treatment, the health-related and aesthetic issues created by the high PFAS concentrations at Harbor Trace and Witch's Brook make these sources unsuitable for distribution. The Water Department is only marginally able to meet current demands with the water quality issues associated with Cross Street and capacity issues at the Main Street Well Field. If the Harbor Trace Well must remain online to meet system demands, the customers could be exposed to water with PFAS concentrations higher than the MCL. This project addresses the health risks associated with these compounds at the Harbor Trace and Witch's Brook wells.

As discussed in Section 1.1.2, PFAS6 concentrations in the Harbor Trace Well are consistently above the MCL of 20 ppt. The proposed project will reduce concentrations at the Harbor Trace Well below the MCL and will mitigate a potential water quality threat to the Town at Witch's Brook 2.

1.3 Affected Population

The Water Department serves approximately 6,500 Townsend residents through approximately 2,100 service connections. The Town has a per capita income of \$33,553, and an adjusted per capita income of \$31,867. Based on the 2020 Affordability Calculation, the Town of Townsend is a Tier 2 community.

Section 2 Project Descriptions

Attachment D includes a visual of the proposed projects throughout the Townsend Water Distribution System.

2.1 Project 1 – PFAS Water Treatment Plant (WTP) to Treat Harbor Trace Well and Witch's Brook Wells

This project includes the construction of a new approximately 1.7 MGD WTP. The proposed treatment system will include the construction of a new building on the Water Department's property located at the existing Harbor Trace Well. The new building will be designed to include a PFAS filtration system capable of treating the combined flow from the Harbor Trace and Witch's Brook wells. The existing chemical feed systems located in the Harbor Trace Pump Station will remain in use and will also be used to treat water from Witch's Brook.

2.2 Project 2 – Raw Water Transmission Main to Combine Witch's Brook Wells and Harbor Trace Well

This project involves construction of a 5,000 linear foot raw water transmission main between the Witch's Brook Well Site and the Harbor Trace WTP Site (Ash Street to South

Harbor Road to Harbor Trace Road). The raw water main will provide flexibility in operations in the event that the Town is required to treat Witch's Brook Wells for PFAS. Water from the two sources will combine for a total of 1,187 gpm, or 1.7 MGD, at the proposed WTP.

The new raw water transmission main will be installed within existing roadways, minimizing impacts to resource areas. Small portions of the proposed 5,000 linear foot transmission main connecting the Witch's Brook well to the proposed WTP will create temporary disturbances within previously disturbed buffer zones associated with wetlands, riverfront, and priority habitat. All proposed work will not permanently affect undisturbed areas.

2.2 Major System Components

Process Flows: The two existing wells at Witch's Brook and one existing well at Harbor Trace will combine for a total of 1.71 MGD (1,187 gpm) at the proposed WTP.

Harbor Trace Well Raw Water: The Harbor Trace Well is already treated at the Harbor Trace Pump Station. New piping from the well will be directed to the proposed WTP at the Harbor Trace site.

Witch's Brook Wells Raw Water: The Witch's Brook wells will be connected to the proposed WTP with a 5,000 linear foot transmission main. The new raw water transmission main will be installed within existing roadways to minimize impacts to resource areas.

Treatment System: The treatment systems within the WTP will consist of PFAS removal, backwash supply water storage, water storage, and existing chemical feed and storage systems from the Harbor Trace Well which include sodium hydroxide and sodium hypochlorite chemical feed systems.

2.3 Energy Efficiency Measures

Energy Efficient Process Components: Premium efficiency motors and variable frequency drives will be specified.

Energy Efficient Site and Building Components: Use of insulated windows for natural light, LED lighting fixtures, occupancy sensors, and tankless hot water heaters will be specified.

2.4 Back-Up Systems

Harbor Trace is already equipped with a backup generator. The generator will be evaluated to determine if a larger generator or additional generator will be necessary to power the entire facility to ensure delivery of potable water to all customers, even during a power outage. Since Harbor Trace Well and the Witch's Brook Wells are the two largest water sources, maintaining this supply at all times is critical for the Water Department's customers.

The raw water main between Harbor Trace Well and the Witch's Brook Wells will add flexibility to the treatment system. If the PFAS levels exceed water quality standards at the Witch's Brook Wells, treatment will be required. The transmission main will be in place if this scenario occurs, ensuring that the distribution system will not be disrupted, and the

Water Department will have enough water to supply its customers. Per the 2019 Sanitary survey, the Water Department is also required to install permanent chlorine feed systems at each well. The Harbor Trace Well has a permanent chlorine feed system, allowing for treatment of Witch's Brook to be consolidated at the Harbor Trace site.

Section 3 Project Implementation

3.1 Planning Efforts

Tighe & Bond developed a Water System Master Plan throughout 2020 and early 2021, which is included in Attachment A. The Master Plan recommended the finished water main extension and the addition of a new water storage tank to alleviate known hydraulic issues and increase fire flow. At that time, there was no known presence of PFAS in any of the wells in Town. However, PFAS levels were detected in the Harbor Trace Well during routine monitoring.

3.2 Alternatives Discussion

Alternative 1 - One alternative involves making no changes to the existing well sites or distribution system. This option is not viable as the concentrations of PFAS in the Harbor Trace well will require treatment to remain in use. The Townsend Water Department requires the supply from the Harbor Trace Well to keep up with growing water demands in the Town. The PFAS levels in the Harbor Trace Well exceed the current water quality regulations so it cannot be used without additional treatment.

Alternative 2 - The second alternative involves upgrades to only the Harbor Trace Well to maximize the existing permitted capacity and remove PFAS from the water. The existing wells at Witch's Brook have also tested positive for PFAS and may require treatment in the future. Therefore, additional work could be required down the line to add PFAS treatment and a chemical feed system at Witch's Brook. The Water Department Master Plan indicated that the Town needs both the Harbor Trace and Witch's Brook Wells online to provide adequate supply.

Alternative 3 - The third alternative (or the "Preferred Alternative"), involves a centralized WTP at the Harbor Trace Well Site. The Witch's Brook Wells would be connected by a 5,000 LF transmission main to the Harbor Trace Well Site..

The Preferred Alternative was selected as it has the least environmental impacts of the options assessed, reduces the capital investment costs, reduces the operation and maintenance costs, and meets the growing water demands of the Town. In addition, the raw water transmission main will be installed within existing roads.

3.3 Project Status

The Townsend Water Department has retained Tighe & Bond to assist with piloting treatment technologies for PFAS removal. Design of the WTP will begin after results of the pilot study are obtained. The intended goal of this project is to submit the PEF application and loan application in 2021, obtain funding on the 2022 Intended Use Plan, and bid the WTP project in early 2023. The transmission main project could be bid sooner (July 2022). A detailed proposed timeline is presented in Table 3-1.

TABLE 3-1

Preliminary Project Schedule

Task	Timeframe
SRF PEF Submitted to MassDEP	August 2021
WTP Pilot Study Begin	September 2021
WTP Pilot Study Complete	December 2021
Project 2, (Transmission main) 75% Design	February 2022
Project 2 (Transmission main), 100% Design	March 2022
Project 2 (Transmission main), Bid Documents Ready	July 2022
Project 2, (Transmission main) Start Construction	August 2022
Project 1(WTP) 75% Design	October 2022
Project 1(WTP) 100% Design	December 2022
Project 1 (WTP) Bid Documents Ready	January 2023
Project 1 (WTP) Start Construction	Spring 2023
Post Construction Phase/Warranty Period	September 2024 – June 2025

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Budget Worksheet

Department Name	Department Number	Fiscal Year
Water	061	2023

Budget Description	FY 2022	FY 2023	% Change	Town Administrator Recommend
Personal Services	\$450,503.00	\$ 575,503.00	21.72%	
Expenses	\$427,558.00	\$ 640,873.00	33.29%	
Total Dept. Operating Budget	\$878,061.00	\$ 1,216,376.00	27.81%	
Total Dept. Operating Budget including Direct/Indirect Charges	\$1,178,061.00	\$1,516,376.00	22.31%	

Acct. #	Budget Detail	22	23	% Change	Town Administrator Recommend
061-04-000-5100-0000-000	Salaries & Wages - Department Head	\$102,600.00	\$ 90,000.00	-14.00%	18000 moved to stipends
061-04-000-5110-0000-000	Salaries & Wages - Operational Staff	\$180,000.00	\$ 281,000.00	35.94%	add 2 workers
061-04-000-5112-0000-000	Salaries & Wages - Office Staff	\$100,000.00	\$ 106,000.00	5.66%	
061-04-000-5120-0000-000	Salaries & Wages - Temp. Help	\$12,000.00	\$ 25,000.00	16.67%	summer help and temp staff illness /injury
061-04-000-5130-0000-000	Additional Gross-Overtime	\$25,000.00	\$ 30,000.00	0.00%	
061-04-000-5134-0000-000	Additional Gross - Reg. & Spec. On - Call	\$20,000.00	\$ 20,000.00	7.14%	
061-04-000-5190-0000-000	Additional Gross - Longevity	\$1,300.00	\$ 1,400.00	0.00%	
061-04-000-5191-0000-000	Commissioners Stipends	\$3.00	\$ 3.00	4.17%	
061-04-000-5192-0000-000	Other-Stipends-Licenses & Certifications	\$3,000.00	\$ 3,500.00	0.00%	
061-04-000-5193-0000-000	Other - Retirement Benefits	\$0.00	\$ -	0.00%	
061-04-000-5195-0000-000	Other - Supt. Clothing Allowance	\$600.00	\$ 600.00	0.00%	
061-04-000-5197-0000-000	Other - Supt. Vehicle Allowance	\$6,000.00	\$ 6,000.00	100.00%	split off from super pay
061-04-000-5198-0000-000	Pent Supt License	\$0.00	\$ 12,000.00	21.72%	
	TOTAL PERSONAL SERVICES	\$450,503.00	\$ 575,503.00		

Note: There are a few changes;

1. It should be noted that the Intermunicipal Agreement expense is and has been omitted from reflecting it on the budget per Town Accountant several years ago. The amount will remain the same as last year at \$234,125.09.

2023 Total Budget \$1,216,376.00
 Plus Intermunicipal Agmt. \$300,000.00
 Total: \$1,516,376.00

Board Of Water Commissioners

Approved _____
 Chairman,

Labor Worksheet

Department Name	Acct. Number	Fiscal Year
Water	061	2023

Department Head		Current Annum	FY 2023	% Change	Comments/Notes
Name: David Vigeant	Salary & Wages - Base	110,000	90,000	-22.22%	
Position: Superintendent	On call - Reg. & Holiday	0	0		
Hrs/Wk: 40	Add'l Gross - Overtime				
Current: 40.88	Add'l Gross - Reg & Hol. On Call				
Proposed: 41.90	Add'l Gross - Longevity	0	0		
	Other - Stipend	13,600	16,000		
Per Collective Bargaining Agmt.	Other - Certification				
	Employee Total	123,600	106,000	-16.60%	

Operational Staff		Current Annum	FY 2023	% Change	Comments/Notes
Name: Alec Gaetz	Salary & Wages - Base	56,000	58,000	3.45%	
Position: Water Technician	Add'l Gross - Overtime	8,000	8250	3.03%	3 percent raise
Hrs/Wk: 40	Add'l Gross - Reg. & Hol. On call	6,590	6800	3.09%	
Current 26.02	Add'l Gross - Longevity	0	0		
Proposed 26.80	Other - Stipend-Clothing	1,000	1000	100.00%	
	Other - Certification	500	500	0.00%	
Per Collective Bargaining Agmt.	Employee Total	72,090	74,550.00	3.30%	

Operational Staff		Current Annum	FY 2023	% Change	Comments/Notes
Name: Kevin Keefe	Salary & Wages - Base	56,000	62,000	9.68%	
Position Distribution Manager	Add'l Gross - Overtime	8,000	9000	11.11%	Distribution Manager
Hrs/Wk: 40	Add'l Gross - Reg. & Hol. On call	6,590	6800	3.09%	
Current 26.02	Add'l Gross - Longevity	0	0		
Proposed 29.49	Other - Stipend-Clothing Allowance	1,000	1000	100.00%	
	Other - Certification-Licenses	500	500	0.00%	
Per Collective Bargaining Agmt.	Employee Total	72,090	79,300.00	9.09%	

Operational Staff		Current Annum	FY 2023	% Change	Comments/Notes
Name: Ryan Lapierre	Salary & Wages - Base	68,598	70000	2.00%	
Position: Foreman	Add'l Gross - Overtime	7,000	9000	22.22%	3 percent Raise
Hrs/Wk: 40	Add'l Gross - Reg. & Hol. On call	6,590	6800	3.09%	
Current 31.39	Add'l Gross - Longevity	0	0		
Proposed 32.33	Other - Stipend-Clothing Allowance	1,000	1,000	100.00%	
	Other - Certification-Licenses	500	500	0.00%	
Per Collective Bargaining Agmt.	Employee Total	83,688	87,300.00	4.32%	

Operational Staff		Current Annum	FY 2023	% Change	Comments/Notes
Name	Salary & Wages - Base		70,000	100.00%	
Position Treatment Manager	Add'l Gross - Overtime		9000	100.00%	
Hrs/Wk: 40	Add'l Gross - Reg. & Hol. On call	0	6800	100.00%	
Current 0					

Proposed 30.08	Add'l Gross - Longevity	0	0	
	Other - Stipend-Clothing	0	1000	100.00%
	Other - Certification	0	500	100.00%
Per Collective Bargaining Agmt.	Employee Total	0	87,300.00	100.00%

Operational Staff		Current Annum	FY 2023	% Change	Comments/Notes
Position: Water Technician					
Hrs/Wk: 40	Rate: Hourly		20,000	100.00%	
Current 26.02			1000	100.00%	
Proposed 26.80	Add'l Gross - Reg. & Hol. On call		1000	100.00%	
	Add'l Gross - Longevity		0		
	Other - Stipend-Clothing		1000	100.00%	
	Other - Certification		500	100.00%	
Per Collective Bargaining Agmt.	Employee Total	0	23,500.00	100.00%	
	Department Name	Acct. Number	Fiscal Year		
	Water	061	2022		

Office Staff		Current Annum	FY 2023	% Change	Comments/Notes
Name: Brenda Boudreau					
Position: Office Manager					
Hrs/Wk: 40	Rate: Hourly	50,295	52000	3.28%	3 percent Raise
Current 22.13		3,300	3500	5.71%	
Proposed 22.80	Add'l Gross -				
	Add'l Gross - Longevity	1,300	1,400	7.14%	
	Other - Stipend-Clothing Allowance	1,000	1,000	100.00%	
	Other - Certification-Licenses	500	500	0.00%	
Per Collective Bargaining Agmt.	Employee Total	56,395	58,400.00	3.43%	

Office Staff		Current Annum	FY 2023	% Change	Comments/Notes
Name: Mistie Demazure					
Position: Accounts Manager					
Hrs/Wk:30	Salary & Wages - Base	43,950	53000	17.08%	Water operator in full minn contract and 3 percent raise
Current 20.12	Add'l Gross - Overtime	0	2000	0.00%	
Proposed 25.25	Add'l Gross -	0	6800	0.00%	
	Add'l Gross - Longevity			0.00%	
	Other - Stipend-Clothing Allowance	1,000	1000	100.00%	
	Other - Certification	500	500	100.00%	
	Employee Total	45,450	63300.00	0.00%	

Operational/Office Staff		Current Annum	FY 2023	% Change	Comments/Notes
Name Summer/Temp Help					
Position: Extra Help					
Hrs/wk: 40	Salary & Wages - Base	10,000	25,000		
Proposed:15.00	Add'l Gross - Overtime				
For 12 weeks	Add'l Gross - Shift Diff'l				
	Add'l Gross - Longevity				
	Other - Stipend				
	Other - Certification				
	Employee Total	0	25,000		

Labor Worksheet

Department Name	Acct. Number	Fiscal Year
Water	061	2023

Board of Water Commission Staff					
Name	Salary & Wages - Base	Current Annum	FY 2023	% Change	Comments/Notes
	Add'l Gross - Overtime				
	Add'l Gross - Shift Diff'l				
	Add'l Gross - Longevity				
	Other - Stipend	1	1	0.00%	
	Other - Certification				
	Employee Total	1	1	0.00%	

Board of Water Commission Staff					
Name	Salary & Wages - Base	Current Annum	FY 2023	% Change	Comments/Notes
Chris Jones	Add'l Gross - Overtime				
	Add'l Gross - Shift Diff'l				
	Add'l Gross - Longevity				
	Other - Stipend	1	1	0.00%	
	Other - Certification				
	Employee Total	1	1	0.00%	

Board of Water Commission Staff					
Name	Salary & Wages - Base	Current Annum	FY 2022	% Change	Comments/Notes
Todd Melanson	Add'l Gross - Overtime				
	Add'l Gross - Shift Diff'l				
	Add'l Gross - Longevity	1	1	0.00%	
	Other - Stipend				
	Other - Certification				
	Employee Total	1	1	0.00%	

total \$ 453,316.00 \$ 579,603.00

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

TOWNSEND WATER

PRICE PROPOSAL

Monthly Fee for Help Desk and Onsite Support Services:	\$ 800 ⁰⁰
Monthly Fee for Backup Support Services:	\$ 229 ⁰⁰
Monthly Fee for Server Support Services:	\$ 398 ⁰⁰
Monthly Fee for Network Support Services:	\$ 139 ⁰⁰
Monthly Fee for Other Services (please specify):	\$ 287 ⁰⁰
Total Monthly Fee for all IT Support Services:	\$ 1853 ⁰⁰

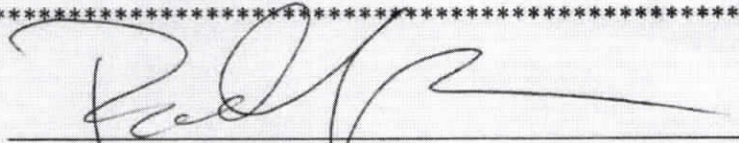
Estimated 12 Months

x 12

Total Annual Price :

\$ 22,236⁰⁰

Proposer's Signature:



Proposer's Name:

PETER 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.

33 Main St.
Suite 302
Nashua, NH 03064
<https://www.whitemtn.com/>
6038890800



► 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

33 Main St.
Suite 302
Nashua, NH 03064
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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: _____