



## LISBON WATER DEPARTMENT

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Paul A. Adams, General Manager

Stanley Doughty Jr., Chairman & Commissioner William A. Bauer

### Commissioners' Meeting Minutes for December 14, 2009

Members Present: Stanley Doughty Jr. and Bill Bauer

Staff Present: Paul Adams

Audience: Roger Cote, Ken Wells, Jim Lemieux, and Sam Evrard with NDS

Meeting called to order by Mr. Doughty Jr., at 6:30pm.

#### **I. AUDIENCE PARTICIPATION**

##### **A. Donaldson Payment Issue**

1. Mr. Adams stated that we recently discovered that when LWD started printing our own bills for Zone 1 in August there were a series of 20 bills that did not print and were not mailed. Ms. Donaldson's bill was one of the bills not mailed. When she received the next quarter's bill on 11/03/09 there was a balance forward. She came to the office and claimed that she had made a payment, but has not been able to find the receipt. Mr. Adams stated that the office staff researched the payments received for Aug, Sept, and Oct and found no record of a payment after her last recorded payment in May. Mr. Adams stated that we had contacted the Public Utilities Commission with regards to the issue and they said that the burden of proof was on the customer. Ms. Donaldson and her son had come in again and discussed the issue with the staff with no resolution. The staff offered that they come to the Commissioners meeting on December 14<sup>th</sup> and they said that they would come.
2. The Commissioners discussed the issue but took no action.

##### **B. NDS Bill Printing Proposal**

1. Mr. Bauer stated that he was on a committee with two Councilors, two Water Commissioners and one employee from the Town and one from the Water Dept. to try to resolve some of the duplicated costs associated with the separation of the software. He stated that he invited Mr. Evrard from Northern Data Systems to explain a proposal for a combined water and sewer bill.
2. They discussed some of the history for the Town and the Water Dept with Northern Data Systems
3. Mr. Evrard explained the proposal for a cost of \$.585 per bill with virtually no set up costs if an agreement is reached before February 28, 2010. He said that they would not recommend merging the software companies, but the most cost effective solution would be a 3<sup>rd</sup> party billing through NDS. He stated that they use Wise Printing in Portland for the printing of the bills utilizing a merged file for both software programs. He said that we would need to choose the primary information source and then an identifier to marry customer data onto one bill.

4. The Commissioners discussed the issue and invited Mr. Evrard to attend the next committee meeting with the Town. Mr. Evrard agreed to attend the meeting once it is arranged.

## **II. WARRANTS**

- A. Warrant 48 for December 2, 2009- Approved
- B. Warrant 49 for November 9, 2009- Approved

## **III. OLD BUSINESS**

- A. Reading and Approval of Minutes:
  1. Minutes from November 30, 2009
    - a. Mr. Bauer made a motion to accept the minutes as written. Mr. Doughty Jr. 2<sup>nd</sup> the motion followed by a positive unanimous 2/0 vote.
- B. Upland and Route 9 Project
  1. Mr. Bauer stated that he attended the last meeting with DOT at the Town Office. He said that the Town Manager, Steve Eldridge, was very disappointed with the amount of money that the Dept. of Transportation has agreed to pay for this project. He also stated that the Town would be responsible for the remainder on the Route 9 project and that any cost savings would be forwarded to the Water Dept. for the Upland Road project. Mr. Bauer stated that the Water Dept. was considering a new standpipe near the intersection of Upland and Route 9. Mr. Bauer said that Mr. Eldridge did confirm that Mr. Leighton, the Town Engineer should be updating Mr. Adams as they proceed.
  2. Mr. Cote stated that the Town was considering putting an antenna for the Town Service on the new standpipe.
  3. Mr. Adams stated that we had a sanitary survey from the Maine Drinking Water Program and the only issues we had were the structures of the current standpipes. The bases were showing structural issues that will need to be resolved in the very near future.
  4. The Commissioners discussed the issue for the next meeting with DOT and the Town.
- C. Wellhead Protection
  1. Mr. Cote stated that the Wellhead Protection will be on the Town Council's agenda for the next meeting.
- D. Pay Increases for January 2010
  1. The Commissioners discussed the Town's raises with Mr. Cote and decided to meet at the end of the week for a workshop for the Water Dept. 2010 pay increases.
- E. Customer Complaint Log
  1. Mr. Adams stated that there was nothing new to report that had not already been discussed.
- F. Tabled Items
  1. Wellhead Protection-Tabled-No action has been taken.
  2. Dragon Property- Tabled
- G. Other Old Business
  1. None

## **IV. NEW BUSINESS**

- A. General Manager's Report
  1. Rate Case
    - a. Mr. Adams stated that with the new projects coming up we need to look into getting Maine Rural Water to add us to their schedule and start the process.
    - b. Mr. Bauer made a motion to start the rate case for the new bond for Upland Road. Mr. Doughty Jr. 2<sup>nd</sup> the motion followed by a positive unanimous 2/0 vote.

- c. Mr. Wells asked if LWD could put the proposed rate increase on the website to keep public informed. He also asked if the Terms & Conditions and other Water Dept. policies could be made available online. Mr. Adams stated that we have tried but it all needs to be done by Jon Paul at the Town.
- d. The Commissioners asked Mr. Adams to look into getting the website up to date or perhaps a new website with a link from the Town's website.

B. Other New Business

- 1. None

C. Next Meeting Date

- 1. The next Commissioners' Meeting date is for Monday, December 28, 2009 at 6:30pm.

**V. EXECUTIVE SESSION**

- A. None

**VI. ADJOURNMENT**

- A. Mr. Bauer made a motion to adjourn and Mr. Doughty Jr. 2<sup>nd</sup> the motion followed by a positive unanimous 2/0 vote. The meeting adjourned at 7:52pm.