



## LISBON WATER DEPARTMENT

639 Lisbon Road

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Paul A. Adams, General Manager

Stanley Doughty Jr., Chairman, James Gurney, & William A. Bauer, Commissioners

### Commissioners' Meeting Minutes for October 14, 2008

Members Present: Stanley Doughty Jr., Bill Bauer, and James Gurney

Staff Present: Paul Adams

Audience: Chip Fredette with Verizon

Meeting called to order by Mr. Doughty Jr., at 6:30pm. The meeting was changed from 10/13/08 due to the holiday.

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

##### **A. Verizon Tower**

1. Mr. Fredette presented copies of amendments and a set of plans for increasing the current RCC/Verizon building and reception antennas.
  - a. Replace current antennae and add 3 more sections of antennas for a total of 12. Remove old antennae. Add independent bands around tank to mount antennas to.
  - b. Add new 12'x30' building and remove old 10'x 12' shelter.
  - c. Add self contained diesel generator in a 10'x12' bathtub style protection barrier in the building.
  - d. Increase the rental amount by \$250/month. Agreed as they are increasing security protection fencing.
  - e. Protect bridge and coaxial cables from vandalism with an 8ft chain link fence w/barbwire.
  - f. Verizon will have their own lock attached to our lock to allow them 24 hour access with 24 hour notice to LWD. If there are issues with the free access then we will request that the police department hold an access key.
  - g. Negligence clause-need to get clarification and or amend.
  - h. Provide assistance to reestablish SCADA antennae. Verizon agreed to help.
2. The Commissioners discussed the proposed issues and tabled the issue until Mr. Fredette returns with changes to plans and clarifications to amendments.

##### **B. Customer Complaints**

1. Irene Dagneau
  - a. Mr. Adams stated that she came to the office to complain that there must have been a mistake on her bill as she had the water shut-off. The water was shut-off two weeks into the next quarter so she was charged the minimum for the entire quarter. She thought we should prorate the bill but Mr. Adams told her that we do not prorate bills unless there is a transfer of ownership and the bill is only prorated to each person's share of the billing quarter. She left very upset and threatened to come to the meeting.

2. Linda Fowler
  - a. Mr. Adams stated that she came to the office and said that she would like a break on her water charges as she had a leak and she felt we should have figured out that she had a leak. She said that she spoke with one of our water operators and told him about her increased usage and she said that he said that it was probably because she had teenage daughters. She said that her plumber was in for repairs and found the leak inadvertently when he tried to shut-off the water in the basement. Mr. Adams explained the Water Department's policy on leaks and she was not happy with that and said that she would bring it to the Commissioners and that she would call the PUC.
  - b. Mr. Adams explained that we would not have noticed a leak through high usage unless it occurred with a sudden extreme jump in usage. Her usage increased over several quarters which would explain why we would not have seen it as a problem. Everyone's usage varies at different times of the year.
  - c. The commissioners declined Mrs. Fowler's request as they do not give credits due to leaks as the Water Dept. incurs the expense of pumping the water no matter the use unless there was a proven issue with the meter and that was not the case here.
3. Realtor Complaint
  - a. Mr. Adams stated that a realtor refused access to a location for an inspection. He stated that we have a policy that we do an inspection at all final readings and to see the condition of the water service in relation to the meter as well as checking for a backflow device and any illegal connections prior to the meter.
  - b. Mr. Bauer wanted to make sure that people understand that we are not plumbers and that we are not inspecting their plumbing, but that we are checking the meter and the components near it.
  - c. Mr. Doughty Jr. said that she called him and she said that the backflow letter was costing them because some title companies see the letter as threatening. She told Mr. Doughty Jr. that it has delayed closings. Mr. Adams stated that she did not receive a letter for that property as we were not able to do the inspection. He also stated that it is not true about closings being delayed as we handle the closing information here and we have never been contacted for a second final reading regarding a closing that was changed due to a backflow letter. Mr. Doughty Jr. had asked her to come to the meeting or put her complaint in a letter so that it could be addressed. Mr. Adams stated that we did not receive a letter and she is not present at this meeting.
  - d. Mr. Adams stated that a customer cannot refuse access per the Public Utilities Commission and the Lisbon Water Department Terms & Conditions. The Terms & Conditions are posted on the website and copies are available upon request.
4. Mr. Adams requested that if the Commissioners get contacted by a customer about an issue to call and discuss it with him first prior to giving an immediate resolution. He asked that they tell them that they need to look into it and get back to them. The Commissioners all agreed to do this so that everyone knows the whole story before any action is taken.

## **II. WARRANTS**

- A. Warrant 37 for September 10, 2008-Approved
- B. Warrant 38 for September 17, 2008-Approved
- C. Warrant 39 for September 24, 2008-Approved
- D. Warrant 40 for October 1, 2008-Approved
- E. Warrant 41 for October 8, 2008-Approved

### III. OLD BUSINESS

- A. Reading and Approval of Minutes:
  - 1. Minutes from September 8, 2008
    - a. Mr. Adams stated that there was an error in the previous minutes and requested to amend III, B, Warrant date from September 2, 2008 to September 3, 2008
    - b. Mr. Bauer made a motion to accept the minutes with the amendment. Mr. Gurney 2<sup>nd</sup> the motion followed by a positive unanimous 3/0 vote.
- B. Wellhead Protection Ordinance
  - 1. Mr. Adams stated that he had a meeting on September 17, 2008 with The Town Manager, the Economic Development Director, Ferg Lea with AVCOG, and the Code Enforcement Officer, Gerry Samson.
    - a. He said that there were no resolutions at the meeting; however, he received an e-mail from Mr. Lea on October 9, 2008. Mr. Lea had received an e-mail from the Town Manager. The Town Manager had told Mr. Lea that they would have the ordinance done soon and were hoping to have it ready for the October 21, 2008 meeting. Mr. Lea copied Mr. Adams with his reply saying that he would not be available for that date, but he may be available for the beginning of November. Mr. Gurney asked if it needed to go before the Town Planning Board. Mr. Adams stated that if there are changes to the content then it should go back to the Planning Board, but if it is just format or grammatical changes then it does not. Mr. Adams called Mr. Lea to discuss the changes, but he was not available.
- C. Propane Price
  - 1. Mr. Adams stated that he spoke with Mr. Fielding about the cost difference if you own your own propane tanks and he said that they do discount the price if you have your own tanks. He also said that the bid that they submitted to LWD included all discounts available to obtain the price we currently have of \$2.49/gal.
  - 2. The Commissioners decided that LWD has good contract with Fielding's and will drop the issue of purchasing propane tanks from the agenda.
- D. On Call Duty and the Proposed Standard Operating Procedure Manual
  - 1. Mr. Adams submitted Mr. Douglas' proposed Standard Operating Procedure Manual.
    - a. The Commissioners tabled the acceptance of the manual so that they could review it.
  - 2. The Commissioners discussed the on call duty rotation and the responsibilities.
    - a. They tabled the decision to add Mr. Brunelle to the rotation list until they approve the SOP Manual. Mr. Adams added that Mr. Plourde and Mr. Lawton felt very comfortable with the proposed SOP.
- E. Payroll Services
  - 1. Mr. Bauer stated that he had a quote of \$10/week plus \$1 per check. This includes all reports and everything.
  - 2. The Commissioners take no action with the information.
- F. Tabled Items
  - 1. Wellhead Protection-Tabled
  - 2. Dragon Property- Tabled- Mr. Adams is still waiting on the Town's decision.
  - 3. Rate Increase-Tabled until January.
- G. Other Old Business

### IV. NEW BUSINESS

- A. General Manager's Report
  - 1. Budget Review
    - a. Mr. Adams presented copies of the 2008 budget report.

b. The Commissioners discussed the report and expenses to date.

B. Other New Business

1. None

C. Next Meeting Date

1. Next Commissioners' Meeting date is for Monday, October 27, 2008 at 6:30pm.

**V. EXECUTIVE SESSION**

A. None

**VI. ADJOURNMENT**

A. Mr. Bauer made a motion to adjourn and Mr. Gurney 2<sup>nd</sup> the motion followed by an affirmative unanimous 3/0 vote. The meeting adjourned at 8:25pm.