



TOWN OF MEDWAY
WATER & SEWER COMMISSION
MEDWAY, MASSACHUSETTS

Commissioners

Cranston Rogers, Chair
Robert Wilson, Member
Leo O'Rourke, Member

Meeting Minutes

January 13, 2014 – 5:00PM

DPS Office
155 Village Street
Medway, MA

Present: Robert Wilson, Leo O'Rourke, DPS Director Thomas Holder and Program Administrator Judi LaPan.

A motion was made by Bob Wilson to open the Water/Sewer Commissioners meeting at 5:00 PM.
Leo O'Rourke seconded, unanimous vote, 2-0.

FY15 Rate Discussion:

Tom Holder discussed that we are currently working with the Abraham Group. The Abraham Group has extensive experience with municipal rate setting. Leo O'Rourke was questioning the four year increase. He asks how we justify a 26% rate over four years? Tom states that this is a nominal increase. The major drivers of increases in the rates are the Capital Improvement Projects. Recently completed projects that affect the rates are the 1.2 million dollar AMR Meter Replacement Program, the 1.6 million dollar Highland Tank and the 1.6 million dollar Main Street Water Main project. Currently being engineered is the 3.7 million dollar 3 year Water Main Improvement Project. Currently the 3.7 million dollar 3 year FY 14 Water Main Replacement project is in the engineering phase. The streets improved by the project are Village Street, Adams Street, Highland Street, Winthrop Street and Maple Street. Tom also mentions that water rates will be impacted by the need for a DPS Facility. The costs will be borne by all DPS divisions, approximately 1.5 million dollars for design. Leo asks why are the design costs are so high? Tom explained that the design of a building is usually 10% of the project. Tom is hoping that the new DPS Facility can be built on the existing site. Other than the wetland/ environmental issues at the Broad Street site, it is a good location. This segued into a discussion regarding the landfill and the fact that the landfill has never been capped. There were different criteria in the 1980's. The landfill will need to be capped per MADEP mandate if the project is approved for the current site. Leo asks how or why the Water/Sewer Division needs to pay into the DPS Facility? Tom explains that the costs are determined using formulas. There are many factors to determine the costs, ie: % of staff, pieces of equipment, % of floor space required. Leo says he feels it is important to keep rates low. Tom mentions we have good retained earnings in water, but no sewer. Rates were artificially low for years and the system was not maintained properly. The rates had to increase in order to improve the system and have accountability. The Abraham group will look at capital, operating budgets, debt and revise and adjust the rates.

Directors Report:

The listed matters are those reasonably anticipated by the Chair to be discussed at the meeting.
Not all items may in fact be discussed and other items not listed may also be brought up for discussion to the extent allowable by law.

Phosphorus reduction was discussed (see attachment) The Federal EPA mandates Massachusetts Storm Water laws and nutrient reduction will need to be implemented eventually. The MS4 Permit is still in the Public Comment phase in both NH and MA.

Infiltration/ Inflow report was discussed. N.E. PipeCleaning Company just completed their repair work. With regard to drinking water production, there is a 30% unaccounted for water rate. What could cause such a high number? Unmetered, leaks, interconnections with other towns, overflowing tanks? Leo asks how do we determine where the loss is? What do we produce? What do we bill? Subtract out firefighting and training, data issues? Tom explains that we are producing 0.98 million gallons of water a day. Metered consumption is only 70% of what we are producing. Tom says that we try to isolate the loss by closing valves section by section throughout town. A 10% unaccounted for number is what is recommended.

The Lovering Street Tank cleaning has been completed and the tank has been filled. We are awaiting the second round of testing in order to bring the tank back online.

Maintenance costs for the vehicles in the Division were discussed. Leo had requested to see the breakdown of costs for repairs so far this year. After seeing the breakdown he feels they are doing a good job keeping the costs down. This line item will be closely reviewed during the FY15 budget preparation with necessary adjustments made.

The next meeting was scheduled for February 24, 2014 at 5PM.

A motion was made by Bob Wilson to adjourn the meeting. Leo O'Rourke seconded. Unanimous.

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MEDWAY, MASSACHUSETTS

Commissioners

Cranston Rogers, Chair
Robert Wilson, Member
Leo O'Rourke, Member

Meeting Minutes

February 24, 2014 – 5:30PM

DPS Office
155 Village Street
Medway, MA

Present: Robert Wilson, Chan Rogers, DPS Director Thomas Holder and Program Administrator Judi LaPan.

A motion was made by Chan Rogers to open the Water/Sewer Commissioners meeting at 5:40 PM. Robert Wilson seconded, unanimous vote, 2-0.

91 Oakland Abatement Request:

The homeowner filled an above ground pool. The water showed evidence of iron and manganese (tainted reddish). They had to run a filter to clear the water in order to use the pool. Owner would like both water and sewer abated. The owner feels he is entitled to both abatements because the water quality was so poor and it used up a \$125.00 filter (picture provided of stained filter), the sewer as the water did not go down the sewer. The commissioners questioned why the water quality was like this. The Village Street well was down for improvements and the Oakland Street well has a higher level of iron and manganese being drawn from it. As this water is safe to use and would eventually settle and clear it was voted to deny the water abatement and abate only the sewer charges. A motion was made by Bob Wilson to abate sewer – deny water abatement. No filter reimbursement. Chan Rogers seconded the motion.

Water and Sewer Rates:

At the last meeting Tom Holder discussed utilizing the Abrahams Group. Since that time the decision has been made to use in-house staff. Melanie Phillips, Carol Pratt and Sarah Pawluczzonek will be developing the rate forecast. The Finance team feels confident they can recommend rates necessary to sustain operations as effectively as Abrahams Group and save the town money. Bob Wilson asks if the 3.7 million debt service is loaded into the FY 14-16 rate forecast. This information was provided to the Board of Selectmen. Then the BOS discussion/concerns escalated and it was discussed by the Board of Selectmen to not proceed with

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program. There is concern that the debt service costs associated with these water main replacements will create a dramatic increase in water rates. These projects were identified in the master plan as needing to be done. It is believed that rate increases due to debt service costs will be manageable. Decisions were made that over the course of 2 or 3 years we would reduce retained earnings and keep the rate increase 4.5% each year, which is a nominal increase. We will no longer have buffer come FY17, we may recommend an 8-8.5% increases. An additional consideration to the increase in rates is the need for a funding mechanism for DPS facility. Rates will be affected by the costs of the facility. The Finance team being tasked with capital projects is continuing.

Tom Holder says that by the next meeting scheduled for March 24th he should have some numbers for FY 16, 17 & 18. Bob asks if this is the right time to not use the Abraham Group where there are so many concerns. Tom says the model has been built so we are in a good position populating current information into it. Bob states he would like to play the devil's advocate. If we don't fund the \$3.7 million project what happens to the rates? The rates would remain lower but the water infrastructure would suffer and necessary repairs would be deferred much like they were in the past. This season Village & Adams water lines are being installed. The project has been advertised & bid. We are ready to start in June 2014. The cost is approximately 1.4 million. Next year Highland, Winthrop & Maple Street water mains will be built, with an approximate cost of 2.3 million. Centralized treatment is proposed for a filtration plant at the Village St Well – Big Project – smart to do, but can we do all at once? Should we defer for now, we have had quite a few water main breaks in Brentwood recently, Ellis Street, Coffee Street and Gorwin Drive. Improvements to this neighborhood are needed but will be considered for FY17. This is not unusual for the industry and is proportionate to the needs of Medway. We do not want to go backwards. We need to maintain regulations and requirements. The Town is in a good position but this is because we have been doing capital projects and need to continue being proactive. Bob recommends a water conservation program to help residents reduce water consumption, thus reducing their costs. Education & outreach – coordinate with recycle cart distribution?

Directors report:

- One of the biggest challenges is unaccounted water currently reported at 30%. We do not know where the water is going. The Water Division is working to figure this out. The current plan has the Town separated (valved off) in half – Two wells and a tank on either side. With the second SWMI Grant the state will pay \$35K and the Town will pay \$8K in-kind contribution. Kleinfelder will perform a data integrity evaluation.
- Capital budgets and Operational budgets are due to the Finance Committee within the next few weeks. We have been told to submit a level service budget.

The next meeting is scheduled for March 24th 5PM

Motion to adjourn Robert Wilson, Seconded by Chan Rogers 6:51 PM

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TOWN OF MEDWAY
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MEDWAY, MASSACHUSETTS

Commissioners

Cranston Rogers, Chair
Robert Wilson, Member
Leo O'Rourke, Member

Meeting Minutes

March 24, 2014 – 5:00pm
DPS Office
155 Village Street, Medway MA

Present: Chan Rogers, Robert Wilson, Leo O'Rourke, DPS Director Thomas Holder, and Operations Manager Sarah Pawluczonek.

The Water/Sewer Commission meeting was motioned to start at 5:00pm by Robert Wilson. Leo O'Rourke seconded, unanimous vote, 3-0.

Water & Sewer Rates

Tom Holder explained that the the FY15-17 Rate study was being performed in house with coordination between the DPS and the Finance group. He noted that we were about 70% complete.

Leo O'Rourke stated that he had put together some spreadsheets to come up with his own potential rate increase and handed those documents out. He went over his spreadsheet. Leo asked why the Adams St water main extension was necessary since only three homes benefited.

Tom Holder explained that it was not designed to benefit the three homes it was actually designed to create a loop system benefiting the entire section of Town including the High School.

Leo O'Rourke noted that he had included on his rate study a 15% DPS Facility funding coming out of the water enterprise fund. He had averaged a residential customer's annual water bill and looked at how debt service for the Water Main improvements and the DPS Facility would increase the rate. He also asked about the design costs for a DPS Facility. He went over the numbers asking the group for their take on the impact to the rates, adding that he is very interested to see how the DPS Rate Study aligns with his own calculations.

Tom Holder explained that the water rate study which is not yet complete, does include a forecasted retained earnings balance in FY17 of 22% of the operations budget.

Utility Abatement Requests:

91 Oakland St:

Tom Holder explained that this abatement was already granted at the last meeting, however the document was not signed. He passed the form around for signature.

12 Holliston St:

Sarah Pawluczonek explained the abatement which was for a large leak under a crawl space on a kitchen. The leak was not heard nor was any pressure lost in the house. As soon as they had gotten their 2/28/14 bill they saw how high their usage was and called a plumber. The plumbing invoice was submitted showing it was repaired on 3/06/14. The graph was presented showing the spike in usage at the end of January 2014. Sarah took the average usage which was 1700 cubic feet and came up with what their normal cost of water and sewer would be, and what amount would need to be abated to arrive at those average costs.

Robert Wilson made a motion to approve the abatement for water and sewer charges down to the average charges based on 1700 cubic feet.

Leo O'Rourke seconded, unanimous vote, 3-0.

Vote on Fee Change:

Tom Holder explained that this was a request to handle situations where a final bill is created shortly after a regular bill is generated causing very little usage in the short time frame to be charged at the minimum plus pay the final bill fee of \$40. The thought was that charging for actual usage on final bills would be fairer since the administrative cost is captured in the final bill fee.

Sarah Pawluczzonek explained that the idea is to eliminate the minimums from final bills and charge for actual usage even if it is 5 cubic feet. Regular bills have minimums to cover the administrative costs but finals have a final bill fee for that so a minimum is really not necessary. Sarah also requested that the name of the fee be changed from "final bill fee" to "administrative fee" better explaining its purpose and allowing a broader use for the fee.

Robert Wilson made a motion to remove the minimum fee from final bills, charging actual usage instead, and to change the name of the fee to Administrative fee.

Leo O'Rourke seconded, unanimous vote, 3-0.

Vote on Past Meeting Minutes:

After a brief discussion on which minutes were sent out for review so far it was decided that we would resend them all and address a vote of approval at the next meeting.

FY15 Budget:

Tom Holder handed out the FY15 budget going to Town Meeting and went over a few changes such as the Water Mains Maintenance lines being lower due to more work being contracted out. Also the Lease Expense was up due to the addition of a newly leased garage space. He noted that the Vehicle Maintenance Expense line was down as well.

Leo O'Rourke asked why the Water Chemicals line was up from the prior year.

Tom Holder explained that it was due to the cost of the chemicals going up. He also mentioned that regulations had gotten stricter and that more sampling was required to be performed.

Leo O'Rourke asked which chemicals we used.

Tom Holder answered that there were four, a Polyorthophosphate for corrosion control, another for odor control, Fluoride for teeth, and Sodium Hypochlorite.

Leo O'Rourke asked why the short term debt was up to \$50,000.

Tom Holder answered that the finance group decides on how to borrow and that determines the amount needed in short term debt.

Leo O'Rourke asked for a report on what we were actually borrowing. He questioned why we had a million dollars in retained earnings yet we borrow money.

Robert Wilson remarked that it was important to have a decent retained earnings balance in water in case of a major system failure.

Tom Holder explained the major changes in the sewer budget which are to the Charles River Pollution control Districts Assessment. The capital cost was still as expected however there was a \$200k increase to the operations and maintenance assessment due to a dramatic increase in Industrial Strength at the Chicken Brook Interceptor. The formula used to determine our costs takes into account the industrial strength and flow rate. He had met with Liz at CRPCD last week, bringing along a Wastewater Engineer. The plan is to look into this further to determine the source of this increase. One

point the Engineer had made was that the industrial strength seemed normal at its current measurement whereas in 2011 it seemed abnormally low.

Robert Wilson mentioned that 10 years ago Cassidy Farm caused an issue at Choate Pond with biologicals contaminating the water.

Tom Holder replied that yes, however that affected surface water and could not be what is getting into the sewer pipes. He mentioned he had another meeting this coming Thursday at CRPCD and it was a much larger one including all the member communities.

Robert Wilson asked if other Towns were affected similarly.

Tom Holder replied that no, Franklin had in fact had a decrease in Industrial strength due to process reductions at the Garelick Farms Plant.

Tom Holder finished saying that the sewer rates would have to handle this increased assessment.

Member Prerogatives

Robert Wilson asked about the 33% unaccounted for water and what determinations had been made so far.

Tom Holder replied that the Department was doing a lot to look into the causes, but no sizeable leaks had yet been found. He was starting to consider data integrity, and Deputy Director, David D'Amico was suspicious of possible unmetered water being a cause.

Leo O'Rourke asked what the rate increase is potentially going to be in water.

Tom Holder said that it could potentially be 8% over each of the next 3 years.

Chan Rogers asked about what Town Meeting Articles were on the BOS Agenda.

Tom Holder listed out the purchase of a water gate box vacuum and I&I mitigation. Also the rescinding of the remaining funds for past articles for the Industrial Park Wells and Water Meter Replacement Program.

Chan Rogers asked when Town Meeting was scheduled for.

Tom Holder replied May 12, 2014.

Robert Wilson made a motion to adjourn the meeting at 6:00pm.

Leo O'Rourke seconded, unanimous vote, 3-0.

The next meeting was tentatively scheduled for Thursday, April 17th, 2014 at 5pm in Tom Holder's Office.

Respectfully submitted by,

**Sarah Pawlucznek
Operations Manager**



TOWN OF MEDWAY
WATER & SEWER COMMISSION
MEDWAY, MASSACHUSETTS

Commissioners

Cranston Rogers, Chair
Robert Wilson, Member
Leo O'Rourke, Member

Meeting Minutes

April 25, 2014 – 8:00am
DPS Office
155 Village Street, Medway MA

Present: Robert Wilson, Leo O'Rourke, DPS Director Thomas Holder, Operations Manager Sarah Pawluczzonek, and Town Treasurer Melanie Phillips.

The Water/Sewer Commission meeting was motioned to start at 8:00am by Robert Wilson. Leo O'Rourke seconded, unanimous vote, 2-0.

Water & Sewer Rates

Tom Holder pointed out the two sheets summarizing the results of the rate studies. He explained that Carol Pratt, Melanie Phillips, and Sarah Pawluczzonek worked together in house to create this year's study, without using the rate consultants, The Abrahams Group, as has been done in years past. They put together a 6 year projection, as requested by the Board of Selectmen. Tom mentioned the new debt service line which accounted for the known capital borrowings.

Leo O'Rourke asked how much the cost of the New DPS Facility was.

Tom Holder answered that it was a \$14 million project to design and construct.

Melanie added that only \$10 million was budgeted for it in the study. Sewer would absorb 10% of the cost and water would absorb 15% of it. And Solid Waste was absorbing 10% of the cost.

Robert Wilson added that it left 65% to come from the General Fund.

Tom Holder pointed out that on the sewer study, the Charles River Pollution Control District (CRPCD) was the driving force behind the rate increases, starting with a 20% increase in FY15. He explained that Phase 1 & 2 of the capital project was completed and that they were bumping up against \$30 million. Tom also noted that the average residential household will see an increase of \$13.37 per quarter in water charges which is reasonable and achieved by using retained earnings.

Robert Wilson remarked that it will only leave \$10k in sewer retained earnings in FY16.

Tom Holder answered that yes, but it's a fairly new system so we don't need as much of a balance in sewer like we do in water. He mentioned that the plan was to send this out next to the Board of Selectmen through the Town Administrators Office.

Leo O'Rourke asked about touring the Charles River Pollution Control District's plant.

Tom Holder offered to organize a visit.

Robert Wilson requested that we modify the percent increases to be different in each tier, lowering it for the tier 1 users, and raising it for tier 2 and 3. This would benefit the water conservers.

Tom Holder answered that we could do that. He then briefly went over the water study noting the very reasonable increase of 4%. By the end of the six year plan the retained earnings would be comfortably within the range of 10%-25% of the operating budget.

Robert Wilson remarked that the political fallout of the sewer rate increase could be buffered by a reduction in the lower tiers.

Leo O'Rourke replied that we should expect people to have questions about it.

Tom Holder pointed out that the driving force is the CRPCD Capital and Operating costs. He had the Department closely investigating the increase in the Operating costs due to the increased industrial strengths.

Robert Wilson asked if the other member communities were paying with the same formula.

Tom Holder replied yes, but in Franklin they lowered the industrial strengths at their Garelick Farms property and so they are seeing the benefits now. The formula data is actually a two year lag meaning they use the FY13 data to set the FY15 rates.

Leo O'Rourke asked what the cause of the increased industrial strength was.

Tom Holder answered that it was elevated levels of biological oxygen demand (BOD), total suspended solids, ammonia, nitrates, and phosphates.

Robert Wilson remarked that maybe fertilizers were the cause.

Tom Holder said possibly, but that there is no way for them to really get into the system. He pointed out that as we reduce the causes, the restrictions the CRPCD has to adhere to get tighter, and so they have to spend more to meet those, which in the end costs more for us, the customer.

Robert Wilson asked if we could try reducing the tier one sewer rate to a 15% increase, and then raise it a little higher in tier 2, and then even higher in tier 3. He wanted to do the same in water starting with a 2% increase in tier one.

Leo O'Rourke raised his concerns about water and sewer vehicles being used for snow and ice operations being charged all their expenses to the water and sewer enterprise funds.

Tom Holder explained that the Department is very careful to charge vehicle expenses to the appropriate budget.

Robert Wilson asked to modify his previous request to start tier 1 water at 2% and instead start it at a 3% increase. He asked when these changes would be available.

Sarah Pawluczzonek replied that they could be ready by the middle of next week.

Tom Holder asked the group if they would like to meet again in a week or so.

The next meeting was tentatively scheduled for Wednesday, April 30th, 2014 at 2pm in Tom Holder's Office.

Member Prerogatives

Leo O'Rourke asked where we were with the unaccounted for water issue.

Tom Holder replied that we were aggressively searching for the cause(s) and are currently theorizing it is due to unmetered connections. Possibly large places like at the plazas. When we shut the water down at these locations to test their backflow devices this Spring, we are going to check to make sure the water is truly off.

Robert Wilson asked if anything was occurring where the neighboring Towns connect to our system.

Tom Holder said they already checked and there were no issues found with those.

Leo O'Rourke asked if there was any leak detection performed.

Tom Holder replied that yes we had already done a leak detection survey and had only found small leaks. Unfortunately the larger leaks are actually harder to hear.

Melanie Phillips suggested an Amnesty program for folks who come forward with knowledge that they may have an unmetered connection. Those that do not we will back charge 6 years of usage.

Tom Holder suggested an employee reward program as an incentive to find and meter these unmetered locations.

Leo O'Rourke asked if it was a data issue since the unaccounted for water is so much worse now than in years past.

Tom Holder responded that the data in past years was questionable and so there has probably been an issue all along.

Robert Wilson made a motion to adjourn the meeting at 9:10am.

Leo O'Rourke seconded, unanimous vote, 2-0.

Respectfully submitted by,

**Sarah Pawluczonek
Operations Manager**



TOWN OF MEDWAY
WATER & SEWER COMMISSION
MEDWAY, MASSACHUSETTS

Commissioners

Cranston Rogers, Chair
Robert Wilson, Member
Leo O'Rourke, Member

Meeting Minutes

April 30, 2014 – 2:00pm
DPS Office
155 Village Street, Medway MA

Present: Chan Rogers, Robert Wilson, Leo O'Rourke, DPS Director Thomas Holder, Operations Manager Sarah Pawluczzonek, and Town Treasurer Melanie Phillips.

The Water/Sewer Commission meeting was motioned to start at 2:10pm by Robert Wilson. Leo O'Rourke seconded, unanimous vote, 3-0.

Water & Sewer Rates

Tom Holder began by going over the water rate study explaining that the new debt service line represents the water main projects plus the 15% share of the proposed DPS facility. He reviewed that requested changes to the rates from the last meeting were to modify the necessary increase by altering the percentage increase between tiers. Tier 1 would increase the least by 3% and the tier 2 would increase by 4% and tier 3 by 5%. He pointed out the impact to the average users on the first page of the study. No vote was necessary today because the goal was to have a consensus before we pass this along to the Board of Selectmen. To make this more palatable we have restructured the increases to be less to tier 1.

Robert Wilson asked about the sewer rate study.

Tom Holder explained that the main driver to the 20% rate increase is the Charles River Pollution Control District. Both the O&M and Capital Assessment had increased. Most significantly the increase to the O&M which is outlined in the table at the bottom of the summary page. It is due to the sampling showing higher industrial strengths then before.

Chan Rogers asked if some of the newer industrial businesses could have caused this.

Tom Holder said that the newer businesses, specifically Cybex and Lawrence Waste, are not likely contributing to the problem. He will be looking into them regardless. He was just not sure if FY13 was an anomaly or if FY14 is since we see the strengths had gone down. Our concentrations are up though.

Leo O'Rourke asked if Lawrence Waste possibly does cause the problem.

Tom Holder explained their use of a particle separator which would remediate any large discharge of solids.

Leo O'Rourke asked of the Department could create a Fact Sheet about the rate studies to detail some of the reasons for the change in rates. Explain what is improving and why.

Tom Holder agreed to put something together. He went back to the sewer study pointing out the use of retained earnings to keep the rate as low as possible and then the intent to build them back up slightly to a comfortable level.

Leo O'Rourke asked if the revenue line could be broken out into the different sources of revenue.

Tom Holder recapped the increased percentages which are to water tier 1, 2 and 3 going up 3%, 4%, and 5%, respectively. For sewer the tier 1, 2, and 3 increase was going to be 15%, 25%, and 30% respectively.

Robert Wilson asked where the rates stood as of now.

Tom Holder answered that he was pleased with the current iteration of the studies and would recommend moving ahead with them.

Leo O'Rourke brought up his concerns about the street paving due to water and sewer main projects and the fact that the general fund should bear some of the costs for that.

Tom Holder said he would have the fact sheet ready for them by Town Meeting.

Robert Wilson asked if we could monitor the new industrial park sewer expansion to see if that section is the source of the higher industrial strengths since they seem to have started after that sewer was added.

Melanie Phillips asked what could be done once we find out the source.

Tom Holder replied that they would be told not to exceed any regulatory limits.

Robert Wilson remarked that they could also be back-charged for the expense.

Tom Holder asked if the Board was comfortable publishing these rates to the Board of Selectmen.

Robert Wilson suggested that we plan a joint meeting with the BOS prior to the rate hearing to go over the studies.

Robert Wilson made a motion to accept the rates and forward them to the Board of Selectmen.

Leo O'Rourke seconded, unanimous vote, 3-0.

Member Prerogatives

Leo O'Rourke asked about how we were doing with the 30% unaccounted for water. He asked if there were any pressure differences.

Tom Holder explained that Medway has one pressure zone which was isolated and did not display any evidence of a problem. The valves at the tank were holding. Also, the night rates drop off so he does not suspect some major leak. The Department has moved to investigating possible unmetered connections and data integrity. He said he was confident that they would find it and get below the EPA required 10%.

Leo O'Rourke asked if the new meters could even be registering all that much better. He thinks the reduction in use is due to the water ban on irrigation.

Next Meeting will be held at 7:30am on either Wednesday, May 21, 2014 or Wednesday, May 28th, 2014. We will coordinate this with the BOS.

Robert Wilson made a motion to adjourn the meeting at 2:50pm.

Leo O'Rourke seconded, unanimous vote, 3-0.

Respectfully submitted by,

**Sarah Pawluczonek
Operations Manager**



TOWN OF MEDWAY
WATER & SEWER COMMISSION
MEDWAY, MASSACHUSETTS

Commissioners

Cranston Rogers, Chair
Robert Wilson, Member
Leo O'Rourke, Member

Meeting Minutes

June 23, 2014 – 5:30pm
Sanford Hall
155 Village Street, Medway MA

Present: Chan Rogers, Robert Wilson, Leo O'Rourke, DPS Director Thomas Holder, Operations Manager Sarah Pawlucznek, and Town Accountant Carol Pratt.

The Water/Sewer Commission meeting was motioned to start at 5:30pm by Robert Wilson. Leo O'Rourke seconded, unanimous vote, 3-0.

Water & Sewer Rates

TH – Town Accountant, Carol Pratt introduction. Carol handed out an indirect rate document. She explained that a part of the auditing process is the indirect costs. They have been in existence for a while but it has been a while since the Board of Water/Sewer Commissioners has been briefed on them. The Department of Revenue (DOR) gives out a template to all Town Accountants with a methodology to apply. Ever since the concept of Enterprise Funds came around about 10-15 years ago this model is used more and more and she plans to bring it each year now. Part of the process is that it's evolving, it's a snapshot, and so corrections can be made for the next year. We want it to be as accurate as possible. We have to allocate costs of administrative support within the enterprise funds. These fund in part the DPS Administrative costs as well as costs for the four support departments: the Town Administrator, Human Resources, Accounting, and Treasury. She went over the salary proportions.

LO – Asked if benefits are included.

CP - Yes.

LO – Asked if this is the gross salary.

CP - Yes.

LO – Asked what an enterprise fund is.

CP- Answered that it is a fund that resides outside of the General Fund. Taxes are not raised to support it. Town meeting approves the budget. The users that benefit pay the cost.

CP – She went over the IT expense allocations. Explained that she does a study to see how many users benefit from each software, support, internet, supplies, and training. She also went over the Town Hall cost maintenance which is based on square footage. She then went over the Employee Benefit Indirect Costs which are mostly healthcare. We can make adjustments for example if a vacant position which is budgeted under the assumption that they will take healthcare but then actually does not. Retirement is calculated by FTE.

The indirect rate document was passed around and signed by all Commissioners.

Approval of past meeting minutes

TH – Explained that on June 13th the water main projects began and only one is in the roadway paving projects.

LO- Asked why the water project should pay for the entire road being repaved.

TH - Answered that mainly because it is due to the water main project that it needs immediate repaving. They dig right down the center of the street and make lateral connections in both directions. One of the benefits is that the interest rate for the water main projects is 2% instead of the conventional borrowing rate of 3.5%.

**The Water/Sewer Commission meeting was motioned to close at 6:01pm by Robert Wilson.
Leo O'Rourke seconded, unanimous vote, 3-0.**

**The Water/Sewer Rate Hearing was motioned to start at 6:02pm by Robert Wilson.
Leo O'Rourke seconded, unanimous vote, 3-0.**

Chairman notes no citizens present.

TH- Went over rate study explaining that it was done in-house this year, using the past years model, and done over a six year schedule. The 4% water increase commitment was met as promised this past year. In order to do that we are strategically lowering the water retained earnings for rate relief and will end up at balance of 20% of the operating budget after six years.

RW- Asked if retained earnings have been used for anything else in the recent past.

TH - Answered yes but not much, just some nominal equipment. It was mentioned in both water/sewer to place the burden on higher tiers therefore benefiting the folks that achieve more water conservation. It is strongly encouraged by DEP as part of our permit process. The sewer rate is driven by the Charles River Pollution Control District (CRPCD). They have recalculated our operational figure due to increased flow and strength.

LO- Asked why they can't lower costs with more innovative techniques.

CR – Remarked that the CRPCD Board should provide a report of the reduction of costs to the Water/Sewer Commission and the Board of Selectmen (BOS).

RW- They are modernizing their equipment and processes. It's hard to do and technology has not caught up yet.

LO – Asked about solar?

TH - Suggested that everyone attend a board meeting at CRPCD sometime.

RW – Agreed that they should attend a CRPCD meeting.

LO – Said that he would like to get a tour of the lab.

RW – Made a motion to accept Water/Sewer rates for FY15.

**The Water/Sewer Rate Hearing was motioned to close at 6:20pm by Robert Wilson.
Leo O'Rourke seconded, unanimous vote, 3-0.**

**The Water/Sewer Board Meeting was motioned to reconvene at 6:21pm by Robert Wilson.
Leo O'Rourke seconded, unanimous vote, 3-0.**

Directors Report

TH – Explained that Adams St is shut down for the new water line and then repaving. Then they will do the water main down a part of Village Street. This will fix the limited water service to this area.

RW – Asked if they had bad pressure in that area.

TH – Yes, especially at the high school. Also, the West Street paving starts tomorrow and the Athletic fields project is on our radar.

LO – Asked how is the unaccounted for water investigation going?

TH – We have a PowerPoint presentation prepared. We have a lot of data, but no cause yet. The unaccounted for water is 24%. We are surveying some large users and we are also looking at our sewer industrial strength. We still suspect bad meters and unknown connections.

LO – Asked if the wells overlap.

TH - In the summer they are all running at once but there is no isolated system.

RW - How big do the meters get here in Town?

TH – I believe no bigger than 3 inches.

RW – Asked if there are any compound meters?

TH – Answered no that we did not have large enough users so we did not have any.

LO - Asked what they were?

RW –Answered that they measure two different flows (high and low) for more accuracy.

Water & Sewer Commission Meeting Minutes

RW – Made a motion to accept all minutes from 12/03/13, 1/13/14, 2/24/14, 3/24/14, 4/25/14, and 4/30/14.

Member Prerogatives

CR – Requested to schedule the next meeting.

LO – Asked if we can we look into future paving being timed with water projects so they don't have to be paid for by water projects.

TH – Explained that the water/sewer master plan does not necessarily match up with the pavement condition plan. But that we make the best effort to line things up.

RW – Asked what the lifetime of a road was.

TH – Answered about 10-15 years.

RW – Made a motion to plan the next meeting for 7/21/14 at 5pm in Tom Holder's Office.

**The Water/Sewer Rate Hearing was motioned to close at 6:35pm by Robert Wilson.
Leo O'Rourke seconded, unanimous vote, 3-0.**

Respectfully submitted by,

**Sarah Pawluczonek
Operations Manager**



TOWN OF MEDWAY
WATER & SEWER COMMISSION
MEDWAY, MASSACHUSETTS

Commissioners

Cranston Rogers, Chair
Robert Wilson, Member
Leo O'Rourke, Member

Meeting Minutes

August 11, 2014
DPW Office
155 Village Street
Medway, MA

Present: Chan Rogers, Leo O'Rourke, Bob Wilson, Tom Holder, and the new Town Administrator Mike Boynton

The Water/Sewer Commission meeting was motioned to start at 5:00p.m. by Robert Wilson. Leo O'Rourke seconded.

MB – In attendance to meet the board. He states that he is used to dealing with an elected board and superintendent and director of the Water/Sewer Commission as in Medway. He further states that his job is to get factual data to the Water/Sewer Commission, but does not intend to reinvent the wheel. The Water/Sewer Commission welcomes him on board.

Approval of past meeting minutes

BW – Motioned to table the minutes until Chan Rogers and Leo O'Rourke can review them. Leo O'Rourke seconded.

Directors Report

Water accountability categorized as a crisis.

TH – Did not feel this is a crisis situation, but indeed an important situation to resolve.

LO – Asked why things are taking so long: Tom explains that we have been doing annual leak detection survey, replacing and calibrating meters.

MB – Stated there are a few realities to deal with, such as possible leaks in road, road deterioration, leaks underground, etc. Where do we plan to go from here?

TH – Had several suggestions. He indicated it was difficult to find leaks on plastic pipes. He suggested we use advanced technology. We tried valving off the town and didn't find anything extraordinary. Now we will valve off neighborhoods and meter these for a month. Could there be data integrity problems? We are looking at this but so far nothing has been found to indicate there is a problem with the data. Additionally, in the Fall, backflow protection devices are tested. All buildings will be checked to verify connections and confirm that are no illicit connections resulting in unmetered water.

BW – Inquired about system tampering fines.

TH – Indicated that if tampering occurs, we have already established a tampering policy.

MB – Believed there are multiple issues to be addressed.

250,000 gallons a day, in reality we are looking for 150,000 gallons a day. Part of the problem is that our historical date is not reliable. MB feels that there are multiple issues out there, this is not just one business.

On Friday, August 15th at 9:30a.m., the Selectmen will tour the Lab at the CRPDC.

LO – Felt we are not getting our money's worth from the CRPCD..

CR – Asked if we know how many residents are on sewer vs. septic. He states that the EPA just released their National Pollutant Detection and Elimination (NPDES) permit which states we are co-permittees. We feel we are members; not just co-permittees.

TH – Good news! Water main project has been going very well and is on budget.

LO – Wants a copy of the budget in order to review actual vs. budgeted. TH – Would like requests such as this to go through him and not Sarah.

LO – Asked if we had a GANT chart.

TH – No. Not for this project. Further states that Adams Street still needs house connections and road paving. The street should settle for the winter and be repaved curb-to-curb in the spring. Village Street is also off to a good start.

TH – Stated that as a result of the water main project we had a positive total coliform bacterial hit at the High School. This was not a public health risk, yet an indication of water degradation. The water was tested up and down stream today after the system was flushed. There was possible biofilm in the old previously dead ended pipe. The DEP was notified and there was no need for public outreach at this point. Part of the problem is that the schools pump to a tank and if no one is in the building the water just sits.

TH – Relayed that there were no abatements or complaints about the increase in sewer rates. Also, a report is coming from the consulting firm, Kleinfelder, regarding the CRPCD's numbers and possible increases.

TH – Made a motion to plan the next meeting for September 22, 2014 at 5:00p.m.

The Water/Sewer Commission meeting was motioned to close at 5:36p.m. Bob Wilson. Leo O'Rourke seconded, unanimous vote, 3-0.

Respectfully submitted by,

Judi LaPan
Program Administrator



TOWN OF MEDWAY
WATER & SEWER COMMISSION
MEDWAY, MASSACHUSETTS

Commissioners

Cranston Rogers, Chair
Robert Wilson, Member
Leo O'Rourke, Member

Meeting Minutes

September 22, 2014
Tom Holder's Office
155 Village Street, Medway, MA

Present: Chan Rogers, Leo O'Rourke, Robert Wilson, Michael Boynton and Tom Holder

The Water/Sewer Commission meeting was motioned to start at 5:03p.m. by Robert Wilson. Leo O'Rourke seconded.

Abatelements

29 Ellis Street: Leo O'Rourke motions to table until we look at meter and see if estimates are good (accurate) and that barn connection is okay. Meter was frozen over the winter. Bob Wilson seconded.
9 Little Tree: Will consider abating sewer if there is proof of repairs. No proof of what the problem is. Judi to contact resident again.

Officer's Discussion

As per the agenda a discussion ensued and the Commissioners feel they should change chairmanship every few years.

LO – Makes a motion that Robert Wilson becomes new Chairman. Chan Rogers Seconds motion. Unanimous vote, 3-0.

CRPCD Assessment Charges

TH – Discussed how our assessment went up significantly. It was questioned whether the old data was accurate? Tom said there had not been any significant changes that warrant these increases. The large increase in assessment charges was not anticipated. Tom would like to see Klienfelder's recommendations adopted sooner rather than later and would like to put them together. He wants all information to go through the DPW so we have all data, not just the bits and pieces. Tom states that all older data was from Chickenbrook and they now measure Medway's flow at the Black Swamp. The Black Swamp affects us in two ways. It was never metered previously and any I & I was attributed to Medway.

LO thinks we are being charged incorrectly; guilt by association.

TH – Says, not necessarily although he would like to see collection sampling done differently. Everything CRPCD has done has been at the request of the town. Doug Downing and Paul DeSimone are representatives of the town.

TH – Suggested it would be beneficial to meet with Paul and Doug and the Water/Sewer Commission of a quarterly basis.

LO – Does not believe they are working hard enough to represent Medway.

RW – Believes that we need to rely on the representatives more.

LO – Indicated that they are more than willing to help. Wastewater treatment plant is meeting all standards and following all protocol. He is upset by the additional costs of \$250,000 for O & M due to the calculation changes. He stated that we need to keep looking as to where the additional flow comes from.

TH – Would like to meet with CRPCD either October 1st or 2nd and is waiting to hear from Liz. Tom said Cheri always said that our data was very low. He does not want to raise a stink only to find out we had been being gifted by a lack of data.

RW – Would like to invite Doug Downing and Paul DeSimone to future meetings.

Approval of past meeting minutes

Deferred. Leo does not remember seeing the minutes. Chan needs a hardcopy.

Directors Report

Compliance Report and Cover Letter:

TH – Stated that compliance plan is being put together to meet all water requirements and that we are doing all things correctly. Currently we have the town valved off and will shut pumps down and only use the tank. Readings will be done at 2:00AM and 4:00AM while the town is being valved off.

CR – Said that we spent the money to put in new meters and the newspaper reporting is “sophomoric.”

TH – Said that he had good dealings with Zack Comeau after the coliform hit and thinks he should educate Zack on the water loss also.

MB – felt intuitively that none of this made sense since the meters are new and accurate and there are accurate tank volumes. He said that you are not going to find 100,000 gallons of water daily. He would like to see if we can put meters at the tank instead of volume, like we currently do.

Lo – Asked if it could be as simple as meters being read as gallons instead of cubic feet. Relying on electronic data is one approach. Looking for missing water requires a systematic, detailed approach evaluating accounts and pulling meters.

CR – Said that we also have 100 year old pipes. Could we possibly have illegal connections?

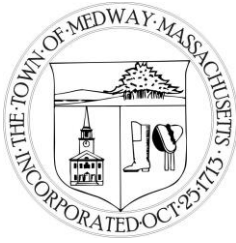
MB – Will be putting together an analysis of staffing levels. He feels we need to do more sewer maintenance and a contractor to do preventative maintenance. We should also have preventative maintenance on the water side since we are running a public water supply. Water quality is mission #1. Mike feels we are challenged by having separate treatment facilities. We need to do more hydrant maintenance and gate valve maintenance. He feels we also need more staff. He said that no one wants to increase rates, but we need to make sure that what we provide is top quality as we are stewards of the water system.

TH – Made a motion to plan the next meeting for October 27, 2014 at 5:00p.m.

The Water/Sewer Commission meeting was motioned to close by Bob Wilson. Leo O'Rourke seconded, unanimous vote, 3-0.

Respectfully submitted by,

Judi LaPan
Program Administrator



TOWN OF MEDWAY
WATER & SEWER COMMISSION
MEDWAY, MASSACHUSETTS

Commissioners

Robert Wilson, Chair
Cranston Rogers, Member
Leo O'Rourke, Member

Meeting Minutes

October 27, 2014 – 5:00pm
DPS Office
155 Village Street, Medway MA

Present: Chan Rogers, Robert Wilson, Leo O'Rourke, DPS Director Thomas Holder, Program Administrator Judi LaPan and resident Rob Pomponio.

A motion was made to open the meeting at 5:05PM by Robert Wilson. Chan Rogers seconded, unanimous vote, 3-0.

Abatelements:

1. Rob Pomponio- 104 Summer St.-Abatement request- this is a well account. When AMR meters were being installed he requested they plumb so as not to capture outside usage. He waters his gardens and landscaping extensively. Using his past like cycles as a reference proposed abatement would be for 5,378 cf for a total abatement of \$249.98. This has since been re-plumbed. Bob Wilson feels this should have been plumbed correctly at the time the meters were installed.

Bob Wilson made a motion to delay the abatement to determine household usage now that the outside usage is not captured. He thinks there is more of an abatement due than this one bill cycle. Leo O'Rourke seconded. Unanimous vote, 3-0. Tom Holder states we will need to hold interest on this account until the abatement is determined.

2. Lauren Ellis-9 Carriage House Way- Abatement request- this is a well account. They are new owners, not using irrigation but a sprinkler to establish new lawn and flower beds. They did not know the outside use was tied to sewer charges. This has since been re-plumbed. As they are new owners we do not have a history of same like cycles. Using their last bill as a reference proposed abatement would be for 3147 cf for a total abatement of \$87.80.

Leo O'Rourke made a motion made to approve the abatement. Chan Rogers seconded, unanimous vote, 3-0.

3. Stanley Misuak- 19 Meadow Road-new pool liner. Have proof from Village Pool. 1800cf. Proposed abatement \$ 79.22

Leo O'Rourke made a motion made to approve the abatement. Robert Wilson seconded, Unanimous vote, 3-0.

4. Michael Damon – 9 Little Tree- Requested an abatement last meeting for leak in the waterfall of the pool. He was unable to get proof of repair for this meeting. He has asked we defer for one more meeting and then discuss an abatement at that time due to a family medical emergency.

Leo O'Rourke feels this is a waste of money. Bob Wilson feels that this is considered partial filling which is not eligible for an abatement. This will be tabled until the next meeting. If he is able to provide a repair bill and

picture of the setup of the waterfall it will be discussed at the next meeting. If he is unable to provide documentation it will be an automatic denial.

5. Nancy & Evan Vaida – 29 Ellis Street –leak in the water line from the basement out to the barn. They do not use the barn and were not aware of a leak. Sarah found the incredibly high consumption when researching for a bill run. A plumber was contacted immediately. He turned the valve to the barn off and removed the handle. The line appears to be leaking underground as no water in the basement or the barn. Owner is caring for her quadriplegic son and is does not have the money to repair the line. Jeff Roach was out to verify that the valve is closed and the handle is removed. She is unable to make repair due to cost associated as the line runs through the ceiling in the basement and then underground to the barn.

After much discussion Robert Wilson made a motion to approve a partial abatement due to the fact that the leak is underground and the owner was unaware. Once notified of the leak the owner made the necessary repaired immediately. The proposed abatement is for of \$1,461.97. Leo O'Rourke seconded, unanimous vote, 3-0.

Robel Bond Release- This is an old performance bond associated with a drain layers license that was granted by the W/S Commissioners in 1998. The Board that ordered the bond must vote to release the funds.

Robert Wilson made a motion to release the bond. Leo O'Rourke seconded, unanimous vote, 3-0.

Past minutes needed to be approved. This had been deferred at a prior meeting.

Robert Wilson made a motion to accept both the 08/29/14 and the 09/22/14 minutes. Leo O'Rourke seconded, unanimous vote. 3-0

Directors Report:

Tom Holder informs the group that on October 6th the Commissioners met at CRPCD to discuss the O & M agreement. It was discussed that there is no clear answer as to why the numbers are higher. On October 14, 2014, which was the next round of sampling, they tested both up and downstream. The results came back that upstream was higher. The theory that downstream results are higher is not valid. There are two things that demonstrate that May's higher figures are an anomaly and should be removed. The rate summary should include the formulas so we can see if that caused the dollar values to be inflated. Bob Wilson asks why didn't they resample when they saw such high numbers? Another result of the meeting is that five (5) locations upstream of Chicken Brook will be tested. We will contract two rounds of testing. Bob Wilson asks if we own the meters? Tom Holder says no, we do not. Bob Wilson asks why don't we?

BOD-what does that mean?

Bob Wilson thinks that we need to deal with these high numbers. Where are these higher flows coming from? Water accountability and flow numbers are at the top of the priority list for Tom Holder.

Bob Wilson would like to invite the CRPCD Board to the next Water/Sewer Commissioners meeting to discuss fees two years from now.

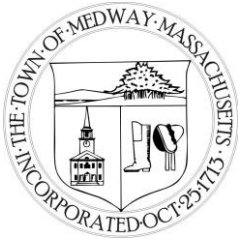
Tom Holder goes on to discuss that water accountability testing continues next week when we start the Leak Detection Survey with Liston. Jim Liston knows detection and accountability. It appears that the south west side of town has a higher flow than would be expected during the overnight. We use tank levels to determine volumes. It appears that the pressure gauges could be off. If indeed the gauges are not accurate it could be something is wrong. Tom is hoping that Jim Liston will find something. Chan Rogers thinks it is going to be a hard sell to pay 15 million dollars for a new DPS facility. Tom says there is a committee discussing the new facility. The committee does not support a 15million dollar facility; they are more in line with a 12 million dollar facility. In closing the directors report Tom Holder says that the water main project is wrapping up. The project has come in on time and on budget!

The next meeting has been scheduled for Monday December 1· 2014 at 5PM.

Leo O'Rourke made a motion to adjourn at 5:40PM. Bob Wilson seconds, **unanimous vote, 3-0.**

Respectfully submitted by,

**Judi LaPan
Program Administrator**



TOWN OF MEDWAY
WATER & SEWER COMMISSION
MEDWAY, MASSACHUSETTS

Commissioners

Robert Wilson, Chair
Cranston Rogers, Member
Leo O'Rourke, Member

Meeting Minutes

December 1, 2014 – 5:00pm
DPS Office
155 Village Street, Medway MA

Present: Robert Wilson, Leo O'Rourke, DPS Director Thomas Holder,
Program Administrator Judi LaPan.

**A motion was made to open the meeting at 5:00PM by Robert Wilson.
Leo O'Rourke seconded, unanimous vote, 2-0.**

Past minutes need to be approved. **Robert Wilson made a motion to accept
the 10/27/14 minutes. Leo O'Rourke seconded, unanimous vote.**

Abatelements:

1. Karen Soter- 71 Summer St.-Abatement request- There was a major break in the cold water line to the kitchen running through the crawl space under the kitchen. Due to this being in a crawl space, not known until the high bill was received, and the fact that it has since been repaired some relief will be granted.

Bob Wilson made a motion to abate sewer charges associated with the leak. Leo O'Rourke amended to also include half of the water charges that are associated with the leak but no less than the high normal. Leo O'Rourke seconded. Unanimous vote, 2-0.

2. Pauline & David Lambirth- 1 Richardson Street- Abatement request. Outside spigot ruptured and water leaked into the foundation. It went undetected for over 24 hours. Can the sewer charges for the increase in usage be abated as it did not go into the sewer system?

The Commissioners request a repair bill. They will defer a vote until the next meeting when a repair bill can be provided.

3. Michael Damon – 9 Little Tree- Requested an abatement last meeting for leak in the waterfall of the pool. He was unable to get proof of repair for this meeting. He has asked we defer for one more meeting and then discuss an abatement at that time due to a family medical emergency. No proof was ever provided.

Leo O'Rourke made a motion to deny the abatement as the Commissioners consider this a partial pool fill, which is not eligible for relief. Bob Wilson seconds. Unanimous vote, 2-0.

Director's Report:

Tom Holder informs the Commissioners that this past week the town lost two esteemed employees. John Emidy who was the former Building Inspector and Bob Hubbard who was the Economic Development Coordinator.

Tom went on to inform the Commissioners that water accountability testing continues, we have been performing leak detection with Jim Liston. We are currently following two leads. There are indications that there may be a leak on Lower Village Street and potentially another leak at Lovering Street at Memory Lane. Bob Wilson asks about sectoring. Tom indicates that there had been, on each side of town. Bob asks if there have been any fluctuations in the meters? Tom says no. All meters have been calibrated. We have been swapping out non-recording meters. Tom says we are also looking at the numbers to make sure there is not a numerical mistake. The next step will be to valve the town into smaller quadrants. As we are marching into winter it actually may be to our advantage as leak sounds attenuate better in frozen ground.

Sewer Assessment discussions continue. The CPRCD is meeting with the Board of Selectmen on December 15, 2014. We had very high May numbers for Bio-Chemical Oxygen Demand (BOD) and Tom intends to see what the monetary value of the spike will be? If it is significant he does not want it considered valid. If not valid he does not want it included in the assessment. Bob Wilson asks how this will affect our sewer rates? Tom says the data is being reviewed monthly and as long as the CRPCD rates do not increase their rates then our rate forecast is on target.

The proposed new DPS Facility was briefly discussed. Based on proportionate use of the building the various enterprise funds will bear some of the costs.

The next meeting has been scheduled for Monday January 5, 2015 at 5:30PM. The Commissioners will then attend the Board of Selectmen's Meeting. There will be a joint meeting with the CRPCD Board members, The BOS members and the W/S Commissioners.

Leo O'Rourke made a motion to adjourn at 5:55PM. Bob Wilson seconds, **unanimous vote, 2-0.**

Respectfully submitted by,

**Judi LaPan
Program Administrator**