



9/9/13

120

INTERDEPARTMENTAL COMMUNICATION

Acton Board of Health - Telephone 978-929-6632 - Fax 978-929-6340

September 5, 2013

TO: Steve Ledoux, Town Manager

FROM: Doug Halley, Health Director

SUBJECT: 9 Beverly Road – Sewer O&M

Earlier this year it came to our attention that 9 Beverly Road was connected to the sewer system but was not receiving a quarterly sewer bill. This discovery was made due to a diligent realtor making sure that the property was ready to be listed for sale.

A sewer connection application was submitted in 2006 and a permit was issued. However, the licensed drain layer, B & V Earthworks, failed to notify the Health Department of their work, did not ask for inspections and did not provide an as-built plan certifying their work. Follow up correspondence with the drain layer did not confirm that the connection had been completed and the property was not entered into the sewer billing data base.

Once the property was identified as connected the finance department calculated the past due charges from February 2007 to February 2013 based on the winter water usage at 9 Beverly Road. The calculated charge was \$7,507.51 (see attached) and was paid when the property was transferred in June.

On June 11th the former owner of 9 Beverly Road, Toni Dubeau submitted a letter requesting that the town give some consideration in the amount of the bill. Steve Barrett, Finance Director, Brian McMullen, Assistant Finance Director and I discussed this request and came to a consensus that some relief could be provided.

It has been our observation that as properties have connected to the sewer system their water usage has dropped (most likely in response to receiving their first sewer bill). 9 Beverly Road did not receive a sewer bill between 2007 and 2013 and did not have an opportunity to modify water usage based on the charge of the bill. Based on that an alternative sewer bill was recalculated based on the average flow through the sewer service area. The calculated charge is \$6,649.85 (see attached).

Based on this information we would recommend that the Sewer Commissioners accept the alternative sewer bill and rebate \$857.66 to Ms. Dubeau.

June 11, 2013

9 Beverly Road
Acton, MA 01720

Doug Halley
Acton Town Hall
472 Main Street
Acton, MA 01720

Dear Doug,

I am writing you to ask for some consideration with regard to my sewer bill dated March 20, 2013. I received a bill from the town of Acton for sewer charges dated back to the hook-up in November 2006. I will explain in more detail below.

I have lived at 9 Beverly Road since 1987. I raised three children there, through the Acton school system, two of them with special needs. I have been a single parent living in this home since 1996. There were difficult days when I thought that we would not be able to stay in our home, but somehow we did. As a nurse working in Boston, I managed to stay put as this consistency was extremely important to my children. I will tell you that in these circumstances, that one prioritizes out of necessity. There are details that are not in your awareness for lack of time, ability, support. Getting to the end of the day with children alive and well was good. You tackle the bigger issues as they come.

In 2005 I used some of the equity in my home to refinance and complete some projects. I replaced the roof, did some work in the kitchen and I hooked up to town sewer the following year in 2006. I used the contractor that my neighbors had used the year before when most of them hooked up and I watched the work get done. I have not had a problem with the sewer until my realtor discovered that I had never received a bill from the town of Acton for the charges related to the hook up.

I was not aware that the paperwork for the completion of the project had not been filed. I was also not aware that I should have been receiving a bill. This is not a conversation that I had ever had with a neighbor. I now owe the town of Acton more than \$7,500. This is an extraordinary amount of money for me. I am asking that given that I am not responsible for the error, that the town give some consideration in the amount of the bill. Thank you very much for your time and consideration.

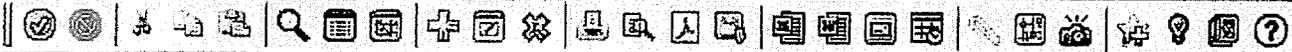
Sincerely,

Toni E. Dubeau

EXHIBIT 1

Property Address: 9 Beverly Road
 Parcel ID: G3-47
 Sewer Acct. No.: B125

Fiscal Yr.	Month(s)	No. of days	Gallons per day	Total Gallons	Residential Billing Rate per gallon	Billing Values	Total Due
2007	Dec. 2006	30 x	186 =	5,580	\$ 0.01540 =	\$ 85.93	
	Jan. 2007	30.4 x	186 =	5,654	\$ 0.01540 =	\$ 87.07	
Feb. '07 thru	Jun. '07	5 mos.	186 =	28,270	\$ 0.01540 =	<u>\$ 435.35</u>	
							\$ 608.35
2008	Jul. '07	30.5 x	204 =	6,222	\$ 0.01590 =	\$ 98.93	
Aug. '07 thru	Jun. '08	11 mos.	204 =	68,442	\$ 0.01590 =	<u>\$1,088.23</u>	
							\$1,187.16
2009	Jul. '08	30.4 x	210 =	6,384	\$ 0.01630 =	\$ 104.06	
Aug. '08 thru	Jun. '09	11 mos.	210 =	70,224	\$ 0.01630 =	<u>\$1,144.66</u>	
							\$1,248.72
2010	Jul. '09	30.4 x	166 =	5,046	\$ 0.01670 =	\$ 84.27	
Aug. '09 thru	Jun. '10	11 mos.	166 =	55,506	\$ 0.01670 =	<u>\$ 926.97</u>	
							\$1,011.24
2011	Jul. '10	30.4 x	204 =	6,202	\$ 0.01710 =	\$ 106.05	
Aug. '10 thru	Jun. '11	11 mos.	204 =	68,222	\$ 0.01710 =	<u>\$1,166.55</u>	
							\$1,272.60
2012	Jul. '11	30.5 x	218 =	6,649	\$ 0.01710 =	\$ 113.70	
Aug. '11 thru	Jun. '12	11 mos.	218 =	73,139	\$ 0.01710 =	<u>\$1,250.70</u>	
							\$1,364.40
2013	Jul. '12	30.4 x	196 =	5,958	\$ 0.01710 =	\$ 101.88	
Aug. '12 thru	Feb. '13	7 mos.	196 =	41,706	\$ 0.01710 =	<u>\$ 713.16</u>	
							<u>\$ 815.04</u>
							\$7,507.51



- History
- Detail
- Orig Bill
- Effective Date
- Lien/Sale
- Scan Bill
- Quick Entry
- Utility Acct
- Customer
- Name
- Parcel
- Prop Code
- Bill Dates
- Bill Audits
- Bill Events
- Reprint
- Preferences
- Diagnostics

Year/Type/Bill No.
 2013 GB-SEWER 1437

Customer Account Information
 104346
 DUBEAU-LEVESQUE TONIE
 9 BEVERLY RD
 ACTON, MA 01720
 Special Conditions/Notes

Property Information
 Parcel ID: G3-47
 Prop Loc:

Installment Information

Int Dt	Billed	Abt/Adj	Pmt/Crd	Interest	Unpaid bal
06/20/13	7,507.51	.00	7,507.51	.00	.00
Fees/Pen	.00	.00	.00	.00	.00
Totals	7,507.51	.00	7,507.51	.00	.00

Notes/Alerts
 View prior unpaid bills

Due 09/03/2013
 Per Diem .00
 Int Paid .00
 Total Paid 7,507.51

Display transaction history for the current bill.

EXHIBIT 1

Property Address: 9 Beverly Road
 Parcel ID: G3-47
 Sewer Acct. No.: B125

<u>Fiscal Yr.</u>	<u>Month(s)</u>	<u>No. of days</u>	<u>Title V Gallons per day</u>	<u>Total Gallons</u>	<u>Residential Billing Rate per gallon</u>	<u>Billing Values</u>	<u>Total Due</u>
2007	Dec. 2006	30 x	176 =	5,280	\$ 0.01540 =	\$ 81.31	
	Jan. 2007	30.4 x	176 =	5,350	\$ 0.01540 =	\$ 82.39	
Feb. '07 thru	Jun. '07	5 mos.	176 =	26,750	\$ 0.01540 =	<u>\$ 411.95</u>	
							\$ 575.65
2008	Jul. '07	30.5 x	176 =	5,368	\$ 0.01590 =	\$ 85.35	
Aug. '07 thru	Jun. '08	11 mos.	176 =	59,048	\$ 0.01590 =	<u>\$ 938.85</u>	
							\$1,024.20
2009	Jul. '08	30.4 x	176 =	5,350	\$ 0.01630 =	\$ 87.21	
Aug. '08 thru	Jun. '09	11 mos.	176 =	58,850	\$ 0.01630 =	<u>\$ 959.31</u>	
							\$1,046.52
2010	Jul. '09	30.4 x	176 =	5,350	\$ 0.01670 =	\$ 89.35	
Aug. '09 thru	Jun. '10	11 mos.	176 =	58,850	\$ 0.01670 =	<u>\$ 982.85</u>	
							\$1,072.20
2011	Jul. '10	30.4 x	176 =	5,350	\$ 0.01710 =	\$ 91.49	
Aug. '10 thru	Jun. '11	11 mos.	176 =	58,850	\$ 0.01710 =	<u>\$1,006.39</u>	
							\$1,097.88
2012	Jul. '11	30.5 x	176 =	5,368	\$ 0.01710 =	\$ 91.79	
Aug. '11 thru	Jun. '12	11 mos.	176 =	59,048	\$ 0.01710 =	<u>\$1,009.69</u>	
							\$1,101.48
2013	Jul. '12	30.4 x	176 =	5,350	\$ 0.01710 =	\$ 91.49	
Aug. '12 thru	Feb. '13	7 mos.	176 =	37,450	\$ 0.01710 =	<u>\$ 640.43</u>	
							<u>\$ 731.92</u>
							\$6,649.85