City of Biddeford

Finance Committee

November 16, 2021 5:00 PM Council Chambers and via Zoom

Please click the link below to join the webinar:

https://biddeford.zoom.us/j/98357349335?pwd=d1dGZFk4RGRsSjB2dTZTeGc1NnhNQT09

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Webinar ID: 983 5734 9335

International numbers available: https://biddeford.zoom.us/u/ah5kH4An2

1. **Call to order**
2. **Approval of the Minutes**
3. **Signing of the expenditure warrant**
4. **Discussion/Approval**
   - 4.1. Recommendation/Purchase of Electric Vehicle Charging Stations/All Pro Electric of Haverhill, Massachusetts
     - 11-16-2021 EV Charging Station - MEMO.docx
     - 11-16-2021 EV Charging Stations - RFP.docx
     - 11-16-2021 EV Charging Station-Proposal-All Pro Electric.pdf
     - 11-16-2021 EV Charging Station-Proposal-Revision Energy.pdf
   - 4.2. Tax Acquired Properties
     - 11-16-2021 City Foreclosure List & Suggested Disposition.xlsx
   - 4.3. Disposition of 27-39 Graham Street - Foreclosed Multi-Family Unit
     - 10-19-2021 27-39 Graham Street Property.pdf
   - 4.4. Discussion: BerryDunn Report - Wastewater Billing Process Review Project (no action will be taken)
     - 11-16-2021 Berry Dunn Report-MEMO.docx
     - 11-16-2021 BerryDunn Wastewater Billing Process Review Report.pdf
5. **Other Business**
6. **Adjournment**

Finance Committee / City Council

Meeting Date: November 16, 2021
Meeting Time: 5:00 PM – 6:00 PM

Agenda Item No: [match agenda item #]
Item Description: Electric Vehicle Charging Stations

Submitted by: Jeff Demers Director Public Works/Waste Water

Supporting Information/Documentation:

9-27-2021 Request for Bids

10-11-2021 Revision Energy Bid

10-11-2021 All-Pro Bid

10-26-2021 Location map of chargers to be installed

Executive Summary:

The Biddeford Public Works Department is looking for the approval for the purchase and installation of two (electric vehicle dual port EV Chargers). The location of the charging units will be at the following locations. One at city hall and one at the Public works facility (see attached map under supporting documents for locations). These chargers will be used to charge the two electric grant vehicles the city has obtained. These chargers will also be available to any individual that is looking to charge a vehicle. Warranty is through All Pro Electric.

Detailed Review:

The two locations picked are the best locations for the power consumption needs and wireless service to host the dual charging units. All power consumptions will be billed out through the Charge point software. The Charge point CT 4000 is a highly versatile fully networked smart charger that has advanced user interface. The city will be the host that will maintain an annual network subscription which is part of this purchase for one year. The city will be compensated at the going rates for power consumption per user. Billing will be done through the charge point network system overseen by the finance office.

Funding Source:

Capital Funds

Staff Recommendation:

Public works received two proposals. Public works recommends All-Pro Electric the low bidder for this project at $38,900.

REQUEST FOR BIDS

Supply and install Two Electric Vehicle Charging Stations

Disclosure: *BIDS shall be kept confidential until a contract is awarded. The City of Biddeford (City) reserves the right to request clarification of any proposal term from prospective suppliers. Selected supplier(s) will be notified in writing. Any award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing suppliers unless and until an agreement is reached. If contract negotiations cannot be concluded successfully, the City reserves the right to negotiate a contract with another supplier or withdraw the RFB. Any contract resulting from this RFB shall not be effective unless and until approved by the City.*

1. Overview of the Project

Requesting BIDS from suppliers to fully design, install, (two dual port EV-CT-4023) charging stations, also known as Electric Vehicle Supply Equipment (EVSE), on publically-owned property for public use.

2. Scope of Project

The Scope of the Project is as follows:

- Provide attractive, protected and well-mounted EV chargers.
- Cover all installation needs. (Electricity for the EVSE by City). The supplier will include 1-year networking plan for the EV chargers. City to provide proper EV parking signage and reconfiguration of any parking stalls for EV parking stations.
- Electrical Installation permits, including all applicable taxes
- Provide a turnkey installation once power is stubbed up at the charger location (power by City)
- A complete preliminary design for each location selected by the city. The preliminary design must be approved by the City
- Concrete pad is to be supplied by vendor
- Install and commission EV chargers at both locations
- Install (2) protective bollards at each location
- Install all required equipment, material and labor for 100% turnkey installation at each of the approved locations
- Payment is to be negotiated upon acceptance of said proposal

3. Additional Considerations

A. The supplier must agree to insurance and liability requirements per the City.

4. Submittal Instructions

For questions regarding this RFB, submit all inquiries via email to jeff.demers@biddefordmaine.org by October 4, 2021. Responses to the questions will be posted on the City's web site. All proposers are recommended to visit the above mentioned WWW.biddefordmaine.org/rfp website on a regular basis as responses will be posted when available.

MANDATORY SITE VISITS

Site visits are scheduled as follows for potential EVSE suppliers to gather data and further assess proposed sites. The dates and times identified will be the only opportunity to view the proposed sites. Failure to attend the mandatory site visits will result in automatic disqualification with no further consideration for award. Interested suppliers must call (207-282-1579) to be added to the site visit list.

PROPOSED SITE	DATE OF VISIT TIME	CONTACT
371 Hill Street Biddeford, Maine	September 29, 2021	Jeff Demers (207) 282-1579
205 Main Street (City Hall)	September 29, 2021	Jeff Demers (207) 282-1579

NOTE: The dates above represent a tentative schedule of events. The City reserves the right to modify these dates at any time, with appropriate notice to prospective suppliers.

Suppliers shall submit one (1) original proposal marked "Chargers" to the following:

Public works Department
Jeff Demers
371 Hill Street, Biddeford Maine 04005

BIDS shall be clearly labeled in a sealed envelope or box as follows:

REQUEST FOR BIDS NO.: FOR: Electric Vehicle Charging
Stations

Disclosure: *BIDS must be received by October 11, 2021 @ 2:30pm. BIDS that do not arrive by the specified date and time WILL NOT BE ACCEPTED and will be returned unopened. Suppliers may submit their proposal any time prior to the above stated deadline.*

At its sole discretion, the City may reject incomplete proposal submittals if, in its judgment, the submittal lacks information needed to effectively evaluate the proposal. Nothing in this request for qualifications implies a contractual obligation with any firm, nor will the City reimburse costs for submittal preparation.

All Pro ELECTRIC

640 Boxford Road
Haverhill, MA 01835
(978) 469-0100
info@allproelectric.com

FAST 50 Inc. 5000 577 2019

September 8th,2021

Town of Biddeford
371 Hill St. & 256 Main St.
Biddeford, ME 04005

RE: Biddeford EV Chargers
256 Main Street
Biddeford, ME 04005

Proposal

This proposal is for the purpose of All-Pro Electric to proceed with the process of Supplying and Installing one Turn Key level two dual port EV Charger at 256 Main Street according to the following.

Including:

1. Electrical Installation Permits, including all applicable Taxes
2. Provide a turnkey installation once power is stubbed up at the charger location.
3. All-Pro is to work with the Town of Biddeford to determine which locations are best suited for the property to install EV Chargers.
4. All-Pro is to complete a preliminary design for each approved location. This preliminary design is subjected to approval by the Town of Biddeford
5. All-Pro is to complete a final design at each location for the installation of EV Chargers which includes designation of parking spaces, power source, power requirements, metering locations, trenching plan, final selection of EV Chargers. These final designs are subjected to approval by the Town of Biddeford.
6. All-Pro is to supply one (1) ChargePoint CT-4023 Dual Port Level Two EV Charger
7. All-Pro is to include a 1-year networking plan for the EV Chargers.
8. All-Pro is to supply and install concrete mounting pad for EV chargers.
9. All-Pro is install and commission EV chargers at each location.
10. All-Pro is to supply and install two (2) protective bollards per EV charger.
11. All-Pro is to supply and install all required equipment, material and labor for a 100% Turnkey installation at each of the approved locations.
12. Payment is to be negotiated upon acceptance of this proposal.

Not Including:

13. Trenching & Backfilling for electrical conduit
14. Extending Electrical Service to EV Charger locations.

Final Cost to Install EV Chargers---$19,450.00

Town of Biddeford	All-Pro Electric, LLC
____________________	*Michael Harrington*
____________________	Michael Harrington
____________________	CEO/Principal

MA Master Lic. A16454 ***"Your Complete Electrical Service Company"*** *NH Master Lic. M 9035*

640 Boxford Road
Haverhill, MA 01835
(978) 469-0100
info@allproelectric.com

All Pro ELECTRIC

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Haverhill, MA 01835
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September 8th, 2021

Town of Biddeford
371 Hill St. & 256 Main St.
Biddeford, ME 04005

RE: Biddeford EV Chargers
371 Hill Street
Biddeford, ME 04005

Proposal

This proposal is for the purpose of All-Pro Electric to proceed with the process of Supplying and Installing one Turn Key level two dual port EV Charger at 371 Hill Street according to the following.

Including:
1. Electrical Installation Permits, including all applicable Taxes
2. Provide a turnkey installation once power is stubbed up at the charger location.
3. All-Pro is to work with the Town of Biddeford to determine which locations are best suited for the property to install EV Chargers.
4. All-Pro is to complete a preliminary design for each approved location. This preliminary design is subjected to approval by the Town of Biddeford
5. All-Pro is to complete a final design at each location for the installation of EV Chargers which includes designation of parking spaces, power source, power requirements, metering locations, trenching plan, final selection of EV Chargers. These final designs are subjected to approval by the Town of Biddeford.
6. All-Pro is to supply one (1) ChargePoint CT-4023 Dual Port Level Two EV Charger
7. All-Pro is to include a 1-year networking plan for the EV Chargers.
8. All-Pro is to supply and install concrete mounting pad for EV chargers.
9. All-Pro is install and commission EV chargers at each location.
10. All-Pro is to supply and install two (2) protective bollards per EV charger.
11. All-Pro is to supply and install all required equipment, material and labor for a 100% Turnkey installation at each of the approved locations.
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Not Including:

13. Trenching & Backfilling for electrical conduit
14. Extending Electrical Service to EV Charger locations.

Final Cost to Install EV Chargers--$19,450.00

Town of Biddeford

____
____
____

All-Pro Electric, LLC
Michael Harrington
Michael Harrington
CEO/Principal

640 Boxford Road
Haverhill, MA 01835
(978) 469-0100
info@allproelectric.com

CAMILLE'S ELECTRIC, LLC
P.O. BOX 1227
BIDDEFORD, ME 04005
TELEPHONE: 284-8032

August 19, 2021

Biddeford Public Works Department
371 Hill Street
Biddeford, Maine 04005

ATTN: Jeff Demers
RE: Electrical vehicle chargers at City Theater

Jeff,

Our estimated cost to supply electrical service to one (1) dual head level 2 charging station at the end of the ramp behind City Hall is **$3,286.00**.

Each head will be supplied with a dedicated 208 Volt, single phase, 40 AMP breaker capable of drawing 32 AMPS continuously from the supply. These will not be GFCI protected per the provided paperwork.

We would supply and install two (2) 2" PVC conduits to the charger head and connect to a new sub panel at the City Theater's service entrance.

The City is to provide excavation and coring of the wall.

This estimate is valid for thirty (30) days from this date.

Should you have any questions or concerns regarding this quote, please do not hesitate to contact me at any time.

Sincerely,

Jeff Brochu

Jeff Brochu

CAMILLE'S ELECTRIC, LLC
P.O. BOX 1227
BIDDEFORD, ME 04005
TELEPHONE: 284-8032

August 19, 2021

Biddeford Public Works Department
371 Hill Street
Biddeford, Maine 04005

ATTN: Jeff Demers
RE: Electrical vehicle charger

Jeff,

Our estimated cost to supply electrical service to one (1) dual head level 2 charging station, to be located in the front parking lot in the gravel section is **$1,657.00**.

Each head will be supplied with a 208 Volt, single phase, 40 AMP breaker, capable of drawing 32 AMPS continuously from the supply. These will not be GFCI protected per the provided paperwork.

Installation of the bollards and foundation is to be provided by the City, as well as trenching to the building. We would install a 2" PVC conduit and one (1) 2" spare to the charger.

***Please Note:* This will essentially max out the new transformer that was installed for the Recycling Area and Office. I asked for and researched on my own, as a 480 Volt rated or 208 Volt 3-phase unit would be much more desirable to balance load, but appears not to be available to the market.

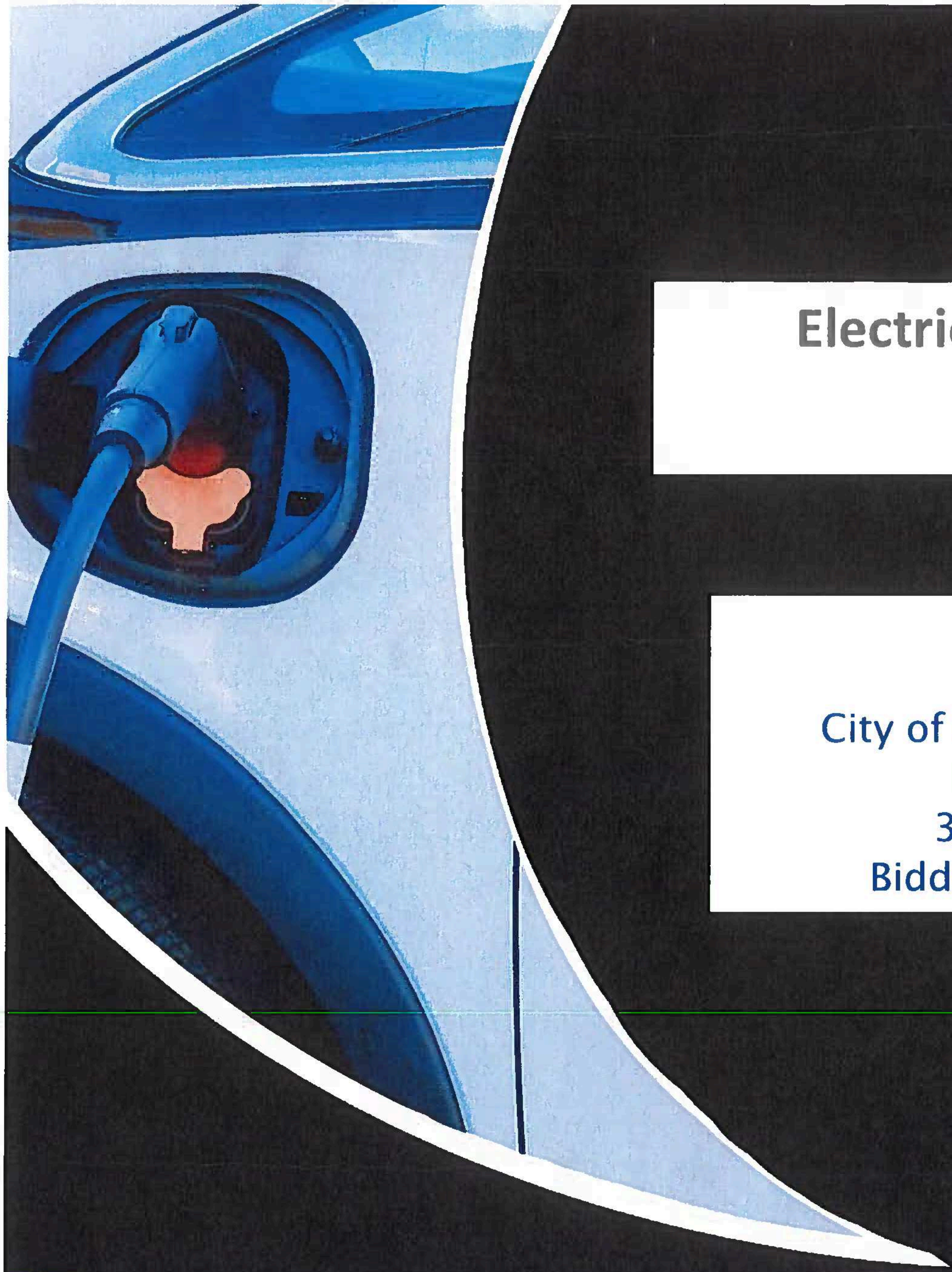
This estimate is valid for thirty (30) days from this date.

Should you have any questions or concerns regarding this quote, please do not hesitate to contact me at any time.

Sincerely,

Jeff Brochu

Jeff Brochu



Electric Vehicle Charging Station Proposal

Jeff Demers-
City of Biddeford- Public Works Department
371 Hill Street
Biddeford, ME 04005

Your System Design Specialist:
Barry Woods
barryw@revisionenergy.com
(207) 494-4440
October 11, 2021

REVISION ENERGY

-Project Summary-

ReVision Energy will work with the City of Biddeford to provide a turnkey electric vehicle charging station installation service at two locations- 371 Hill Street (Public Works Department) and 205 Main Street (City Hall). Each location will be using ChargePoint CT-4021 dual pedestals to allow fleet, workplace and public charging access.

Project Location-Biddeford City Hall Aerial View with new pedestal location and parking spaces.

Project Location-Biddeford Public Works Department Aerial View w new pedestal location & parking spaces.

SCOPE OF WORK

ReVision Energy proposes the installation of two dual pedestal mounted ChargePoint level 2 smart chargers at the City of Biddesford's City Hall and Department of Public Works parking surface lots. These hard-wired pedestal chargers, each with two ports, will provide direct EV charging for vehicles at a 40 amp, level II charge rate (per connector). Individual charge times will vary based on the output of the charger, onboard charge rate of the vehicle, and the capacity in the EV battery.

Major Components for each site:

(1) Preliminary electrical design and install permits
(2) Procure and set one pre-cast Unimi pedestal base and two (2) protective bollards
(3) Procure, mount and activate one (1) dual ChargePoint CT-4021 Charging Pedestals collectively with two (2) ports
(4) ReVision will commission each dual pedestal charger to be part of the ChargePoint network
(5) Project cost includes one year term for ChargePoint smart charging network and one year of Assure extended warranty

Assumptions being made for each site:

(1) City will provide trenching and excavation for conduit and pedestal base placement and for bollards
(2) City will provide breakers, electricity, conduit and wiring to each pedestal base.
(3) City will provide signage
(4) Quoted price does NOT include asphalt work and/or landscaping any of the affected areas.
(5) Cellular connection is adequate for the smart charging network chosen
(6) City has specifically requested a one year network/warranty package; ReVision has supplied additional information on added cost of five years of network and warranty for comparison

HOW IT WORKS

ChargePoint's Level 2 charging units are UL listed to ensure a reliable charge every time. ChargePoint is a leading brand based on customer satisfaction, superior performance and versatile features. ReVision Energy understands how to size the charger to best meet the customer's needs, budget and available electrical service, as well as design a charging space that works best for drivers. Level 2 chargers provide one of the most cost-effective and efficient means to serve plug-in EV drivers.

Since drivers depend on the Level 2 charger to keep their car's battery charged and safe, the charger features smart reclosure that self-checks the system and resumes charging after minor stoppage. Systems without reclosure will discontinue charging and leave the car with a dead battery. The ChargePoint charger is simple to use and the universal connector makes it compatible with all EVs. To recharge, simply plug in the electric vehicle and activate via cellphone! The touchscreen provide clear guidance to users, day or night. When charging is complete, drivers simply place the connector in the charging station holster and the cable retractor keeps the cord set organized and out of the way.

Left: ChargePoint CT 4021 series dual pedestal mounted unit

ChargePoint CT 4000 series is a highly versatile fully networked smart charger that has advanced user interface and access as well as energy data collection. To access its smart functionality, the host is required to maintain an annual network subscription which must be purchased with the charging unit from ChargePoint. We will provide activation services as well as further guidance needed to insure proper operation and network interconnection.

Project Costs- Installation Plus Charger Options

Total Installation Service Costs		
Installation Equipment & Labor		Includes pedestal base cost, delivery, setting & final wiring, permitting engineering design, assembly, mounting & activation $16,716

Charger Hardware/Network/Warranty Costs			
ChargePoint Dual Pedestal (CT4021)	2	Includes hardware, shipping, logistics fee, **plus one year** network and warranty	$20,682
ChargePoint Dual Pedestal (CT 4021)	2	Includes hardware, shipping, logistics fee, **plus five years** network and warranty	$26,256

Cost Comparison of 1 v 5 years of Network and Extended Warranty for two pedestals detailed below:

ChargePoint Charger Activation fee	$349	per pedestal (waived if 5 year assure warranty is purchased)	$698
ChargePoint Site Validation fee	$599	required per site (waived if 5 year assure warranty is purchased)	$1198
ChargePoint One year Network	$329	Per port for one year	$1319
ChargePoint 5 year network fee	$1,319	per port for 5 years	$5276.00
Extended warranty			
ChargePoint Assure Warranty	$740	Per pedestal for one year	$1480
ChargePoint Assure warranty	$2,495	per pedestal for 5 years	$4990
Cost per port comparison			
One year of network & warranty		Per port cost per year	$1173
Five years of network &warranty		Per port cost per year	$1026.60

Project Cost Comparison between one year and five year network/warranty packages:

	Installation		Hardware/ Network/Warranty	
ChargePoint (One year of network/warranty)	$16,716	+	$20,682=	**$37,398**
ChargePoint (Five years of network/warranty)	$16,716	+	$26,256=	**$42,972**

WARRANTIES

Each component is warrantied separately:

- ReVision Energy provides a one-year warranty on all labor and services the manufactures' warranty of the various components
- Charger Hardware selected offers a standard warranty plus extended 5 year warranties as discussed above.

Pricing expires after 30 days from proposal date

- ½ due upon agreement of contract
- Balance due upon completed installation

ReVision Energy

ReVision Energy is northern New England's leading clean energy, installation, and service company. Committed to accelerating the region's transition to clean renewable energy, we have completed more than 10,000 installations since 2003. We are locally-owned and staffed with offices in Liberty and Portland, Maine; Brentwood and Enfield, New Hampshire, and North Andover, Massachusetts. Collaboration ensures the highest level of technical expertise to be found in the Northeast. ReVision's installations currently span Maine, New Hampshire, Massachusetts, and Vermont. To ensure maximum performance and longevity in a relatively harsh northern climate, each system is designed by our in-house team trained at top universities (including Dartmouth, MIT, Brown, UMaine, and UNH) and installed by our own team of licensed, certified, and highly trained technicians. ReVision Energy is listed in *Solar Power World's* Top 500 North American Solar Contractors list since 2014 and in 2017 was named #1 Rooftop Solar Installer in New England. We have also installed hundreds of level 2 electric vehicle charging stations for public and private access across the New England region as well as over 30 DC Fast Chargers, including Maine's first large scale fast charging corridor done in partnership with ChargePoint. We are committed to helping transition our transportation system to clean, renewable electricity. We currently have 260 full-time employee-owners in our five locations ensuring unparalleled in-house expertise in all aspects of clean energy project development, design, and installation.

REVISION ENERGY

Jeff Demers
Biddeford Public Works Department
371 Hill St
Biddeford, ME 04005

October 10, 2021

Re: Town of Biddeford Request for Proposal for Electric Vehicle Charging Stations

Dear Mr. Demers:

ReVision Energy is interested in partnering with the Town of Biddeford to provide electric vehicle charging in its Town Hall and Public Works Lots, respectively.

ReVision Energy is northern New England's leading clean energy, installation, and service company. Committed to accelerating the region's transition to clean renewable energy, we have completed more than 10,000 installations since 2003. We currently have over 300 full-time employee-owners in our five locations ensuring unparalleled in-house expertise in all aspects of clean energy project development, design, and installation. We are locally-owned and staffed with offices in Montville and Portland, Maine; Brentwood and Enfield, New Hampshire, and North Andover, Massachusetts.

We have installed hundreds of level 2 electric vehicle charging stations for public and private access across the New England region, including at many municipalities such as Lisbon, Kittery, Wells, Old Orchard Beach, Fairfield, Falmouth PD and others. We have also installed over 30 DC Fast Chargers, including Maine's first large scale fast charging corridor done in partnership with ChargePoint. We are committed to helping transition our transportation system to clean, renewable electricity.

I have attached a quote to summarize the respective scope of work for each location, which includes assumptions we are making based on the best available information you have provided. I took the liberty of pricing out the ChargePoint related costs for both a one year and a five year network subscription and warranty. The five year warranty package in particular saves you site validation and pedestal activation fees, which lowers the per year cost per port by about $150. The installation assumes you will do the excavating for the conduit, pedestal and bollards, although we would provide and set them after you complete your scope. We could save you some money by having you complete the setting of these as well as modifying the scope regarding engineering design and permitting if you intend to the all the electrical. Certainly we are happy to discuss the proposal further.

Accordingly please review the terms of the quote and let me know if you have any questions.

We appreciate this opportunity to partner with the Town of Biddeford and help grow its fleet and public charging resources so that all of Maine's drivers and visitors can drive electric.

Sincerely,

Barry Woods
Director of Electric Vehicle Innovation
ReVision Energy, Inc.

Enclosure: Quote

ChargePoint Assure

Industry-leading support, maintenance and warranty deliver peace of mind.

ChargePoint® Assure is the most comprehensive EV station maintenance and management program. Assure covers everything needed to keep ChargePoint electric vehicle (EV) charging stations up and running. With Assure, ChargePoint takes responsibility for fixing hardware issues by providing parts, labor and orchestration of repairs by expert support specialists. Proactive monitoring, regular reports and unlimited changes to station policies are included with Assure, as well as one business day response to requests and a 98% annual uptime guarantee. You can also get professional guidance when configuring your stations to make the most of EV charging.

ChargePoint EV charging stations are the most advanced and reliable in the world, but site conditions can change, wear and tear occurs, and accidents or equipment failures can happen. High-quality service and support start with high-quality products, site preparation and installation, but these elements alone aren't enough. Assure is so much more than a warranty. It is the most comprehensive EV station maintenance and management program. With Assure, you don't have to spend time figuring out how to fix or maintain your station. It's always ready to charge so you get a good return on your investment.

What Does Assure Include?

Stay on Top of Operations with Proactive Monitoring

+ Find out about problems before your drivers do with remote monitoring
+ Get 98% annual station uptime with a non-performance penalty for outages caused by station hardware or software failures
+ Keep your stations up and running with proactive troubleshooting and dispatch services
+ Fix problems with on-site labor that ChargePoint dispatches and manages
+ Call us during business hours (5 AM - 6 PM Pacific) for expert support

Count On a Fast Fix with One-Business-Day Response Time

+ We respond to all issues within one business day
+ ChargePoint certified technicians will be onsite to repair your station within one business day of receiving any required parts
+ U.S.-based support specialists coordinate all repairs

Rest Easy with the Industry's Leading Parts and Labor Warranty

+ We offer the EV charging industry's first and most comprehensive warranty for parts and on-site labor
+ We cover labor to repair issues that often aren't covered under warranty, such as vandalism, auto accidents and excessive wear and tear

Optimize with Expert Advice and Unlimited Changes

+ U.S.-based EV charging experts advise you on best practices for station configuration and management in your region and industry
+ Our team makes unlimited station configuration and policy changes for you, so you can control access to your station, set charging rates and make adjustments based on driver behavior

Get a Glimpse into Driver Behavior with Robust Reporting

+ See how your stations are being used in an easy-to-read format with monthly summaries
+ Prove success and make improvements with quarterly reports on station utilization, performance, energy usage and environmental impact
+ Compare your station use with organizations like yours

What Does Assure Require?

Because installation quality affects the long-term reliability and availability of EV charging stations, ChargePoint requires that all stations covered by Assure are validated to ensure they meet installation specifications. Validation is performed on-site and includes inspection of power availability, panel, breaker and wiring; confirmation of cellular and local network coverage (through WiFi) and verification that all ChargePoint installation requirements are met. Choose one of the following ways to validate stations and activate Assure:

1. Authorized ChargePoint operations & maintenance (O&M) partners who perform site preparation and station installation will automatically validate the stations and enable Assure.
2. Authorized ChargePoint reseller partners certified to perform self-validation may validate station installations and enable Assure.
3. When independent or in-house installers are used, validation may be purchased from either of the partners above. After the partner successfully validates site preparation and station installation, Assure is enabled.

Station Maintenance Options

Maintenance Option	Parts Only Warranty	Assure
Availability	One year included for free on all stations installed by a ChargePoint certified installer*	Available for purchase for up to five years. Stations must be installed and validated by a ChargePoint certified installer.
Parts Covered	Defective parts are exchanged	Included and coordinated by a ChargePoint support specialist
Certified On-Site Labor	Not included: station owner must find a ChargePoint certified installer to perform any repairs	Included and coordinated by a ChargePoint support specialist
Monthly Station Summary Report		Included
Detailed Quarterly Reports		Included
Uptime Guarantee		98% with non-performance penalty
Proactive Monitoring		Included
Service Level Agreement		1 business day response time 1 business day from parts arrival for on-site labor
Labor Coverage		Included for damage caused by accidents, vandalism and excessive wear and tear
Unlimited Station Configuration		Included

* Installations not performed by a ChargePoint certified installer are not covered under warranty.

Ordering Information

Description	Order Code
Assure for CT4000 Family	CT4000-ASSURE*n*[1]
Assure for CPF25	CPF25-ASSURE*n*[1]
Assure for Express 100	CPE100-ASSURE*n*[2]
Assure for Express 200	CPE200-ASSURE*n*[2]
Assure for Express 250	EXPRESS-ASSURE*n*[1]
Assure for Express Plus	EXPRESS-ASSURE*n*[1]

[1] Substitute *n* for desired years of service (1, 2, 3, 4 or 5 years).

[2] Substitute *n* for years of service desired (1, 2 or 3 years).

Companion Services

Description	Order Code
Station Activation and Configuration	CPSUPPORT-ACTIVE
Station Installation and Validation	CT4000-INSTALLVALID
Validation	CPSUPPORT-SITEVALID

Contact Us

Visit chargepoint.com

Call +1.408.705.1992

Email sales@chargepoint.com

ChargePoint, Inc.
240 East Hacienda Avenue
Campbell, CA 95008-6617 USA

+1.408.841.4500 or
+1.877.370.3802 US and Canada toll-free

chargepoint.com

—chargepoin+

The ChargePoint® Network — Open for All

Fact Sheet

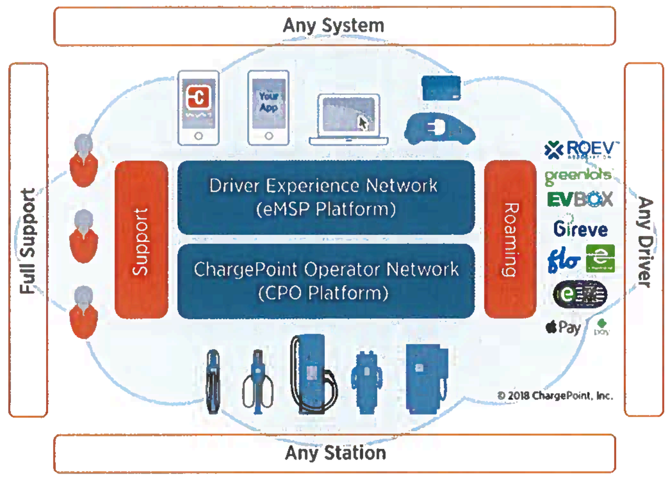
ChargePoint operates the most advanced and open electric vehicle (EV) charging network in the world.

We provide everything you need to offer a complete EV charging solution that can manage any Open Charge Point Protocol (OCPP) capable charging station as well as integrate with other electric mobility apps and connected systems.

The ChargePoint Network is open and interoperable both in North America and in Europe.

+ ChargePoint is a founding member of ROEV, an organization founded to support interoperability in North America, and work with all of the major clearinghouses in Europe to support roaming.

+ The ChargePoint Network has more than 49,000 AC and DC charging spots, including stations from 12 different manufacturers. Through the OCPP OnRamp program, any OCPP-capable station will work on the ChargePoint Network.



1. Connect

Certify any OCPP-capable hardware on the ChargePoint Network

+ Using OCPP v1.6 + extensions
+ Planned support for v2.0 and subsequent versions as they are released.
+ ChargePoint is capable of using a simple, standard process to certify and onboard third-party charging stations using OCPP, including DBT, ABB, Efacec, Delta, Mennekes, Innogy, Schneider, Keba and Circontrol.

2. Configure

Manage all charging stations through one central platform

+ Support all the standard functionality within the OCPP v1.6 protocol specification, including:

Authorization Authentication Accounting

+ Support advanced features through extensions to the OCPP protocol, including offline reliability, advanced Power Management, Waitlist, etc.
+ ChargePoint, with its hardware and network, comply with funding guidelines asking for interoperability in Europe. (e.g. Ladesaeulenverordnung in Germany)
+ ChargePoint takes data protection and security of data very seriously. Data protection is ensured through use of encryption and anonymization of personal data.

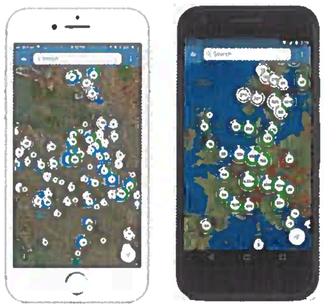
Example: You have ABB DC Fast Charging Stations and Mennekes AC stations that you currently manage with 2 different back ends. Our OCPP OnRamp program will make both types of stations available on a single platform for easy management, ensuring you have no stranded assets.

Example: You want to charge drivers a different fee for parking at your stations when they are fully charged than while they are charging to increase utilization. You also want to set the same pricing policy across all your stations. The ChargePoint Operator Network enables you to not only set a pricing policy like this, but also track how fees affect your charging station utilization over time so you can adjust accordingly and make the most of your investment.

3. Charge

Give drivers the best EV charging experience available

+ **Information:** The free ChargePoint app provides comprehensive station information & access to start sessions on any station connected to the ChargePoint Network.



+ **Integration:** Integrations with other systems — APIs allow flexible integration with other systems including apps, in-dash infotainment and fleet management systems.
+ **Support:** 24/7 driver support, 95% customer satisfaction and 98% uptime guarantees to give drivers the best charging experience available.

Example: You already have an app and want to integrate e-mobility services into it. Through the Driver Experience Network (the ChargePoint eMSP offering), you can bring the full ChargePoint driver experience, including advanced functionality and access to our best-in-class customer support team, into your app. This will improve your drivers' experience with enhanced functionality while keeping your brand front and center.

4. Roam

ChargePoint works with all the roaming protocols to ensure open access to EV charging.

+ Roaming agreements with other charge point operators (CPOs) give EV drivers access to thousands of stations worldwide.
+ Roaming agreements with e-mobility Service Providers (eMSPs) allow other drivers on various networks to access stations on the ChargePoint Network, increasing utilization.

12 Key Features of ChargePoint Network

1. **OCPP Capable:** Native support for OCPP in ChargePoint stations and an easy process to integrate other stations to the ChargePoint Network using OCPP.
2. **EMP & CPO Roaming:** Seamless communication between the driver, station and clearinghouse.
3. **Station Locations & Availability:** Complete visibility of stations and their availability make it easy for drivers to find a compatible charger.
4. **Access Control:** Manage and control access to charging stations based on well-defined policies. Enhance the value for the station owner with the right level of control.
5. **Flexible Pricing:** Provide the station owner with pricing controls that are in line with station usage. Provide flexibility to update pricing as usage changes.
6. **Authorization, Authentication & Accounting:** Ensure safe and secure payment for charging. Security measures include the pseudonymization and encryption of personal data and other capable security measures that ensure the ongoing confidentiality, integrity, availability and resilience of the network.
7. **Power Management:** Ensure that charging stations never draw more power than the site can provide.
8. **Driver Notifications:** Notify EV drivers about station availability, state of charge and other key messages to enhance your relationship with drivers.
9. **Queueing (Waitlist):** Increase utilization of stations and charge more vehicles by enabling drivers to get in a virtual queue for stations.
10. **Fleet Services:** Integrate with fleet systems (fleet management, route monitoring, etc) to provide critical data and insights.
11. **Station Support:** ChargePoint responds quickly and effectively to any situation that occurs at a station.
12. **Scalability:** Support the growth of stations worldwide. Provide consistent, high-quality functionality without any delays.

chargepoin+

ChargePoint, Inc.
240 East Hacienda Avenue
Campbell, CA 95008-6617 USA

+1.408.841.4500 or
+1.877.370.3802 US and Canada toll-free

chargepoint.com

Contact Us

Visit chargepoint.com

Call +1.408.705.1992

Email sales@chargepoint.com

CT4000 Level 2 Commercial Charging Station

Specifications and Ordering Information

Ordering Information

Specify model number followed by the applicable code(s).
The order code sequence is: **Model-Options**. **Software, Services** and **Misc** are ordered as separate line items.

Hardware

Description		Order Code
Model	1830 mm (6 ft) Single Port Bollard Mount 1830 mm (6 ft) Dual Port Bollard Mount	CT4011-GW1 CT4021-GW1
	1830 mm (6 ft) Single Port Wall Mount 1830 mm (6 ft) Dual Port Wall Mount	CT4013-GW1 CT4023-GW1
	2440 mm (8 ft) Dual Port Bollard Mount 2440 mm (8 ft) Dual Port Wall Mount	CT4025-GW1 CT4027-GW1
Included	Integral Modem - North America	-GW1
Misc	Power Management Kit Bollard Concrete Mounting Kit	CT4000-PMGMT CT4001-CCM

Note: All CT4000 stations include Intergral Modem -GW1.

Software & Services

Description	Order Code
ChargePoint Commercial Service Plan	CPCLD-COMMERCIAL-*n**
ChargePoint Enterprise Plan	CPCLD-ENTERPRISE-*n**
ChargePoint Assure	CT4000-ASSURE*n**
Station Activation and Configuration	CPSUPPORT-ACTIVE
ChargePoint Station Installation and Validation	CT4000-INSTALLVALID

Note: All CT4000 stations require a network service plan per port.

*Substitute *n* for desired years (1, 2, 3, 4, or 5 years).

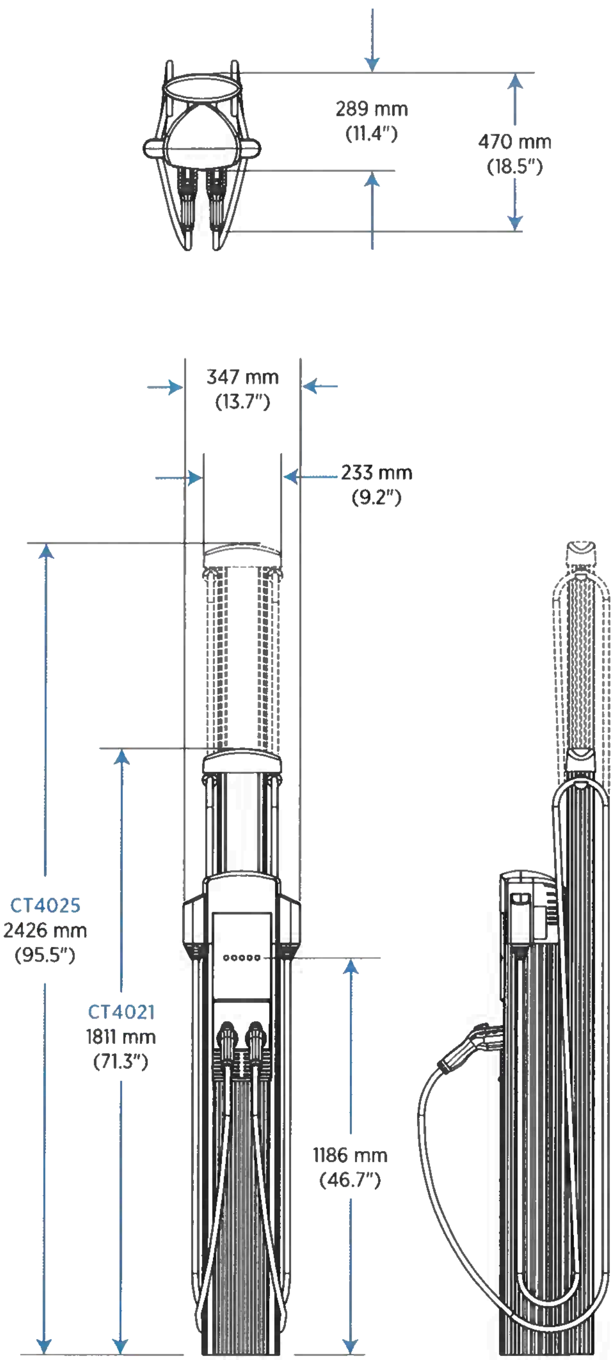
Order Code Examples

If ordering this	the order code is
1830 mm (6 ft) Dual Port Bollard Networked Station with Concrete Mounting Kit	CT4021-GW1 CT4001-CCM
ChargePoint Commercial Service Plan, 3 Year Subscription	CPCLD-COMMERCIAL-5
ChargePoint Station Installation and Validation	CT4000-INSTALLVALID
3 Years of Assure Coverage	CT4000-ASSURE5
1830 mm (6 ft) Single Port Wall Mount Networked Station	CT4013-GW1
ChargePoint Commercial Service Plan, 5 Year Subscription	CPCLD-COMMERCIAL-5
5 Years of Assure Coverage	CT4000-ASSURE5
Station Activation and Configuration	CPSUPPORT-ACTIVE

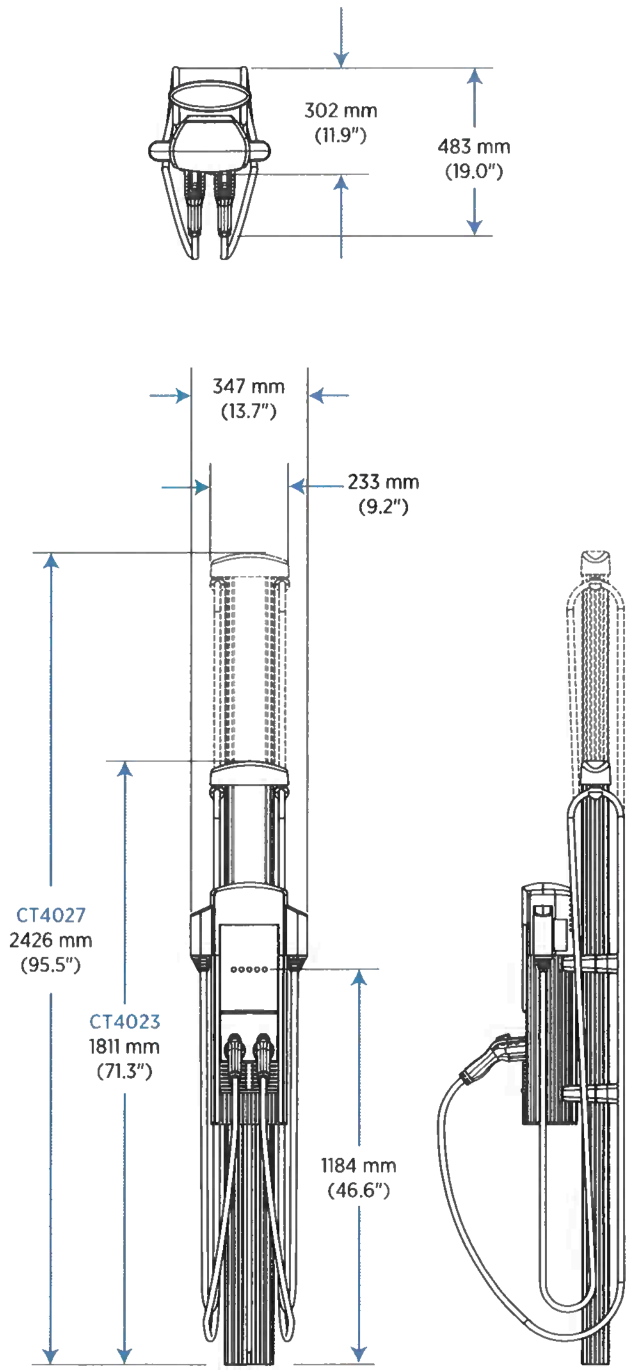
CT4021

The First **ENERGY STAR®** Certified EV Charger

CT4021 1830 mm (6′)
CT4025 2440 mm (8′)
Bollard



CT4023 1830 mm (6′)
CT4027 2440 mm (8′)
Wall Mount



CT4000 Family Specifications

Electrical Input

Electrical Input	Single Port (AC Voltage 208/240V AC)			Dual Port (AC Voltage 208/240V AC)		
	Input Current	Input Power Connection	Required Service Panel Breaker	Input Current	Input Power Connection	Required Service Panel Breaker
Standard	30A	One 40A branch circuit	40A dual pole (non-GFCI type)	30A x 2	Two independent 40A branch circuits	40A dual pole (non-GFCI type) x 2
Standard Power Share	n/a	n/a	n/a	32A	One 40A branch circuit	40A dual pole (non-GFCI type)
Power Select 24A	24A	One 30A branch circuit	30A dual pole (non-GFCI type)	24A x 2	Two independent 30A branch circuits	30A dual pole (non-GFCI type) x 2
Power Select 24A Power Share	n/a	n/a	n/a	24A	One 30A branch circuit	30A dual pole (non-GFCI type)
Power Select 16A	16A	One 20A branch circuit	20A dual pole (non-GFCI type)	16A x 2	Two independent 20A branch circuits	20A dual pole (non-GFCI type) x 2
Power Select 16A Power Share	n/a	n/a	n/a	16A	One 20A branch circuit	20A dual pole (non-GFCI type)
Service Panel GFCI	Do not provide external GFCI as it may conflict with internal GFCI (CCID)					
Wiring - Standard	3-wire (L1, L2, Earth)			5-wire (L1, L1, L2, L2, Earth)		
Wiring - Power Share	n/a			3-wire (L1, L2, Earth)		
Station Power	8 W typical (standby), 15 W maximum (operation)					

Electrical Output

	Single Port	Dual Port
Standard	7.2 kW (240V AC @ 30A)	7.2 kW (240V AC @ 30A) x 2
Standard Power Share	n/a	7.2 kW (240V AC @ 30A) x 1 **or** 3.8 kW (240V AC @ 16A) x 2
Power Select 24A	5.8 kW (240V AC @ 24A)	5.8 kW (240V AC @ 24A) x 2
Power Select 24A Power Share	n/a	5.8 kW (240V AC @ 24A) x 1 **or** 2.9 kW (240V AC @ 12A) x 2
Power Select 16A	3.8 kW (240V AC @ 16A)	3.8 kW (240V AC @ 16A) x 2
Power Select 24A Power Share	n/a	3.8 kW (240V AC @ 16A) x 1 **or** 1.9 kW (240V AC @ 8A) x 2

Functional Interfaces

	Single Port	Dual Port
Connector(s) Type	SAE J1772™	SAE J1772™ x 2
Cable Length - 1830 mm (6 ft) Cable Management	5.5 m (18 ft)	5.5 m (18 ft) x 2
Cable Length - 2440 mm (8 ft) Cable Management	n/a	7 m (23 ft)
Overhead Cable Management System	Yes	
LCD Display	145 mm (5.7 in) full color, 640 x 480, 30 fps full motion video, active matrix, UV protected	
Card Reader	ISO 15693, ISO 14443, NFC	
Locking Holster	Yes	Yes x 2

Safety and Connectivity Features

Ground Fault Detection	20 mA CCID with auto retry
Open Safety Ground Detection	Continuously monitors presence of safety (green wire) ground connection
Plug-Out Detection	Power terminated per SAE J1772™ specifications
Power Measurement Accuracy	+/- 2% from 2% to full scale (30A)
Power Report/Store Interval	15 minute, aligned to hour
Local Area Network	2.4 GHz WiFi (802.11 b/g/n)
Wide Area Network	LTE Category 4

Safety and Operational Ratings

Enclosure Rating	Type 3R per UL 50E
Safety Compliance	UL listed and cUL certified; complies with UL 2594, UL 2231-1, UL 2231-2, and NEC Article 625
Surge Protection	6 kV @ 3,000A. In geographic areas subject to frequent thunder storms, supplemental surge protection at the service panel is recommended.
EMC Compliance	FCC Part 15 Class A
Operating Temperature	-40°C to 50°C (-40°F to 122°F)
Storage Temperature	-40°C to 60°C (-40°F to 140°F)
Non-Operating Temperature	-40°C to 60°C (-40°F to 140°F)
Operating Humidity	Up to 85% @ 50°C (122°F) non-condensing
Non-Operating Humidity	Up to 95% @ 50°C (122°F) non-condensing
Terminal Block Temperature Rating	105°C (221°F)
Network	All stations include integral LTE modem and will be automatically configured to operate as gateway or non-gateway as needed

ChargePoint, Inc. reserves the right to alter product offerings and specifications at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.

Contact Us

Visit chargepoint.com

Call +1.408.705.1992

Email sales@chargepoint.com

ChargePoint, Inc.
240 East Hacienda Avenue
Campbell, CA 95008-6617 USA

+1.408.841.4500 or
+1.877.370.3802 US and Canada toll-free

chargepoint.com

Listed by Underwriters Laboratories Inc.

PROPERTIES FORECLOSED AND SUGGESTED DISPOSITIONS

As of October 19, 2021

Years through 2019 have been foreclosed, 2020 will foreclose in January 2022, 2021 liens were placed July 2, 2021

	Single Family	Multi Family	Vacant Land	Commercial	Industrial	
OWNER NAME PROPERTY LOCATION	YEARS LIENED	RE PARCEL # OR SEWER ACCT. #	AMOUNT DUE	TOTAL DUE ALL YEARS	ASSESSED VALUE	COMMENTS
Adams, Daniel	2019	0381680000	$767.74	$767.74	$67,200.00	Mr. Adams swapped this property for another
49 Center St						w/the City - This Property is now owned by the City
Burtchell, Paul L & Sharon	2017-2021	0130050000	$10,390.16		$136,100.00	In agreement for Tax and Sewer. Pays Every Month
20 Grayson St.	2022		$1,013.68	$11,403.84		
Caron, Daniel	2017-2021	0381510000	$7,440.01		$83,400.00	
42 Center St	2022		$760.91	$8,200.92		
Cobb, Marlin	2019-2021	0650370000	$53,009.59		$901,400.00	Made payments Feb, March, May
13 Burnie Way	2022		$8,224.36	$61,233.95		
Doherty, Michael J. & Denise	2019-2021	0393040000	$7,763.35		$187,500.00	Made payments Feb, March, May, June
4 Tibbetts Ave	2022		$1,710.76	$9,474.11		
Gray, Joan	1993-2021	0272220000	$236,225.30		$312,900.00	Pays $150.00 Every Month. Son is looking to get
22 Paquin Ave	2022		$2,626.80	$238,852.10		loan to help with taxes
Langan, Michael L. & Dione	2017-2021	0810150000	$20,495.74		$222,300.00	Made payments April, July, Oct
371 Guinea Rd	2022		$1,800.16	$22,295.90		
Legros, Laurenda Heirs Of	2019-2021	0340430000	$9,445.90		$156,500.00	Has recently started making monthly payments
247 Elm St	2022		$1,427.91	$10,873.81		Paid $100.00 Aug, Sept, Oct
Manton, Richard W. Heirs of	2003-2021	0030170080	$16,112.06		$39,900.00	Letter mailed 4/22/2016. Not sure who the owner is,
120 Proctor Rd	2022		$364.05	$16,476.11		Keith Jacques has been working on this. Waiver of
						foreclosure filed 12/28/2015.
Marchand, Donald	2019-2021	0371260010	$5,262.41		$113,700.00	Talked to him about Hardship Abatement
85 West Cutts St	2022		$754.55	$6,016.96		
Marchar, LLC	2019-2021	0392580000	$7,578.47		$136,500.00	In the process of selling - under contract
44 Pike St	20222		$1,509.11	$9,087.58		

PROPERTIES FORECLOSED AND SUGGESTED DISPOSITIONS						
As of October 19, 2021						
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	Single Family	Multi Family	Vacant Land	Commercial	Industrial	
OWNER NAME PROPERTY LOCATION	YEARS LIENED	RE PARCEL # OR SEWER ACCT. #	AMOUNT DUE	TOTAL DUE ALL YEARS	ASSESSED VALUE	COMMENTS
Quinn, Steven	2018-2021	0800010000	$14,916.82		$229,500.00	No Agreement - Last payment 12/4/2019
312 Guinea Rd	2022		$1,865.86	$16,782.68		
Rheault, Albert	2016-2021	0090370000	$9,288.17		$79,100.00	Pays $150.00 every month - Sometimes more
46 Meetinghouse Rd (Land Only)	2022		$721.71	$10,009.88		
Richards, Timothy	2019	0030410300	$338.80	$338.80	$16,500.00	Paid $50.00 in July and Sept
154 West St						
Robertson, Wilfred	2016-2021	0630460000	$1,794.09		$10,500.00	Land Only - Unbuildable. Last payment 4/23/2015
4 Fortunes Rocks Rd	2022		$95.80	$1,889.89		for $186.04
Sheltra, Janet (aka Tabatha)	2019-2021	0384760000	$35,639.62		$628,400.00	Monthly Payments $1300.00 starting in Dec
27-39 Graham St	2022		$5,733.52	$41,373.14		looking into getting a loan - Last pay 12/10/2020
Sheltra, Janet (aka Tabatha)	2019-2021	0411270000	$19,087.41		$351,300.00	Monthly Payments $710.00 starting in Dec
20 Water St	2022		$3,205.26	$22,292.67		looking into getting a loan - Last pay 12/10/2020
Smorczewski, Jeffrey	2018-2021	0050370000	$6,786.97		$92,600.00	Land Only. Last Payment 4/4/2018 $816.83
Pool St (Off Of)	2022		$844.88	$7,631.85		
Smorczewski, Jeffrey	2018-2021	0100470000	$36,616.87		$518,400.00	Last Payment 4/4/2018 $4,546.65
680 Pool St	2022		$4,501.78	$41,118.65		
Taylor, Evelyn Heirs Of	2019-2021	0020630000	$5,843.69		$94,100.00	Last Payment 10/5/2017 $212.00
30 Old Alfred Rd	2022		$858.57	$6,702.26		
TSFP	1993-2021	0200520000	$64,832.41		$118,400.00	On Brownfield list to be checked for contaminates
448 Alfred St (Land Only)	2022		$1,080.28	$65,912.69		per Brian Phinney. Letter mailed 4/26/2016 -presesnt
Union Oil Co	2012-2021	0400740000	$13,811.73		$64,300.00	Wants to deed property to the city but may have
Main St (Off Of) (Land Only)	2022		$586.68	$14,398.41		soil contamination. Letter mailed 4/26/2016-present

PROPERTIES FORECLOSED AND SUGGESTED DISPOSITIONS						
As of October 19, 2021						
Years through 2019 have been foreclosed, 2020 will foreclose in January 2022, 2021 liens were placed July 2, 2021						
	Single Family	Multi Family	Vacant Land	Commercial	Industrial	
OWNER NAME	YEARS	RE PARCEL # OR	AMOUNT	TOTAL DUE	ASSESSED	
PROPERTY LOCATION	LIENED	SEWER ACCT. #	DUE	ALL YEARS	VALUE	COMMENTS
Williams, Florence Heirs Of	2009-2021	0760130000	$44,831.19		$160,400.00	Elderly Lady - Pays $75.00 - $100.00 every month
54 Guinea Rd	2022		$1,463.49	$46,294.68		
Total Delinquent Tax				$669,428.62		
Amounts updated 10/19/2021						
Mobile Homes on Lind Ave						
Coughlin, Dawn	2008-2022	0010580200	$14,161.65		$27,600.00	Last Payment 3/2/2018 $200.00
20 Lind Ave (Building Only)						
Dreger, Deborah	2008-2017	0010580180	$7,092.85		$19,300.00	Last Payment 2/13/2020
18 Lind Ave (Building Only)						
Wood, Mike	2012-2020	0010580210	$3,322.60		$21,600.00	Last Payment 6/7/2019
21 Lind Ave (Building Only)						
Total Delinquent Tax Mobile Homes			$24,577.10			

Finance Committee

Meeting Date: October 19, 2021
Meeting Time: 5:00 PM

Agenda Item No: 4.5
Item Description: 27-39 Graham St

Submitted by: James A. Bennett, City Manager

Supporting Information/Documentation:

- Property assessment card
- Real Estate tax statement
- Sewer payment statement
- Mr. Paul Shelters email.

Key Terms:

Tax Lien Process: State law strictly dictates the tax lien process. If a property tax remains unpaid after 9 months from the commitment date, the City shall place a lien on the property between 9 months and 12 months of the commitment date. That lien automatically matures 18 months after the date of the lien.

Tax Acquire Property: a property becomes tax acquired if any portion of the tax due remains unpaid (plus fees and interest) at the conclusion of the 18 month lien. At the time of the lien, the property taxes have remained unpaid for a total of 27 to 30 months.

Executive Summary:

An apartment complex that has tenants has not paid any taxes on the property since 2019. As of Wednesday, October 13, 2021, the City is owed $47,052.93 in taxes and costs. In addition, the property owes $825.59 in outstanding sewer bills. The property has gone through the tax lien process. The property is technically owed by the City for non-payment of taxes. A relative (brother) has asked the City to sell the property back him so he can keep the property in the family since it has been in the family since the 1960's..

The normal process would be for the property to be put up for sealed bid. The item is on your agenda to provide guidance to the staff on this request and issue.

Detailed Review:

The property in question became tax acquired on December 11, 2020. The property has seven 3-bedroom units. The property is assessed by the City at $628,400. Staff has been in contact with the owner verbally regarding the property. The last contract with the owner was 6 to 7 months ago. At the time, the owner indicated that she was seeking a loan to pay the taxes.

Mr. Paul Shelters, brother of the current owner, reached out to the City to inquire if he could buy the property. According the email, the family has owned it since the 1960's and he would like to keep it in the family.

Historically, the City has sold off any excess property, including tax acquired via a public sealed bid process. Unless there was a specific economic development reason (including the creation of affordable housing) or if the property was unique were there was no economic value except to immediate abutters, the sealed bid process has been used.

On Tuesday, the Finance Committee is being asked if you would like to see the normal process of public sealed bid followed or if you are interested in some other process used.

Staff is attempting to notify the owner. Mr. Shelters has been notified.

Funding Source:

N/A

Staff Recommendation:

There is no staff recommendation on this issue.

City of Biddeford

Find

PARCEL: 0384760000
LOCATION: 27 GRAHAM ST
NAME: SHELTRA, JANET
EFF DATE: 10/13/2021

YEAR	CAT	BILL	NSC	REFERENCE	BILLED/ADJ	UNPAID BAL	DUE NOW
2021	UB-R	422076	N	27 -39 GRAHAM ST	232.49	232.49	235.54
2021	UB-U	419542	N	27 -39 GRAHAM ST	44.73	44.73	46.30
2021	UB-U	419966	N	27 -39 GRAHAM ST	44.73	44.73	45.77
2022	UB-U	427159	N	27 -39 GRAHAM ST	57.51	57.51	57.85
2021	UB-U	411795	N	27 -39 GRAHAM ST	44.73	44.73	47.34
2021	UB-U	416443	N	27 -39 GRAHAM ST	51.12	51.12	53.21
2021	UB-U	412231	N	27 -39 GRAHAM ST	51.12	51.12	53.51
2022	UB-U	426658	N	27 -39 GRAHAM ST	51.12	51.12	51.72
2021	UB-U	424761	N	27 -39 GRAHAM ST	63.90	63.90	65.02
2021	UB-U	416867	N	27 -39 GRAHAM ST	57.51	57.51	59.52
2021	UB-U	421863	N	27 -39 GRAHAM ST	38.34	38.34	39.23
2022	UB-U	427583	N	27 -39 GRAHAM ST	70.29	70.29	70.29
				TOTAL DUE NOW			825.30
				TOTAL UNPAID			807.59

** END OF REPORT - Generated by Kristy Cyr **

City of Biddeford

Real Estate Tax Statement

Parcel: 0384760000
Location: 27 -39 GRAHAM ST

Owner:
SHELTRA, JANET C E
43 GREEN ST
SACO ME 04072

Status:

Square	15,681
Land Valuation:	94,200
Building Valuation:	534,200
Exemptions:	0
Taxable Valuation:	628,400
Interest Per Diem:	8.01

Legal Description:

Deed Date: 12/29/2010 **Book/Page:** 16021/0289 **Interest Date:** 10/13/2021

Year	Type	Bill
2022	RE-R	2206888

Inst	Charge	Billed	Principal Due	Interest Due	Total Due
1	RE TAX PRI	5,727.87	5,727.87	0.00	5,727.87
		5,727.87	5,727.87	0.00	5,727.87
2	RE TAX PRI	5,727.86	5,727.86	0.00	5,727.86
		5,727.86	5,727.86	0.00	5,727.86
Year Totals		11,455.73	11,455.73	0.00	11,455.73

Year	Type	Bill
2021	TL-R	910330

Inst	Charge	Billed	Principal Due	Interest Due	Total Due
1	RE TAX LIE	10,393.92	10,393.92	234.65	10,628.57
	30 DAY LIE	3.00	3.00	0.07	3.07
	CERT LIEN	6.96	6.96	0.00	6.96
	LIENFEEIN	48.00	48.00	0.00	48.00
	INT@LIEN	387.29	387.29	0.00	387.29
		10,839.17	10,839.17	234.72	11,073.89
Year Totals		10,839.17	10,839.17	234.72	11,073.89

Year	Type	Bill
2020	TL-R	910155

Inst	Charge	Billed	Principal Due	Interest Due	Total Due
1	RE TAX LIE	10,357.63	10,357.63	1,139.06	11,496.69
	30 DAY LIE	3.00	3.00	0.33	3.33
	CERT LIEN	6.80	6.80	0.00	6.80
	LIENFEEIN	48.00	48.00	0.00	48.00
	INT@LIEN	427.79	427.79	0.00	427.79
		10,843.22	10,843.22	1,139.39	11,982.61
Year Totals		10,843.22	10,843.22	1,139.39	11,982.61

City of Biddeford

Real Estate Tax Statement

Year	Type	Bill
2019	TL-R	900203

Inst	Charge	Billed	Principal Due	Interest Due	Total Due
1	RE TAX LIE	10,212.48	10,212.48	1,913.79	12,126.27
	30 DAY LIE	3.00	3.00	0.56	3.56
	CERT LIEN	6.80	6.80	0.00	6.80
	LIENFEEIN	48.00	48.00	0.00	48.00
	INT@LIEN	342.47	342.47	0.00	342.47
	CERT LIEN	13.60	13.60	0.00	13.60
		10,626.35	10,626.35	1,914.35	12,540.70
Year Totals		10,626.35	10,626.35	1,914.35	12,540.70
Grand Totals		43,764.47	43,764.47	3,288.46	47,052.93

** End of Report - Generated by Kristy Cyr **

Property Location 27-39 GRAHAM ST | Map ID 38/ 476/ / / | Bldg Name | State Use 1113
Vision ID 4464 | Account # 0384760000 | Bldg # 1 | Sec # 1 of 1 | Card # 1 of 1 | Print Date 10-13-2021 12:21:27

CURRENT OWNER

SHELTRA, JANET C E
43 GREEN ST
SACO ME 04072

TOPO	UTILITIES	STRT / ROAD	LOCATION
1 Level	3 Public Sewer	1 Paved	1 Urban
	2 Public Water		

SUPPLEMENTAL DATA

Alt Prcl ID		Color	WHITE
Sub-Div		H. District	136
Photo		S. District	4
Ward	5	TIF	
Prec.			
Tract	7F		
GIS ID	4464	Assoc Pid#	

CURRENT ASSESSMENT

Description	Code	Appraised	Assessed
RESIDNTL	1113	534,200	534,200
RES LAND	1113	94,200	94,200
Total		628,400	628,400

4505
BIDDEFORD, ME

VISION

RECORD OF OWNERSHIP

Owner	BK-VOL/PAGE		SALE DATE	Q/U	V/I	SALE PRICE	VC
SHELTRA, JANET C E	16021	0289	12-29-2010	U	I	0	1
SHELTRA REALTY LLC	14503	0762	06-20-2005	U	I	0	1B
SHELTRA PAUL E MRS	1241	0062				0	

PREVIOUS ASSESSMENTS (HISTORY)

Year	Code	Assessed	Year	Code	Assessed	Year	Code	Assessed
2021	1113	534,200	2020	1113	445,200	2019	1113	445,200
	1113	94,200		1113	73,200		1113	73,200
	Total	628,400		Total	518,400		Total	518,400

This signature acknowledges a visit by a Data Collector or Assessor

EXEMPTIONS

Year	Code	Description	Amount
		Total	0.00

OTHER ASSESSMENTS

Code	Description	Number	Amount	Comm Int

APPRAISED VALUE SUMMARY

Appraised Bldg. Value (Card)	534,200
Appraised Xf (B) Value (Bldg)	0
Appraised Ob (B) Value (Bldg)	0
Appraised Land Value (Bldg)	94,200
Special Land Value	0
Total Appraised Parcel Value	628,400
Valuation Method	C
Total Appraised Parcel Value	628,400

ASSESSING NEIGHBORHOOD

Nbhd	Nbhd Name	B	Tracing	Batch
0003				

NOTES

7 3BR APTS

BUILDING PERMIT RECORD

Permit Id	Issue Date	Type	Description	Amount	Insp Date	% Comp	Date Comp	Comments
13-08-055	08-16-2012	DK	Deck	8,050	11-13-2012	100	04-01-2013	REPLACE ALL EXISTING DE
08-08-070	09-05-2007	RE	Remodel	23,000			04-01-2008	WIND & DOOR REPLACEME
04-07-47	07-17-2003	DE	Demolish	5,000	09-30-2003	100	04-01-2004	DEMOLISH GARAGE

VISIT / CHANGE HISTORY

Date	Id	Type	Is	Cd	Purpost/Result
11-13-2012	ND	02		03	Outside inspection only
06-30-2008	CC	02		03	Outside inspection only
09-30-2003	GL			03	Outside inspection only
04-12-2002	FY			27	COMM/IND/APTS 2002-20
07-03-1990	SC	X		43	LETTER/PROPERTY REV
10-10-1989	TD	X		00	MEAS & LISTD

LAND LINE VALUATION SECTION

B	Use Code	Description	Zone	Land Type	Land Units		Unit Price	I. Factor	Site Index	Cond.	Nbhd.	Nhbd Adj	Notes	Location Adjustment	Adj Unit Pric	Land Value
1	1113	SEVEN UNIT	MSR		15,682	SF	4.28	0.90000	3	1.56	0003	1.000	15000/UNIT X SI	0	6.01	94,200
		Total Card Land Units			0.36	AC	Parcel Total Land Area: 0.36								Total Land Value	94,200

Property Location 27-39 GRAHAM ST | Map ID 38/ 476/ / / | Bldg Name | State Use 1113
Vision ID 4464 | Account # 0384760000 | Bldg # 1 | Sec # 1 of 1 | Card # 1 of 1 | Print Date 10-13-2021 12:21:27

CONSTRUCTION DETAIL

Element	Cd	Description
Bid	4618	
Style:	14	Apartments
Model	94	Commercial
Grade	04	Average +10
Stories:	2	
Occupancy	7.00	
Exterior Wall 1	11	Clapboard
Exterior Wall 2		
Roof Structure	01	Flat
Roof Cover	04	Tar & Gravel
Interior Wall 1	03	Plastered
Interior Wall 2		
Interior Floor 1	09	Pine/Soft Wood
Interior Floor 2		
Heating Fuel	02	Oil
Heating Type	05	Hot Water
AC Type	01	None
Bldg Use	1113	SEVEN UNIT
Total Rooms		
Total Bedrms	09	
Total Baths	7	
Heat/AC	00	NONE
Frame Type	02	WOOD FRAME
Baths/Plumbing	02	AVERAGE
Ceiling/Wall	06	CEIL & WALLS
Rooms/Prtns	02	AVERAGE
Wall Height	9.00	
% Comn Wall	0.00	
No. of Comm. U		
No. of Res. Unit		
1st Floor Use:	1113	

CONSTRUCTION DETAIL (CONTINUED)

Element	Cd	Description

MIXED USE

Code	Description	Percentage
1113	SEVEN UNIT	100
		0
		0

COST / MARKET VALUATION

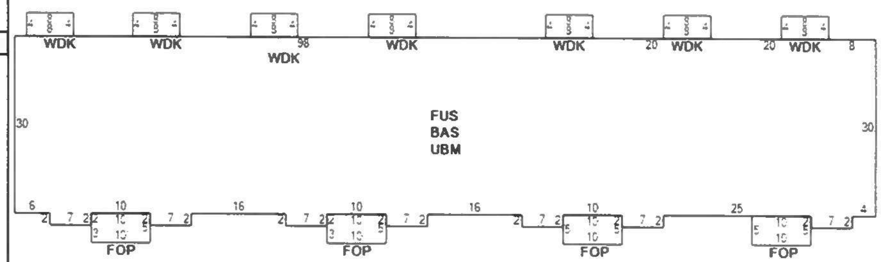
RCN	
Year Built	1880
Effective Year Built	1994
Depreciation Code	G
Remodel Rating	
Year Remodeled	
Depreciation %	40
Functional Obsol	0
Economic Obsol	0
Trend Factor	1
Condition	
Condition %	
Percent Good	60
RCNLD	534,200
Dep % Ovr	
Dep Ovr Comment	
Misc Imp Ovr	
Misc Imp Ovr Comment	
Cost to Cure Ovr	
Cost to Cure Ovr Comment	

OB - OUTBUILDING & YARD ITEMS(L) / XF - BUILDING EXTRA FEATURES(B)

Code	Description	L/B	Units	Unit Price	Yr Blt	Cond.	% Good	Grad	Grade Adj	Appr. Value

BUILDING SUB-AREA SUMMARY SECTION

Code	Description	Living Area	Floor Area	Eff Area	Unit Cost	Undeprec Value
BAS	First Floor	4,478	4,478	4,478	87.74	392,882
FOP	Porch, Open, Finished	0	200	50	21.93	4,387
FUS	Upper Story, Finished	4,478	4,478	4,478	87.74	392,882
UBM	Basement, Unfinished	0	4,478	1,120	21.94	98,264
WDK	Deck, Wood	0	224	22	8.62	1,930
	Ttl Gross Liv / Lease Area	8,956	13,858	10,148		890,345



Bennett, James

From: Paul Shelters <sheltrarealty@yahoo.com>
Sent: Friday, September 17, 2021 5:16 PM
To: Bennett, James
Subject: Info on purchasing property

Hi Jim, my name is Paul Sheltra I'm interested in purchasing the building on 27-39 Graham St. I understand that my sister has lost it the city due to unpaid taxes and sewer fees. This building has been in the family since my father bought it back in the 1960's. As I became old enough to work I began maintaining this building until my sister forced a division of properties in 2010. I would like to own this building again since I know it inside and out, and invested a large portion of my life into it. What would the next step be to start this process? Thank you for your time.

Sent from my iPhone

Finance Committee

Meeting Date: November 16, 2021
Meeting Time: 5:00 p.m.

Agenda Item No: 4.4.
Item Description: Discussion: BerryDunn Report - Wastewater Billing Process Review Project

Submitted by: Brian S. Phinney, COO

Supporting Information/Documentation:

Berry Dunn Report

Key Terms:

N/A

Executive Summary:

Staff provides a copy of the BerryDunn *Wastewater Billing Process Review Project Report* for initial review and comment. Staff will review the report and create a detailed action plan to address the various recommendations.

Detailed Review:

The City of Biddeford engaged the services of Berry Dunn McNeil & Parker, LLC (BeryDunn) in April of 2021 to perform an assessment of the City's wastewater billing process. BerryDunn completed the report highlighting issues with historical billing practices, internal approvals, staff training, general system observations, and provides recommendations for corrective action and/or areas of improvement.

Staff will be reviewing the report over the next several weeks to digest the recommendation and develop an action plan and priority list.

Funding Source:

N/A

Staff Recommendation:

There are no recommendations at this time. The report is currently under review.

BerryDunn

City of Biddeford Wastewater Billing Process Review Project

Analysis and Recommendations Report

Submitted by:

BerryDunn
2211 Congress Street
Portland, ME 04102-1955
207.541.2200

Final Version Submitted On:

November 10, 2021

berrydunn.com

1 Table of Contents

Section **Page**

Version	Delivered Date	Update Reason
Draft 1	November 9, 2021	Draft 1 delivered to the City for review.
Draft 2	November 10, 2021	Draft 2 delivered to the City for review based on Draft 1 feedback.
Final	November 10, 2021	Final version delivered to the City incorporating Draft 2 revisions.

Table i: Version History of the Report

1 Introduction

1.1 Project Background

The City of Biddeford (City) has retained Berry Dunn McNeil & Parker, LLC (BerryDunn) to conduct an assessment of the City's municipal wastewater billing processes. The goal of the project is to produce a report highlighting a review of historical billing processes to understand any needed corrections; a proactive review of processes to identify areas for improvement; and present considerations of any related recommendations to best optimize the billing process. At the point in time that the assessment activities, including review of existing documentation provided by the City and interviews with City staff were conducted, the City leveraged a legacy version of the Tyler Technologies (Tyler) Munis software to support wastewater billing and other City business functions. During the assessment period the City implemented a major upgrade to the Tyler Munis (Munis) software, which is expected to bring about changes to the way in which City staff interact with this primary enterprise software application, including the potential for new features and functionality that may address some of the initial findings from the assessment process. As a result, the City provided direction for the development of this report to acknowledge that certain gaps and areas for improvement in processes may be addressed through the software upgrade; however, the benefits may not be realized for a undetermined period of time until such time and the City has an adequate sample period of processes and transactions against which to measure. Where appropriate in this report, notation is made of potential areas to explore adopting functionality with Tyler as the City continues to expand use of the Munis software.

1.2 Definitions and Terms

For purposes of clarity when discussing this project, the terms and definitions in Table 1 below will be utilized.

Table 1.1: List of Terms and Definitions

List of Terms and Definitions	
Term	**Definition**
AR	Accounts Receivable
BerryDunn	Berry Dunn McNeil & Parker, LLC
City	City of Biddeford, Maine
KKW	Kennebunk, Kennebunkport, and Wells Water District a water utility providing water services to City residents in Biddeford Pool
Maine Water	The public water utility providing water services to City residents
Munis	The primary enterprise software application used by the City to support wastewater billing

List of Terms and Definitions	
Term	**Definition**
Tyler	Tyler Technologies, the provider of the Munis software solution

1.3 Scope of Work and Project Phases

The focus of this project is to document the current environment's strengths and weaknesses related to City wastewater billing processes, analyze information gathered from documentation review, and develop recommendations that address inefficiencies and support best practices.

There are four phases in the project:

1. **Project Planning,** which includes meeting with the City's project team to introduce our project team members, confirm the size and scope of the project, clarify goals and objectives, identify known project constraints, and refine dates and tasks, as appropriate.
2. **Document Request and Review,** which includes requesting available background documentation (e.g., organizational charts, existing system documentation, process and policy documentation, etc.) and reviewing provided documentation to become more knowledgeable of the City's current environment and make best use of City personnel's time during interviews.
3. **Process Observations and Interviews,** which includes facilitating fact-finding interview meetings to confirm information learned from the document review phase, evaluate, and note the City's current processes, inefficiencies, and opportunities for improvement. It is noted that due to the planned technology update to the Munis software, the City and BerryDunn determined that process observations of City staff using the software was not required, and such observations were removed from this scope.
4. **Analysis and Recommendations,** which includes analyzing information gathered from the documentation review and interviews; documenting the current environment's strengths and weaknesses, and identifying where wastewater billing processes fall short of best practices and industry standards; providing supporting detail related to processes, policies, and procedures and areas of misalignment that could benefit from new or refined processes; and developing recommendations that address inefficiencies and support best practices through development of this report.

2 Current State Assessment

This section of the report describes the current environment as it relates to wastewater billing processes at the City, and presents analysis based on the review of documentation provided by the City during the course of this assessment.

2.1 Current Wastewater Billing Processes Narrative

At the highest level, this business process review focuses on the processes and policies used by the City to support wastewater billing. The City, like many similarly situated municipalities within the region and nationally, operates in a lean staffing model whereby individual staff are often tasked with supporting one or more core business functions within a department or division. Serving a population of approximately 21,452, the City employs approximately 43.3 full-time employees (FTE) within General Government and Public Services, 117 FTE in Public Safety, 68 within Public Works and Wastewater Treatment, and 432.30 in Education. The City operates on a July 1 – June 30 fiscal year basis.

Water services are provided to the majority of City residents by Maine Water—a public water utility which provides services to 21 Maine towns and communities—while approximately 80 accounts for residents of Biddeford Pool are serviced by KKW. City staff report having 4,323 active customer accounts for wastewater billing within the City.

Through the interview process, it was reported by City staff that one of the largest perceived challenges with the wastewater billing process has been realized over the past 12 – 24 months with staff turnover. A former City employee had managed the wastewater billing process in excess of two decades, and upon their departure, much of the tacit knowledge of processes and practices left with that individual. Subsequent to their departure, a new staff member was hired who separated from service within approximately one year. During the course of the interviews and assessment period conducted by BerryDunn, one of the challenges in collecting information resulted from staff turnover including three staff members departing City employment during the study. Staff turnover may present a challenge to consistent billing practices and understanding of the end-to-end processes. In one interview, a City staff member noted that a family emergency for one individual involved in wastewater billing resulted in one month of bills not having been processed (fall 2020), citing the reasoning likely being not communicating to a backup staff member that they would need to process billing in their absence.

The City uses Tyler Technologies Munis version 2019.1—which is a major upgrade that occurred during the initial interviews BerryDunn performed with staff. As noted previously in this report, as a result of that upgrade, some of the objectives related to identifying technology gaps and process observations were placed on a lower priority of focus. BerryDunn also notes that the documentation (sample reports, registers, procedural manuals) provided by the City may now be in need of review and revisions to align with the use of a new version of Munis. As reported by City staff, the upgrade process experienced some challenges overall and was largely focused on the technical upgrade. With this upgrade, BerryDunn recommends that the City engage Tyler Technologies to provide City staff with training and an overview of the new features and functionality related to wastewater billing, in the event these may introduce efficiencies to City processes.

The City is currently using several manual workarounds in Microsoft Excel to support the wastewater billing process, including reconciling the usage files from Maine Water with information from Munis, as well as creation of a final bill for the closeout process.

BerryDunn recommends reviewing with Tyler the installed version of Munis 2019.1, particularly with accounts, to compare screen and program differences between the old Munis classic version and the new upgraded 2019.1 version. This may be an area to revisit since there were issues and challenges with the upgrade process.

More detailed challenges are noted in the following subsection, and BerryDunn has identified the primary thematic challenges and areas for improvement in Section 3 to this report. Below are several challenges noted in the process review work effort:

- The process of review and manual reconciliation of files received from Maine Water was identified as a challenge by City staff. Billing files from Maine Water are received on a monthly basis, as well as two different billing files received quarterly, and are input by City staff into Munis. There are often errors in the files, so City staff reviews each account manually to ensure amounts match. It was noted by staff that there are approximately 500 accounts reviewed monthly as part of this process and this takes around 30 minutes of staff time, while the quarterly billing review is much more time intensive, taking up to six hours to review.
- There were identified issues with delayed and missed billings. Much of the data is manually added when a billing is missed.
- BerryDunn identified possible setup issues with services, metered tables, rates, meter inventory, and account status that may lead to inefficiencies with billings and collections.
- The use of manual processes to manage old and new account owners may have contributed in the past to late billings, skipped billings, and missed billings.
- There are many accounts that have no consumption, which is a risk factor contributing to potential loss of revenues.
- There are accounts not showing as an active status for long periods of time, which appears to have possibly contributed to missed billings as well.

Late/overdue accounts and ownership transfers have been an issue with consistent billings and missed billings. Late/overdue accounts appear to have a gap in between collections and lien processing, which can increase the risk for collections for overdue accounts.

2.2 Requested Documentation Analysis

At the initiation of the project in April, BerryDunn submitted an information request to the City to request documentation in assisting with the process review project. The City made available documentation in response to this request in mid-June. In the initial review of the provided documentation, some file folders were provided empty—which presented delays in the review of documentation. BerryDunn sought additional documentation and clarification throughout the course of this study, reviewed such documentation and clarified questions with City staff, and connected with City staff via web-conference for interviews and review of the Munis system. This included participation by City accounts receivable staff, finance department staff, and IT staff, including several City staff no longer employed with the City. The City may consider reviewing tasks performed by office staff and any field personnel to help ensure workflows and responsibilities with tasks validate the number of staffing needed to handle billing and collections.

Based on work with other municipal organizations, BerryDunn is aware that there are step-by-step guides for the upgraded version of Munis that could be used by the City to help ensure proper procedures are followed on a system automation basis rather than a manual basis. These types of guides typically reduce the risk of inaccuracies related to human error, and allow for a more automated and accurate processing of billings and payments. BerryDunn recommends the City leverage the updated Munis procedure guides from version 2019.1 as a guide to create standard operating procedures for City staff to follow to help ensure steps are being processed accurately, and to serve as a tool for cross-training staff on billing procedures.

The City's policy documentation would benefit from revisions for clarity and thoroughness related to billing, and the adoption of any new revised policies as a result of this review or the Munis upgrade. A related recommendation from BerryDunn is to develop policies for the department staff that provides reference to and guidance from any local ordinances outlining rates and fees for current and overdue accounts. Newly developed policies should include guidance on processes for moving current accounts to overdue accounts, and standards or benchmarks for processing of accounts in a timely manner. Related policies the City should consider for adoption include step-by-step procedures and deadlines for billing accounts once received from Maine Water to outline a required date to bill the accounts. When accounts are in question, or an issue if found that requires more than an initial review, BerryDunn's recommendation is to move those accounts to a one-off bill run so other accounts are billed on time, and so as not to delay the billing of accounts that are accurate.

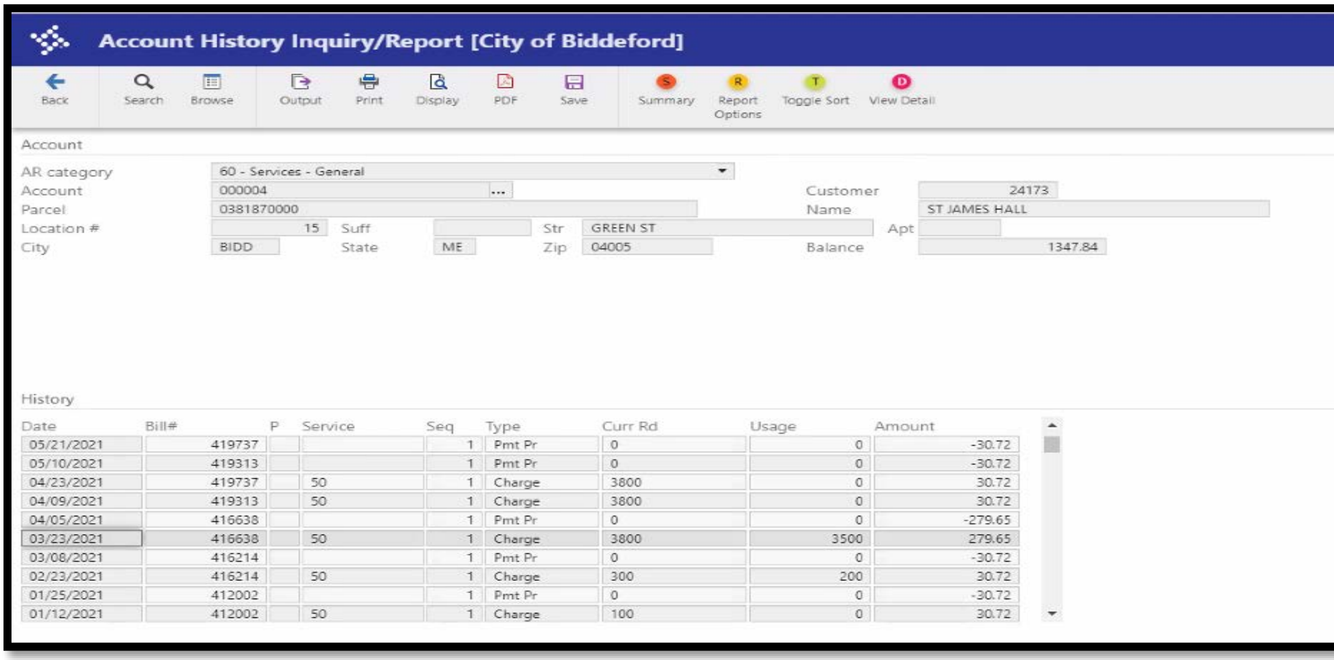
A finding from the process review by BerryDunn is that it appears some final/closed accounts have not been billed on time, nor have those accounts been automated to add the new customer to an active status, which has contributed to missed billings (catch-up billings). During the review and while attempting to reconcile, there were many reports and billing registers that were not available as support documents to reference due to the departure of staff as well as Procedures and Policies that were followed previously. Included are a list of key findings related to missed/skipped billings and items of concern in regards to best practice for the billing and collections of wastewater accounts.

After reviewing the folders and files that were initially uploaded in response to the BerryDunn information request, and following initial interviews with City staff, a list of questions was sent to the primary staff member responsible for wastewater billing in an attempt to clarify reports and folders contents. Responses to the provided questions from BerryDunn were returned by the City, which were then to be jointly reviewed with BerryDunn and the accounts receivable staff member the following week. Between the time the responses were received and the scheduled meeting with the City staff member, the staff member separated from service, leaving several questions unanswered and several questions answered with vague or partial responses. While BerryDunn waited for the City to reassign someone to work with BerryDunn, BerryDunn requested that access to Munis be provided in a read-only setting to expedite the process review. BerryDunn requested read-only access to review the Munis system to validate database setup and account information to support this assessment review process. Viewing the system allowed BerryDunn to view first-hand information that was omitted in the provided documentation and assess sample accounts and past billings.

BerryDunn was able to connect via read-only access to the City's Munis system on several occasions to review billings, identify and research perceived issues, and to assist in the identification of recommended changes based on findings and observations. The remainder of this section of the report includes screenshots of the setup/menus/accounts within Munis that help to demonstrate some of the findings.

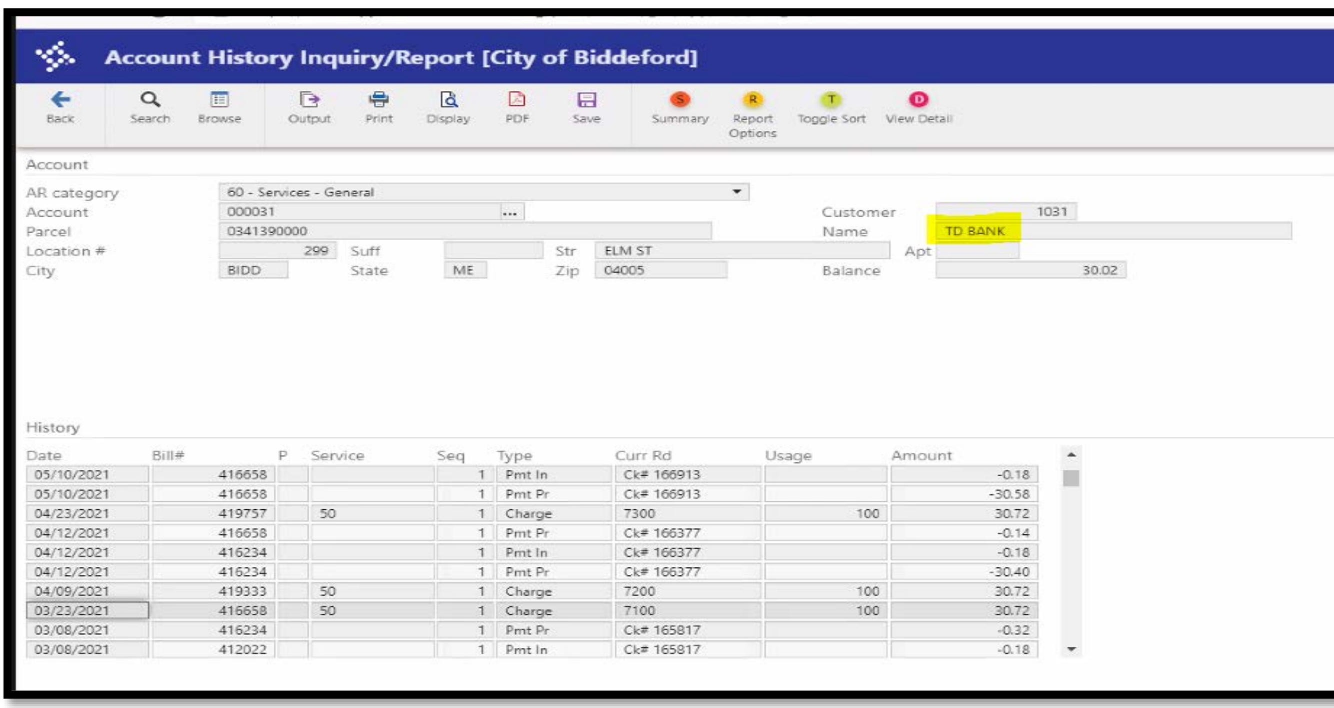
BerryDunn was able to identify key findings related to missed/skipped billings that are not aligned with common practice for municipal utility operations. For the examples below, there appears to be a gap from when the readings are taken and the bill is due. There was a skipped billing issue discovered for a number of accounts. A handful of examples are shown below for accounts 000004, 000031, and 001384. The accounts are set to bill on a monthly basis, but are not billed monthly. The reading for the billing on April, 9, 2021 was taken on February 1, 2021, and not billed until April. The bill due date also extended by months, which left a somewhat large gap (as compared to similarly situated municipalities, from BerryDunn's experience) from the date the meter was read to the date the bill was actually due.

Figure 01: Account 000004



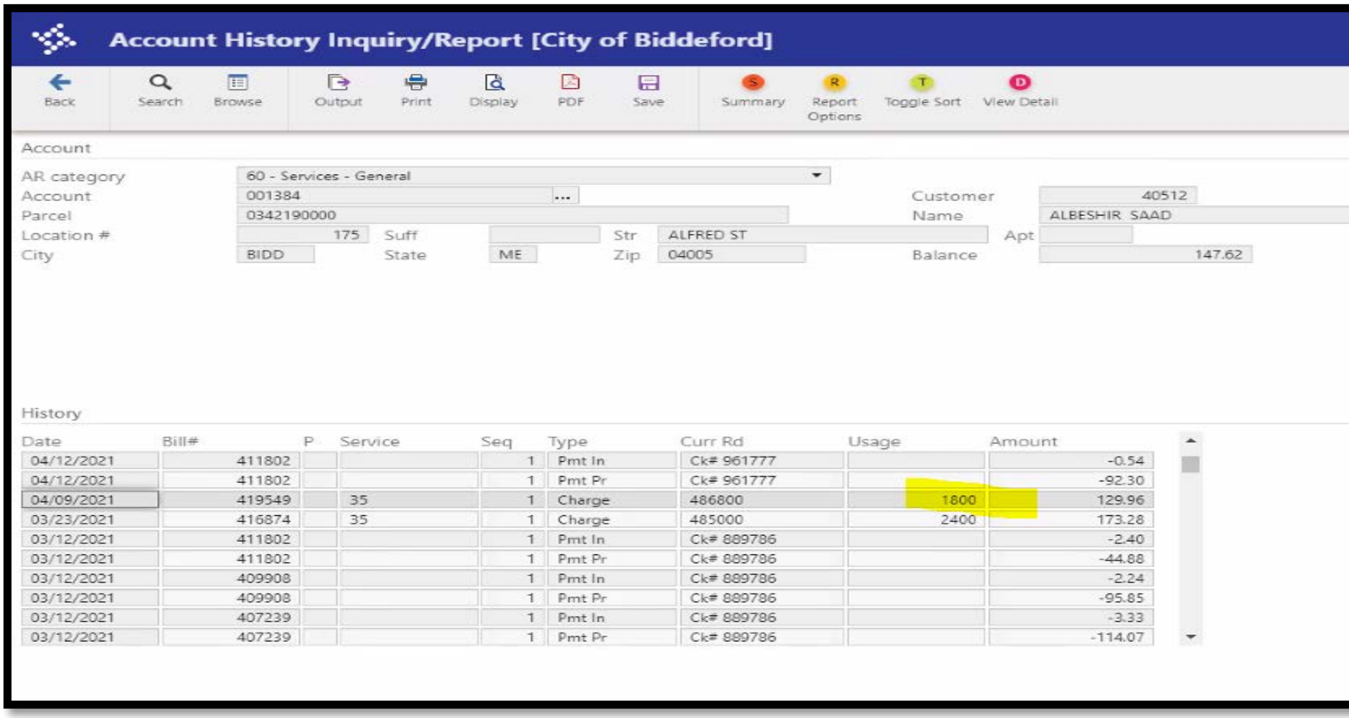
Date	Bill#	P	Service	Seq	Type	Curr Rd	Usage	Amount
05/21/2021	419737			1	Pmt Pr	0	0	-30.72
05/10/2021	419313			1	Pmt Pr	0	0	-30.72
04/23/2021	419737		50	1	Charge	3800	0	30.72
04/09/2021	419313		50	1	Charge	3800	0	30.72
04/05/2021	416638			1	Pmt Pr	0	0	-279.65
03/23/2021	416638		50	1	Charge	3800	3500	279.65
03/08/2021	416214			1	Pmt Pr	0	0	-30.72
02/23/2021	416214		50	1	Charge	300	200	30.72
01/25/2021	412002			1	Pmt Pr	0	0	-30.72
01/12/2021	412002		50	1	Charge	100	0	30.72

Figure 02: Account 000031



Date	Bill#	P	Service	Seq	Type	Curr Rd	Usage	Amount
05/10/2021	416658			1	Pmt In	Ck# 166913		-0.18
05/10/2021	416658			1	Pmt Pr	Ck# 166913		-30.58
04/23/2021	419757		50	1	Charge	7300	100	30.72
04/12/2021	416658			1	Pmt Pr	Ck# 166377		-0.14
04/12/2021	416234			1	Pmt In	Ck# 166377		-0.18
04/12/2021	416234			1	Pmt Pr	Ck# 166377		-30.40
04/09/2021	419333		50	1	Charge	7200	100	30.72
03/23/2021	416658		50	1	Charge	7100	100	30.72
03/08/2021	416234			1	Pmt Pr	Ck# 165817		-0.32
03/08/2021	412022			1	Pmt In	Ck# 165817		-0.18

Figure 03: Account 001384



Account History Inquiry/Report [City of Biddeford]

Back | Search | Browse | Output | Print | Display | PDF | Save | Summary | Report Options | Toggle Sort | View Detail

Account

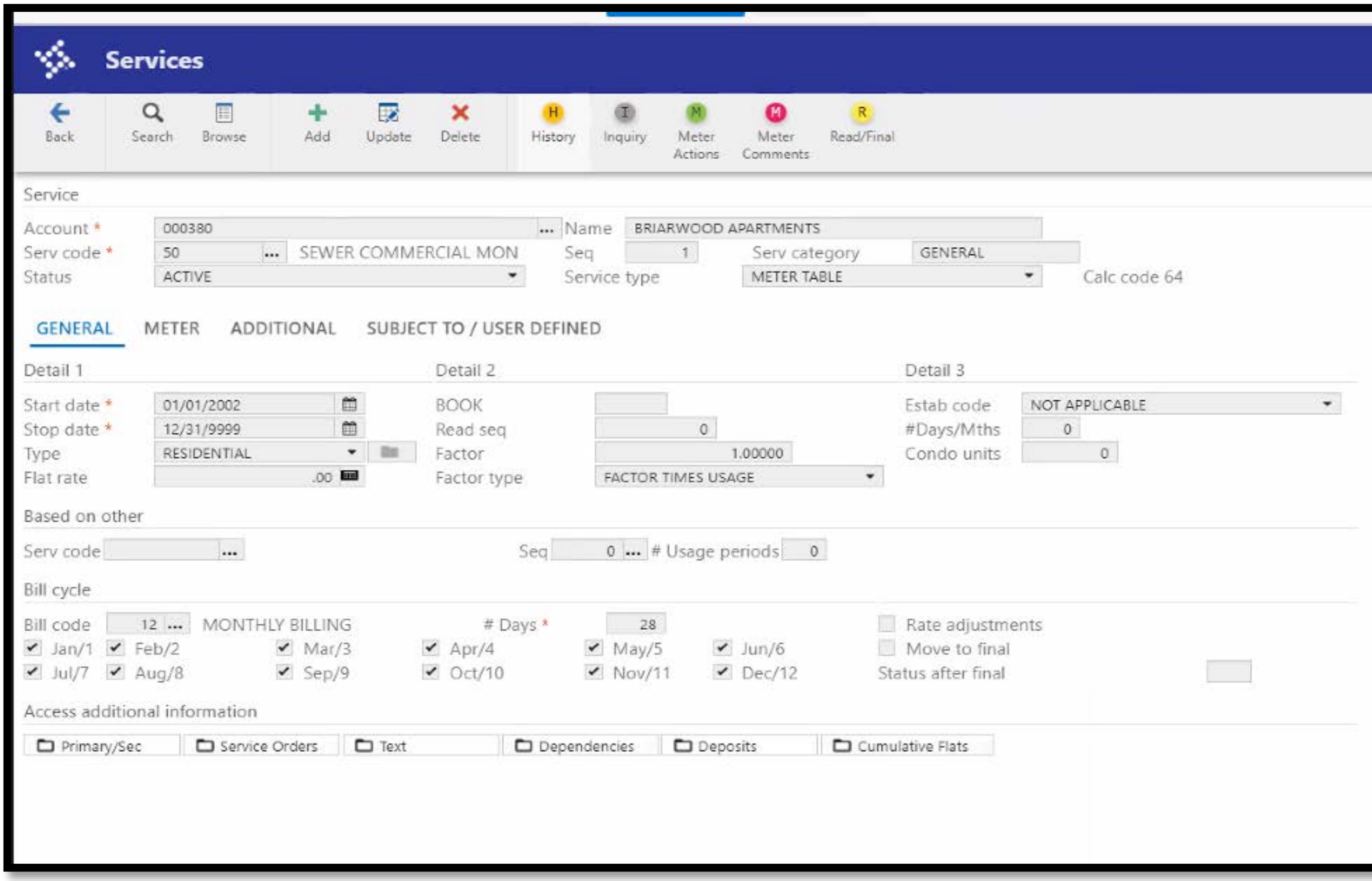
AR category: 60 - Services - General
Account: 001384
Parcel: 0342190000
Location #: 175 Suff Str ALFRED ST Apt
City: BIDD State ME Zip 04005
Customer: 40512
Name: ALBESHIR SAAD
Balance: 147.62

History

Date	Bill#	P	Service	Seq	Type	Curr Rd	Usage	Amount
04/12/2021	411802			1	Pmt In	Ck# 961777		-0.54
04/12/2021	411802			1	Pmt Pr	Ck# 961777		-92.30
04/09/2021	419549		35	1	Charge	486800	1800	129.96
03/23/2021	416874		35	1	Charge	485000	2400	173.28
03/12/2021	411802			1	Pmt In	Ck# 889786		-2.40
03/12/2021	411802			1	Pmt Pr	Ck# 889786		-44.88
03/12/2021	409908			1	Pmt In	Ck# 889786		-2.24
03/12/2021	409908			1	Pmt Pr	Ck# 889786		-95.85
03/12/2021	407239			1	Pmt In	Ck# 889786		-3.33
03/12/2021	407239			1	Pmt Pr	Ck# 889786		-114.07

There was also a discovered finding with specific accounts not being billed on time, which were read on February 1, 2021, and not billed until April 9, 2021. Accounts 000358 and 000380 were other examples to fit this criteria. Account 000380 for Briarwood Apartments only used 15,200 gallons through February 1, 2021. The service code on the account shows sewer Commercial Mon; however, the account type shows Residential. This may be correct set up, however, if the correct service code is not being used, there could be a potential loss of revenues for the multi-unit/apartment account. If the wrong meter size or charge/rate code combination is not added, there could be a loss in revenues.

Figure 04: Account 000380



There are forty-seven accounts that have a stop date on the service, which has prevented the accounts from being billed. The accounts have a stop date less than 12/31/9999, which indicates the service has stopped and not billed. The accounts below have been identified as missed billings:

Figure 05: Accounts with Stop Date Prior to 12/31/9999

Services

Back Accept Cancel Search Output Print Display PDF Save Excel Word

Account	Service	Service Description	Serv Seq	Status	Service Type	Start Date	Stop Date	Type	Bill Cycle
000056	50	SEWER COMMERCIAL MON	1	SHUT-OFF	METER TABLE	01/01/2002	09/29/2014	C	12
000095	50	SEWER COMMERCIAL MON	1	SHUT-OFF	METER TABLE	01/01/2002	01/04/2012	C	12
000114	50	SEWER COMMERCIAL MON	1	INACTIVE	METER TABLE	04/01/2009	04/02/2009	C	12
000245	50	SEWER COMMERCIAL MON	1	INACTIVE	METER TABLE	01/01/2002	05/21/2012	M	12
000270	30	SEWER RESIDENTIAL MO	1	SHUT-OFF	METER TABLE	01/01/2002	06/27/2014	R	12
000285	30	SEWER RESIDENTIAL MO	1	ACTIVE	METER TABLE	01/02/2002	10/08/2008	R	12
000517	30	SEWER RESIDENTIAL MO	1	INACTIVE	METER TABLE	01/01/2002	01/01/2012	R	12
000904	40	SEWER RESIDENTIAL QU	1	INACTIVE	METER TABLE	01/01/2002	08/31/2015	R	4
001147	S40	SUBMETER RESIDENTIAL	1	INACTIVE	METER TABLE	08/17/2000	09/17/2000	R	0
001395	40	SEWER RESIDENTIAL QU	1	SHUT-OFF	METER TABLE	01/01/2002	01/31/2013	R	4
001449	40	SEWER RESIDENTIAL QU	1	INACTIVE	METER TABLE	01/01/2002	08/11/2017	R	4
001456	50	SEWER COMMERCIAL MON	1	INACTIVE	METER TABLE	01/01/2002	01/01/2011	C	12
001479	40	SEWER RESIDENTIAL QU	1	SHUT-OFF	METER TABLE	01/01/2002	12/13/2010	R	4
001652	40	SEWER RESIDENTIAL QU	1	SHUT-OFF	METER TABLE	01/01/2002	01/16/2014	R	4
002088	40	SEWER RESIDENTIAL QU	1	SHUT-OFF	METER TABLE	01/01/2002	11/30/2011	R	4
002089	40	SEWER RESIDENTIAL QU	1	SHUT-OFF	METER TABLE	01/01/2002	02/04/2011	R	4
002160	30	SEWER RESIDENTIAL MO	1	SHUT-OFF	METER TABLE	01/01/2002	01/21/2011	R	12
002593	40	SEWER RESIDENTIAL QU	1	INACTIVE	METER TABLE	01/01/2002	11/25/2013	R	4
002593	S40	SUBMETER RESIDENTIAL	1	INACTIVE	METER TABLE	08/12/1997	11/25/2013	R	0
003115	60	SEWER COMMERCIAL QUA	1	INACTIVE	METER TABLE	01/01/2002	09/03/2013	C	4
003431	40	SEWER RESIDENTIAL QU	1	SHUT-OFF	METER TABLE	01/01/2002	01/18/2013	R	4
003603	40	SEWER RESIDENTIAL QU	1	SHUT-OFF	METER TABLE	01/01/2002	01/03/2013	R	4
003616	30	SEWER RESIDENTIAL MO	1	ACTIVE	METER TABLE	01/01/2002	11/06/2007	R	12
003617	40	SEWER RESIDENTIAL QU	1	INACTIVE	METER TABLE	01/01/2002	02/20/2010	R	4
003635	40	SEWER RESIDENTIAL QU	1	SHUT-OFF	METER TABLE	01/01/2002	12/14/2011	R	4
003775	40	SEWER RESIDENTIAL QU	1	ACTIVE	METER TABLE	01/01/2002	10/30/2013	R	4
003807	40	SEWER RESIDENTIAL QU	1	INACTIVE	METER TABLE	01/01/2002	11/21/2016	R	4
003816	60	SEWER COMMERCIAL QUA	1	INACTIVE	METER TABLE	01/01/2002	12/21/2012	C	4
003831	60	SEWER COMMERCIAL QUA	1	INACTIVE	METER TABLE	01/01/2002	09/08/2011	C	4
003834	40	SEWER RESIDENTIAL QU	1	SHUT-OFF	METER TABLE	01/01/2002	01/09/2013	R	4
003842	40	SEWER RESIDENTIAL QU	1	SHUT-OFF	METER TABLE	01/01/2002	12/19/2011	R	4
003842	S40	SUBMETER RESIDENTIAL	1	SHUT-OFF	METER TABLE	07/02/1993	12/19/2011	R	0
006006	60	SEWER COMMERCIAL QUA	1	INACTIVE	METER TABLE	01/01/2002	05/24/2012	C	4
011500	60	SEWER COMMERCIAL QUA	1	SHUT-OFF	METER TABLE	01/01/2002	11/16/2011	C	4
012957	50	SEWER COMMERCIAL MON	1	SHUT-OFF	METER TABLE	01/01/2002	05/29/2013	C	12
013179	50	SEWER COMMERCIAL MON	1	SHUT-OFF	METER TABLE	01/01/2002	05/29/2013	C	12
015711	40	SEWER RESIDENTIAL QU	1	INACTIVE	METER TABLE	11/01/2013	11/02/2013	R	12
015711	S40	SUBMETER RESIDENTIAL	1	INACTIVE	METER TABLE	11/01/2013	11/02/2013	R	12

Search / Filter Go

Record
1 of 47

There may be potential discrepancies with the classification of the account linking to a charge/rate code depending on the multi-unit category. Reviewing charge/rate code combinations will confirm accuracy for services set up and linking to the proper rate structure.

Figure 06: Charge code setup

Charge Codes

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m Amount	Rate Table	Active	Payment Order	Normal Interest	Delinquent Inter	Vendor Code	Charge Ty	Interest M	Unit of Measure	Round to	Rounding	Rate Meth	Rounding	Minimum Interest	100% Penalty Tax Fro	100% Penalty Ta
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	M	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	M	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	M	41				0		0.00	0.00	
0.00	0	1	5	7.750000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	M	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	0.000000	0.000000	0	M	0				0		0.00	0.00	
0.00	0	1	1	0.000000	0.000000	0	M	0				0		0.00	0.00	
0.00	0	1	1	0.000000	0.000000	0	M	0				0		0.00	0.00	
0.00	0	1	1	0.000000	0.000000	0	M	0				0		0.00	0.00	
0.00	0	1	1	0.000000	0.000000	0	M	0				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	1	0.000000	0.000000	0	M	0				0		0.00	0.00	
0.00	0	1	1	0.000000	0.000000	0	M	0				0		0.00	0.00	
0.00	0	1	1	7.000000	0.000000	0	M	41				0		0.00	0.00	
0.00	0	1	1	0.000000	0.000000	0	M	0				0		0.00	0.00	
0.00	0	1	1	0.000000	0.000000	0	M	0				0		0.00	0.00	
0.00	0	1	0	0.000000	0.000000	0	M					0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	
0.00	0	1	5	7.000000	0.000000	0	S	41				0		0.00	0.00	

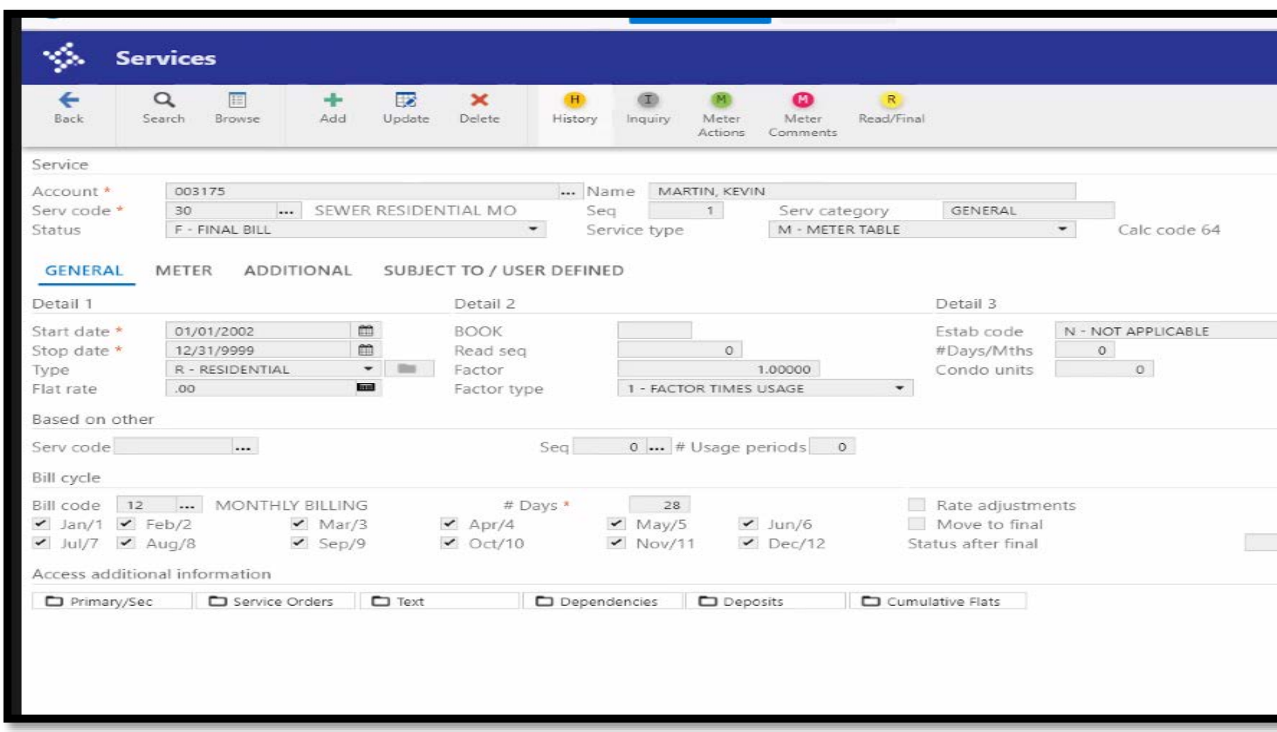
There appears to be negative consumption for some accounts over the years, which do not appear to have been billed when the consumption reflected negative usage. This could be a potential risk for loss of revenues if the meter was installed backwards. Another potential issue discovered, which the City may wish to validate, was with account 000175 where it was identified that the meter appeared to have been broken (zero usage) for five years. The meter appeared to have been replaced in mid-year 2021, and is now reflecting usage. The issue appears to have resulted in an estimated loss of revenues of approximately $3,000.

There were three accounts found that had a stop date; however, the services were active (000285, 0003616, 003775). Accounts 000285 and 0003616 are two examples of these accounts that have missed billings since 2008. For account 003775, this account has been skipped since 2014.

Based on BerryDunn's review of the setup in Munis there were 4,328 active accounts with 5,258 active services, but 3 of the accounts had a stop date. There were 293 inactive accounts with 748 inactive services. Of the 748 inactive services, there were 723 inactive services with a future stop date. Account 000011 showed inactive and not billed since 2002.

There were also 101 services showing shut-off as the status (account 0000042 last billed in 2014, account 003835 last billed in 2019, IP0014 not billed since 2014, IP0015 not billed since 2021, and account 013179 not billed since 2013) and one final bill status with a stop date in the future which was last billed on July 15, 2021:

Figure 07: Account 003175



After further review, there was a discovery with account 000087 being billed; however, it appears the usage has dropped. This could be a potential loss in revenue if the meter is not working accurately, and the account is not estimated when the location address is occupied.

Upon reviewing the current fiscal year rates, there were findings related to setup for the sewer residential monthly rate codes. There is a potential issue with the rate master setup, and the rate table, for the following service/rate code combination, which could be resulting in lost revenues. The rate set up within Munis appears to be incorrect for the Multi-Unit (35) 2021, based on the "Charge Amount min" amounts shown in Figure 08 and the Sewer Billing Fee Schedule provided by the City. The rate code listed below appears to be the only rate code that has an effective date of 7/1/2021. All other rates codes show the effective date of 7/1/2020. The rate for 7/1/2020 shows $19.82, which was updated to 7/1/2021 at $18.43. According to the rate sheet shared with BerryDunn, the rate should be $19.82 (see next two screen shots for support documentation):

Figure 08: Multi-Unit Sewer Residential Rate Master

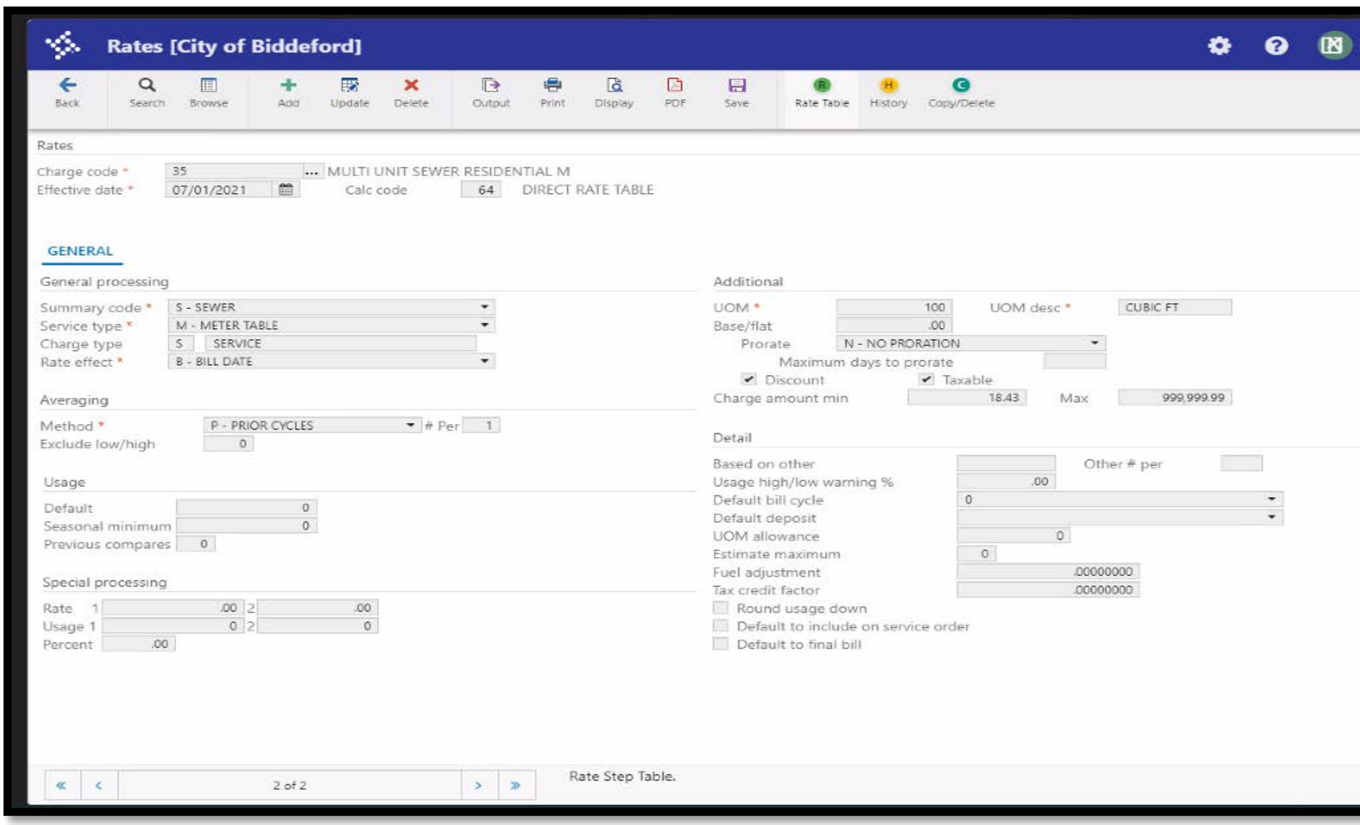


Figure 09: Multi-Unit Sewer Residential Rate Table

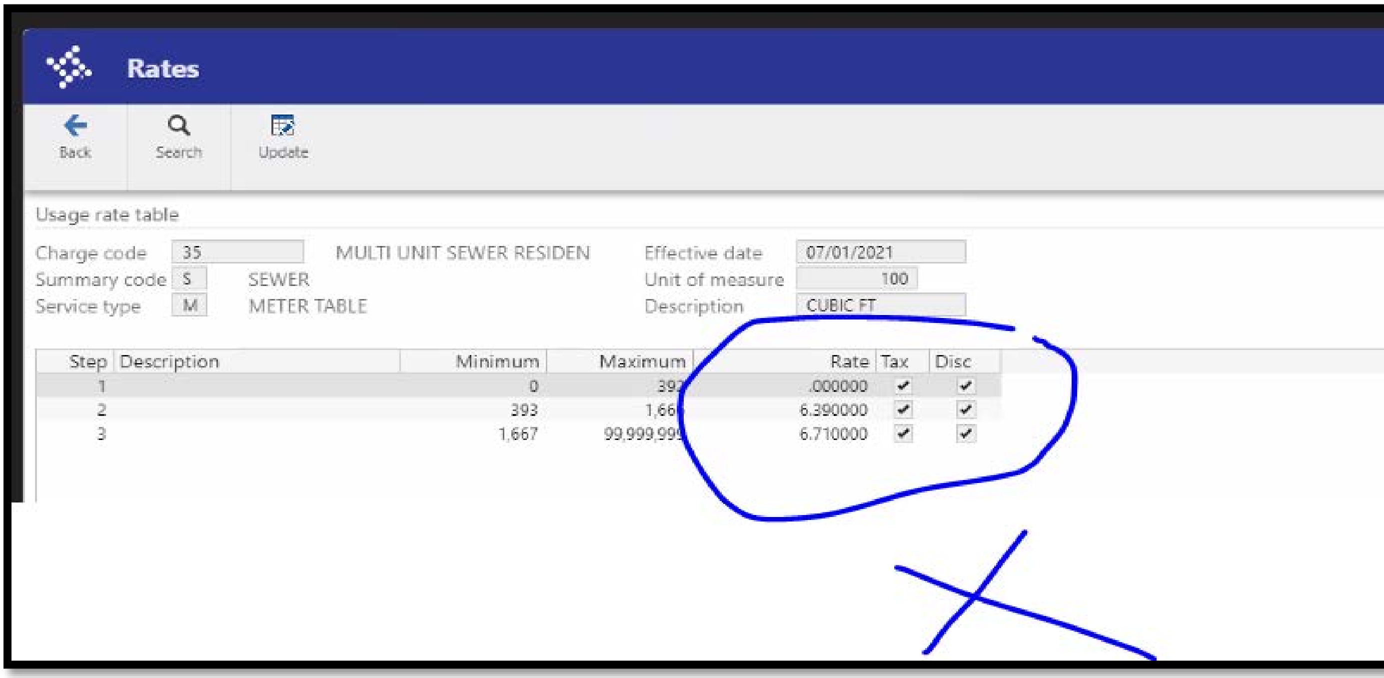


Figure 10: Provided Rate Sheet

Type of Billing	Frequency	# of Weeks	Min Volume (100CF)	Max Volume (100CF)	Rate	Min Charge
Residential (30)	Monthly	4 Weeks	0	392	$4.59	$18.43
Residential (30)	Monthly	4 Weeks	393	1,666	$6.39	
Residential (30)	Monthly	4 Weeks	1,667	1,000,000,000	$6.71	
Multi Unit (35)	Monthly	4 Weeks	0	392	$4.95	$19.82
Multi Unit (35)	Monthly	4 Weeks	393	1,666	$6.88	
Multi Unit (35)	Monthly	4 Weeks	1,667	1,000,000,000	$7.22	
Residential (40)	Quarterly	12 Weeks	0	1,175	$4.59	$55.22
Residential (40)	Quarterly	12 Weeks	1,176	5,000	$6.39	
Residential (40)	Quarterly	12 Weeks	5,001	1,000,000,000	$6.71	

The City's reconciliation process was identified as being largely manual. Within Munis, BerryDunn generated a reconciliation report used in utility billing called the AR Aging report, which showed only one account with an outstanding balance. This is uncommon from BerryDunn's experience that a municipality would have only one overdue account, which is what is reflected in Figure 11 below.

Figure 11: Accounts Receivable Aging Report

Aging report

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City of Biddeford

munis

a tyler erp solution

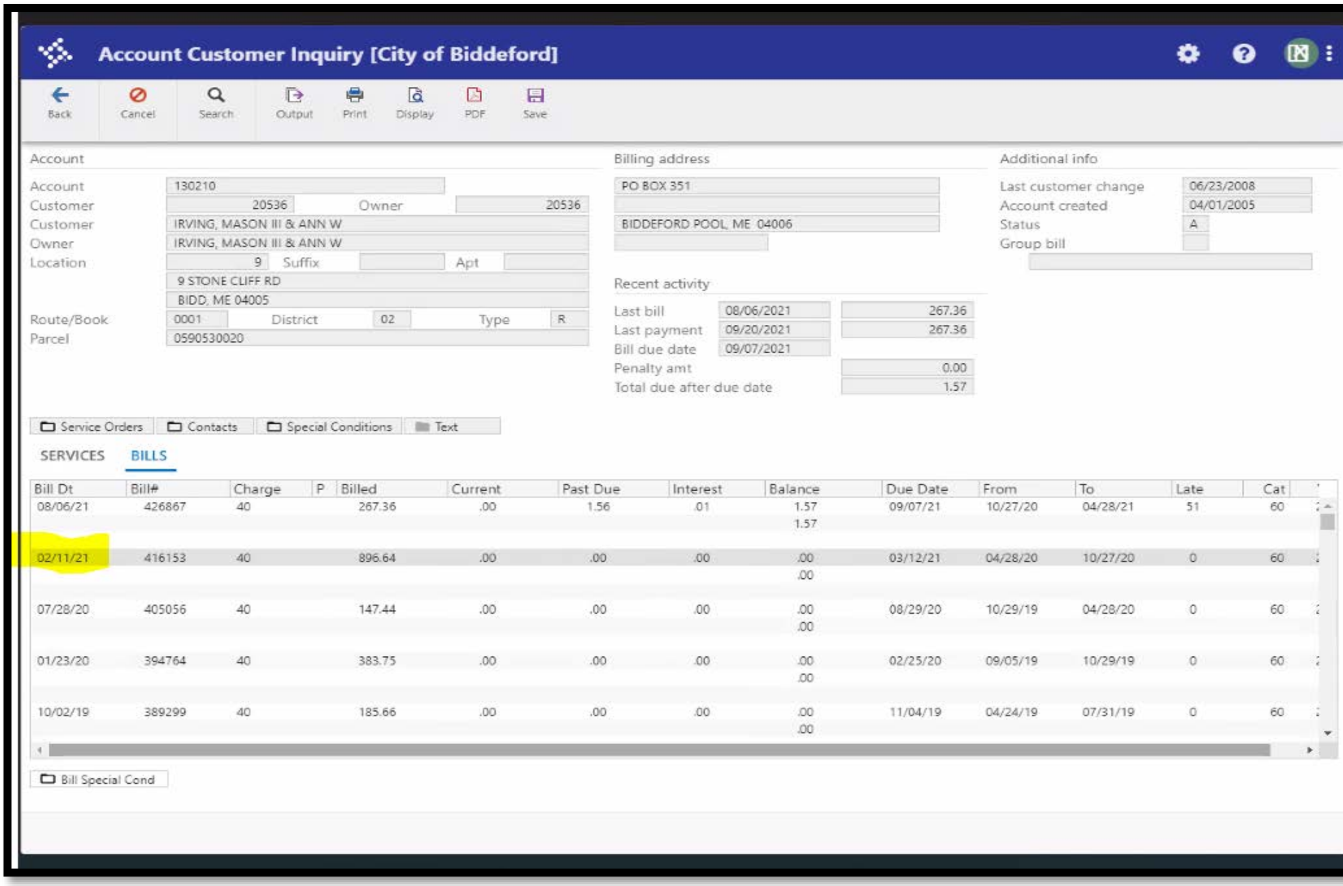
Accounts Receivable Aging

Aging Date: 10/20/2021
Bill Year Range: 0 to 9999

Cat	Year	Bill	Date	Prop Code		Billed Amount	Adjustments	Principal Paid
			Total Unpaid	1 to 30	31 to 60	61 to 90	91 to 120	Over 120
20	MAB INC							
UB	2022	424988	08/16/2021	3112		631.21	0.00	0.00
			631.21	0.00	0.00	631.21	0.00	0.00
Customer 20 Totals:						631.21	0.00	0.00
			631.21	0.00	0.00	631.21	0.00	0.00
294	LECLERC, DANIEL & MICHELLE A							
UB	2022	428013	11/06/2021	760		55.22	0.00	0.00
			55.22	0.00	0.00	0.00	0.00	0.00
Customer 294 Totals:						55.22	0.00	0.00
			55.22	0.00	0.00	0.00	0.00	0.00
404	BOUCHER, JOHN & JACQUELINE							
UB	2021	421250	06/12/2021	13971		134.19	0.00	72.42
			61.77	0.00	0.00	0.00	0.00	61.77
UB	2022	426044	08/16/2021	13971		146.97	0.00	0.00
			146.97	0.00	0.00	146.97	0.00	0.00
Customer 404 Totals:						281.16	0.00	72.42
			208.74	0.00	0.00	146.97	0.00	61.77
415	WOODFORDS FAMILY SERVICES							
UB	2022	429358	11/06/2021	2265		261.99	0.00	0.00
			261.99	0.00	0.00	0.00	0.00	0.00
Customer 415 Totals:						261.99	0.00	0.00
			261.99	0.00	0.00	0.00	0.00	0.00
441	CADORETTE, CAROL ANN							
UB	2022	425865	08/16/2021	12750		242.82	0.00	241.40
			1.42	0.00	0.00	1.42	0.00	0.00
Customer 441 Totals:						242.82	0.00	241.40
			1.42	0.00	0.00	1.42	0.00	0.00
606	TRAIGLE, WILLIAM & SHARON							
UB	2022	428000	11/06/2021	747		185.31	0.00	6.39
			178.92	0.00	0.00	0.00	0.00	0.00
Customer 606 Totals:						185.31	0.00	6.39
			178.92	0.00	0.00	0.00	0.00	0.00
613	BEAN, MARGARET E							
UB	2021	422547	07/14/2021	784		55.22	0.00	0.00
			55.22	0.00	0.00	0.00	55.22	0.00
UB	2022	428036	11/06/2021	784		55.22	0.00	0.00
			55.22	0.00	0.00	0.00	0.00	0.00
Customer 613 Totals:						110.44	0.00	0.00
			110.44	0.00	0.00	0.00	55.22	0.00

There were a number of accounts discovered with potential skipped billings (the example below in Figure 12 shows an account billed with a six-month gap, then a seven-month gap). This could affect revenues from year to year, especially when rates are changed during the gap period (billings and readings for the next four screenshots have highlighted fields – shown for support – account 130210 was read in April and not billed until October. There were many other accounts identified like this).

Figure 12: Account 130210: Potential Skipped Billing Example

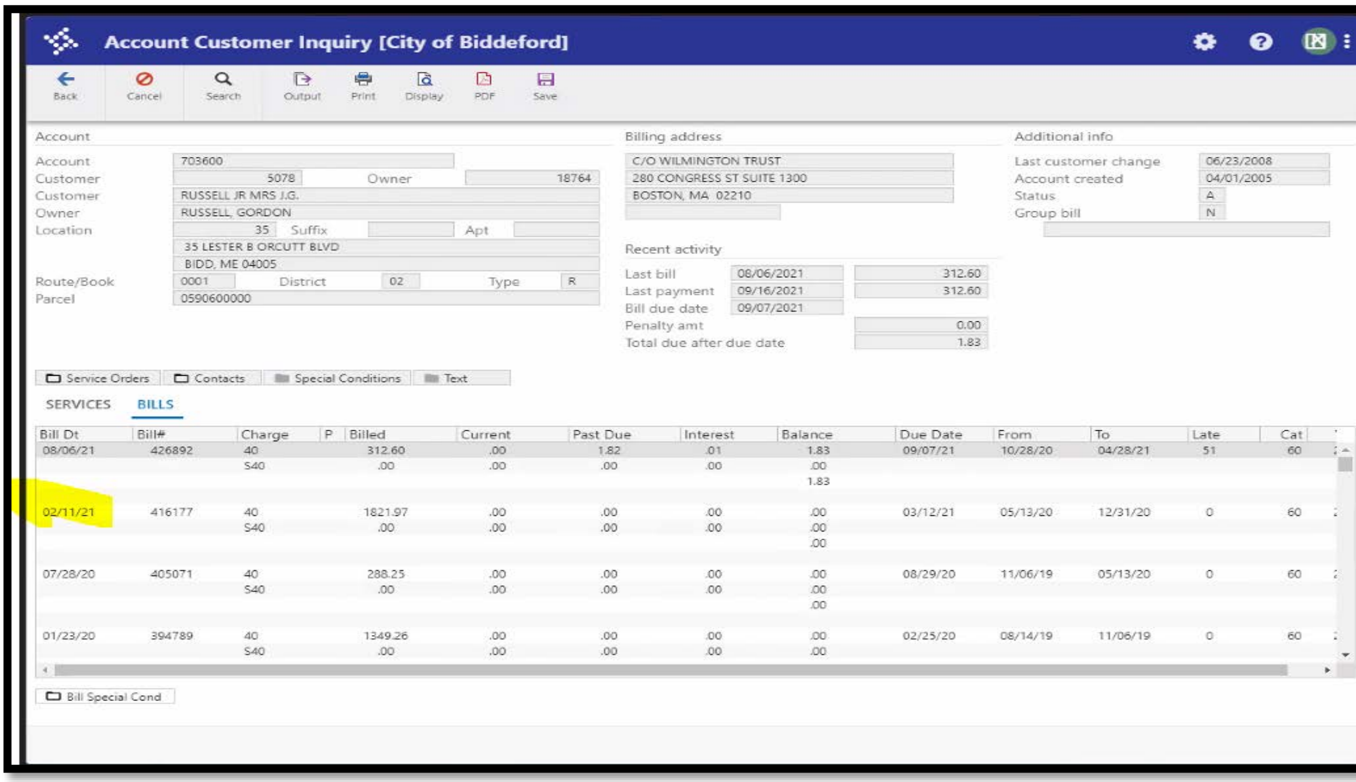


The bill run types, whether monthly or quarterly, appear to not be billed consistently on a month-to-month, or quarterly basis. Figure 13 is an example of readings compared to actual billing dates.

Figure 13: Accounts not billed timely

ACCOUNT	Column2	Column5	Column6	Column7	Column8	Column9	Column11	Column15	M * R	Column16
300337			reading	date	Reading	date	CONSUMP	RATE	AMOUNT	BILL AMT
503500	CALDWELL, CIEL R.	114 MILE STRETCH	17478	1/27/2021	19218	4/28/2021	1740	6.39	111.19	111.19
300338										
503600	HENNEDY, JOHN F	118 MILE STRETCH	13414	1/27/2021	15876	4/28/2021	2462	6.39	157.32	157.32
300342										
133350	MILLET, DAVID	22 LESTER B ORCUT	16051	1/27/2021	16781	4/28/2021	730	4.60	33.58	55.22
300343										
503725	BRONSON, DAVID	24 LESTER B ORCUT	8318	1/27/2021	10256	4/28/2021	1938	6.39	123.84	123.84
300427										
703600	RUSSELL, GORDON D	35 LESTER B ORCUT	43582	1/27/2021	45845	4/28/2021	2263	6.39	144.61	144.61
300428										
130210	IRVING, ANN	9 STONE CLIFF RD	20443	1/26/2021	22505	4/28/2021	2062	6.39	131.76	131.76
300429										
130220	BLAKE, MARY A.	7 STONE CLIFF RD	25329	1/27/2021	27350	4/28/2021	2021	6.39	129.14	129.14
300430										
703800	MCPHEETERS, THOMA	21 LESTER B ORCUT	5183	1/27/2021	6244	4/28/2021	1061	4.60	48.81	55.22

Figure 14: Account 703600: Potential Skipped Billing Example



Account Customer Inquiry [City of Biddeford]

Back | Cancel | Search | Output | Print | Display | PDF | Save

Account

Account	703600
Customer	5078 — Owner 18764
Customer	RUSSELL JR MRS J.G.
Owner	RUSSELL, GORDON
Location	35 — Suffix — Apt
	35 LESTER B ORCUTT BLVD
	BIDD, ME 04005
Route/Book	0001 — District 02 — Type R
Parcel	0590600000

Billing address

C/O WILMINGTON TRUST
280 CONGRESS ST SUITE 1300
BOSTON, MA 02210

Recent activity

Last bill	08/06/2021	312.60
Last payment	09/16/2021	312.60
Bill due date	09/07/2021	
Penalty amt		0.00
Total due after due date		1.83

Additional info

Last customer change	06/23/2008
Account created	04/01/2005
Status	A
Group bill	N

Service Orders | Contacts | Special Conditions | Text

SERVICES BILLS

Bill Dt	Bill#	Charge	P	Billed	Current	Past Due	Interest	Balance	Due Date	From	To	Late	Cat
08/06/21	426892	40		312.60	.00	1.82	.01	1.83	09/07/21	10/28/20	04/28/21	51	60
		S40		.00	.00	.00	.00	.00					
								1.83					
02/11/21	416177	40		1821.97	.00	.00	.00	.00	03/12/21	05/13/20	12/31/20	0	60
		S40		.00	.00	.00	.00	.00					
								.00					
07/28/20	405071	40		288.25	.00	.00	.00	.00	08/29/20	11/06/19	05/13/20	0	60
		S40		.00	.00	.00	.00	.00					
								.00					
01/23/20	394789	40		1349.26	.00	.00	.00	.00	02/25/20	08/14/19	11/06/19	0	60
		S40		.00	.00	.00	.00	.00					

Bill Special Cond

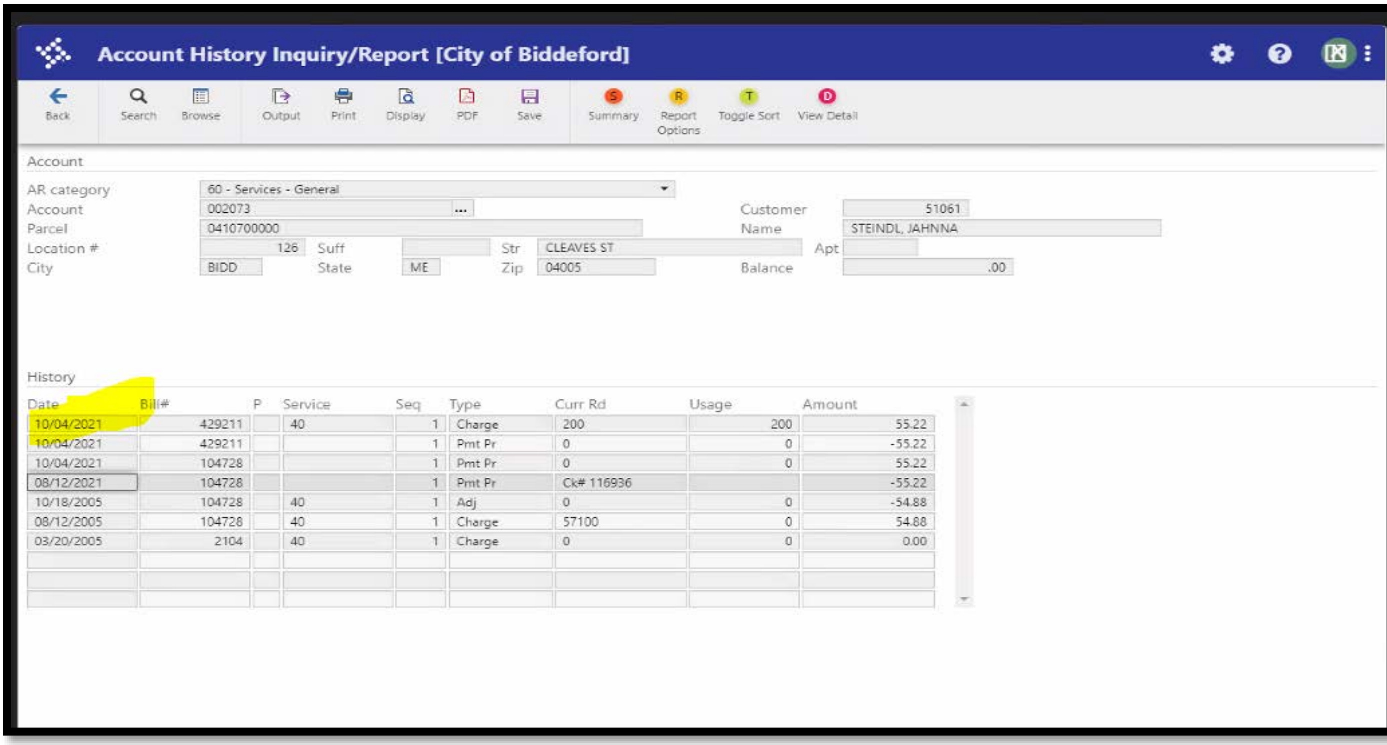
BerryDunn

Figure 15: Accounts not billed timely

ACCOUNT	Column2	Column5	Column6	Column7	Column8	Column9	Column11	Column15	M * R	Column16
300337			reading	date	Reading	date	CONSUMP	RATE	AMOUNT	BILL AMT
503500	CALDWELL, CIEL R.	114 MILE STRETCH	17478	1/27/2021	19218	4/28/2021	1740	6.39	111.19	111.19
300338										
503600	HENNEDY, JOHN F	118 MILE STRETCH	13414	1/27/2021	15876	4/28/2021	2462	6.39	157.32	157.32
300342										
133350	MILLET, DAVID	22 LESTER B ORCUT	16051	12/6/1901	16781	4/28/2021	730	4.60	33.58	55.22
300343										
503725	BRONSON, DAVID	24 LESTER B ORCUT	8318	1/27/2021	10256	4/28/2021	1938	6.39	123.84	123.84
300427										
703600	RUSSELL, GORDON D	35 LESTER B ORCUT	43582	1/27/2021	45845	4/28/2021	2263	6.39	144.61	144.61
300428										
130210	IRVING, ANN	9 STONE CLIFF RD	20443	1/26/2021	22505	4/28/2021	2062	6.39	131.76	131.76
300429										
130220	BLAKE, MARY A.	7 STONE CLIFF RD	25329	1/27/2021	27350	4/28/2021	2021	6.39	129.14	129.14
300430										
703800	MCPHEETERS, THOMA	21 LESTER B ORCUT	5183	1/27/2021	6244	4/28/2021	1061	4.60	48.81	55.22

The account listed below is another example of a potential skipped billing, which is set up to bill on a monthly basis (see next two screen shots for support documents):

Figure 16: Account 002073: Potential Skipped Billing Example



Date	Bill#	P	Service	Seq	Type	Curr Rd	Usage	Amount
10/04/2021	429211		40	1	Charge	200	200	55.22
10/04/2021	429211			1	Pmt Pr	0	0	-55.22
10/04/2021	104728			1	Pmt Pr	0	0	55.22
08/12/2021	104728			1	Pmt Pr	Ck# 116936		-55.22
10/18/2005	104728		40	1	Adj	0	0	-54.88
08/12/2005	104728		40	1	Charge	57100	0	54.88
03/20/2005	2104		40	1	Charge	0	0	0.00

Figure 17: Accounts not billed timely

BIDDEFORD METER CHANGES/INSTALLS APRIL 1, 2021 - APRIL 30, 2021

5/15/2

Location ID	Sewer#	Service Location	First Name	Last Name	Serial #	Prev Read	Out Read	Usage	Installed Date	New Meter Read	Read Date-Present Read	Usage on New	Amount to Bill	New Acct Book#	New A Rte Co
150012000	001572	38 Pierson's Lane		City of Biddeford	83347179	Turned On			04/22/21	36	36	0	0	150	
190087000	002073	126 Cleaves St		Conlon Development	88274618	Turned On			04/06/21	0	0	0	0	190	
170036005	001798	17 Granite St	Mark	Foley	88274623	1787	1787	0	04/28/21	0	0	0	0	170	
90023000	000883	336-338 Alfred St	Elizabeth	McLean	88293735	7667	7667	0	04/12/21	0	0	0	0		
230180000	013349	17 Cathedral Oaks	James	Poulin	89806602	3138	3142	4	04/16/21	0	0	0	4		

The account listed below is also a monthly account that took two months to bill (see next two screen shots below):

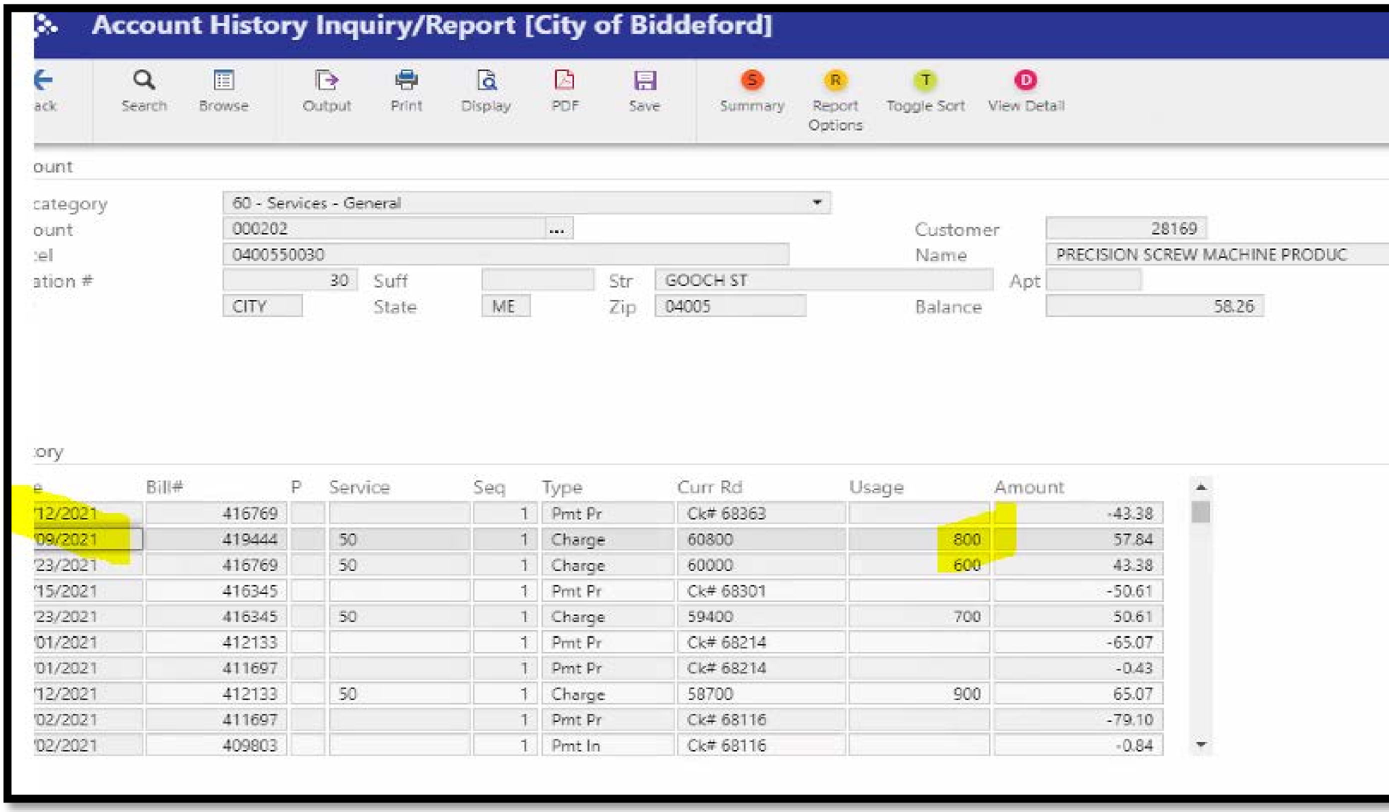
Figure 18: Account 000202: Potential Skipped Billing Example

04/08/2021 14:06 sleclair | City of Biddeford UB Import Third Party File List | P 1 ubimport

ALL

Account Number	Name	BOOK	Service		Read Date	Current	Previous	Usage	C
013089	GALLAGHER'S RAINBOW INC	0005	50	-001	02/01/2021	29,300	0	200	A
015784	THE MILLS @ PEPPERELL LLC	0005	50	-001	02/01/2021	3,283,400	0	69,900	A
000199	CHINBURG BUILDERS INC.	0005	50	-001	02/01/2021	39,100	0	300	A
000201	PORT PROPERTY MANAGEMENT	0005	50	-001	02/01/2021	4,600	0 NO USAGE	0	A
000202	PRECISION SCREW MACHINE P	0005	50	-001	02/01/2021	60,800	0	800	A
018078	BLAZE BREWING LLC	0005	50	-001	02/01/2021	311,500	0	4,200	A
000207	PRECISION SCREW MACHINE P	0005	50	-001	02/01/2021	400	0 NO USAGE	0	A
000208	TLC BUGBEE BROWN BUILDING	0005	50	-001	02/01/2021	226,700	0	1,600	A
018451	THE LOFTS AT SACO FALLS L	0005	50	-001	02/01/2021	1,043,500	0	18,600	A
018477	HARKNESS, SETH	0005	50	-001	02/01/2021	8,600	0	200	A
017565	THE MILL AT SACO FALLS LP	0005	30	-001	02/01/2021	190,800	0	19,900	A
000344	FIBER MATERIALS INC	0005	50	-001	02/01/2021	154,400	0	2,300	A
000345	GO DEVELOPMENT	0005	50	-001	02/01/2021	489,000	0	5,800	A
000346	DK ASSOCIATES LIMITED	0005	50	-001	02/01/2021	1,596,300	0	16,300	A
000347	FIBER MATERIALS INC	0005	50	-001	02/01/2021	17,400	0	900	A
012312	FIBER MATERIALS INC	0005	50	-001	02/01/2021	191,000	0	2,400	A

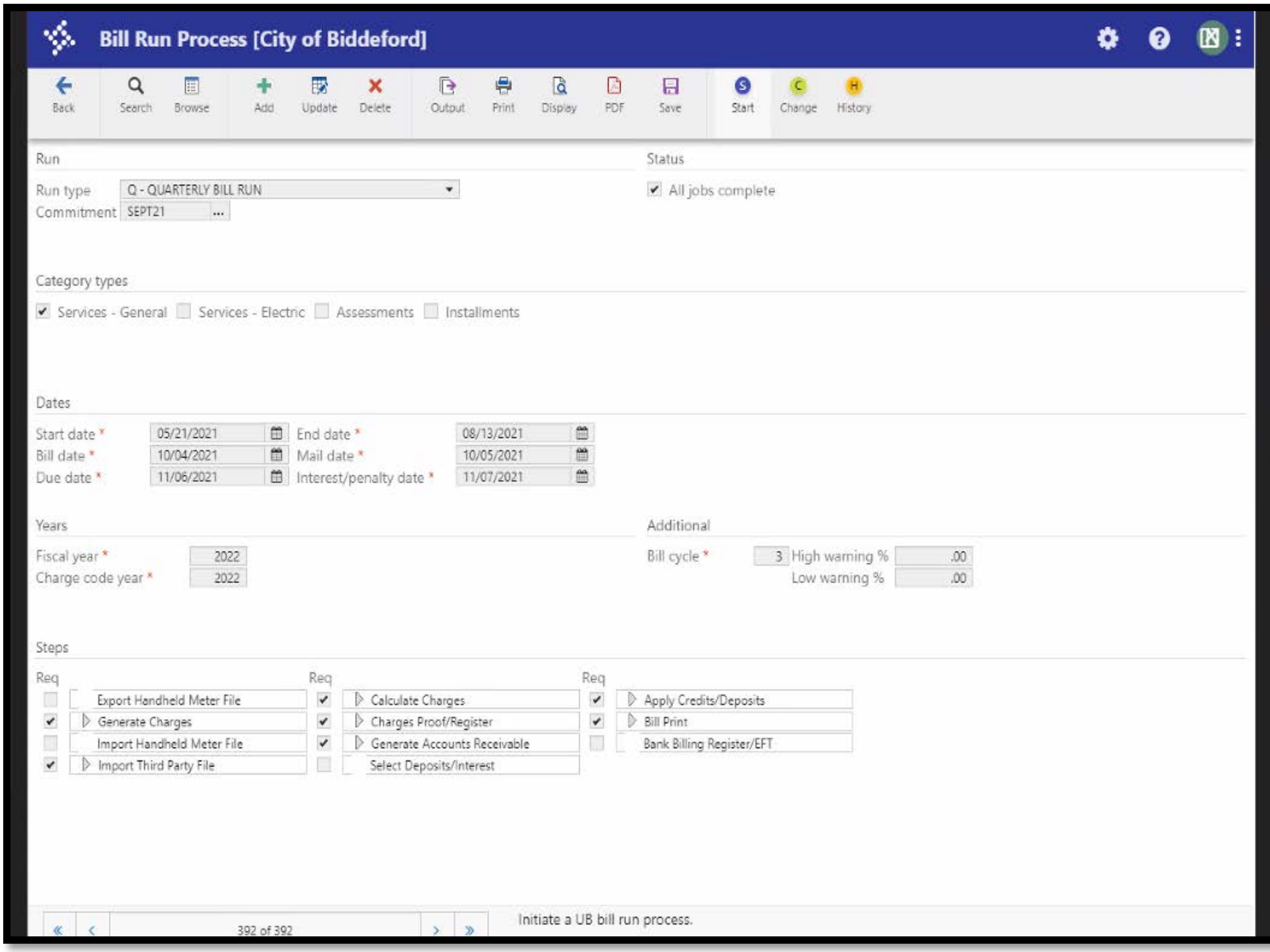
Figure 19: Account 000202: Potential Skipped Billing Example Account History Inquiry



e	Bill#	P	Service	Seq	Type	Curr Rd	Usage	Amount
'12/2021	416769			1	Pmt Pr	Ck# 68363		-43.38
'09/2021	419444		50	1	Charge	60800	800	57.84
'23/2021	416769		50	1	Charge	60000	600	43.38
'15/2021	416345			1	Pmt Pr	Ck# 68301		-50.61
'23/2021	416345		50	1	Charge	59400	700	50.61
'01/2021	412133			1	Pmt Pr	Ck# 68214		-65.07
'01/2021	411697			1	Pmt Pr	Ck# 68214		-0.43
'12/2021	412133		50	1	Charge	58700	900	65.07
'02/2021	411697			1	Pmt Pr	Ck# 68116		-79.10
'02/2021	409803			1	Pmt In	Ck# 68116		-0.84

BerryDunn reviewed the bill run process and setup in Munis, and observed that the bill run process and setup are inconsistent, with delayed billings. There are months in between readings and billings, as well as with due dates that are causing fluctuation of revenues from month to month, and year to year. The City appears to be billing too far in arrears, which could lead to a potential risk in decreased collections, due to the age of the account when a customer leaves and if owing an outstanding balance. An example of a bill run date range was captured below for support documentation:

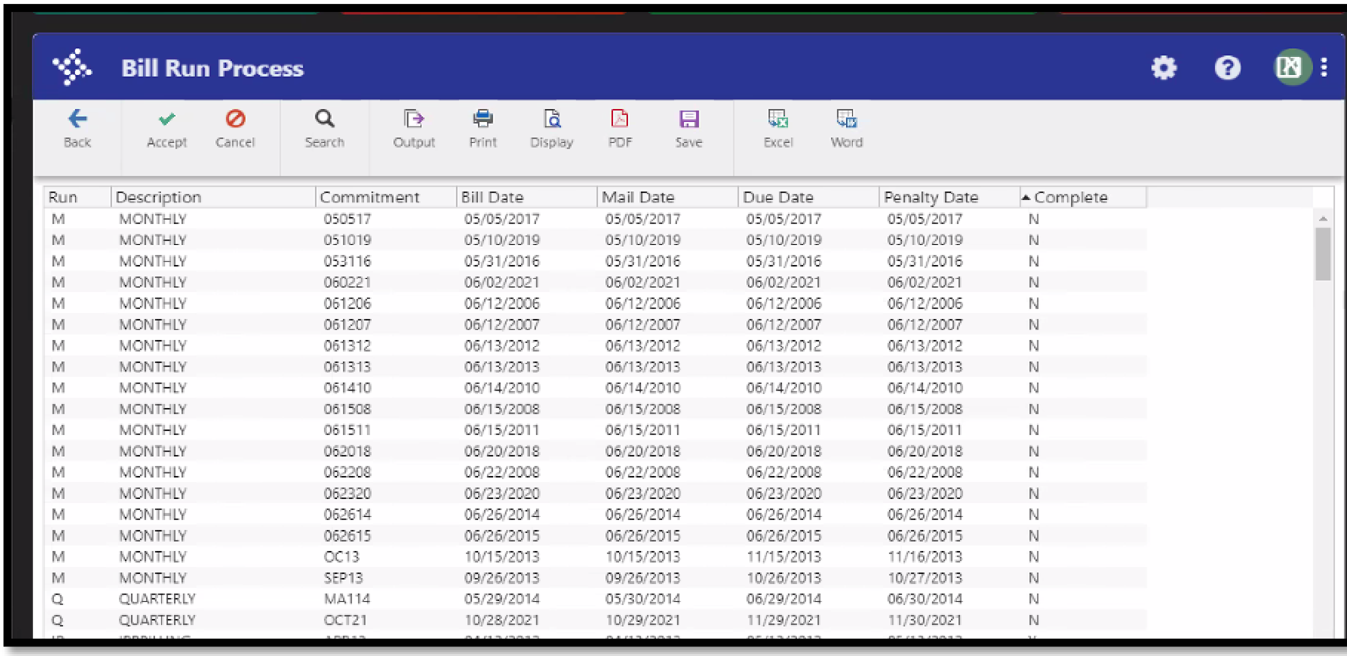
Figure 20: Bill Run Process Sample



There are twenty open bill runs that are incomplete ranging from 6/12/2006 through 11/30/2021.The “Generate AR” function in Munis was performed; however, the “Apply Credits” step was not performed in some bill runs. This could be explained if the Apply Credits process is run outside of the bill run before bills are printed (see first screen shot below). If the Apply Credits is not executed for a bill run, there could be credits from customer accounts that are not carried over to the new bill, or refunded when an old customer moves out. There is also a bill run showing the Generate AR being incomplete, which could be an issue to add to missed billings (see second screen shot below):

BerryDunn

Figure 21: Bill Run Process Sample



Run	Description	Commitment	Bill Date	Mail Date	Due Date	Penalty Date	Complete
M	MONTHLY	050517	05/05/2017	05/05/2017	05/05/2017	05/05/2017	N
M	MONTHLY	051019	05/10/2019	05/10/2019	05/10/2019	05/10/2019	N
M	MONTHLY	053116	05/31/2016	05/31/2016	05/31/2016	05/31/2016	N
M	MONTHLY	060221	06/02/2021	06/02/2021	06/02/2021	06/02/2021	N
M	MONTHLY	061206	06/12/2006	06/12/2006	06/12/2006	06/12/2006	N
M	MONTHLY	061207	06/12/2007	06/12/2007	06/12/2007	06/12/2007	N
M	MONTHLY	061312	06/13/2012	06/13/2012	06/13/2012	06/13/2012	N
M	MONTHLY	061313	06/13/2013	06/13/2013	06/13/2013	06/13/2013	N
M	MONTHLY	061410	06/14/2010	06/14/2010	06/14/2010	06/14/2010	N
M	MONTHLY	061508	06/15/2008	06/15/2008	06/15/2008	06/15/2008	N
M	MONTHLY	061511	06/15/2011	06/15/2011	06/15/2011	06/15/2011	N
M	MONTHLY	062018	06/20/2018	06/20/2018	06/20/2018	06/20/2018	N
M	MONTHLY	062208	06/22/2008	06/22/2008	06/22/2008	06/22/2008	N
M	MONTHLY	062320	06/23/2020	06/23/2020	06/23/2020	06/23/2020	N
M	MONTHLY	062614	06/26/2014	06/26/2014	06/26/2014	06/26/2014	N
M	MONTHLY	062615	06/26/2015	06/26/2015	06/26/2015	06/26/2015	N
M	MONTHLY	OC13	10/15/2013	10/15/2013	11/15/2013	11/16/2013	N
M	MONTHLY	SEP13	09/26/2013	09/26/2013	10/26/2013	10/27/2013	N
Q	QUARTERLY	MA114	05/29/2014	05/30/2014	06/29/2014	06/30/2014	N
Q	QUARTERLY	OCT21	10/28/2021	10/29/2021	11/29/2021	11/30/2021	N

There appears to be monthly bill runs that have a large gap in dates. An example added below shows accounts that were read from 5/23/2013 through 8/26/2013 (screen shots listed below):

Figure 22: Bill Run Process – Potential Date Gaps Example 1

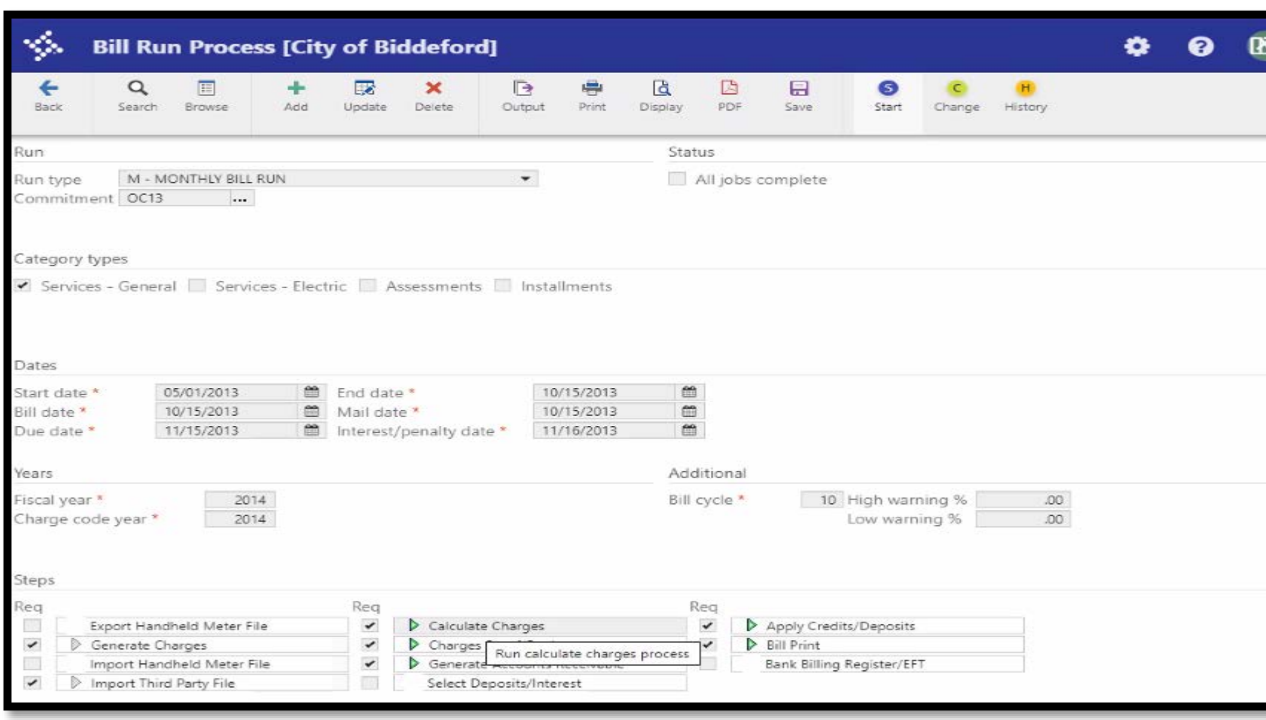


Figure 23: Bill Run Process – Potential Date Gaps Example 2

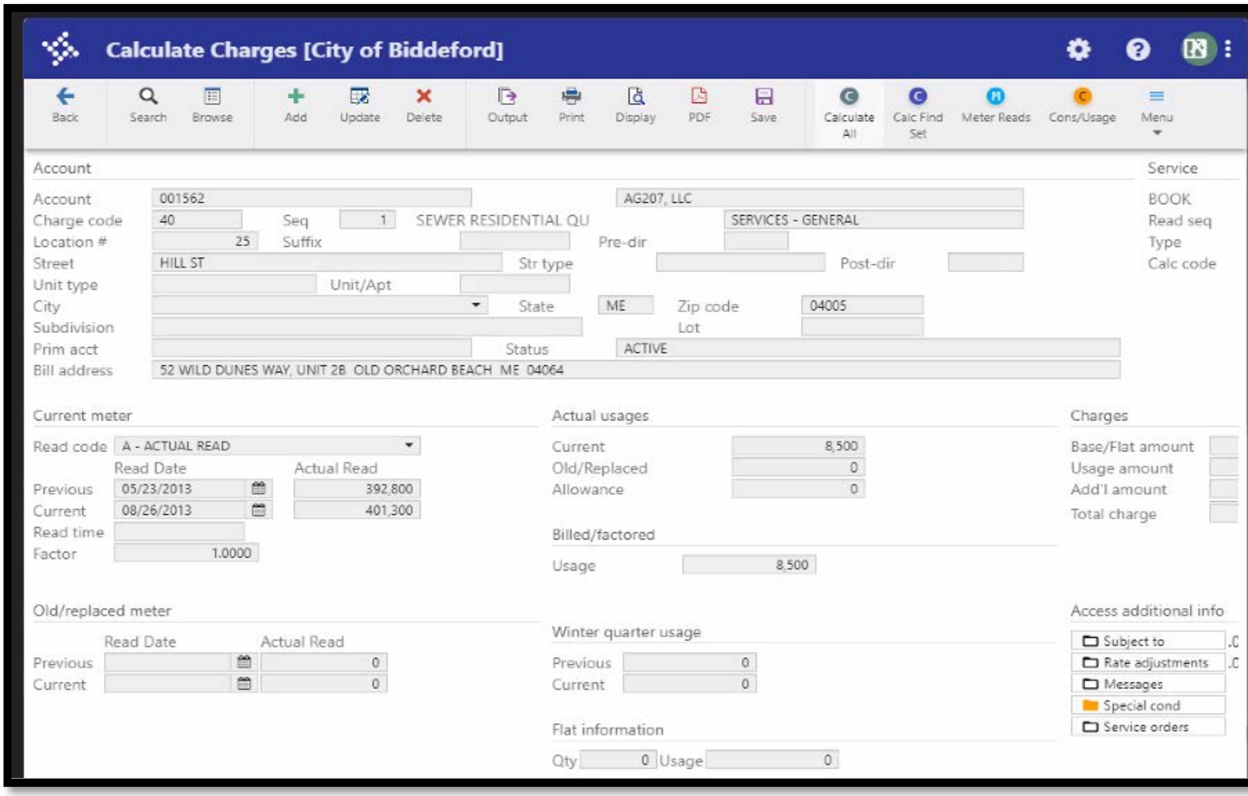
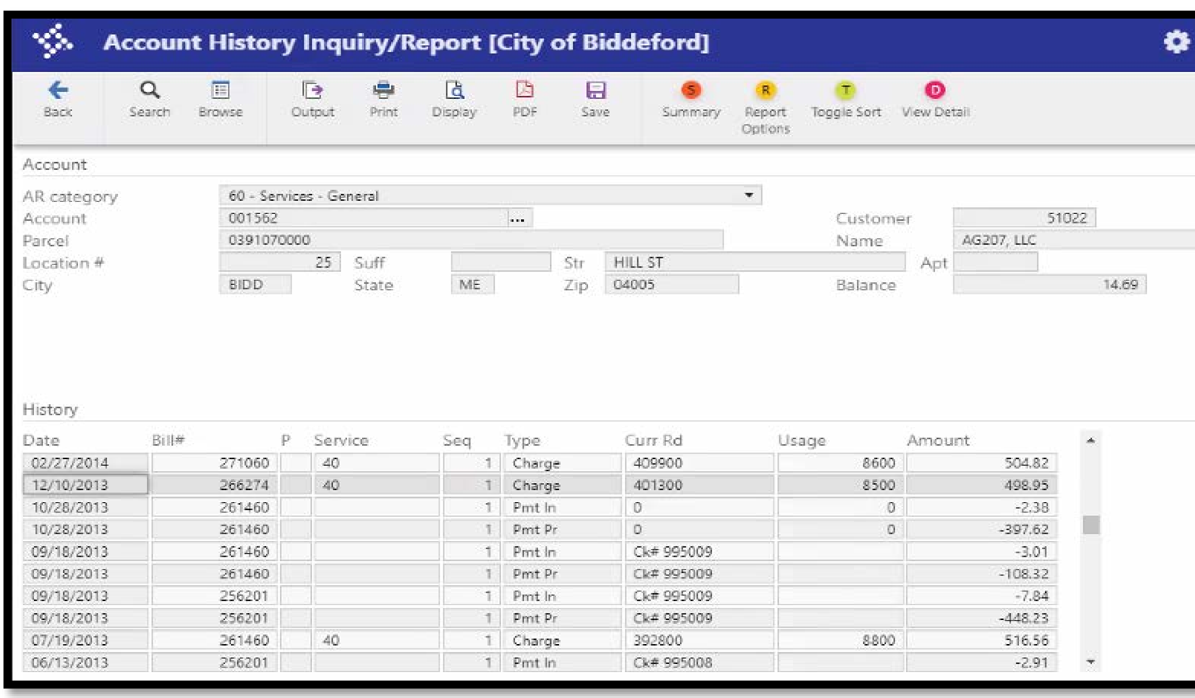
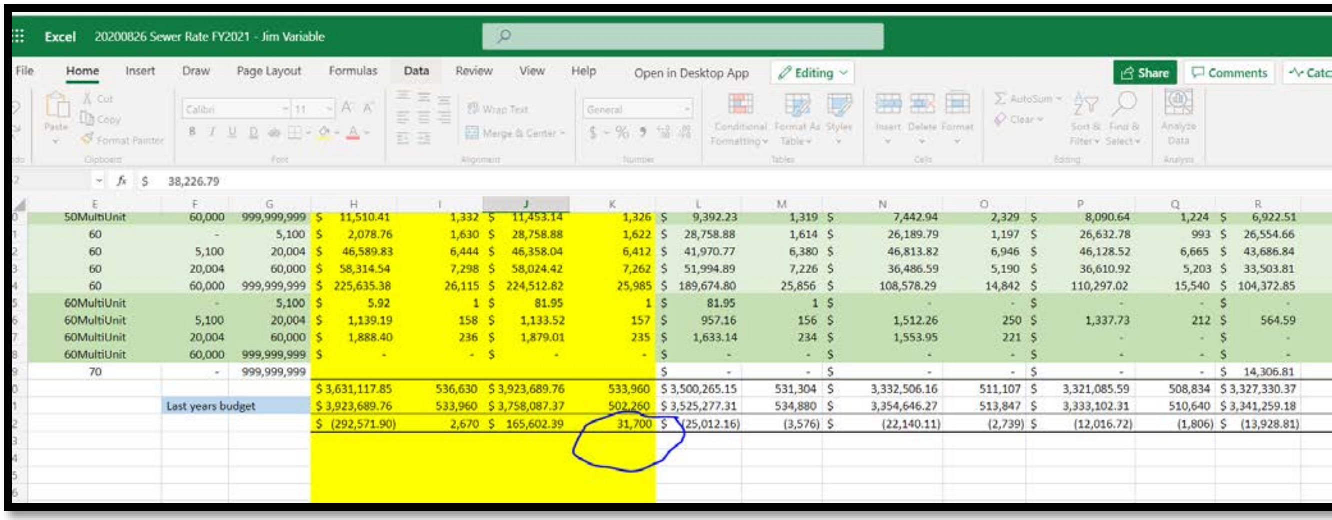


Figure 24: Accounts not billed timely



The FY21 sewer audit report showed 31,700 billable units in the final report, which appears to be high in comparison to other months/years. This spreadsheet is located under the Archive Sewer Billing Analysis folder (file name 20200826 Sewer Rate FY 20 – Jim Variable spreadsheet). Without BerryDunn having all reports to reconcile to, this may be an item for City finance to review following delivery of this report:

Figure 25: FY21 Sewer Rate Audit Report



E	F	G	H	I	J	K	L	M	N	O	P	Q	R
50MultiUnit	60,000	999,999,999	$ 11,510.41	1,332	$ 11,453.14	1,326	$ 9,392.23	1,319	$ 7,442.94	2,329	$ 8,090.64	1,224	$ 6,922.51
60	-	5,100	$ 2,078.76	1,630	$ 28,758.88	1,622	$ 28,758.88	1,614	$ 26,189.79	1,197	$ 26,632.78	993	$ 26,554.66
60	5,100	20,004	$ 46,589.83	6,444	$ 46,358.04	6,412	$ 41,970.77	6,380	$ 46,813.82	6,946	$ 46,128.52	6,665	$ 43,686.84
60	20,004	60,000	$ 58,314.54	7,298	$ 58,024.42	7,262	$ 51,994.89	7,226	$ 36,486.59	5,190	$ 36,610.92	5,203	$ 33,503.81
60	60,000	999,999,999	$ 225,635.38	26,115	$ 224,512.82	25,985	$ 189,674.80	25,856	$ 108,578.29	14,842	$ 110,297.02	15,540	$ 104,372.85
60MultiUnit	-	5,100	$ 5.92	1	$ 81.95	1	$ 81.95	1	$ -	-	$ -	-	$ -
60MultiUnit	5,100	20,004	$ 1,139.19	158	$ 1,133.52	157	$ 957.16	156	$ 1,512.26	250	$ 1,337.73	212	$ 564.59
60MultiUnit	20,004	60,000	$ 1,888.40	236	$ 1,879.01	235	$ 1,633.14	234	$ 1,553.95	221	$ -	-	$ -
60MultiUnit	60,000	999,999,999	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
70	-	999,999,999					$ -	-	$ -	-	$ -	-	$ 14,306.81
			$ 3,631,117.85	536,630	$ 3,923,689.76	533,960	$ 3,500,265.15	531,304	$ 3,332,506.16	511,107	$ 3,321,085.59	508,834	$ 3,327,330.37
	Last years budget		$ 3,923,689.76	533,960	$ 3,758,087.37	502,260	$ 3,525,277.31	534,880	$ 3,354,646.27	513,847	$ 3,333,102.31	510,640	$ 3,341,259.18
			$ (292,571.90)	2,670	$ 165,602.39	31,700	$ (25,012.16)	(3,576)	$ (22,140.11)	(2,739)	$ (12,016.72)	(1,806)	$ (13,928.81)

Other items identified by BerryDunn for follow-up investigation by the City to review and update/validate include the following:

- For FY20, there were only 11 months showing billed.
- For FY20 and FY21, Q2 and Q4 should be audited by the City due to potential low revenue reporting.
- For FY21, Q1 and Q3 should be audited by the City to find any skip, catch up, or incorrect consumption billings.
- For the spreadsheet “Rev 20210315” FY20 for the month of July, is significantly low under column K (the revenue is $500,000 less than previous year).

3 Primary Challenges and Improvement Opportunities

There were several challenges related to the current wastewater billing processes at the City identified during the fact-finding activities, many of which are documented in Section 2.0 Current State Assessment. The following table describes the primary challenges and improvement opportunities identified, and includes a column indicating whether the challenge is related to current policy, technology, or processes adopted by the City.

Table 3.1 Primary Challenges and Improvement Opportunities

Primary Challenges and Improvement Opportunities				
No.	**Description**	**Technology**	**Process**	**Policy**
1	**Import readings through automation by selecting the proper device type in Munis.** Based on the review of the file layout, imports are not able to be performed with complete automation to manage consumption for billings in Munis, which may be contributing to delayed, missed, and skipped billings. Based on the rate codes, there are no high/low parameters set up to automate the process for reviewing readings, low readings, high readings, zero readings, etc. Exceptions are handled on a manual basis per account, which is creating more time for staff to check and/or verify readings.	X	X	X
2	**Bill and reconcile accounts monthly, quarterly, or based on the type of bill run set up.** The City should consider adopting a policy and procedure to bill and reconcile collections for monthly accounts on a monthly basis, quarterly accounts on quarterly basis, and move any exceptions to a separate billing using automated features and processing in Munis. Monthly billings and automated processes will reduce the risk of human error, as well as earn revenues on a monthly and/or quarterly basis, depending on the accounts in each category.		X	X
3	**Adopt the use of reports in Munis to reconcile billings and collections to financial reports.** The City should consider looking to reconcile Maine Water and Kennebunk Water accounts to Munis by using reporting tools in Munis. Some reports in Munis that may help with reconciliation could be specific to an Aging Report, Trial Balance, Reconciliation Report, and Detailed Receivables. This could prove positive for increased or proper recording of cash flows. There may be the need for customized reports depending on the needs from the Finance Department.	X	X	

4	**Billings were skipped on average by two months, and on other occasions up to seven months.** There were identified instances where the City had skipped recurring billings, in some instances by several months. BerryDunn recommends that the City look to align billing processes in accordance to ordinances and/or policies, and move one-off accounts to a separate bill run, which should also be automated. This policy change could allow for more accurate reporting and revenues earned and billed in the correct month or fiscal year.		X	X
5	**Shut-off accounts may not be marked paid immediately once the payment is received.** The City should look to help ensure all shut-off accounts are activated once payment is received, and once there is consumption on account (this could be set up on an automated process). There are special codes that may be beneficial to add within Munis to help to avoid skipped billings. Many shut-off accounts were discovered as not being billed for many years.	X	X	
6	**Rate codes should be reviewed due to a potential incorrect rate code setup.** There was a potential incorrect rate code for FY21 identified which may be causing a loss in revenues. There was a discovery of a charge/code 35 that was lower than the current fiscal year rate, which would negatively affect revenues.	X	X	
7	**Supporting documentation for adjustments is limited and inconsistent.** The adjustment support documents were scratched through on some adjustments multiple times, and the detail was vague as to how the calculation was determined. The manual process and documentation for adjustments may be incorrect causing a decrease in revenues.		X	X
8	**Overdue accounts with liens appear to not be automated to move an account balance from one category to liens.** The City should consider a written policy/procedure that includes potential system automation for processing liens in Munis. If documentation does not exist at the City for this, the City might consider documenting the procedures to support standardization in the lien process. There were no documents provided to BerryDunn that included procedures or policy for lien processing.	X	X	X
9	**Applications for new occupants are most often received in paper form and at the time of payment.** The City is not using an available automated process for adding new customers and to automate final billing of old customers within Munis. Processing applications in paper form is challenging and time consuming for staff members, as they must manually key in	X	X	X

	information, which may increase errors in billing the wrong amount to the old and/or new customer.			
10	**Zero consumption was billed on a number of identified occasions.** BerryDunn recommends that the City review its contract with Maine Water, particularly with the potential of there being broken meters in service that may be causing loss of sewer revenue for the City when these accounts are billed at zero usage. The City may also consider estimating accounts when meters are broken to avoid billing accounts for zero consumption.		X	X
11	**Meter reading process are manual, including subtraction meters.** There is room for error when calculating manual adjustments, and when hand-keying readings for regular billing, final billing, and when making adjustments to billings.	X	X	X
12	**No estimated consumption.** There were no accounts showing an estimated billing. For most of the accounts with zero consumption that were reviewed, the meter was replaced and usage appeared on the next month for the accounts reviewed.		X	X
13	**Certain Procedures and Policies may not be fully documented or kept up to date.** There are some instances where processes are not formally documented to help ensure a shared organizational understanding of standard operating procedures or workflow. This was observed while reviewing final billing, adjustments, and regular billing. The policies would benefit from being more thoroughly developed, and it was noted that there is not a checklist for procedures. There was no documentation provided for processing of final bills and new customers, and if such documentation does not exist, the City might consider developing documentation to support these processes.		X	X
14	**Current staffing levels and cross training of staff may not be aligned with current workload demands.** This presents challenges with planned and unplanned absences. There were several instances of staff replacement or departures since BerryDunn began this project, and reported to BerryDunn as having occurred in the 12 months leading up to this study. This could contribute to transactions not being processed due to staff members not being in the office, or leaving the City. Several processes are currently owned by individual staff members, with little or no backup staff trained on their duties.			X

4 Recommendations and Next Steps

The following section presents recommendations the City might consider adopting as it works to address inefficiencies and support best practices to facilitate potential improvements and efficiencies for City staff.

Because of the fact-finding activities completed to date, BerryDunn has recommended actions to address the challenges and opportunities for improvement identified as a result of the fact-finding interviews and documentation review. Each recommended action presented has been presented utilizing a standard template. A sample template is provided below that includes a description of each field

Table 4.1: Recommended Action Format Template

No.	Recommended Action
Action Item Description: *This section of the template contains a description of the recommended action.*	
Related Challenges/Opportunities for Improvement	
#	*This section of the template contains a list of the challenges and areas for improvement that this recommendation is designed to address.*
Anticipated Benefits	
This section of the template contains a list of the anticipated benefits of the recommended action.	

4.1 Recommended Actions

The table below identifies all of the recommended actions. These are not presented in a prioritized order; however, there may be certain tasks that must be completed before initiating others.

Table 4.2: Recommended Actions

Recommended Actions	
No.	**Recommended Actions**
1	Explore updated file format availability from Maine Water and Kennebec Water to align with the upgraded Munis version to automate imports.
2	Reconcile to monthly and quarterly billings and the end of each billing cycle completion using available Munis reports.
3	Establish and maintain a billing calendar.
4	Review charge/rate code setup to confirm the correct rates are billed.
5	Review the adjustment policy and manual processing of accounts.

Recommended Actions	
No.	**Recommended Actions**
6	Begin the lien process within proper time once an account is closed.
7	Use functionality in Munis to close final/closed accounts and open new customer accounts through automation.
8	Audit and implement necessary corrections related to the detailed findings described in Section 2.
9	Review and update the contract with Maine Water and Kennebec Water to receive readings within one business day from reading of meter.
10	Review findings to help ensure future policies and procedures are in writing to automate and validate billing and collection accuracies.
11	Prepare a job task analysis to determine level of staffing needed.

The tables below include the recommended actions, the opportunities for improvement that the recommended actions will address, as well as the anticipated benefits.

Table 4.3: Recommended Action #1

#1	**Recommended Action:** ***Explore updated file format availability from Maine Water and Kennebec Water to align with the upgraded Munis version to automate imports***
Action Item Description: *The goal of this recommended action is to determine if functionality exists in Munis to support automated import processes through device type in Munis, and to implement any such existing functionality. The focus of this action item would be to import readings automatically, and to create parameters for checking hi/low readings, exceptions, negative readings, closed or shut-off accounts with consumption, and zero consumption. The City should also determine if functionality exists in Munis to support decrease in revenues related to low consumption, skipped billings, or missed billings.*	
Related Challenges/Opportunities for Improvement	
1	**Import readings through automation by selecting the proper device type in Munis.** Based on the review of the file layout, imports are not able to be performed with complete automation to manage consumption for billings in Munis, which may be contributing to delayed, missed, and skipped billings. Based on the rate codes, there are no hi/low parameters setup up to automate the process for reviewing readings, low readings, high readings, zero readings, etc. Exceptions are handled on a manual basis per account, which is creating more time for staff to check and/or verify readings.
Anticipated Benefits	
The primary anticipated benefit related to this action item is to alleviate the workload for the City through automation, and to eliminate human error and decrease in revenues. More specifically, realizing revenues and cash flows on a monthly to quarterly basis to contribute to accurate reporting and budgeting. Billing customers in a more automated fashion will also reduce time for staff to focus on	

collections, customer service, and other areas to improve department efficiencies. Reducing the time spent of manually checking and entering readings, particularly those containing sub-meters, will represent a savings in City staff time spent manually entering information into Munis. If functionality exists to allow the process to expedite, this will also reduce the amount of staff time spent manually entering information. This will allow staff to report accurate readings and customer account information on time, and reduce overall processing times.

Table 4.4: Recommended Action #2

#2	Recommended Action: ***Reconcile to monthly and quarterly billings and the end of each billing cycle completion using available Munis reports***
Action Item Description: *The goal of this recommended action is to determine if functionality exists in Munis to support reconciliation between billing and collections. The focus of this action item would be balance billings and collections to financial reports using Munis sewer billing account information and financial reporting, as well as bank statements and other reports needed monthly or annual reporting requirements.*	
Related Challenges/Opportunities for Improvement	
2	**Bill and reconcile accounts monthly, quarterly, or based on the type of bill run set up.** The City should bill and reconcile collections for monthly accounts on a monthly basis, quarterly accounts on quarterly basis, and move any exceptions to a separate billing using automated features and processing in Munis. Monthly billings and automated processes will reduce the risk of human error, as well as earn revenues on a monthly and/or quarterly basis, depending on the accounts in each category.
3	**Use reports in Munis to reconcile billings and collections to financial reports.** Reconcile Maine Water and Kennebunk Water accounts to Munis by using reporting tools in Munis. Some reports in Munis that may help with reconciliation could be specific to an Aging Report, Trial Balance, Reconciliation Report, and Detailed Receivables. This could prove positive for increase or proper recording of cash flows. There may be the need for customized reports depending on the needs from the Finance Department.
Anticipated Benefits	
The primary anticipated benefit related to this action item is to confirm billing and collections on a monthly or quarterly basis, depending on the bill run types. This will also provide accurate reporting for budgeting processes and improvements needed within the City.	

Table 4.5: Recommended Action #3

#3	Recommended Action: ***Establish and maintain a billing calendar***
Action Item Description: *The goal of this recommended action is to create a policy for billing accounts in a timely manner. The goal is to bill within the same week the readings are received so there is no delay with billing and collections. The City may consider billing each monthly cycle on a date within the week readings are received at which the billing date would be the minimum number of days allowed as due by law.*	

Related Challenges/Opportunities for Improvement	
4	**Billings were skipped on average by two months, and on other occasions up to seven months.** Process billing in accordance to ordinances and/or policies and move one-off accounts to a separate bill run, which should also be automated. This policy change could allow for accurate reporting and revenues earned and billed in the correct month or fiscal year.
5	**Shut-off accounts may not be marked paid immediately once the payment is received.** Ensure all shut-off accounts are activated once payment is received, and once there is consumption on account (set up on automated process). There are special codes that may be beneficial to add to avoid skipped billings. Many accounts were discovered as not being billed for many years.
Anticipated Benefits	
The primary anticipated benefit related to this action item is to help avoid skipped billings, and to bill accounts on a regular and timely basis, as well as to collect in a more timely fashion. The benefits of billing accounts on time will allow for collection of payments in a more timely fashion. The policy will allow staff to maintain consistencies with billing and collections in a more scheduled fashion.	

Table 4.6: Recommended Action #4

#4	**Recommended Action:** ***Review the charge/rate code setup to confirm the correct rates are billed***
Action Item Description: *The goal of this recommended action is to create a policy for copying rates to a new year, and to determine if the current software allows this to be done through automation. The goal is to bill new rates correctly based on the fiscal year rates.*	
Related Challenges/Opportunities for Improvement	
6	**Rate codes need to be reviewed due to an incorrect rate code setup.** There was an incorrect rate code for FY21 which may be causing a lost in revenues. There was a discovery of a rate code that was lower than the current fiscal year rate, which would negatively impact revenues.
Anticipated Benefits	
The primary anticipated benefit related to this action item is to help avoid incorrect billings, and to help ensure that rates are billed based on the then-current rate structure. The benefit is to record revenues accurately without a revenue loss.	

Table 4.7: Recommended Action #5

#5	**Recommended Action:** ***Review the adjustment policy and manual processing of accounts***
Action Item Description: *The goal of this recommended action is to create a policy for adjusting accounts, particularly sub-metered accounts. If automation exists for most adjustment calculations, the set up should be made through Munis. There should be a policy for adjusting accounts with an approval process for adjustments made over a certain dollar amount.*	

Related Challenges/Opportunities for Improvement	
7	**Supporting documentation for adjustments is limited and inconsistent.** The adjustment support documents were scratched through on one adjustment multiple times, and the detail was vague as to how the calculation was determined. The manual process and documentation for adjustments may be incorrect causing a decrease in revenues.
12	**No estimated consumption.** There were no accounts showing an estimated billing. For most of the accounts with zero consumption that were reviewed, the meter was replaced, usage appeared on the next month for the accounts reviewed.
Anticipated Benefits	
The benefit to a process and policy for adjustments is to help ensure adjustments are properly calculating. With having an approval process in place, this could mitigate against human error and incorrect adjustment processing.	

Table 4.8: Recommended Action #6

#6	Recommended Action: *Begin the lien process within proper time once an account is closed*
Action Item Description: *The goal of this recommended action is to create a policy for processing overdue accounts in a timely fashion.*	
Related Challenges/Opportunities for Improvement	
8	**Overdue accounts with liens appear to not be automated to move an account balance from one category to liens.** There should be a written process to include system automation for processing liens in Munis. There were no documents provided to show procedures or policy for lien processing.
Anticipated Benefits	
The benefit is to support the collection of overdue money in a timely fashion, and to establish benchmarks for the processing of these functions. The older the debt is, typically the harder the processes to support successful collection. Being proactive and timely with collection efforts on overdue accounts allows for a greater opportunity to collect.	

Table 4.9: Recommended Action #7

#7	Recommended Action: *Use functionality in Munis to close final/closed accounts and open new customer account through automation.*
Action Item Description: *The goal of this recommended action is to determine if functionality exists in Munis to support automated old/new customers to streamline the work and to help ensure old/new readings are ended and started for new customers. The focus of this action item would be to bill final/closed customers for actual consumption used at the time of department, and to start the new customer with the proper reading.*	
Related Challenges/Opportunities for Improvement	

9	**Applications for new occupants most often received in manual form and at the time of payment.** Biddeford staff is not using the automated process for adding new customers and to automate final billing of old customers. Processing applications in this form is challenging and time consuming for staff members, as they must manually key in information, which may increase errors in billing the wrong amount to the old and/or new customer.
Anticipated Benefits	
The primary benefit is to help ensure there are no duplicate billings, or additional consumption billing. Using functionality designed for final billing will help to ensure accurate billings and will reduce time spent on manually processing old/new accounts.	

Table 4.10: Recommended Action #8

#8	Recommended Action: ***Audit and implement necessary corrections related to the detailed findings described in Section 2***
Action Item Description: *The goal of this recommended action is to determine if functionality exists in Munis to automate processes for checking account for zero usage to possibly estimate billings that are inaccurate due to broken meters or malfunctioning meters.*	
Related Challenges/Opportunities for Improvement	
10	**Zero consumption was billed in many occasions.** Review contract with Maine Water and Kennebec, particularly with broken metered causing loss of sewer revenue when billed at zero usage.
Anticipated Benefits	
The main purpose of checking zero consumption accounts is to confirm no loss in revenues and billings will occur. The benefit is to bill customers fairly and accurately, and accounts for all monies owed to the City.	

Table 4.11: Recommended Action #9

#9	Recommended Action: ***Review and update the contract with Maine Water and Kennebec Water to receive readings within one business day from reading of meter***
Action Item Description: *The goal of this recommended action is to bill accounts in a timelier manner.*	
Related Challenges/Opportunities for Improvement	
11	**Meter reading process are manual, including subtraction meters.** There is room for error when calculating manual adjustments, and when hand-keying readings for regular billing, final billing, and when making adjustments to billings.
Anticipated Benefits	
The main purpose of billing accounts on time and collecting on-time payments benefits cash flows and timely billings.	

Table 4.12: Recommended Action #10

#10	Recommended Action: ***Review findings to help ensure future policies and procedures are in writing to automate and validate billing and collection accuracies.***
Action Item Description: *The goal of this recommended action is to have policies and procedures in place for properly handling billing and collection.*	
Related Challenges/Opportunities for Improvement	
13	**Certain Procedures and Policies may not be fully documented or kept up to date.** There are some instances where processes are not formally documented to help ensure a shared organizational understanding of standard operating procedures or workflow. This was observed while reviewing final billing, adjustments, and regular billing. The policies were vague and did not include a checklist for procedures. There was no documentation provided for processing of final bills and new customers.
Anticipated Benefits	
The primary benefit is to help ensure all steps are being taken, all accounts are billed and not skipped, and that there are no missed billings. This action item may be best phased in following the implementation of other action items, in order to fully capture any revised policies or procedures, as well as any additional automation of processes. By standardizing policies and procedures in written format, this will enable greater consistency in billing practices and allow for transfer of knowledge between City resources including new hires.	

Table 4.13: Recommended Action #11

#11	Recommended Action: ***Prepare a job task analysis to determine level of staffing needed.***
Action Item Description: *The goal of this recommended action is to evaluate staffing versus duties. The City should consider evaluating using a job task analysis to review all duties per staff member.*	
Related Challenges/Opportunities for Improvement	
14	**Current staffing levels and cross training of staff may not be aligned with current workload demands.** This presents challenges with planned and unplanned absences. There were several instances of staff replacement since BerryDunn began this project. This could contribute to transactions not being processed due to staff members not being in the office, or leaving the City. Several processes are currently owned by individual staff members, with little or no backup staff trained on their duties.
Anticipated Benefits	
The benefit to reviewing staffing alignment to current job tasks and responsibilities is to help ensure that the appropriate number of staff are working in the department, and providing support and backup for critical billing activities. Another benefit to reviewing and conducting an analysis is to confirm staff overages, if applicable.	

It is anticipated that if all or most identified recommended actions are successfully implemented and achieve the anticipated benefits, the City will realize staff time savings in the processing of monthly and quarterly billings, as well as gain a greater level of confidence in the accuracy and thoroughness of City wastewater billing revenues.

4.2 Next Steps

The information in this report serves as a point in time assessment of current state processes for the City, and presents recommended actions for consideration by the City to adopt. Following City confirmation of the content in this report, BerryDunn will finalize this report.

5 APPENDIX A: Requested Documentation Inventory

The following table identifies the documentation provided to BerryDunn by the City in response to the initial information request submitted on April 14, 2021. Several file folders were provided, and are presented with an inventory of the specific files contained within each file folder

No.	Title
1	City of Biddeford Information Request Sheet 20210413-INFO.docx
2	EFFECTIVE DATES OF RATE CHANGES.xlsx
3	MaineWater Transmittal File Biddeford304_Sewer.exp
4	Sewer Rev Data 2019 to 04.14.2021.xls
5	File Folder APR21A 1. APR21A METER ERRORS.xlsx 2. Biddeford304_Sewer.xlsx
6	File Folder APR21B 1. charge error list.pdf 2. METER READ CORRECTIONS.xlsx 3. srubnewbil0019.txt 4. ubimport0001.txt
7	File Folder Final Bills 1. This file folder did not contain any files
8	File Folder May21 M 1. may 21 MONTHLY READUNG.xlsx 2. MAY21M.txt 3. srubnewbil0021.txt
9	File Folder May21 Q 1. Biddeford309.txt 2. Biddeford310.txt 3. Biddeford311.txt 4. calculate charges.xlsx 5. MAY21 Q combined water readings.xlsx
10	File Folder Procedures 1. Recurring entries.docx 2. Requisition Entry.docx 3. Sewer Billing Procedure.docx 4. Sewer Billing Procedure_STL.docx

No.	Title
	5. Steps to Register Your Tax or Sewer Account Online.docx 6. Submeter entry.docx
11	File Folder Sewer Billing Analysis FY22 1. Sub-File Folder: Archive Sewer Billing Analysis a. 20200826 Sewer Rate FY2021 - Jim Variable.xlsx b. biddeford sewer billing determinites 2020 and 2019 Mainely Water.xls c. Jan 2019 to Nov 2020.zip i. biddeford sewer billing determinites 1.2019.xls ii. biddeford sewer billing determinites 1.2020.xls iii. biddeford sewer billing determinites 10.2019.xls iv. biddeford sewer billing determinites 10.2020.xls v. biddeford sewer billing determinites 11.2019.xls vi. biddeford sewer billing determinites 11.2020.xls vii. biddeford sewer billing determinites 12.2019.xls viii. biddeford sewer billing determinites 2.2019.xls ix. biddeford sewer billing determinites 2.2020.xls x. biddeford sewer billing determinites 3.2019.xls xi. biddeford sewer billing determinites 3.2020.xls xii. biddeford sewer billing determinites 4.2019.xls xiii. biddeford sewer billing determinites 4.2020.xls xiv. biddeford sewer billing determinites 5.2019.xls xv. biddeford sewer billing determinites 5.2020.xls xvi. biddeford sewer billing determinites 6.2019.xls xvii. biddeford sewer billing determinites 6.2020.xls xviii. biddeford sewer billing determinites 7.2019.xls xix. biddeford sewer billing determinites 7.2020.xls xx. biddeford sewer billing determinites 8.2019.xls xxi. biddeford sewer billing determinites 8.2020.xls xxii. biddeford sewer billing determinites 9.2019.xls xxiii. biddeford sewer billing determinites 9.2020.xls 2. Copy of Rev 20210315 Sewer Billing Review - Annual Comparison Pivots.xlsx 3. Rev 20210315 Sewer Billing Review - Annual Comparison Pivots.xlsx 4. Sewer Billing FY2021.xlsx 5. Sewer Billing Review - Annual Comparison Pivots.xlsx 6. Sewer Revenue Analysis FY21 v FY20.xlsx

No.	Title
12	File Folder Sewer Review 1. Sub-File Folder: COMPLETED a. Biddeford259_Sewer.exp b. Biddeford260_Sewer.exp c. Biddeford261_Sewer.exp d. Biddeford262_Sewer.exp e. Biddeford263_Sewer.exp f. Biddeford264_Sewer.exp g. Biddeford265_Sewer.exp h. Biddeford266_Sewer.exp i. Biddeford267_Sewer.exp j. Biddeford268_Sewer.exp k. Biddeford269_Sewer.exp l. Biddeford270_Sewer.exp m. Biddeford271_Sewer.exp n. Biddeford272_Sewer.exp o. Biddeford273_Sewer.exp p. Biddeford274_Sewer.exp q. Biddeford275_Sewer.exp r. Biddeford276_Sewer.exp s. Biddeford277_Sewer.exp t. Biddeford278_Sewer.exp u. Biddeford279_Sewer.exp v. Biddeford280_Sewer.exp w. Biddeford281_Sewer.exp x. Biddeford282_Sewer.exp y. Biddeford283_Sewer.exp z. Biddeford284_Sewer.exp aa. Biddeford285_Sewer.exp bb. Biddeford286_Sewer.exp cc. Biddeford287_Sewer.exp dd. Biddeford288_Sewer.exp ee. Biddeford289_Sewer.exp ff. Biddeford290_Sewer.exp gg. Biddeford291_Sewer.exp hh. Biddeford292_Sewer.exp

No.	Title
	ii. Biddeford293_Sewer.exp jj. Biddeford294_Sewer.exp kk. Biddeford296_Sewer.exp ll. Biddeford297_Sewer.exp mm. Biddeford298_Sewer.exp nn. Biddeford299_Sewer.exp oo. Biddeford300_Sewer.exp pp. Biddeford301_Sewer.exp qq. Biddeford302_Sewer.exp rr. Biddeford303_Sewer.exp ss. Biddeford304_Sewer.exp tt. Biddeford305_Sewer.exp uu. Biddeford306_Sewer.exp vv. Biddeford307_Sewer.exp ww. Biddeford308_Sewer.exp xx. Biddeford309_Sewer.exp yy. Biddeford310_Sewer.exp zz. Biddeford311_Sewer.exp aaa. Biddeford312_Sewer.exp bbb. sewer readings - Shortcut.lnk 2. Sub-File Folder: excel format a. Biddeford259_Sewer.xlsx b. Biddeford260_Sewer.xlsx c. Biddeford261_Sewer.xlsx d. Biddeford262_Sewer.xlsx e. Biddeford263_Sewer.xlsx f. Biddeford302_Sewer.xlsx g. Biddeford304_Sewer.xlsx h. Biddeford305_Sewer.xlsx i. Biddeford306_Sewer.xlsx j. Biddeford307_Sewer.xlsx k. Biddeford308_Sewer.xlsx l. Biddeford309_Sewer.xlsx m. Biddeford310_Sewer.xlsx n. Biddeford311_Sewer.xlsx o. Biddeford312_Sewer.xlsx p. Biddeford313_Sewer.xlsx

No.	Title
	q. Biddeford314_Sewer.xlsx r. Biddeford315_Sewer.xlsx s. Biddeford316_Sewer.xlsx t. BILLING FILE 264 12.6.19 READINGS.xlsx u. MAY21 Q.xlsx 3. Sub-File Folder: FY 2021 a. Biddeford304_Sewer.txt b. Biddeford305_Sewer.exp c. Biddeford306_Sewer.exp d. Biddeford307_Sewer.exp 4. Sub-File Folder: SUBMETER READINGS a. 0009234 ROGER GUAY 5.19.21.xlsx b. 000931 HAROLD FRITZ 5.19.21.xlsx c. 016715 Larry Guay 5.19.21.xlsx 5. 2020 CALENDAR YEAR READINGS.xlsx 6. 304.xlsx 7. April Sewer Invoice.pdf 8. Biddeford312_Sewer.exp 9. Biddeford313_Sewer.exp 10. Biddeford314_Sewer.exp 11. Biddeford315_Sewer.exp 12. Biddeford316_Sewer.exp 13. Dec19 M.xlsx 14. Dec19 Q.xlsx 15. KKWWD FEB 2021-APR 2021 Bills.xlsx 16. Meter Installs 4.1.2021 4.30.2021 Biddeford.xlsx 17. NEW 2019_MUNIS_11.3_BIDD_SEWERR FEB 2021-APR 2021 Bills.txt 18. Sewer 263 12.01.20.xlsx