

City of Biddeford
Wastewater Management Commission
March 11, 2020 4:45 PM City Hall
Second Floor Conference Room

- 1. Call to Order**
- 2. Roll Call**
- 3. Approval of Minutes - NONE**
- 4. New Business**
 - 4.1. Lower Main Street Sewer Separation Project
 - 4.2. PFA - Goyett, 268 Alfred St, Running Faucet
[PFA.pdf](#)
[Committee Abatement Letter.docx](#)
- 5. Old Business**
 - 5.1. CSO Vault Project
- 6. Staff Update**
 - 6.1. Water Street Treatment Plant
 - 6.2. Biddeford Pool Treatment Plant
 - 6.3. Work Report Template
- 7. Other Business**
 - 7.1. Continued Discussion on Roof Drains
- 8. Unfinished Business**
 - 8.1. CSO Update
- 9. Adjournment**



City of Biddeford, Maine

REQUEST FOR LEAK ADJUSTMENT

Account #: 000709

Name: Goyett Michael & Karen

Address: 268 Alfred

City: Biddeford ME 04005

Disputed Bill:

Date:	Usage	Amount
<u>1-7-20</u>	<u>16,400</u>	<u>1075.84</u>

Prior Three Years History

<u>1-24-19</u>	<u>3,000</u>	<u>176.10</u>
<u>1-18-18</u>	<u>2,700</u>	<u>158.49</u>
<u>1-10-17</u>	<u>2,800</u>	<u>156.52</u>

TOTALS

113

Disputed Usage - Highest Historical Usage = Disputed Net Usage

16,400 - 3,000 = 13,400

Disputed Net Usage /2 = Allowable Net Usage

13,400 /2 = 6,700

Allowable Net Usage X Rate = Adjusted Amount

6,700 X 656 = 4,395.2

Authorized By: [Signature]

called customer - 2/24/20 - to
let him know I can
only do this credit if
he can bring it in front of
the commission, he
wants to do that

Michael & Karen Goyet
2020
114 Portland Ave.
Old Orchard beach, ME 04064
207.838.3653

January 31,

City of Biddeford
RE: 266 & 268 Alfred St.

RE: Bill # 392274
Acct.#000709

Dear Sir or Madam,

Several months ago we received a water bill for the last quarter of 2019 that was ridiculously high for our 3 family home in Biddeford. I contacted the water Company for an evaluation in order to discover the problem to find the problem. Before the water company arrived they told me to check all of the toilets and faucets in the house to make sure that they were in proper working order. They were. Upon further investigation I discovered the problem.

We had recently rented one of the apartments to a family with a young child. They had a kiddie pool in the back yard not big only 4' in dia by 10" deep. She told me she had only filled it 2-3 times (since they moved into the unit in August) and had forgotten to turn off the water supply at the exterior water spout. She assumed that the nozzle at the end of the hose would suffice as as STOP. It did not.

After checking out what she had told me, I noticed that the nozzle leaked a small amount constantly. Considering that it was left like that for weeks on end I assume that would have resulted in a very large amount of water lost on a daily & weekly basis. I removed the hose on Oct 10, 2019 and shut off the water supply to the outside. When the water company showed up they replaced the water meter and checked all the fixtures to assure that all was in order. They told me to write them a letter asking for an abatement of the bill to a more normal amount. I did as told and it was abated. They told me they would contact you as well informing you if the problem. Since I received your extremely high bill a few weeks ago I assume they did not contact you or they did after your billing cycle.

I ask you to consider a reduction of our water bill to a more modest level considering that the excess amount of water used was not discharged into the sewer system.
Thank you in advance

Yours Truly

Mike & Karen Goyet



Customer			Service Location	
GOYET, MICHAEL & KAREN			268 ALFRED ST	
Bill Number	Bill Date	Customer Number	Account Number	Due Date
392274	01/07/2020	41451	000709	02/09/2020

1595 1 AV 0.383 E0074X I0084 D5717103799 S2 P7044941 0001:0001



GOYET, MICHAEL & KAREN
114 PORTLAND AVE
OLD ORCHARD BEACH ME 04064-1583

DESCRIPTION	PRESENT READ DATE	PREVIOUS READ DATE	PRESENT METER READ	PREVIOUS METER READ	READ CODE	USAGE	CHARGE
SEWER	11/08/2019	08/08/2019	393400	377000	A	16400	\$1,075.84
Last Pay Amt	Last Payment Date	Past Due Amount	Interest/Penalty		Current Charges		Amount Due
\$265.22	10/09/2019	\$0.00	\$0.00		\$1,075.84		\$1,075.84

To avoid interest costs and/or real estate tax lien and foreclosure under Maine statutes, all sewer charges must be paid. This bill will be subject to an interest charge 31 days after billing date. Past due 31 days from billing date.



Make this the last bill you get in the mail
Sign up for Paperless Billing Today
www.biddefordmaine.org

To avoid standing in line, it is recommended that bills be paid by mail. Please make check or money order payable to CITY OF BIDDEFORD and return the payment stub below by mail to the payment address below. If paying in person, bring the payment portion to: City Hall, 205 Main St., Ground Floor

YOU MAY PAY YOUR BILL BY CREDIT OR DEBIT CARD WHEN VISITING CITY HALL

Detach and return the portion below with your payment



City of Biddeford

PO Box 0235
Brattleboro, VT 05302-0235
207-286-9387

NOTE: Payments made after
02/09/2020 will accrue interest

SEWER USE BILL Remittance Copy

Customer			Service Location	
GOYET, MICHAEL & KAREN			268 ALFRED ST	
Bill Number	Bill Date	Customer Number	Account Number	Current Charges
392274	01/07/2020	41451	000709	\$1,075.84
			Past Due Amount	Interest/Penalty
			\$0.00	\$0.00
			Due Date	Amount Due
			02/09/2020	\$1,075.84
			Amount Paid	

GOYET, MICHAEL & KAREN
114 PORTLAND AVE
OLD ORCHARD BEACH ME 04064-1583

0001:0001

05056042020600392274700001075845

City: Biddeford
Attn: Richard Dutremble

Michelle Shaw

Sewer Adjustments
fax #286-0384

Michelle Shaw

Date sent

1-5-20

[illegible]

02/14/2020 09:44
mshaw

City of Biddeford
HISTORY

AR Category: 60

Account #
Location

000709
268

Customer Name

Date 41451
ALFRED ST
GOYET, MICHAEL & KAREN
BIDD ME 04005

Parcel

0341970000

Form Type: A ACCOUNT DETAIL

Interest Due		Ending Balance		Total Due	
Cur Read #	Usage	Amount			
6.28		1075.84			1082.12
393400	16400	1075.84			
		-265.22			
377000	4400	265.22			
		-158.49			
372600	2700	158.49			
		-181.97			
369900	3100	181.97			
		-175.81			
		-.29			
366800	3000	176.10			
		.29			
Chk/Ref # 197		-182.26			
363800	3100	181.97			
Chk/Ref # 197		-.72			
Chk/Ref # 197		-.01			
		-122.55			
		-.72			
360700	2100	123.27			
		-6.80			
		-116.47			
358600	2100	123.27			
		116.47			
		-274.96			
		-.92			

02/14/2020 09:44
mshaw

City of Biddeford
HISTORY

2
ubacthst

AR Category: 60

Form Type: A ACCOUNT DETAIL

Account # Location		Customer Name		Bill# P Service #		Type	Parcel	Curr Read #		Interest Due	Ending Balance	Total Due
Date								Usage	Amount			
01/18/2018	351364	40	-001	Charge				2700	158.49			
03/07/2018	346435	40	-001	Pmt Pr		BANK XFER			-2.05			
02/12/2018	346435	40	-001	Pmt Pr		CHECK		Chk/Ref # 137	-115.34			
02/12/2018	346435	40	-001	Pmt In		CHECK		Chk/Ref # 137	-2.05			
10/12/2017	346435	40	-001	App Cr					-27.95			
10/12/2017	346435	40	-001	Charge				353800	2600	145.34		
10/12/2017	341533	40	-001	App Cr					27.95			
07/06/2017	341533	40	-001	App Cr					-184.47			
07/06/2017	341533	40	-001	Charge				351200	2800	156.52		
07/06/2017	336264	40	-001	App Cr					184.47			
05/30/2017	336264	40	-001	Pmt Pr		CHECK		Chk/Ref # 2800	-184.47			
05/05/2017	336264	40	-001	Pmt Pr		CHECK		Chk/Ref # 1051	-122.98			
04/10/2017	336264	40	-001	Charge				348400	2200	122.98		
01/26/2017	331361	40	-001	Pmt Pr		CHECK		Chk/Ref # 1029	-156.52			
01/10/2017	331361	40	-001	Charge				346200	2800	156.52		
10/12/2016	324319	40	-001	Pmt Pr		CHECK		Chk/Ref # 1007	-150.93			
10/04/2016	324319	40	-001	Charge				343400	2700	150.93		
08/17/2016	319884	40	-001	Pmt Pr		CHECK		Chk/Ref # 995	-134.16			
08/09/2016	319884	40	-001	Charge				340700	2400	134.16		
05/25/2016	314637	40	-001	Pmt Pr		CHECK		Chk/Ref # 982	-122.98			
05/19/2016	314637	40	-001	Charge				338300	2200	122.98		
03/11/2016	310172	40	-001	Pmt Pr		CHECK		Chk/Ref # 966	-128.57			
02/22/2016	310172	40	-001	Charge				336100	2300	128.57		
11/23/2015	304958	40	-001	Pmt Pr		CHECK		Chk/Ref # 942	-145.34			
11/09/2015	304958	40	-001	Charge				333800	2600	145.34		
10/05/2015	300587	40	-001	Pmt Pr		CHECK		Chk/Ref # 928	-117.39			

02/14/2020 09:44
mshaw

City of Biddeford
HISTORY

P³
ubacthst

AR Category: 60

Form Type: A ACCOUNT DETAIL

Account # Location	Customer		Bill#	P	Service #	Type	Parcel	Interest Due			Total Due
	Date	Name						Curr Read #	Usage	Ending Balance	
	09/08/2015	300587	40	-001	Charge			331200	2100	117.39	
	06/08/2015	295356	40	-001	Pmt Pr	CHECK		Chk/Ref # 907		-167.70	
	05/28/2015	295356	40	-001	Charge			329100	3000	167.70	
	04/03/2015	290573	40	-001	Pmt Pr	CHECK		Chk/Ref # 900		-173.29	
	03/20/2015	290573	40	-001	Charge			326100	3100	173.29	

** END OF REPORT - Generated by Michelle Shaw **



Wastewater Committee

Meeting Date: March 11, 2020

Meeting Time: 4:45 PM

Agenda Item No: [match agenda item #]

Item Description: Abatement for Customer- 268 Alfred St.

Submitted by: Michelle Shaw- Accounts Receivable

Supporting Information/Documentation:

1. Leak adjustment paperwork for adjusting the bill according to policy
2. Customer statement for request for abatement
3. Copy of the bill to be adjusted
4. Maine Water adjustment sheet- Water being adjusting for property
5. Transaction History Report

Key Terms:

Abatement for customer to plead case in front of the committee

Executive Summary:

The Finance department has done the paperwork to issue a credit for a leak adjustment. We can credit the account for \$439.52 per City of Biddeford's policy. The customer doesn't feel that it is enough credit to bring his bill down to a normal historical bill amount, and he is definitely sure that the water didn't go into the sewer system. Michelle explained to the customer that she can only credit the account per policy but he does have the option to bring it in front of the committee.

Detailed Review:

Michael & Karen Goyet rented one of the apartments to a family with a young child, they had a small kiddie pool and the tenant said she has only filled it 2-3 times since they moved in which was August 2019. The tenant left the water turned on from the house, and shut off the nozzle at the end of the hose, she thought by turning off the nozzle on the hose it would stop the water, and it didn't. Michael went out to look at it found a small constant leak coming from the nozzle, turned off the water and removed the hose. He would like to have his account reduced to a normal bill his last bill was \$265.22.

The credit Michelle can process is \$439.52 bringing his bill down to \$636.32 and he doesn't feel that is enough credit so he would like to plead his case in front of the committee requesting further credit of approximately \$371.10.

Funding Source: Sewer Usage Fees

Finance Department- Authorized a credit for \$439.52- All the department can do per policy

Customer- Requesting more through the committee of about \$371.10

Staff Recommendation:

Michelle recommends that we do bring the bill down to the highest bill amount in the year 2019 which is \$265.22. The City of Biddeford allows 100% credit for one-time only for filling new pools. This leak was outside and didn't go into the sewer system, it went into the ground where the nozzle was laying.