

A meeting of the Town of Barnstable's Hyannis Water Board was held on December 8, 2009 at 3:15 PM in the Growth Management Conference Room, 367 Main Street, Hyannis, MA.

In attendance were Skip Simpson, Tom Holmes, Deb Krau and Peter Cross.

Staff present: Hans Keijser, Supervisor, Water Supply Division.

Public present: Ken Maltese and Mark Lavoie from United and Kurt Newbauer and Francis Brogan from Computil.

A quorum being present, Chairman Krau called the meeting to order at 3:17 PM.

The Agenda was approved.

Housekeeping: It is noted that the April 14, 2009 meeting was rescheduled for lack of a quorum on that date, to April 28, 2009

The Minutes of October 13, 2009 were approved as amended. Krau abstained.

The Minutes of the November 10, 2009 were deferred to the next meeting.

Dawn Busias and Elaine Busias of 32 Paine Avenue in Hyannis addressed the Board. Keijser introduced them and said they have been complaining about the water for 8 years. The property is served by an old 2" water main, and they live at end of the line. A bleeder line was installed to try to create clean water for them, but the complaints continue. Under the pipe replacement program, Greenwood Avenue is the #1 priority for replacement and Paine Avenue will be done at that time.

Ms Busias said she has been complaining about the water quality for 8 years. There is dirt in the water. They have tried blowing out the lines, looked for broken lines and hydrants but always there is sand, dirt, and discolored water. She has been told the water is too dirty for a filter. A blow off pipe was installed 4 years ago and the lines have been blown out multiple times for bad water. She repeatedly gave water samples to Dave Condrey and did not know until recently that the Town had acquired the water system. All the water problems are caused by dirt trapped in the lines. She is looking for reimbursement of her costs to replace appliances and said that her water heater and forced hot water system are in jeopardy. She has been told by a chemist that manganese and iron are present, causing her blonde hair to be reddish.

Krau apologized and explained Condrey's role with Barnstable Water and Whitewater-Pennichuck. She asked how many houses are on the street. Bursia said 6 to 8, other neighbors have problems and she has called in the past on their behalf, but she has it worst because she is at the end of the road.

Keijser said that pipe replacement construction should start in February. The 2" pipe will be replaced with an 8" main and with hydrant at end. The system can't be looped because of the

dead end. Keijser is preparing a report with a request for reimbursement of the plumber's fees and replacement of the toilet.

Cross said that we will find an equitable solution. Simpson said that the Board will take a proactive position. Keijser said there are no other water quality issues on that street. Cross suggested he look for a leak, it could be an immediate solution for what is introducing sand and dirt into her system. He said to backtrack the connection from her house.

Keijser will test for leak detection and email the results to the Board. He will see that a water cooler is delivered and no water charges will be billed for the foreseeable future. The Board asked if there are any other complaints and instructed Keijser to be proactive and talk to all neighbors, to knock on doors.

Keijser will draft a letter outlining what is being investigated and when the pipe will be replaced and the best approach on repairs, as well as offering bottled water and no water charges.

Operations Report: Ken Maltese introduced Mark Lavoie, the new project manager, who has taken over Maltese's role. The collection initiative is underway with some shutoffs for obviously vacant houses.

Krau advised that the Board wants a meeting before billing system changes are made and that the Board is interested in any comments from Computil and United.

Financial Report: Maltese said that the billed revenues for November is incorrect, it will be clarified in future reports. Simpson noted that 10% more water has been pumped but billings are not that much more – what would explain that? Answer – a short billing cycle.

Krau asked - Why is half of the billing receivable over 120 days old. Maltese said they just started collections in November. Why is it growing? Answer - Some people are reporting that they have never paid a bill. Also, the list is for all accounts over 120, it does not distinguish how much it is over. Shut off notices are going out to all accounts over \$1000 and in January they are going out to all accounts over \$750. It will take 4 months to go after the 111 customers in that group, based on a rate of 25 notices per month.

A suggestion was made to send a bill stuffer reminder to those approaching shut off with no tracking necessary. In the 120+ days and over category there are about 700 accounts. Maltese will work up a draft, run it by United's Legal staff and target to send out the notice starting December 28th.

A Motion was made and seconded to enact the reminder notice.

VOTE: Unanimous

Krau asked Maltese - what is a detached customer? It is an account that is closed. United found Whitewater accounts in the arrears table but not tied to a customer or premises. There are 151 total customers that were converted but never billed. There are 136 corresponding entries in the

arrears list, and 94 of them have a balance. They will try to figure out something with the top 6 in arrears. These accounts are not in covered in the receivables.

DEP Violations: Lavoie said he came up with discrepancy and made an appointment to go over it with DEP representative and was successful in working it out. The computer generated reports were triggered by the missed testings.

FY2011 Operating Budget: Keijser said he wants to add a part time administrative assistant. He needs more help and wants to pay for it from his budget. A Service Priority Package will be submitted requesting a permanent part time position at a cost of approximately \$500 a week.

VOTE: Unanimous in support

Keijser distributed a draft operating budget. He is looking for approval of a base budget, the only changes from last year are to add the Service Priority Package. The Town Manager will made the decision as to what goes forward to the Town Council for approval. Keijser is requesting approval, which he qualified by saying that the exact numbers are not known at this time, they will be adjusted by Finance.

VOTE: Unanimous in support

The Rules and Regulations are approved by the Town Manager and will be posted to the Town website.

Keijser reported that 11 firms have expressed an interest in the RFP for the water tower.

Cost of System Survey: Krau believes it will be approved, there were no comments at the Fee Hearing.

There being no further business, the meeting was adjourned at 5:20 PM.

Respectfully submitted,

Denise Geoffrion