

To the Board of Mayor and Aldermen of the City of Manchester:

The Committee on Community Improvement respectfully recommends, after due and careful consideration, that the summary of abatement requests submitted by Fred McNeill, Chief Engineer, be approved.

(Unanimous vote with the exception of Alderman Shaw who was absent)

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand". The signature is written in a cursive style with a long, sweeping underline.

Clerk of Committee

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Hal Sullivan
Toni Pappas
Patrick Robinson
James Burkush

CITY OF MANCHESTER
Department of Public Works
Environmental Protection Division

Memo

Date: 01/19/17 17-001
To: CIP Committee
Cc: Lisa Hynes – EPD
June George – EPD
Matthew Normand – City Clerks Office
From: Frederick McNeill 
RE: EPD Abatement Requests

The attached table summarizes the 17 abatements reviewed by the Highway Commission at their monthly meeting on January 9, 2017.

Backup documentation for these sewer abatement requests is on file with the City Clerk's office. The electronic version of this request will be forwarded to you as well as the City Clerk's office.

Please let me know if you need any additional information.

City of Manchester
Environmental Protection Division
Summary of Abatement Requests
January 5, 2017 to Highway Commission
January 19, 2017 to CIP/City Clerk

Number	Customer Acct #	Customer	Property Address	Abatement Request Rec'd	Request Reason	EPD Recommendation	Justification	Abatement Amount	Highway Commission Recommendation
1	146569-10766	Bunysaranand	514 Rimmon St.	09/21/16	toilet leaks	Deny	below 250% threshold - 185%	-	Deny
2	10607-6862	Daudier	186 Central St.	10/11/16	toilet leaks	Abate	above 250% threshold - 264%	2,533.10	Grant
3	178141-212840	Eberhardt	125 Thistle Way	10/21/16	Valdalism	Deny	below 250% threshold -213%	-	Deny
4	128183-204060	497 Silver St. Associates	499 Silver St.	10/29/16	toilet leaks	Deny	below 250% threshold - 193%	-	Deny
5	47065-33512	Trisciani	145 Candia Rd	10/24/16	toilet leaks	Abate	above 250% threshold - 321%	145.74	Grant
6	159133-7514	DesFosses	31 Ainsworth Ave	10/30/16	Irrigation Leak	Abate	above 250% threshold - 464%	138.80	Grant
7	30405-20966	Desruisseau	99 Beech St.	11/07/16	toilet leaks	Abate	above 250% threshold - 335%	416.40	Grant
8	168143-63500	Thapa	234 Cranwell St.	11/07/16	outside water usage	Deny	deduct policy	-	Deny
9	149557-10456	Milonas	45 Jones St.	11/09/16	pipe burst	Deny	abatement granted in 2013	-	Deny
10	75909-58282	Langley	300 Aaron Dr.	11/10/16	toilet leaks	Abate	above 250% threshold - 261%	211.67	Grant
11	46515-33152	Lemay	22 Westminster St.	11/17/16	toilet leaks	Abate	above 250% threshold - 483%	159.62	Grant
12	172195-44782	Castongway	22 Caron St	11/20/16	toilet leaks	Abate	above 250% threshold - 467%	114.51	Grant
13	125571-19982	Brown	630 Prescott St.	11/23/16	toilet leaks	Abate	above 250% threshold - 261%	319.24	Grant
14	14135-9214	Stevens	524 Merrimack St.	11/25/16	toilet leaks	Abate	above 250% threshold - 272%	447.63	Grant
15	158491-45224	Saeed	62 Faith Ln	12/05/16	toilet leaks	Deny	below 250% threshold - 177%	-	Deny
16	159183-2972	Potter	351 Lowell St.	12/05/16	toilet leaks	Abate	above 250% threshold - 479%	249.84	Grant
17	65425-45958	Robichard	240 Pinebrook Pl	12/12/16	toilet leaks	Deny	below 250% threshold - 235%	-	Deny
<u>Total Abatements</u>								<u>\$ 4,736.55</u>	

CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation

Date Received: 9/21/2016

Customer Name: Prinya Bunyasanand

Account #: 146569-10766
Combined Billing

Property Address: 514 Rimmon St.

Reason for Request: Toilet Leaks

Service Dates: 4/20/16-7/21/16-10/21/16

Bill Date: 8/24/16-11/23/16

Consumption: 309 ccf

% Increase from Average: 185%

Average Consumption: 167 ccf

Based on: 5 yr average

Difference: 142 ccf

Other Comments: _____

EPD Recommendation: Abatement Does Not exceed 250% Threshold.

Deny J. J. Miller

Abatement Total: _____ ccf at \$ 3.47 \$ _____ -

Highway Recommendation: Deny

Date: 1-9-17

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



9-21-16

Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skouteris

CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: PRIMA BUNYASARANAND

Address: 506 ELM RD B
BARRINGTON IL 60010
(Street) (City) (State) (Unit)

Phone Number: 312-371-7363
(City) (State) (Zip)

Customer Account Number: 146569-10766

Address of Property for which Abatement is Requested:
514 RIMMON ST
MANCHESTER NH 03102
(Street) (City) (State) (Zip)

Billing Period: 8/24/16 - 4-20-16 - 7-21-16

Amount of Abatement Request: \$ 300.00

Reason for Abatement Request: TOLIETS LEAK, APT 3R DUE TO CRACK
INSIDE THE TANK AND FOR APT 2F. SLOW LEAK AT THE
FLAPPER.

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.
 Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]
(Signature)

SEPT 21, 2016
(Date)

✓
**CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation**

Date Received: 10/11/2016

Customer Name: Betty Daudier

Account #: 10607-6862
Combined Billing

Property Address: 186 Central St.

Reason for Request: toilet leak

Service Dates: 7/7/14-9/21/16

Bill Date: 7/23/14 - 10/26/16

Consumption: 1176 ccf

% Increase from Average: 264%

Average Consumption: 446 ccf

Based on: Average Daily Consumption
5 Years prior to estimates

Difference: 730 ccf

Other Comments: Due to on going estimates, unaware of toilet leak until new meter set and read.

EPD Recommendation: _____

Approved For abatement Jm

Abatement Total: 730 ccf at \$ 3.47 \$ 2,533.10

Highway Recommendation: Approved

Date: 1/4/17 19-17

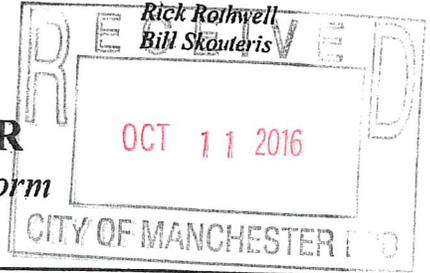
Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skouteris



CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: Betty S DAUDIER TEE
Address: 67 RIDGEFIELD DR
MILFORD (Street) NH (City) 03055 (Unit)
Phone Number: 603-673-4448 OR 566-7322 (Zip)
Customer Account Number: 10607-6862

Address of Property for which Abatement is Requested:
186 CENTRAL ST
MANCHESTER (Street) NH (City) 03103 (Unit)
(City) (State) (Zip)

Billing Period: 12-28-15 To 4-8-16
Amount of Abatement Request: 2,352.66
Reason for Abatement Request: TOILET LEAK

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Sue/Betty Daudier
(Signature)

10-7-16
(Date)

**CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation**

Date Received: 10/21/2016

Customer Name: Eleanor Eberhardt

Account #: 178141-212840
Combined Billing

Property Address: 125 Thistle Way

Reason for Request: vandalism

Service Dates: 6/8/16 - 9/8/16

Bill Date: 10/12/2016

Consumption: 196 ccf

% Increase from Average: 213%

Average Consumption: 92 ccf

Based on: based of 1st reading
average daily consumption
New Property

Difference: 104 ccf

Other Comments: _____

EPD Recommendation: Abatement does not exceed 250% Threshold

Dery JFM

Abatement Total: 0 ccf at \$ 3.47 \$ -

Highway Recommendation: Dery

Date: 1-9-17

Kevin A. Sheppard, P.E.
Public Works Director

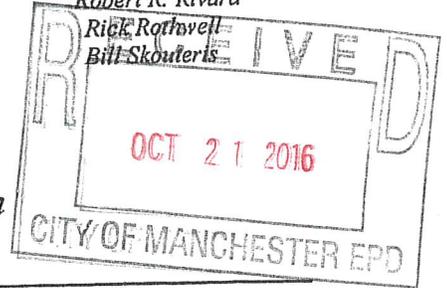
Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



624-6595
Sewer

Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard



CITY OF MANCHESTER

Sewer Fee Abatement Request Form

Name: LORI EBERHARDT RAWU

Address: 48 BRYANT ROAD
(Street) MANCHESTER NH 03109 (Unit)

Phone Number: 603-493-1852 cell / 603-644-2396 office
(City) (State) (Zip)

Customer Account Number: 178141-212840

Address of Property for which Abatement is Requested: 125 THURSTON WAY
(Street) MANCHESTER NH 03109 (Unit)
(City) (State) (Zip)

Billing Period: 6/8/16 9/8/16 (Between)

Amount of Abatement Request: \$ ~~1000~~ (NOT SURE)

Reason for Abatement Request: NEW HOME FOR SALE / VACANT HOME WAS SOLD IN LATE SEPT, 29, 2016. VANDALISM (NO LEAK)

EXAMPLE PROVIDED

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

PURCHASE CHECK 126 THURSTON WATER BILL FROM 6/1/15 TO 9/1/15 / SAME WATER USAGE

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.
 Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]
(Signature)

LAKESIDE MANUFACTURED HOME PARK
48 BRYANT ROAD
MANCHESTER, NH 03109

10/19/2016
(Date)

Lakeside Manufactured Home Park

749 Corning Road · Manchester, NH 03109

(603) 644-2396

LakesideMHP@comcast.net

Abatement due to Vandalism

10/19/2016

125 Thistle Way

Manchester NH 03109

To whom it may concern;

A 2016 Marlette manufactured home was installed at 125 Thistle way in late spring 2016. Water and sewer was installed at this time. The only water used was strictly for the irrigation system. There was no one living there. The home was vacant and was on the market around the end of June.

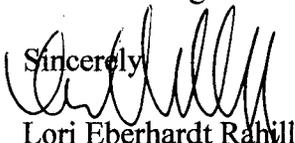
My husband and I manage the manufactured home park. We were evicting a guest of one of our tenants, because of his past criminal record. It was around the holiday weekend of July 4th 2016. We were away from the park at the time. Upon our return, our realtor from Keller Williams Realty told us she had a conversation with the evicted tenant, as he was moving. She told us he said the landlord "would get his". This tenant lived right next door to 125 Thistle Way at 115 Thistle Way. We also found a water hose on the side of the property, but didn't think anything of it at the time.

When we received our most recent bill, we had a licensed plumber inspect the property for leaks and he found none. He also said the meter was not spinning when the water was shut off. We believe the unit was vandalized by the tenant we were evicting him from our park.

We have installed 12 other new homes with irrigated lawns and have never had a bill with that much usage. I have never had a water bill this high, even with a leak. The lot at 125 Thistle Way is a small lot with only 6000 sf.

We are requesting an abatement due to the apparent vandalism. Lakeside Manufactured Home Park is a family run business for over 38 years and we have keep our fees low while creating a clean, quiet community for our residence.

Sincerely,



Lori Eberhardt Rahill

CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation

Date Received: 10/29/2016

Customer Name: 497 Silver St. Associates

Account #: 128183-204060
Combined Billing

Property Address: 499 Silver St.

Reason for Request: Toilet Leak

Service Dates: 3/24/16-6/14/16

Bill Date: 7/20/2016

Consumption: 410 ccf

% Increase from Average: 193%

Average Consumption: 212 ccf

Based on: 5 yr average

Difference: 198 ccf

Other Comments: _____

EPD Recommendation: Abatement Does Not exceed 250% Threshold.

Deny F. Meil

Abatement Total: 0 ccf at \$ 3.47 \$ -

Highway Recommendation: Deny

Date: 1-9-17

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skouteris

10-28-16

CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: Dawn Foote, Deputy Mayor

Address: Avis Properties
80 Nashua Rd #24
Londonderry, NH 03053 (Unit)

Phone Number: (City) 603 247 9459 (State) (Zip)

Customer Account Number: 128183 - 204060

Address of Property for which Abatement is Requested: 499 Silver St
Manchester, NH 03103 (Street) (City) (State) (Zip)

Billing Period: 3/16 - 6/14/16

Amount of Abatement Request: \$650 -

Reason for Abatement Request: Open bid inspection due to high usage we found a tenants apartment having a running toilet. Flapper was broken & fill valve not shutting or bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.
water flow

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

(Signature)

10/25/16
(Date)

CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation

Date Received: 10/24/2016

Customer Name: Joseph Trisciani

Account #: 47065-33512

Combined Billing

Property Address: 145 Candia Rd.

Reason for Request: Toilet Leak

Service Dates: 6/9/16-9/9/16-12/18/16

Bill Date: 7/13/16-10/12/16

Consumption: 61 ccf

% Increase from Average: 321%

Average Consumption: 19 ccf

Based on: 5 yr average

Difference: 42 ccf

Other Comments: _____

EPD Recommendation: Abatement exceeds 250% Threshold.

Approved J. J. [Signature]

Abatement Total: 42 ccf at \$ 3.47 \$ 145.74

Highway Recommendation: Approved

Date: 1-9-17

Scott FYI

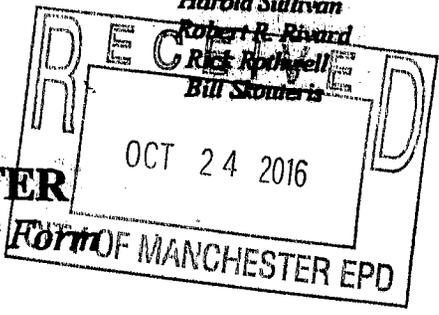
Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Stowers



CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: Joseph D. TRISCIANI

Address: 145 Candia Rd
(Street)

MANCHESTER (City) N.H. (State) 03109 (Unit)

Phone Number: 603-6256811 (Zip)

Customer Account Number: 47065-33512

Address of Property for which Abatement is Requested:
145 Candia Rd
(Street)

MANCHESTER (City) N.H. (State) 03109 (Unit)

Billing Period: June 9 to Sept. 9

Amount of Abatement Request: \$54.16

Reason for Abatement Request: We cannot really afford all these increases coming in on water, electric, gas ect ect for we are retired and on a small income

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.
2nd Floor Bathroom your agent Scott Found toilet Has a very slow leak. can barely see or heard. We do not use it. it is used maybe 3 to 4 day a year when our daughter comes for a visit - Fixed June 29th shut off was not fixed

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.
Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Joseph D. Trisciani
(Signature)

10-19-16
(Date)

CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation

Date Received: 10/30/2016

Customer Name: Linda DesFosses

Account #: 159133-7514
Combined Billing

Property Address: 31 Ainsworth Ave

Reason for Request: Irrigation Leak

Service Dates: 6/16/16-9/19/16

Bill Date: 10/26/2016

Consumption: 51 ccf

% Increase from Average: 464%

Average Consumption: 11 ccf

Based on: 5 yr average

Difference: 40 ccf

Other Comments: _____

EPD Recommendation: Abatement exceeds 250% Threshold.

Approve J. M. Newell

Abatement Total: 40 ccf at \$ 3.47 \$ 138.80

Highway Recommendation: Approved

Date: 1-9-17

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skouteris

10-30-16

CITY OF MANCHESTER
Sewer Fee Abatement Request Form

Name: LINDA DES FOSSES

Address: 31 AINSWORTH AVE

MANCHESTER (Street) NH (City) 03103 (State) (Unit) (Zip)

Phone Number: 603-858-1272 (Zip)

Customer Account Number: 159133-7514

Address of Property for which Abatement is Requested:
31 AINSWORTH AVE

MANCHESTER (Street) NH (City) 03103 (State) (Unit) (Zip)

Billing Period: 6-16-16 - 9-19-16

Amount of Abatement Request: 135.33

Reason for Abatement Request: IRRIGATION LEAK

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Linda Desfosses
(Signature)

10-4-16
(Date)

**CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation**

Date Received: 11/7/2016

Customer Name: Donald Desruisseau

Account #: 30405-20966

Combined Billing

Property Address: 99 Beech St.

Reason for Request: toilet leak

Service Dates: 6/15/16-9/15/16

Bill Date: 10/19/2016

Consumption: 171 ccf

% Increase from Average: 335%

Average Consumption: 51 ccf

Based on: 5 yr average

Difference: 120 ccf

Other Comments: _____

EPD Recommendation: Abatement exceeds 250% Threshold.

Approved JF McGehee

Abatement Total: 120 ccf at \$ 3.47 \$ 416.40

Highway Recommendation: Approved

Date: 1-9-17

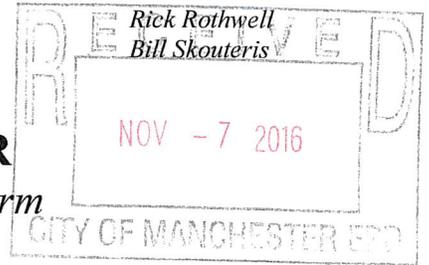
Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
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Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skouteris



CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: DONALD DESRUSSKANY
Address: 121 LYNDERBORD RD
NEW BOSTON (Street) NH (Unit) 03070 (Zip)
Phone Number: 603-234-3415
Customer Account Number: 30405-20966

Address of Property for which Abatement is Requested:
99 BEACH ST (Street) 1 (Unit)
MANCHESTER (City) NH (State) 03103 (Zip)

Billing Period: 6-15-16 TO 9/15/16
Amount of Abatement Request: \$437.22

Reason for Abatement Request: TOILET ON FLOOR UNIT WAS LEAKING
BY A TENANT NEVER NOTIFIED ME.
WAS DISCOVERED BY AN INSPECTOR 134 WATER WORKS.
"REPAIRED"

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.
 Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]
(Signature)

11-02-16
(Date)

**CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation**

Date Received: 11/7/2016

Customer Name: Saraswoti Thapa

Account #: 168143-63500
Combined Billing

Property Address: 234 Cranwell St.

Reason for Request: outside water usage

Service Dates: 6/10/16-9/12/16

Bill Date: 10/19/2016

Consumption: 196 ccf

% Increase from Average: 356%

Average Consumption: 55 ccf

Based on: 11 Quarters

Difference: 141 ccf

Other Comments: Homeowner has disconnected plumbing to deduct meter (per MWW)

EPD Recommendation: Abatement exceeds 250% Threshold.

Deny J. M. [Signature]

Abatement Total: 0 ccf at \$ 3.47 \$ -

Highway Recommendation: Deny

Date: 1-9-17

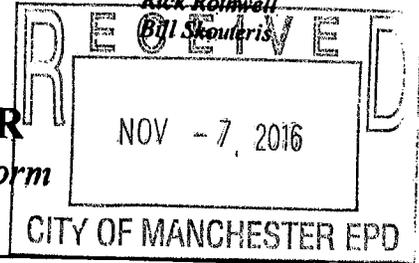
Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skauteris



CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: SARASWOTI THAPA

Address: 234 CRANWELL DRIVE
(Street)

MANCHESTER
(City)

NH
(State)

(Unit)
03109
(Zip)

Phone Number: 603-218-9436

Customer Account Number: 168143-63500

Address of Property for which Abatement is Requested:

234 CRANWELL DRIVE
(Street)

MANCHESTER
(City)

NH
(State)

(Unit)
03109
(Zip)

Billing Period: 6/10/16 - 9/12/16

Amount of Abatement Request: \$ 405.99

Reason for Abatement Request: used outside waterline to water the lawn. did not know it was not supposed to be done. Thus, water was used in the lawn, it did not go into the sewer system. (did not know outside waterline was not connected to the sewer deduct meter)

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

N/A

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No N/A

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]
(Signature)

11/04/16
(Date)

CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation

Date Received: 11/9/2016

Customer Name: Christopher Milonas

Account #: 149557-10456
Combined Billing

Property Address: 45 Jones St.

Reason for Request: pipe burst

Service Dates: 6/9/16-9/9/16-12/8/16

Bill Date: 10/12/16-1/17

Consumption: 608 ccf

% Increase from Average: 461%

Average Consumption: 132 ccf

Based on: 5 yr average

Difference: 476 ccf

Other Comments: Abatement was previously requested and granted 8/2013

EPD Recommendation: Deny

Denied - FJ McNeil

Abatement Total: 0 ccf at \$ 3.47 \$ -

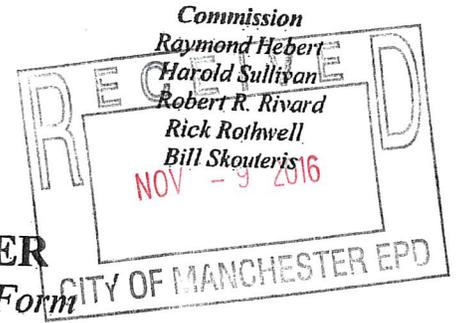
Highway Recommendation: Deny

Date: 1-9-17

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: CHRISTOPHER S. MILONAS

Address: 61 Canal St.

Manchester (Street) NH (Unit)
(City) (State) (Zip)

Phone Number: 603-440-4531 (State) 03101-2302 (Zip)

Customer Account Number: 149557-10456

Address of Property for which Abatement is Requested:

45 JONES ST

Manchester (Street) NH (Unit)
(City) (State) (Zip)

Billing Period: 6/9/16 - 9/9/16

Amount of Abatement Request: _____

Reason for Abatement Request: Extraordinary Event -
SEWER abatement due to pipe burst

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

PIPE BURST WAS IN THE BASEMENT WALL AND IT WAS
NOT DETECTED. MANCHESTER WATER WORKS CALLED & TO
ALERT ME A LARGE AMOUNT OF WATER WAS BEING USED. I REQUESTED
A PLUMBER TO INVESTIGATE, WHO DISCOVERED THE PIPE BURST BEHIND THE WALL.
BASEMENT IS CONCRETE.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]
(Signature)

11/9/16
(Date)

**CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation**

Date Received: 11/10/2016

Customer Name: Gary Langley

Account #: 75909-58282

Combined Billing

Property Address: 300 Aaron Dr

Reason for Request: Toilet Leak

Service Dates: 6/9/16-9/9/16

Bill Date: 10/12/2016

Consumption: 99 ccf

% Increase from Average: 261%

Average Consumption: 38 ccf

Based on: 5 yr average

Difference: 61 ccf

Other Comments: _____

EPD Recommendation: Abatement exceeds 250% Threshold.

Approved [Signature]

Abatement Total: 61 ccf at \$ 3.47 \$ 211.67

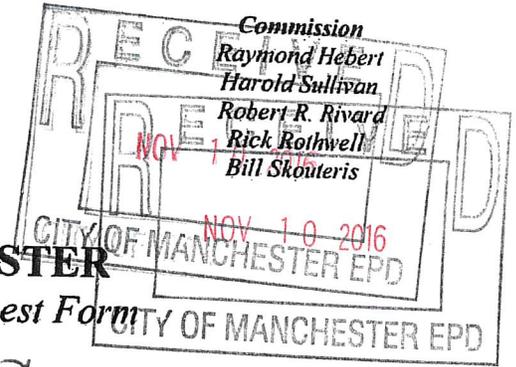
Highway Recommendation: Approved

Date: 1-9-17

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: GARY & Joan Langley

Address: 300 AARON Drive
(Street)

Manchester (City) NH (State) 03109 (Unit)
Phone Number: 603-627-1872 (Zip)

Customer Account Number: 75909-582.82

Address of Property for which Abatement is Requested:
SAME AS ABOVE
(Street) (Unit)

(City) (State) (Zip)

Billing Period: 6-9-16 - 9-9-16

Amount of Abatement Request: 249.84

Reason for Abatement Request: Two toilet leaks

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Joan Langley
(Signature)

11.7.16
(Date)

**CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation**

Date Received: 11/17/2016

Customer Name: Robert Lemay

Account #: 46515-33152

Combined Billing

Property Address: 22 Westminster St.

Reason for Request: Toilet leaks

Service Dates: 7/01/16-9/29/16

Bill Date: 11/2/2016

Consumption: 58 ccf

% Increase from Average: 483%

Average Consumption: 12 ccf

Based on: 5 yr average

Difference: 46 ccf

Other Comments: _____

EPD Recommendation: Abatement exceeds 250% Threshold.

Approved FJ McNeil

Abatement Total: 46 ccf at \$ 3.47 \$ 159.62

Highway Recommendation: Approved

Date: 1-9-17

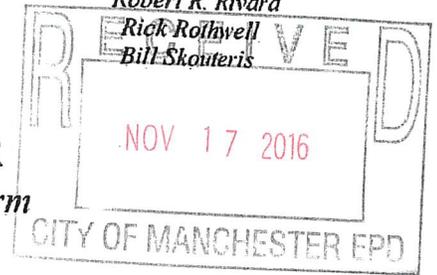
Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skouteris



CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: ROBERT A. LEMAY

Address: 22 WESTMINSTER ST.
(Street)

MANCHESTER (City) NH (State) 03103 (Unit)
(Zip)

Phone Number: 603-669-6442

Customer Account Number: 46515-33152

Address of Property for which Abatement is Requested:
22 WESTMINSTER ST.
(Street)

MANCHESTER (City) NH (State) 03103 (Unit)
(Zip)

Billing Period: 7-1-16 to 9-29-16

Amount of Abatement Request: 170.03

Reason for Abatement Request: BOTH TOILETS HAD A LEAKING FILL VALVE, REPLACED BOTH.

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]
(Signature)

11/15/16
(Date)

CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation

Date Received: 11/20/2016

Customer Name: Derek Castongway

Account #: 172195-47782
Combined Billing

Property Address: 22 Caron St.

Reason for Request: toilet leak

Service Dates: 6/29/16-9/28/16

Bill Date: 11/2/2016

Consumption: 42 ccf

% Increase from Average: 467%

Average Consumption: 9 ccf

Based on: 5 QTR average

Difference: 33 ccf

Other Comments: _____

EPD Recommendation: Abatement exceeds 250% threshold

Approved JF McNeil

Abatement Total: 33 ccf at \$ 3.47 \$ 114.51

Highway Recommendation: Approved

Date: 1-9-17

11-20-16

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skouteris

CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: Derek Castonguay

Address: 22 Caron St.

Manchester (Street) NH (Unit)
Manchester (City) NH (State) 03103 (Zip)

Phone Number: 603-518-8179

Customer Account Number: 172195-47782

Address of Property for which Abatement is Requested:
22 Caron St.

Manchester (Street) NH (Unit)
Manchester (City) NH (State) 03103 (Zip)

Billing Period: 8/2/16 - 11/1/16

Amount of Abatement Request: \$201²⁶

Reason for Abatement Request: Leaky Toilet - purchased
Flapper + Wax Ring -

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.
 Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature] (Signature) 11-14-16 (Date)

CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation

Date Received: 11/23/2016

Customer Name: James Brown

Account #: 125571-19982
Combined Billing

Property Address: 630 Prescott St.

Reason for Request: toilet leak

Service Dates: 6/16/16-9/1/16

Bill Date: 10/26/2016

Consumption: 149 ccf

% Increase from Average: 261%

Average Consumption: 57 ccf

Based on: 5 yr average

Difference: 92 ccf

Other Comments: _____

EPD Recommendation: Abatement exceeds 250% Threshold.

Approved J. M. Smith

Abatement Total: 92 ccf at \$ 3.47 \$ 319.24

Highway Recommendation: Approved

Date: 1-9-17

Kevin A. Sheppard, P.E.
Public Works Director

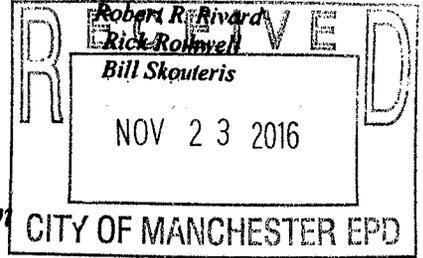
Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan

Robert R. Rivard
Rick Rohwell
Bill Skouteris



CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: JAMES BROWN

Address: 176 EAST RD
(Street)

Weare (City) NH (State) 03281 (Unit/Zip)

Phone Number: 603 491 0297 (Zip)

Customer Account Number: 125571 19982

Address of Property for which Abatement is Requested:
630 PRESCOTT ST
(Street)

Manchester (City) N.H. (State) 03103 (Unit/Zip)

Billing Period: 6-16-16 9-19-16

Amount of Abatement Request: \$333.12

Reason for Abatement Request: toilet Leak

WE REPLACED ENTIRE QUTS TO THIS TOILET
FLAPPER, FLUSH LEVER, CHAIN, WE KEEP ALL THE ITEMS
IN INVENTORY

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

Broken chain in toilet tank caught beneath
Flapper, Tenant Failed to make me
aware of issue

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.
 Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

James L. Brown
(Signature)

11.2.16
(Date)

**CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation**

Date Received: 11/25/2016

Customer Name: Paul Stevens

Account #: 14135-9214

Combined Billing

Property Address: 524 Merrimack St.

Reason for Request: Toilet leaks

Service Dates: 6/28/16-9/27/16

Bill Date: 11/2/2016

Consumption: 204 ccf

% Increase from Average: 272%

Average Consumption: 75 ccf

Based on: 5 yr average

Difference: 129 ccf

Other Comments: _____

EPD Recommendation: Abatement exceeds 250% Threshold.

Approved J McNeil

Abatement Total: 129 ccf at \$ 3.47 \$ 447.63

Highway Recommendation: Approved.

Date: 1-9-17

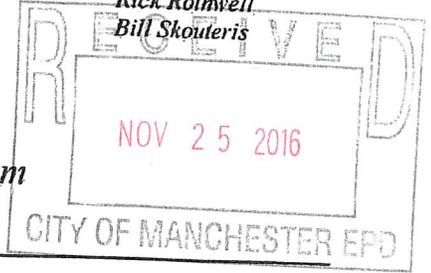
Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skouteris



CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: Paul Stevens

Address: 3 Second St

Bedford (Street)
(City)

NH
(State)

(Unit)
03110
(Zip)

Phone Number: _____

Customer Account Number: 14135-9214

Address of Property for which Abatement is Requested:

Manchester (Street)
(City)

NH
(State)

(Unit)
03103
(Zip)

524 Merrimack St

Billing Period: 6-28-16 to 9-27-16

Amount of Abatement Request: \$ 527.44

Reason for Abatement Request: Toilet leak

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

MA

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Paul Stevens
(Signature)

11-22-16
(Date)

**CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation**

Date Received: 12/5/2016

Customer Name: Alaaeldin Saeed

Account #: 158491-45224

Combined Billing

Property Address: 62 Faith Ln

Reason for Request: toilet leak

Service Dates: 7/5/16 -10-3-16

Bill Date: 11/2/2016

Consumption: 39 ccf

% Increase from Average: 177%

Average Consumption: 22 ccf

Based on: 5 yr average

Difference: 17 ccf

Other Comments: _____

EPD Recommendation: Abatement does not exceed 250% Threshold.

Deny If needed

Abatement Total: 0 ccf at \$ 3.47 \$ -

Highway Recommendation: Deny

Date: 1-9-17

Kevin A. Sheppard, P.E.
Public Works Director

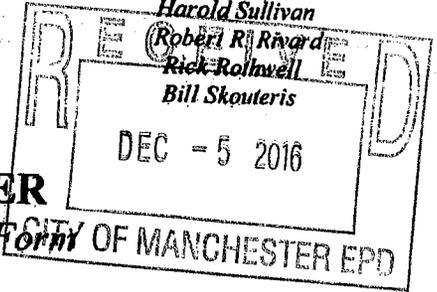
Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan

Robert R. Rivard
Rick Rollwell
Bill Skouteris



CITY OF MANCHESTER

Sewer Fee Abatement Request Form

Name: Alaaeldin H Saeed

Address: 62 Faith Lane

Manchester (City) NH (State) 03103 (Unit)
(Zip)

Phone Number: 603-666-4337

Customer Account Number: 158491-45224

Address of Property for which Abatement is Requested:

62 Faith Lane

Manchester (City) NH (State) 03103 (Unit)
(Zip)

Billing Period: 7/05/16 - 10/03/16

Amount of Abatement Request: \$ 236.60

Reason for Abatement Request: Amount requested is high and we had a running toilet issue, which we recently fixed,

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

The running toilet was on the first floor bathroom.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Ahmed Redwan
(Signature)

11/30/16
(Date)

**CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation**

Date Received: 12/5/2016

Customer Name: Potter, Brian

Account #: 159183-2972
Combined Billing

Property Address: 351 Lowell St.

Reason for Request: Toilet leak

Service Dates: 6/2/16-9/1/16

Bill Date: 10/5/2016

Consumption: 91 ccf

% Increase from Average: 479%

Average Consumption: 19 ccf

Based on: 5 yr average

Difference: 72 ccf

Other Comments: _____

EPD Recommendation: Abatement exceeds 250% Threshold.

Approved J. M. Kelly

Abatement Total: 72 ccf at \$ 3.47 \$ 249.84

Highway Recommendation: Approved

Date: 1-9-17

Scott FYI

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skouteris
DEC - 5 2016
CITY OF MANCHESTER EPC

CITY OF MANCHESTER Sewer Fee Abatement Request Form

Name: BRIAN POTTER

Address: 351 LOWELL ST 55 GOLDENROD AVE
(Street) (Unit)

MANCHESTER AUBURN N.H.
(City) (State) 03032
(Zip)

Phone Number: 603 - 231 - 5361

Customer Account Number: _____

Address of Property for which Abatement is Requested:

351 LOWELL ST 1
(Street) (Unit)

MANCHESTER N.H. 03104
(City) (State) (Zip)

Billing Period: 6/02/16 THRU 9/01/16

Amount of Abatement Request: \$ 330.00

Reason for Abatement Request: TENANT TOILET LEAKING
HAD WATER WORKS LOOK AT THE HOUSE
AND FOUND ONE LEAKING TOILET IN UNIT #1

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.
Yes NA No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]
(Signature)

11-26-16
(Date)

CITY OF MANCHESTER
HIGHWAY DEPARTMENT
ENVIRONMENTAL PROTECTION DIVISION
Sewer Abatement Investigation and Recommendation

Date Received: 12/12/2016

Customer Name: Roger Robichaud

Account #: 65425-45958

Combined Billing

Property Address: 240 Pinebrook Pl

Reason for Request: toilet leak

Service Dates: 6/7/16-9/7/16

Bill Date: 10/12/2016

Consumption: 47 ccf

% Increase from Average: 235%

Average Consumption: 20 ccf

Based on: 5 yr average

Difference: 27 ccf

Other Comments: _____

EPD Recommendation: Abatement does not exceed 250% Threshold.

Ray J McNeill

Abatement Total: 0 ccf at \$ 3.47 \$ -

Highway Recommendation: Deny

Date: 1-9-17

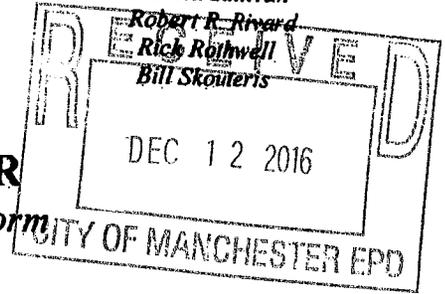
Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director

Frederick J. McNeill, P.E.
Chief Engineer



Commission
Raymond Hebert
Harold Sullivan
Robert R. Rivard
Rick Rothwell
Bill Skouteris



CITY OF MANCHESTER
Sewer Fee Abatement Request Form

Name: Roger Robichaud

Address: 240 Pinebrook PL
(Street)

Manchester NH 03109
(City) (State) (Zip)

Phone Number: 603 668 5401

Customer Account Number: 65425-45958

Address of Property for which Abatement is Requested:
240 Pinebrook PL
(Street)

Manchester
(City) (State) (Zip)

Billing Period: 6-7-2016 to 9-07-2016

Amount of Abatement Request: \$ 97.16

Reason for Abatement Request: Toilet Leaking
SON WAS ABLE TO REPAIR

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

N/A

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]
(Signature)

December 6, 2016
(Date)