



MUNICIPAL SERVICES, FACILITIES AND INFRASTRUCTURE COMMITTEE
Council Chambers B, Keene City Hall
May 24, 2023
6:00 PM

A. AGENDA ITEMS

1. John Sosnowski - Request for Water Abatement and Fee Waiver - 251 Park Avenue
Staff Response: 251 Park Avenue Sewer/Water Abatement Request
2. Judy Rogers - Downtown Infrastructure and Reconstruction Project - Bike Infrastructure "Wants vs Needs" and a Potential Model to Handle Community Events on Central Square
3. Continued Discussion - Downtown Improvement and Reconstruction Project

B. MORE TIME ITEMS

NON PUBLIC SESSION

ADJOURNMENT

5/1/2023

To the Honorable Mayor and City Council:

Thank you for taking the time to consider what I strongly believe is a mistake in the water billing for 251 Park Ave in Keene. I would like start by commending Kurt Blomquist and the entire water revenue staff for their patience in working with me on this problem. I'm hoping we can resolve this today.

I'm asking that the following bills be adjusted to the next highest bill in 2022 for 251 Park Ave.

Bill Date	Amount Billed	Request bills be adjusted to next highest bill in 2022: 9/1/2022 for \$336.34	Credit Requested
9/1/21	\$565.75	\$336.34	\$229.41
12/1/21	\$517.94	\$336.34	\$181.60
3/1/22	\$835.74	\$336.34	\$499.40
6/1/22	\$1,584.84	\$336.34	\$1,248.50
Total	\$3,504.27	\$1,345.36	\$2,158.91
Total Credit Requested re usage bills			\$2,158.91
Additional Request for \$170 fee waiver for meter Replacement			\$170.00 Credit to waive fee for meter replacement

I am attaching the billing going back to 2016 for 251 Park Ave. This is not related to the two other properties I own in Keene which are also listed in the attachment. As a side note, this summary shows that I pay the water bills on time for my other two properties, and it was only in reaction to these extremely high bills that I have had an issue.

The average water bill for each year for 251 Park is as follows:

2016 – \$147.00

2017 – \$219.00

2018 – \$265.00

2019 – \$237.00

2020 – \$247.00

In my opinion, as shown above, the billing was incorrect beginning with the bill on 9/1/21 with a bill of \$565.75. This bill is higher than any other bill received in the previous 5 years. This continues with additional incorrect billing for the next 3 bills ending with 6/1/22 for \$1,584.84.

I know these bills are significantly higher than the actual usage for the following reasons:

- I have stable long-term tenants in the two units. There has not been any change in the water usage.
- There is no active garden and no one is using additional water over what was used in the past.
- After many inspections by my property manager, often with someone from the water department, it is clear there was no leak.
- I asked for quite some time to have the meter replaced as this is the only way to really know if the meter is giving accurate readings. This was done and, according to the tests, there was no problem with the meter. **However, the high bills tell a story of there being some kind of problem whether it was the meter or some other issue with the billing. As I understand from Kurt Blomquist, occasionally there may be issues with a glitch in the billing software. Unfortunately, there is no process to evaluate if the problem is in the software.**

So, I'm left with making the case based on asking the City Council to please look at this from a simple common sense perspective and help me with bills that are clearly some kind of mistake.

I can understand that bills in the \$350.00 range are valid, although these bills are roughly \$100.00 higher than the previous highest annual average of \$247.00. **As I said before, it just doesn't pass the common sense test for a private home with two tenants who have been there for years and haven't changed their water usage AND there has been no leak, for the bills to jump up like this and, then, just as mysteriously, come back down again as of the 9/1/21 bill of \$336.00.**

As stated above, I'm asking that the bills from 9/1/21 when it first increased up to \$500.00 or more be adjusted to the next highest bill in 2022 which is 9/1/22 in the amount of \$336.34.

Credit requested: \$2,158.91

In addition, I'm asking that the \$170.00 I was charged for replacing the meter be waived. As I said before, the water revenue staff has been terrific in trying to help resolve this issue. However, in this case I wasn't told in advance there would be a charge and, **more importantly, I don't feel I should pay whether the meter is the problem or not.** There is clearly some type of billing issue and replacing the meter is a logical step in trying to isolate the problem. In my opinion, this is not something I should be charged for doing. **The total credit I'm asking for is 2,158.91 plus waiving the \$170.00 charge.**

Separate from the \$170.00 meter replacement charge, **I have a current outstanding usage bill of 4,526.57.** Kurt Blomquist was gracious in letting me know this is not in collections while we try to work out this problem. **If I am granted the above credit and meter replacement waiver, this will result in an adjusted usage bill for \$2,367.66 which I will pay immediately. This assumes the separate \$170.00 charge for meter replacement is waived as well. This will bring me current through and including the last bill on 3/1/23.**

Thank you for your consideration.

John Sosnowski, Owner, 251 Park Ave, Keene, NH.

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Utility Billing 8.1
 DATE: 04/28/2023
 TIME: 11:17:29

CITY OF KEENE, NH
 CUSTOMER HISTORY REPORT

PAGE NUMBER: 1
 MODULE : histfun

ACCOUNT NUMBER 05101-03
 CUSTOMER NAME SOSNOMSKI, JOHN
 SERVICE ADDRESS 251 PARK AVE

TRANSACTION DATE	POST DATE	TYPE	DESCRIPTION	AMOUNT	BALANCE
03/16/2023	03/01/2023	BILLED	STANDARD BILLING	354.62	4,526.57
12/13/2022	12/01/2022	BILLED	STANDARD BILLING	331.34	4,171.95
09/28/2022	09/01/2022	BILLED	STANDARD BILLING	336.34	3,840.61
06/28/2022	06/01/2022	BILLED	STANDARD BILLING	1,584.84	3,504.27
03/16/2022	03/01/2022	BILLED	STANDARD BILLING	835.74	1,919.43
01/06/2022	12/01/2021	BILLED	STANDARD BILLING	517.94	1,083.69
09/16/2021	09/01/2021	BILLED	STANDARD BILLING	565.75	565.75
08/18/2021	08/17/2021	PAYMENT	STANDARD BILLING	363.95	0.00
06/23/2021	06/01/2021	BILLED	STANDARD BILLING	363.95	363.95
05/24/2021	05/21/2021	PAYMENT	STANDARD BILLING	323.59	0.00
03/25/2021	03/01/2021	BILLED	STANDARD BILLING	323.59	323.59
02/23/2021	02/22/2021	PAYMENT	STANDARD BILLING	303.41	0.00
12/28/2020	12/01/2020	BILLED	STANDARD BILLING	303.41	303.41
11/23/2020	11/20/2020	PAYMENT	STANDARD BILLING	273.14	0.00
09/16/2020	09/01/2020	BILLED	STANDARD BILLING	273.14	273.14
08/24/2020	08/21/2020	PAYMENT	STANDARD BILLING	212.60	0.00
06/18/2020	06/01/2020	BILLED	STANDARD BILLING	212.60	212.60
05/19/2020	05/18/2020	PAYMENT	STANDARD BILLING	202.51	0.00
03/25/2020	03/24/2020	PAYMENT	STANDARD BILLING	222.69	202.51
03/24/2020	03/01/2020	BILLED	STANDARD BILLING	202.51	425.20
12/31/2019	12/01/2019	BILLED	STANDARD BILLING	222.69	222.69
11/20/2019	11/19/2019	PAYMENT	STANDARD BILLING	76.59	0.00
09/19/2019	09/01/2019	BILLED	STANDARD BILLING	212.60	76.59
09/18/2019	09/17/2019	PAYMENT	STANDARD BILLING	252.96	-136.01
09/04/2019	09/03/2019	PAYMENT	STANDARD BILLING	136.01	116.95
06/14/2019	06/01/2019	BILLED	STANDARD BILLING	252.96	252.96
05/21/2019	05/20/2019	PAYMENT	STANDARD BILLING	262.87	0.00
03/19/2019	03/01/2019	BILLED	STANDARD BILLING	262.87	262.87
02/20/2019	02/19/2019	PAYMENT	STANDARD BILLING	204.61	0.00
12/21/2018	12/01/2018	BILLED	STANDARD BILLING	204.61	204.61
11/20/2018	11/19/2018	PAYMENT	STANDARD BILLING	282.29	0.00
09/13/2018	09/01/2018	BILLED	STANDARD BILLING	282.29	282.29
08/21/2018	08/20/2018	PAYMENT	STANDARD BILLING	292.00	0.00
06/20/2018	06/01/2018	BILLED	STANDARD BILLING	292.00	292.00
05/30/2018	05/29/2018	PAYMENT	STANDARD BILLING	282.29	0.00
03/19/2018	03/01/2018	BILLED	STANDARD BILLING	282.29	282.29
02/21/2018	02/20/2018	PAYMENT	STANDARD BILLING	285.14	0.00
12/27/2017	12/01/2017	BILLED	STANDARD BILLING	285.14	285.14
10/18/2017	10/17/2017	PAYMENT	STANDARD BILLING	256.04	0.00
09/25/2017	09/01/2017	BILLED	STANDARD BILLING	256.04	256.04
08/29/2017	06/01/2017	BILLED	STANDARD BILLING	226.94	0.00
08/03/2017	08/02/2017	PAYMENT	STANDARD BILLING	226.94	0.00
04/25/2017	04/24/2017	PAYMENT	STANDARD BILLING	110.54	0.00
03/21/2017	03/01/2017	BILLED	STANDARD BILLING	110.54	110.54
02/14/2017	02/13/2017	PAYMENT	STANDARD BILLING	320.22	0.00
12/20/2016	12/01/2016	BILLED	STANDARD BILLING	155.44	320.22
09/14/2016	09/01/2016	BILLED	STANDARD BILLING	164.78	164.78
07/15/2016	07/14/2016	PAYMENT	STANDARD BILLING	136.76	0.00
06/21/2016	06/01/2016	BILLED	STANDARD BILLING	136.76	136.76
05/13/2016	05/12/2016	PAYMENT	STANDARD BILLING	136.76	0.00
03/28/2016	03/01/2016	BILLED	STANDARD BILLING	136.76	136.76
01/20/2016	01/19/2016	PAYMENT	STANDARD BILLING	102.87	0.00
12/11/2015	12/01/2015	BILLED	STANDARD BILLING	102.87	102.87
10/06/2015	10/05/2015	BILLED	STANDARD BILLING	136.07	0.00
09/22/2015	09/01/2015	BILLED	STANDARD BILLING	142.07	136.07
07/17/2015	07/16/2015	PAYMENT	STANDARD BILLING	197.07	-6.00

Utility Billing 8.1
DATE: 04/28/2023
TIME: 11:17:29

CITY OF KEENE, NH
CUSTOMER HISTORY REPORT

PAGE NUMBER: 2
MODULE : histfun

ACCOUNT NUMBER 05101-03
CUSTOMER NAME SOSNOWSKI, JOHN
SERVICE ADDRESS 251 PARK AVE

TRANSACTION DATE	POST DATE	TYPE	DESCRIPTION	AMOUNT	BALANCE
06/30/2015	06/01/2015	BILLED	STANDARD BILLING	191.07	191.07
04/17/2015	04/16/2015	PAYMENT	PAYMENT	58.30	0.00
03/19/2015	03/01/2015	BILLED	STANDARD BILLING	58.30	58.30

Utility Billing 8.1
 DATE: 04/28/2023
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CITY OF KEENE, NH
 CONSUMPTION ANALYSIS

PAGE NUMBER: 1
 MODULE : CUST RPT 8
 BY ACCOUNT NUMBER

SELECTION CRITERIA: cubaccount.cust_no='05101' and cubaccount.cust_ser=3

ACCOUNT NUMBER	CUSTOMER NAME	SERVICE ADDRESS	RTE	READ DATE	CONSUMPTION	ADJUSTMENTS	TOT. CONSUMP.
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	05/29/2020	15.0000	0.0000	15.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	08/31/2020	21.0000	0.0000	21.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	11/25/2020	24.0000	0.0000	24.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	02/26/2021	26.0000	0.0000	26.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	05/28/2021	30.0000	0.0000	30.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	08/27/2021	50.0000	0.0000	50.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	12/01/2021	39.0000	0.0000	39.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	02/28/2022	67.0000	0.0000	67.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	06/01/2022	133.0000	0.0000	133.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	08/24/2022	0.0000	0.0000	0.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	08/24/2022	19.0000	0.0000	19.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	09/08/2022	4.0000	0.0000	4.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	11/29/2022	22.0000	0.0000	22.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21	03/03/2023	24.0000	0.0000	24.0000
05101-03	SOSNOMSKI, JOHN	251 PARK AVE	21		474.0000	0.0000	474.0000

REPORT TOTAL 474.0000 0.0000 474.0000

Utility Billing 8.1
 DATE: 04/28/2023
 TIME: 11:32:55

CITY OF KEENE, NH
 CUSTOMER HISTORY REPORT

PAGE NUMBER: 1
 MODULE : histfun

ACCOUNT NUMBER 03570-03
 CUSTOMER NAME SOSNOMSKI, JOHN
 SERVICE ADDRESS 14-16 COBB ST

TRANSACTION DATE	POST DATE	TYPE	DESCRIPTION	AMOUNT	BALANCE
04/25/2023	04/20/2023	PAYMENT	PAYMENT	249.86	0.00
02/23/2023	02/01/2023	BILLED	STANDARD BILLING	249.86	249.86
01/24/2023	01/18/2023	PAYMENT	PAYMENT	214.94	0.00
11/09/2022	11/01/2022	BILLED	STANDARD BILLING	214.94	214.94
10/24/2022	10/21/2022	PAYMENT	PAYMENT	222.84	0.00
08/25/2022	07/29/2022	BILLED	STANDARD BILLING	222.84	222.84
08/12/2022	07/19/2022	PAYMENT	PAYMENT	234.19	0.00
05/31/2022	05/01/2022	BILLED	STANDARD BILLING	234.19	234.19
04/20/2022	04/19/2022	PAYMENT	PAYMENT	234.19	0.00
02/18/2022	02/01/2022	BILLED	STANDARD BILLING	234.19	234.19
01/20/2022	01/19/2022	PAYMENT	PAYMENT	245.54	0.00
11/30/2021	11/01/2021	BILLED	STANDARD BILLING	245.54	245.54
10/19/2021	10/18/2021	PAYMENT	PAYMENT	546.28	0.00
08/17/2021	08/01/2021	BILLED	STANDARD BILLING	273.14	546.28
06/02/2021	05/01/2021	BILLED	STANDARD BILLING	273.14	273.14
04/19/2021	04/16/2021	PAYMENT	PAYMENT	384.13	0.00
02/19/2021	02/01/2021	BILLED	STANDARD BILLING	384.13	384.13
01/20/2021	01/19/2021	PAYMENT	PAYMENT	313.50	0.00
11/19/2020	11/01/2020	BILLED	STANDARD BILLING	313.50	313.50
10/20/2020	10/19/2020	PAYMENT	PAYMENT	374.04	0.00
08/26/2020	08/01/2020	BILLED	STANDARD BILLING	374.04	374.04
07/21/2020	07/20/2020	PAYMENT	PAYMENT	283.23	0.00
06/03/2020	05/01/2020	BILLED	STANDARD BILLING	283.23	283.23
04/20/2020	04/17/2020	PAYMENT	PAYMENT	293.32	0.00
02/19/2020	02/01/2020	BILLED	STANDARD BILLING	293.32	293.32
11/20/2019	11/01/2019	BILLED	STANDARD BILLING	747.71	0.00
10/29/2019	10/28/2019	PAYMENT	PAYMENT	263.05	747.71
10/07/2019	10/04/2019	PAYMENT	PAYMENT	100.00	484.66
09/10/2019	09/09/2019	PAYMENT	PAYMENT	137.00	584.66
08/14/2019	08/01/2019	BILLED	STANDARD BILLING	137.00	721.66
07/24/2019	07/24/2019	ADJ PAY	STOP BMT CHECK #000099541	313.50	858.66
07/24/2019	07/23/2019	PAYMENT	PAYMENT	-731.17	545.16
07/22/2019	07/19/2019	PAYMENT	PAYMENT	136.01	-186.01
05/29/2019	05/28/2019	PAYMENT	PAYMENT	731.17	-50.00
05/17/2019	05/01/2019	BILLED	STANDARD BILLING	50.00	681.17
05/01/2019	04/26/2019	PAYMENT	PAYMENT	273.14	731.17
04/02/2019	04/19/2019	PAYMENT	PAYMENT	50.00	458.03
03/01/2019	03/29/2019	PAYMENT	PAYMENT	262.87	508.03
02/14/2019	02/28/2019	PAYMENT	PAYMENT	50.00	770.90
01/31/2019	02/01/2019	BILLED	STANDARD BILLING	50.00	820.90
01/03/2019	12/31/2018	PAYMENT	PAYMENT	262.87	870.90
11/27/2018	11/01/2018	BILLED	STANDARD BILLING	50.00	608.03
11/27/2018	11/26/2018	PAYMENT	PAYMENT	50.00	658.03
10/23/2018	10/22/2018	PAYMENT	PAYMENT	301.71	708.03
08/15/2018	08/01/2018	BILLED	STANDARD BILLING	50.00	406.32
05/30/2018	05/29/2018	PAYMENT	PAYMENT	50.00	456.32
05/18/2018	05/01/2018	BILLED	STANDARD BILLING	185.19	506.32
02/27/2018	02/01/2018	BILLED	STANDARD BILLING	282.29	321.13
02/26/2018	02/23/2018	PAYMENT	PAYMENT	321.13	603.42
01/24/2018	01/24/2018	ADJ PAY	NSF CHECK #995208	282.29	282.29
01/18/2018	01/17/2018	PAYMENT	PAYMENT	294.84	0.00
11/27/2017	11/01/2017	BILLED	STANDARD BILLING	-294.84	294.84
09/20/2017	09/19/2017	PAYMENT	PAYMENT	294.84	0.00
09/15/2017	08/01/2017	BILLED	STANDARD BILLING	129.94	129.94

Utility Billing 8.1
 DATE: 04/28/2023
 TIME: 11:32:55

CITY OF KEENE, NH
 CUSTOMER HISTORY REPORT

PAGE NUMBER: 2
 MODULE : histfun

ACCOUNT NUMBER 03570-03
 CUSTOMER NAME SOSNOWSKI, JOHN
 SERVICE ADDRESS 14-16 COBB ST

TRANSACTION DATE	POST DATE	TYPE	DESCRIPTION	AMOUNT	BALANCE
06/28/2017	06/27/2017	PAYMENT	PAYMENT	382.14	0.00
05/30/2017	05/01/2017	BILLED	STANDARD BILLING	382.14	382.14
04/25/2017	04/24/2017	PAYMENT	PAYMENT	353.04	0.00
02/15/2017	02/01/2017	BILLED	STANDARD BILLING	353.04	353.04
12/28/2016	12/27/2016	PAYMENT	PAYMENT	553.72	0.00
12/05/2016	11/01/2016	BILLED	STANDARD BILLING	379.60	553.72
08/16/2016	08/01/2016	BILLED	STANDARD BILLING	174.12	174.12
06/14/2016	06/13/2016	PAYMENT	PAYMENT	295.54	0.00
05/17/2016	05/01/2016	BILLED	STANDARD BILLING	295.54	295.54
03/08/2016	03/07/2016	PAYMENT	PAYMENT	258.18	0.00
02/23/2016	02/01/2016	BILLED	STANDARD BILLING	258.18	258.18
12/08/2015	12/07/2015	PAYMENT	PAYMENT	338.07	0.00
11/23/2015	11/01/2015	BILLED	STANDARD BILLING	338.07	338.07
09/22/2015	09/21/2015	PAYMENT	PAYMENT	210.67	0.00
08/27/2015	08/01/2015	BILLED	STANDARD BILLING	210.67	210.67
07/30/2015	07/29/2015	PAYMENT	PAYMENT	499.74	0.00
05/20/2015	05/01/2015	BILLED	STANDARD BILLING	279.27	499.74
02/24/2015	02/01/2015	BILLED	STANDARD BILLING	220.47	220.47
12/18/2014	12/17/2014	PAYMENT	PAYMENT	68.33	0.00
11/20/2014	11/01/2014	BILLED	STANDARD BILLING	68.33	68.33

Utility Billing 8.1
 DATE: 04/28/2023
 TIME: 11:32:08

CITY OF KEENE, NH
 CUSTOMER HISTORY REPORT

PAGE NUMBER: 1
 MODULE: histfun

ACCOUNT NUMBER 00993-04
 CUSTOMER NAME SOSNOWSKI, JOHN
 SERVICE ADDRESS 22-24 GURMSEY ST

TRANSACTION DATE	POST DATE	TYPE	DESCRIPTION	AMOUNT	BALANCE
04/19/2023	04/01/2023	BILLED	STANDARD BILLING	494.30	494.30
04/19/2023	04/01/2023	BILLED	STANDARD BILLING	517.58	0.00
03/21/2023	03/17/2023	PAYMENT	PAYMENT	517.58	0.00
12/30/2022	12/28/2022	PAYMENT	PAYMENT	517.94	0.00
10/17/2022	10/01/2022	BILLED	STANDARD BILLING	517.94	517.94
09/20/2022	09/19/2022	PAYMENT	PAYMENT	597.39	0.00
07/26/2022	06/30/2022	BILLED	STANDARD BILLING	597.39	597.39
06/20/2022	06/17/2022	PAYMENT	PAYMENT	529.29	0.00
04/19/2022	04/01/2022	BILLED	STANDARD BILLING	529.29	529.29
03/24/2022	03/23/2022	PAYMENT	PAYMENT	631.44	0.00
01/18/2022	01/01/2022	BILLED	STANDARD BILLING	631.44	631.44
12/21/2021	12/20/2021	PAYMENT	PAYMENT	529.29	0.00
10/19/2021	10/01/2021	BILLED	STANDARD BILLING	529.29	529.29
09/20/2021	09/17/2021	PAYMENT	PAYMENT	424.49	0.00
07/27/2021	07/01/2021	BILLED	STANDARD BILLING	424.49	424.49
06/21/2021	06/18/2021	PAYMENT	PAYMENT	404.31	0.00
04/19/2021	04/01/2021	BILLED	STANDARD BILLING	404.31	404.31
03/19/2021	03/18/2021	PAYMENT	PAYMENT	363.95	0.00
01/14/2021	01/01/2021	BILLED	STANDARD BILLING	363.95	363.95
12/23/2020	12/22/2020	PAYMENT	PAYMENT	353.86	0.00
10/21/2020	10/01/2020	BILLED	STANDARD BILLING	353.86	353.86
09/23/2020	09/22/2020	PAYMENT	PAYMENT	303.41	0.00
07/16/2020	07/01/2020	BILLED	STANDARD BILLING	303.41	303.41
06/22/2020	06/19/2020	PAYMENT	PAYMENT	424.49	0.00
04/17/2020	04/01/2020	BILLED	STANDARD BILLING	424.49	424.49
03/18/2020	03/17/2020	PAYMENT	PAYMENT	303.14	0.00
01/16/2020	01/01/2020	BILLED	STANDARD BILLING	303.14	303.14
12/23/2019	12/20/2019	PAYMENT	PAYMENT	222.96	-0.27
10/21/2019	10/01/2019	BILLED	STANDARD BILLING	222.69	222.69
08/23/2019	08/22/2019	PAYMENT	PAYMENT	252.96	0.00
07/11/2019	07/01/2019	BILLED	STANDARD BILLING	252.96	252.96
06/19/2019	06/18/2019	PAYMENT	PAYMENT	182.33	0.00
04/19/2019	04/01/2019	BILLED	STANDARD BILLING	182.33	182.33
03/26/2019	03/25/2019	PAYMENT	PAYMENT	194.90	0.00
01/24/2019	01/01/2019	BILLED	STANDARD BILLING	194.90	194.90
12/19/2018	12/18/2018	PAYMENT	PAYMENT	175.48	0.00
10/18/2018	10/01/2018	BILLED	STANDARD BILLING	175.48	175.48
09/19/2018	09/18/2018	PAYMENT	PAYMENT	340.55	0.00
07/19/2018	07/01/2018	BILLED	STANDARD BILLING	340.55	340.55
07/02/2018	06/29/2018	PAYMENT	PAYMENT	214.32	0.00
04/17/2018	04/01/2018	BILLED	STANDARD BILLING	214.32	214.32
02/26/2018	02/23/2018	PAYMENT	PAYMENT	136.64	0.00
01/25/2018	01/01/2018	BILLED	STANDARD BILLING	136.64	136.64
12/19/2017	12/18/2017	PAYMENT	PAYMENT	411.24	0.00
10/25/2017	10/01/2017	BILLED	STANDARD BILLING	411.24	411.24
09/20/2017	09/19/2017	PAYMENT	PAYMENT	362.74	0.00
07/21/2017	07/01/2017	BILLED	STANDARD BILLING	362.74	362.74
05/22/2017	05/19/2017	PAYMENT	PAYMENT	343.34	0.00
04/14/2017	04/01/2017	BILLED	STANDARD BILLING	343.34	343.34
03/15/2017	03/13/2017	PAYMENT	PAYMENT	379.60	0.00
01/13/2017	01/01/2017	BILLED	STANDARD BILLING	379.60	379.60
11/21/2016	11/18/2016	PAYMENT	PAYMENT	370.26	0.00
10/18/2016	10/01/2016	BILLED	STANDARD BILLING	370.26	370.26
09/06/2016	09/02/2016	PAYMENT	PAYMENT	370.26	0.00
07/19/2016	07/01/2016	BILLED	STANDARD BILLING	370.26	370.26
05/13/2016	05/12/2016	PAYMENT	PAYMENT	332.90	0.00

Utility Billing 8.1
 DATE: 04/28/2023
 TIME: 11:32:08

CITY OF KEENE, NH
 CUSTOMER HISTORY REPORT

PAGE NUMBER: 2
 MODULE : histfun

ACCOUNT NUMBER 00993-04
 CUSTOMER NAME SOSNOWSKI, JOHN
 SERVICE ADDRESS 22-24 GURMSEY ST

TRANSACTION DATE	POST DATE	TYPE	DESCRIPTION	AMOUNT	BALANCE
04/25/2016	04/01/2016	BILLED	STANDARD BILLING	332.90	332.90
02/09/2016	02/08/2016	PAYMENT	PAYMENT	323.56	0.00
01/27/2016	01/01/2016	BILLED	STANDARD BILLING	323.56	323.56
11/19/2015	11/18/2015	PAYMENT	PAYMENT	230.27	0.00
10/23/2015	10/01/2015	BILLED	STANDARD BILLING	230.27	230.27
09/17/2015	09/15/2015	PAYMENT	PAYMENT	298.87	0.00
08/13/2015	08/13/2015	ADJ BILL	ADJ 2X BILL	-44.07	298.87
08/05/2015	07/01/2015	BILLED	STANDARD BILLING	44.07	342.94
08/05/2015	07/01/2015	BILLED	STANDARD BILLING	298.87	298.87
07/17/2015	07/16/2015	PAYMENT	PAYMENT	308.67	44.07
06/30/2015	06/01/2015	BILLED	STANDARD BILLING	308.67	308.67
03/12/2015	03/11/2015	PAYMENT	PAYMENT	249.87	0.00
01/16/2015	01/01/2015	BILLED	STANDARD BILLING	249.87	249.87
12/10/2014	12/09/2014	PAYMENT	PAYMENT	25.25	0.00
10/24/2014	10/01/2014	BILLED	STANDARD BILLING	25.25	25.25

SELECTION CRITERIA: cubaccount.cust_no='00993' and cubaccount.cust_ser=4

ACCOUNT NUMBER	CUSTOMER NAME	SERVICE ADDRESS	RTE	READ DATE	CONSUMPTION	ADJUSTMENTS	TOT. CONSUMP.
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	07/02/2020	24.0000	0.0000	24.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	10/05/2020	29.0000	0.0000	29.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	12/31/2020	30.0000	0.0000	30.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	04/06/2021	34.0000	0.0000	34.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	06/30/2021	36.0000	0.0000	36.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	10/06/2021	40.0000	0.0000	40.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	01/04/2022	49.0000	0.0000	49.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	04/05/2022	40.0000	0.0000	40.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	07/05/2022	46.0000	0.0000	46.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	10/03/2022	39.0000	0.0000	39.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	01/04/2023	38.0000	0.0000	38.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06	04/04/2023	36.0000	0.0000	36.0000
00993-04	SOSNOWSKI, JOHN	22-24 GURNSEY ST	06		441.0000	0.0000	441.0000
REPORT TOTAL					441.0000	0.0000	441.0000



CITY OF KEENE NEW HAMPSHIRE

Meeting Date: May 24, 2023
To: Municipal Services, Facilities and Infrastructure Committee
From: Kurt Blomquist, ACM/Public Works Director
Through: Elizabeth Dragon, City Manager
Subject: **Staff Response: 251 Park Avenue Sewer/Water Abatement Request**

Recommendation:

Accept the memorandum as informational.

Attachments:

None

Background:

The City of Keene has approximately 6,000 sewer and water accounts. These accounts are read four (4) times a year, generating approximately 24,000 bills per year. Per City of Keene Code of Ordinance, Section 98-514. - Abatement and posting (a), Generally. *The city council shall have the sole authority, unless otherwise delegated to one of its standing committees, to abate, reduce or otherwise forgive any bill or assessment for any rate, roll or charge which may be or which may become legally due to the city, on account of water or sewer service, except as otherwise specifically provided under subsection (b) of this section.* Per City of Keene Code of Ordinance Section 98-514. - Abatement and posting, (b), Correction of errors by director. *The director shall, immediately upon detection, correct any error in any account showing any rate, roll or charge made by the department, whether it is paid or unpaid, and shall adjust such account accordingly and show on his records the exact method by which such adjustment was made.*

When a customer has a concern about a high sewer/water bill, they contact the City for review of the account. The Public Works Department has standard operating guidelines for reviewing high bill concerns. An appointment is made with the customer to review their property. The Water/Sewer Division's Meter staff meets with the customer. They follow a High Bill Checklist form that includes performing an electronic read of the property and a visual manual read of the meter. They perform a walkthrough of the property with the property owner noting any issues or concerns. If an issue is found, the customer is asked to take corrective action and then contact the Public Works Department. The Meter staff will monitor the account for several weeks to determine if the corrective action had an effect. If no issue is found on the day of the review, the Meter staff will monitor the property for three weeks, providing feedback to the property owner.

Per City Code Section 98-514. - Abatement and posting. (a), Generally, if the customer still questions whether they owe the bill, they may request to have the meter removed and tested. The meter is tested in accordance with City Code Section 98-122 Testing, *"When the accuracy of registration of*

any water meter is challenged by any consumer, such meter shall be tested in accordance with public works department standard practice. If the test shows the meter to be within two percent of a possible 100 percent accuracy, the amounts billed shall be deemed accurate.” The Department has a Standard Operating Guideline for testing of water meters. Meters are placed on a test bench and a known flow rate of water is flowed through the meter at three rates; slow (3/4 gpm), medium (2 GPM) and high (15 GPM). An overnight test is also conducted. Comparing the known quantity of water against the meter, if readings meet the established threshold, the meter is deemed accurate. Per Section 98-122 Testing, if the meter is within the established accuracy thresholds, the customer is responsible for the cost of the test.

For an adjustment/abatement, the standard that is used by the Public Works Director is that if the water has gone through the meter an adjustment/abatement to the water component is not granted. This is because the City has expended resources on making the water. An adjustment/abatement may be granted to the sewer portion of the bill if the water does not return to the wastewater system. This is because the City has not expended any resources on treating the water.

As the Director, I look at the circumstances of the request. If I can find anything with the reading system, I will make the adjustment. If the customer shows, as the result of the issue, that water did not return to the wastewater system, an adjustment/abatement will be made to the sewer portion of the bill.

The owner of 251 Park Avenue contacted the Department about a high sewer/water bill for the bill received in June 2022. This bill covers the months of March/April/May. The property is a multi-family building. The Water Meter staff was contacted by a representative of the property owner. A walk through of the property was conducted on May 9, 2022. At that walk through, no issues were identified. The Water Meter staff monitored the property for the next three (3) weeks with readings indicating that usage had returned to normal. The property owner representative contacted the Department and requested that the meter be replaced. The meter was removed and replaced on August 24, 2022.

The existing meter was tested per the Department's Standard Operating Guidelines with the following results:

Fast	100
Median	101
Slow	94

Overnight Test – Passed

The existing meter fell within the established parameters and is determined to be accurate.

The property owner of 251 Park Avenue is requesting the City Council adjust their June Sewer/Water Bill to the typical for that period and forgive the meter testing charges.



CITY OF KEENE NEW HAMPSHIRE

ITEM #A.2.

Meeting Date: May 24, 2023
To: Municipal Services, Facilities and Infrastructure Committee
From: Judy Rogers
Through: Patricia Little, City Clerk
Subject: **Judy Rogers - Downtown Infrastructure and Reconstruction Project - Bike Infrastructure "Wants vs Needs" and a Potential Model to Handle Community Events on Central Square**

Recommendation:

Attachments:

1. Communication_Rogers

Background:

Ms. Rogers is sharing her thoughts regarding comments made at the special MSFI Committee on the downtown infrastructure and reconstruction project.

May 16, 2023

Dear Mayor Hansel and Keene City Council Members,

I appreciate all that the City of Keene is doing to inform and receive input from the public on the imminent downtown infrastructure project. I have attended many of the public sessions trying to stay informed on the options and progress of this project and to give input as a stakeholder. After attending the special meeting of the MSFI on Monday evening, and making public comments on a couple of topics, I felt I should reiterate and expand on my points in writing as comments were kept short during the meeting in respect of everyone's time.

I am a life-long resident of Keene. I have taken an active part in every community visioning project undertaken by the City since becoming a Main Street business owner in 1988. Many of us expended a great amount of thought, energy and time to the master planning process completed in 2010. Keene's Comprehensive Master Plan is the brilliant result of all that hard work. We are tasked with using this document as our guide in planning and development. I know you are all well informed on the contents of the master plan but after Monday's meeting I was left wondering if our representatives would be acting in accordance with its directives. We only need to read the Community Vision synopsis on page 18 to see that multimodal infrastructure improvements are one of the key takeaways of the master plan.

*Our built environment consists of mixed-use development and appropriate density within the city limits; public gathering spaces that allow for interaction between people; well-designed, safe, and maintained neighborhoods with affordable housing and neighborhood amenities; clean and efficient public transportation that connects us to our community, the region, and beyond; **pedestrian and bicycle infrastructure that is present throughout our community and that places import on people rather than automobiles**; and a well-developed trail system that provides connections between neighborhoods, open spaces, and other communities while simultaneously supporting a healthy lifestyle.*

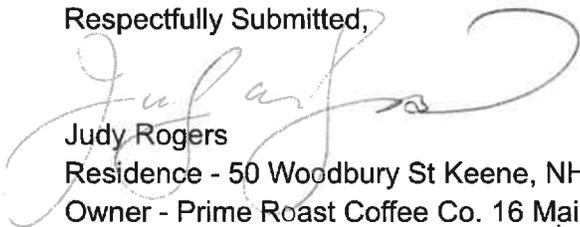
During the special meeting I heard references to Needs vs Wants. Main Street bicycle infrastructure was put into the Wants category more than a few times, referring to bike usage in a recreational context. For many people bicycles are a primary means of transportation, with infrastructure improvements we will likely see an increase in bike usage. Heck ya, I want more bike traffic downtown! Quieter vehicles, cleaner air, more capacity and easier parking for customers.

There were several great points made during the meeting in favor of bike infrastructure being an economic catalyst for communities and for multimodal planning projects having a leg up for a range of infrastructure grants. I hope those community members who gave shortened public comments on those subjects follow up with more information for the council.

A quick word on Central Square.

As someone who has been involved in holding events in downtown Keene for decades, I would point out that since 9/11, finding ways to keep our community members safe during events is a challenge, with a pretty high price tag for city services to go with it. Walls of jersey barriers and large municipal vehicles are the most common ways we currently handle the safety challenges, but with some forethought in planning I think we could greatly improve on this model. There was mention of a hybrid plan of the Common that had a travel lane and parking to the north, an area that could be easily secured for safe public access to the Common during events. That sounds like a compromise solution that could address a variety of issues.

Respectfully Submitted,

A handwritten signature in cursive script, appearing to read 'Judy Rogers', written in black ink. The signature is fluid and extends across the width of the text block.

Judy Rogers

Residence - 50 Woodbury St Keene, NH

Owner - Prime Roast Coffee Co. 16 Main St Keene

“Ultimately, it is the responsibility of all stakeholders involved in creating this plan to ensure that future projects and programs are consistent with it.” - Keene’s Master Plan