

Copies to Tom
John
Doug: The policy should go out with
water bills in the fall before
the freezing season.

[Handwritten mark]

March 9, 1979

REPORT TO: Honorable Mayor and City Council
FROM: Public Works and Airport Committee
SUBJECT: Frozen Water and Sewer Services

The committee reviewed the policy of the Water and Sewer Department concern-
ing frozen water services, and agreed that the present policy of not removing
gears from the water meters is correct. The committee also agreed that
consumers will not be charged for water being used to prevent services from
freezing if it can be shown that the City has any responsibility for the
problem, provided the customer requests, in writing, that the City read the
meter before and after the freezing season, and gives his reasons for be-
lieving the service may freeze.

The committee split 1-1, with one absent, on the question of whether ap-
peals from a staff decision on granting rebates for prevention of frozen
services should be the decision of the City Council or the Public Works
Committee.

Respectfully submitted,

[Signature of Timothy N. Robertson]
Timothy N. Robertson, Chairman

David A. Barrett

[Signature of Aron A. Lipsky]
Aron A. Lipsky

In City Council March 15, 1979.
Voted to accept report, and authorize
the Public Works and Airport Committee
to act on such complaints without bring-
ing them forward to the City Council.

[Signature of Frances A. Pitcher]
City Clerk

John

INTER-OFFICE MEMORANDUM

DATE: December 29, 1978

TO: J. Patrick MacQueen

DEPARTMENT: City Manager

FROM: John S. Hird *JSH*

DEPARTMENT: Director of Public Works

SUBJECT: FROZEN WATER METER POLICY

Due to the fact that I am aware that contrary to the City Code, the City was engaged in a practice of removing the gearing from water meters in winter for selected property owners, I am issuing this notice of change of practice in order to both comply with the City Code as well as to end a practice which can lead to abuse.

The City of Keene Code pertaining to water meters Chapter 7, Section 10, Paragraph 1 entitled "Meters" requires "Every meter shall be provided by the owner of the premises wherein located with protection against all injury including heat and freezing. In the case of a damaged meter, the Director shall immediately ascertain the cause and extent of such injury, and shall forthwith assess against the account of said owner a charge for the amount necessary to return such meter to first class condition."

The past practice of removing gearing from meters by verbal request where a meter was allegedly subjected to freezing conditions will be discontinued. No gearing or measuring components of water meters will be removed in the future as a result of a verbal request of the consumer.

However, upon written request of the consumer with sufficient justification included in that request, the Water Division will read the consumer's meter and record that reading. Upon completion of the winter season when freezing is no longer a problem, the consumer may request that another reading of the meter be taken.

The consumption of water during this period will be compared with other periods of the year or previous years. If it can be demonstrated that extraordinary water consumption has occurred during this period and it is clearly the fault of the City that freezing of the service would occur if the water were turned off, consideration will be given to the consumer to allow the "Flat Rate Service".

JSH:eam

cc: Thomas L. Dutton ✓
John W. Ranagan ✓
A. Doug Damelio

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REC'D MAR 16 2007