

**BOARD OF WATER & WASTEWATER COMMISSIONER'S
MEETING AGENDA***
Harwich Water Department, 196 Chatham Road, Harwich MA
Thursday, February 1, 2024
11:30 a.m.

**As required by Open Meeting Law, you are hereby informed that the Town will be video and audio taping as well as broadcasting this public meeting. In addition, anyone in the audience who plans to video or audio tape this meeting must notify the Chairman prior to the start of the meeting.*

- I. CALL TO ORDER
- II. EXECUTIVE SESSION
- III. PUBLIC COMMENTS / ANNOUNCEMENTS
- IV. CONSENT AGENDA
 - A. Minutes
 - 1. January 4, 2024
 - 2. FY24 Q2 Water Department Usage
 - 3. FY24 Q2 Internal Adjustments
- V. ABATEMENTS
 - A. 86 Earle Rd
 - B. 161 Route 28, Unit #11
 - C. 66 Cemetery Rd
- VI. OLD BUSINESS
 - A. Town Report
 - B. FY25 Water & Wastewater Operating Budget
- VII. NEW BUSINESS
 - A. Approve Meter Bid Price Extension for FY25
 - B. Sewer Order to Connect Extension
 - C. Route 28 Water & Sewer Project Update
 - D. Round Up (Glysophate) Monitoring Results
 - E. FY25 Wastewater Budget
 - F. Indirect Expense Policy
 - G. Joint Meeting with Select Board
- VIII. SUPERINTENDENT'S REPORT
- IX. COMMISSIONER'S REPORT
- X. CORRESPONDENCE / ANY OTHER BUSINESS
- XI. NEXT MEETING: TBD
- XII. ADJOURNMENT

**Per the Attorney General's Office: The Board of Water Commissioners may hold an open session for topics not reasonably anticipated by the Chair 48 hours in advance of the meeting following "New Business."
If you are deaf or hard of hearing or are a person with a disability who requires an accommodation, contact the Water Department Office at 508-432-0304 x.0 or by email at customerservice@harwichwater.com.*

Authorized Posting Officer:

Town Posting Date: _____

Tracey Alves | Board Secretary

_____ | Town Clerk

- IV. CONSENT AGENDA
- A. Minutes
- 1. January 4, 2024

may be in packet in the AM

IV. CONSENT AGENDA
B. FY24 Q2 Water Department Usage

Water & Wastewater Department
FY24 Q2 WATER DEPARTMENT USAGE ABATEMENT

Board of Water & Wastewater Commissioners

Total **\$3,192.64**
 Meeting Date **02/01/24**

Gary Carreiro _____
 Allin Thompson _____
 Noreen Donahue _____
 John Gough _____
 Judith Underwood _____

BILL NUMBER	ACCT NO	CUSTOMER NAME	LOCATION	BILL AMOUNT
510182	00150	HARWICH/WATER DEPT	196 CHATHAM RD (BLDG A)	\$49.26
510380	00349	HARWICH/WATER DEPT	196 CHATHAM RD (BLDG B)	\$47.84
512979	02949	HARWICH/WATER DEPT	85 DEPOT RD	\$49.26
518023	08003	HARWICH/WATER DEPT	196 CHATHAM RD	\$50.68
518357	08337	HARWICH/WATER DEPT	1046 ORLEANS RD *PIT	\$45.00
519745	09725	HARWICH/WATER DEPT	196 CHATHAM RD (RAW)	\$45.00
519746	09726	HARWICH/WATER DEPT	196 CHATHAM RD	\$45.00
519747	09727	HARWICH/WATER DEPT	85 DEPOT RD	\$355.92
519748	09728	HARWICH/WATER DEPT	85 DEPOT RD	\$45.00
519749	09729	HARWICH/WATER DEPT	85 DEPOT RD	\$261.27
519750	09730	HARWICH/WATER DEPT	151 BAY RD	\$176.85
519751	09731	HARWICH/WATER DEPT	151 BAY RD	\$45.00
519752	09732	HARWICH/WATER DEPT	151 BAY RD	\$614.63
519753	09733	HARWICH/WATER DEPT	139 NORTH WESTGATE RD	\$248.65
519754	09734	HARWICH/WATER DEPT	205 PLEASANT BAY RD	\$538.91
519755	09735	HARWICH/WATER DEPT	205 PLEASANT BAY RD	\$45.00
519760	09740	HARWICH/WATER DEPT	196 CHATHAM RD	\$45.00
520001	09981	HARWICH/WATER DEPT	139 NORTH WESTGATE RD	\$46.42
520223	10204	HARWICH/WATER DEPT	196 CHATHAM RD	\$437.95
TOTAL FY24 Q2 WATER DEPARTMENT USAGE ABATEMENT				\$3,192.64

- IV. CONSENT AGENDA
 - C. FY24 Q2 Internal Adjustments
-

Water & Wastewater Department
FY24 Q2 INTERNAL A/R ADJUSTMENTS

Total -\$8,669.26
 Meeting Date 02/01/24

Board of Water & Wastewater Commissioners
 Gary Carreiro _____
 Allin Thompson _____
 Noreen Donahue _____
 John Gough _____
 Judith Underwood _____

EFF DATE	PER	JOURNAL	SRC	REF3	REF1	AMOUNT
10/02/23	4	28	UBM	1WATER	100223	-145.13
10/03/23	4	34	UBM	1WATER	100323	-119.89
10/04/23	4	39	UBM	1WATER	100423	-732.90
10/10/23	4	110	UBM	MKOUT	101023	100.00
10/10/23	4	110	UBM	MKOUT	101023	25.00
10/12/23	4	140	UBM	1WATER	101223	-140.55
10/24/23	4	394	UBM	NSF	102423	25.00
10/24/23	4	394	UBM	NSF	102423	25.00
10/24/23	4	394	UBM	NSF	102423	25.00
10/27/23	4	456	UBM	3SEASN	102723	-50.00
10/27/23	4	456	UBM	3SEASN	102723	-50.00
10/27/23	4	456	UBM	3SEASN	102723	-50.00
10/27/23	4	456	UBM	3SEASN	102723	-50.00
10/27/23	4	456	UBM	3STIP	102723	-17.00
10/27/23	4	456	UBM	3STIP	102723	-17.00
10/27/23	4	456	UBM	3STIP	102723	-17.00
11/03/23	5	64	UBM	1WATER	110223	-47.84
11/03/23	5	64	UBM	1WATER	110223	-46.42
11/03/23	5	64	UBM	1WATER	110223	-49.26
11/03/23	5	64	UBM	1WATER	110223	-45.00
11/03/23	5	64	UBM	1WATER	110223	-5.68
11/03/23	5	64	UBM	1WATER	110223	-45.00
11/03/23	5	64	UBM	1WATER	110223	-45.00
11/03/23	5	64	UBM	1WATER	110223	-46.42
11/03/23	5	64	UBM	1WATER	110223	-261.27
11/03/23	5	64	UBM	1WATER	110223	-46.42
11/03/23	5	64	UBM	1WATER	110223	-519.98
11/03/23	5	64	UBM	1WATER	110223	-176.85
11/03/23	5	64	UBM	1WATER	110223	-46.42
11/03/23	5	64	UBM	1WATER	110223	-614.63
11/03/23	5	64	UBM	1WATER	110223	-299.13
11/03/23	5	64	UBM	1WATER	110223	-469.50
11/03/23	5	64	UBM	1WATER	110223	-45.00
11/03/23	5	64	UBM	1WATER	110223	-45.00
11/03/23	5	64	UBM	1WATER	110223	-46.42
11/03/23	5	64	UBM	1WATER	110223	-292.82

EFF DATE	PER	JOURNAL	SRC	REF3	REF1	AMOUNT
12/12/23	6	176	UBM	3SEASN	121223	-50.00
12/12/23	6	176	UBM	3SEASN	121223	-50.00
12/12/23	6	176	UBM	3SEASN	121223	-50.00
12/12/23	6	176	UBM	3SEASN	121223	-50.00
12/12/23	6	176	UBM	3SEASN	121223	-50.00
12/12/23	6	176	UBM	3SEASN	121223	-50.00
12/12/23	6	176	UBM	3SEASN	121223	-50.00
12/12/23	6	176	UBM	3STIP	121223	-17.00
12/12/23	6	176	UBM	3STIP	121223	-17.00
12/13/23	6	208	UBM	1WATER	121323	10.80
12/13/23	6	208	UBM	1WATER	121323	40.50
12/13/23	6	208	UBM	1WATER	121323	279.37
12/13/23	6	208	UBM	1WATER	121323	79.65
12/13/23	6	208	UBM	1WATER	121323	11.36
12/13/23	6	208	UBM	1WATER	121323	40.50
12/13/23	6	208	UBM	1WATER	121323	279.37
12/13/23	6	195	UBM	1WATER	120723	-1,223.12
12/21/23	6	309	UBM	1WATER	122123	-11.60
12/27/23	6	376	UBM	1WATER	122723	-17.20
12/29/23	6	407	UBM	EMERG	122923	-200.00
12/29/23	6	407	UBM	INSMAT	122923	-167.73

Total Service Adjustments **-7,769.26**

DATE	ACCTNO	TYPE	ADDRESS	AMOUNT
11/08/23	1474	1XLFEE	83 WILLOW ST	1XL FEE REMOVAL -25.00
11/08/23	7661	1XLFEE	23 CHRISTOPHER WAY	1XL FEE REMOVAL -25.00
11/09/23	5276	1XLFEE	10 DOGWOOD LN	1XL FEE REMOVAL -25.00
11/10/23	3714	1XLFEE	14 FREDERICKSBURG AV	1XL FEE REMOVAL -25.00
11/11/23	989	1XLFEE	5 HOYT RD	1XL FEE REMOVAL -25.00
11/12/23	406	1XLFEE	12 MILL RD	1XL FEE REMOVAL -25.00
11/13/23	9520	1XLFEE	37 OLD CARRIAGE DR	1XL FEE REMOVAL -25.00
11/14/23	1654	1XLFEE	364 PLEASANT BAY RD	1XL FEE REMOVAL -25.00
11/15/23	8203	1XLFEE	14 SIDNEY RD	1XL FEE REMOVAL -25.00
11/16/23	2267	1XLFEE	195 SISSON RD	1XL FEE REMOVAL -25.00
11/17/23	4238	1XLFEE	15 SOU'WEST DR	1XL FEE REMOVAL -25.00
11/27/23	8228	1XLFEE	50 NONS RD	1XL FEE REMOVAL -25.00
10/11/23	653	LFEE	934 RT 28 SH	1XL FEE REMOVAL -25.00
10/17/23	1205	LFEE	836 ROUTE 28	1XL FEE REMOVAL -25.00
10/11/23	3306	LFEE	1 LITTLE LN	1XL FEE REMOVAL -25.00
10/13/23	3502	LFEE	17 LAKE ST	1XL FEE REMOVAL -25.00
10/17/23	3890	LFEE	17 ROBERT LN	1XL FEE REMOVAL -25.00
10/17/23	3891	LFEE	19 ROBERT LN	1XL FEE REMOVAL -25.00
10/25/23	4331	LFEE	90 LONG POND DR	1XL FEE REMOVAL -25.00
10/11/23	4400	LFEE	940 RT 28	1XL FEE REMOVAL -25.00
10/05/23	4465	LFEE	37 DRIFTWOOD	1XL FEE REMOVAL -25.00
10/03/23	5298	LFEE	31 BASSETTS LN	1XL FEE REMOVAL -25.00
10/13/23	5396	LFEE	121 AZALEA DR	1XL FEE REMOVAL -25.00

DATE	ACCTNO	TYPE	ADDRESS	AMOUNT
10/11/23	9708	LFEE	940 RT 28	1XL FEE REMOVAL -25.00
10/27/23	210	LFEE	80 PARALLEL ST	TOWN ACCT / BROOKS ACADEMY -25.00
10/27/23	9446	LFEE	271 BELLS NECK RD	1XL FEE REMOVAL -25.00
10/01/23	4399	LFEE	19 PRINCE CHARLES DR	1XL FEE REMOVAL -25.00
11/03/23	8359	LFEE	117 CHURCH ST	1XL FEE REMOVAL -25.00
11/06/23	4810	LFEE	43 SANDPIPER RD	PAYMENT POST ERROR PER DS -25.00
12/13/23	10266	LFEE	10 LEVIS LN	APPLIED IN ERROR -25.00
12/14/23	3975	LFEE	7 WILLIAMSBURG AVE	1XL FEE REMOVAL -25.00
12/14/23	4169	LFEE	30 DRIFTWOOD LN	CK SENT TO HWD VS TOWN HALL -25.00
12/14/23	1250	LFEE	18 NORTHERN AVE	1XL FEE REMOVAL -25.00
12/15/23	7557	LFEE	35 SAQUATUCKET BLUFFS	1XL FEE REMOVAL -25.00
12/15/23	99990	LFEE	NATIONAL GRID	ALREADY APPLIED IN AUGUST -25.00
12/19/23	5974	LFEE	19 DAMON RD	1XL FEE REMOVAL -25.00
Total Late Fees				-900.00
TOTAL FY24 Q2 INTERNAL A/R ADJUSTMENTS				-8,669.26

V. ABATEMENTS
A. 86 Earle Rd

86 Earle Rd

Form Name: Abatement Application

Date of Submission: Wed, 10 Jan 2024 11:50:44 -0500

Name of Applicant:

Mailing Address:

City/Town:

State:

Zip/Postal Code:

Phone Number:

Email Address:

Date of Water Use Charge: 3 January 2024

Name of Person Assessed (Owner):

Location and Description of Property: 86 Earle Road

West Harwich, MA 02671

Seasonal property only - I live in Colorado

Total Amount Assessed: 412.71

Total Amount Requested: 367.71

Reason For Abatement Request: I got email stating ALERT at my house of "continuous leak" more than 24hr period. I live in Colorado so neighbor checked on property and he found vandals had been to house, broke down fence and turned on outdoor shower water spigot-usual cost \$45base

SUBSCRIBED THIS DAY UNDER PENALTIES OF PERJURY: 10 January 2024

AGREE?: Checked

Office Use Only	
Board of Water & Wastewater Commissioners:	
Meeting Date: _____	
Approved / Denied	Approved Amount: _____
Signatures:	
x)	x)
x)	x)
x)	Notes:

1-31-24

To Whom This Concerns:

This is an addendum to my abatement request entered on January 10, 2024.

I received an email from the water department stating an alert at 86 Earle Rd, W Harwich, MA 02167 about "continuous leak" for more than 24 hr period. Since I live in Colorado, I got in touch with the contractor that was working on my house during this time period to see if he could find out what happened. He said he sent in a police report on December 2, 2023 stating that there had been vandals at my house - they broke the fence and turned on the outdoor shower spigot. The contractor turned it off when he arrived at the house but he was not sure how long it had been running. Usually the average water bill at this time of year is the base rate of \$45. And usually at this time the water has been completely turned off, however, I had the contractor working there on and off doing house repairs and he needed access to the bathroom. He has since turned off the water and winterized my house.

I am asking for the difference in the bill (\$412.17 - \$45) to please be forgiven since this was a result of vandalism and not due to an actual leak or normal usage. Please let me know if you need further information. Thank you for your time in considering my request.

Tami

UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage Repl Usage Charge Amt	Billed Amt
01152	112186	12/N1-13-R	86 EARLE RD *PIT	Active
1WATER-	1 WTR USAGE N 87714798	A 12/20/2023	511182 95,000	76,000 0 412.71 412.71
1WATER-	1 WTR USAGE N 87714798	A 09/19/2023	500638 19,000	2,000 0 47.84 97.84
1WATER-	1 WTR USAGE N 87714798	E 06/20/2023	489993 17,000	0 0 45.00 45.00
1WATER-	1 WTR USAGE N 87714798	A 03/27/2023	479557 17,000	0 0 45.00 95.00
1WATER-	1 WTR USAGE N 87714798	A 12/19/2022	469066 17,000	0 0 45.00 45.00
1WATER-	1 WTR USAGE N 87714798	A 09/12/2022	458649 17,000	2,000 0 47.84 97.84
1WATER-	1 WTR USAGE N 87714798	A 06/22/2022	447987 15,000	0 0 45.00 45.00
1WATER-	1 WTR USAGE N 87714798	A 03/23/2022	437383 15,000	0 0 45.00 95.00
1WATER-	1 WTR USAGE N 87714798	A 12/22/2021	427026 15,000	1,000 0 46.35 46.35
1WATER-	1 WTR USAGE N 87714798	A 09/24/2021	416576 14,000	5,000 0 51.75 101.75
1WATER-	1 WTR USAGE N 87714798	A 06/24/2021	406134 9,000	0 0 35.00 35.00
1WATER-	1 WTR USAGE N 87714798	A 03/25/2021	395592 9,000	0 0 35.00 85.00
1WATER-	1 WTR USAGE N 87714798	A 12/22/2020	385139 9,000	0 0 35.00 35.00
1WATER-	1 WTR USAGE N 87714798	A 09/25/2020	374241 9,000	2,000 0 37.58 37.58
1WATER-	1 WTR USAGE N 87714798	A 06/22/2020	363815 7,000	1,000 0 36.29 36.29
1WATER-	1 WTR USAGE N 87714798	A 04/01/2020	353558 6,000	0 0 35.00 85.00
1WATER-	1 WTR USAGE N 87714798	A 01/08/2020	343245 6,000	0 0 35.00 35.00
1WATER-	1 WTR USAGE N 87714798	A 10/03/2019	332788 6,000	2,000 0 37.58 87.58

** END OF REPORT - Generated by Tracey **

TOWN OF HARWICH - LIVE DATA



ACCOUNT SUMMARY

AR Category: 60

Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Date	Bill#	P	Service #	Type	Parcel	Interest Due Curr Read #	Usage	Ending Balance Amount	Total Due
01152 86	EARLE RD *PIT HELMICK TAMI	112186				WH MA 02645	12/N1-13-R		.00	362.71	362.71
		12/29/2023	511182		1WATER-001	Charge		95000	76000	412.71	
		01/26/2024	500638		3SEASN-001	Adj				-50.00	
		11/03/2023	500638		3SEASN-001	Pmt Pr	BANK XFER			-50.00	
		11/03/2023	500638		1WATER-001	Pmt Pr	BANK XFER			-47.84	
		09/29/2023	500638		3SEASN-001	Charge				50.00	
		09/29/2023	500638		1WATER-001	Charge		19000	2000	47.84	
		08/11/2023	489993		1WATER-001	Pmt Pr	BANK XFER			-45.00	
		06/30/2023	489993		1WATER-001	Charge		17000		45.00	
		05/13/2023	479557		3SEASN-001	Pmt Pr	BANK XFER			-50.00	
		05/13/2023	479557		1WATER-001	Pmt Pr	BANK XFER			-45.00	
		05/12/2023	479557		3SEASN-001	Revers	BANK XFER			50.00	
		05/12/2023	479557		3SEASN-001	Pmt Pr	BANK XFER			-50.00	
		05/12/2023	479557		1WATER-001	Revers	BANK XFER			45.00	
		05/12/2023	479557		1WATER-001	Pmt Pr	BANK XFER			-45.00	
		04/10/2023	479557		3SEASN-001	Charge				50.00	
		04/10/2023	479557		1WATER-001	Charge		17000		45.00	
		02/25/2023	469066		1WATER-001	Pmt Pr	BANK XFER			-45.00	
		12/30/2022	469066		1WATER-001	Charge		17000		45.00	
		10/28/2022	458649		3SEASN-001	Pmt Pr	BANK XFER			-50.00	
		10/28/2022	458649		1WATER-001	Pmt Pr	BANK XFER			-47.84	
		09/26/2022	458649		3SEASN-001	Charge				50.00	
		09/26/2022	458649		1WATER-001	Charge		17000	2000	47.84	
		07/18/2022	447987		1WATER-001	Pmt Pr	BANK XFER			-45.00	
		06/30/2022	447987		1WATER-001	Charge		15000		45.00	
		05/03/2022	437383		3SEASN-001	Pmt Pr	BANK XFER			-50.00	
		05/03/2022	437383		1WATER-001	Pmt Pr	BANK XFER			-45.00	
		03/31/2022	437383		3SEASN-001	Charge				50.00	
		03/31/2022	437383		1WATER-001	Charge		15000		45.00	
		02/04/2022	427026		1WATER-001	Pmt Pr	BANK XFER			-46.35	
		12/30/2021	427026		1WATER-001	Charge		15000	1000	46.35	
		10/13/2021	416576		3SEASN-001	Pmt Pr	BANK XFER			-50.00	
		10/13/2021	416576		1WATER-001	Pmt Pr	BANK XFER			-51.75	
		10/01/2021	416576		3SEASN-001	Charge				50.00	
		10/01/2021	416576		1WATER-001	Charge		14000	5000	51.75	
		07/14/2021	406134		1WATER-001	Pmt Pr	BANK XFER			-35.00	
		06/29/2021	406134		1WATER-001	Charge		9000		35.00	
		04/11/2021	395592		3SEASN-001	Pmt Pr	BANK XFER			-50.00	
		04/11/2021	395592		1WATER-001	Pmt Pr	BANK XFER			-35.00	
		04/02/2021	395592		3SEASN-001	Charge				50.00	
		04/02/2021	395592		1WATER-001	Charge		9000		35.00	
		01/15/2021	385139		1WATER-001	Pmt Pr	BANK XFER			-35.00	
		12/31/2020	385139		1WATER-001	Charge		9000		35.00	
		10/12/2020	383366		3SEASN-001	Pmt Pr	BANK XFER			-37.58	
		10/12/2020	383366		3SEASN-001	Pmt Pr	BANK XFER			-12.42	
		09/30/2020	383366		3SEASN-001	Charge				50.00	
		10/12/2020	374241		1WATER-001	Pmt Pr	BANK XFER			-37.58	
		09/30/2020	374241		1WATER-001	Charge		9000	2000	37.58	
		07/09/2020	363815		1WATER-001	Pmt Pr	BANK XFER			-36.29	
		06/26/2020	363815		1WATER-001	Charge		7000	1000	36.29	

Accounts

Account: 01152

86 EARLE RD. ## METER PIT

PLEASE NOTE ON WORK ORDER FOR TECH TO BE SURE IT'S THE PIT FOR #86!

1/10/24 ABATEMENT REQUEST RECEIVED. / CUSTOMER IS USAULLY SEASONAL AS WELL, ASKED IF THEY WOULD STILL LIKE THIS DONE?! SHE HAD A CONTRATOR DOING WORK THIS WINTER WHICH IS WHY THEY DIDNT WINTERIZE. REMOVED FROM SEASONAL STATUS.

1/10/24 AFTER OWNER RECEIVED LEAK DETECTION REPORT THEY CONTACTED THEIR NEIGHBORS TO CHECK PROPERTY. NEIGHBORS SAID THAT VANDALS HAD BUSTED THE FENCE DOWN AND TURNED ON THE OUTDOOR SHOWER AND LET IT RUN. TOLD HER ABOUT ABATEMENT PROCESS

1/3/24 "CONTINUOUS LEAK" ON ECODER REPORT. SENT COURTESY EMAIL

12/5/23 EMAILED COURTESY SEASONAL REMINDER

- V. ABATEMENTS
 - B. 161 Route 28, Unit #11
-

161 Route 28, #11

Form Name: Abatement Application

Date of Submission: Wed, 10 Jan 2024 13:31:48 -0500

Name of Applicant:

Mailing Address: 161 Main St, Unit 11

City/Town: West Harwich

State: Massachusetts

Zip/Postal Code: 02671

Phone Number:

Mobile Phone Number:

Email Address:

Date of Water Use Charge: 18 December 2023

Name of Person Assessed (Owner):

Location and Description of Property: Townhouse condominium in Ocean Cove Condominiums located at 161 Main St, West Harwich, MA 02671.

Total Amount Assessed: 1157.29

Total Amount Requested: 971.74

If request is for another reason, what is the requested amount?: 971.74

Reason For Abatement Request: We request grant forgiveness of \$971.14 for the 154,000 gallons charged at \$6.31/1000 gallons, the highest pricing tier. That amount exceeds our annual water bills and is burdensome for us, 70 year olds on fixed income with medical bills.

SUBSCRIBED THIS DAY UNDER PENALTIES OF PERJURY: 10 January 2024

AGREE?: Checked

Office Use Only	
Board of Water & Wastewater Commissioners:	
Meeting Date: _____	
Approved / Denied	Approved Amount: _____
Signatures:	
x)	x)
x)	x)
x)	Notes:

Customer Service - Harwich Water

From:
Sent: Wednesday, January 10, 2024 1:47 PM
To: Customer Service - Harwich Water
Cc:
Subject: Addition to the online submission of an Abatement Request, 1/10/24

Thank you for your assistance today.

Limited by the NUMBER OF CHARACTERS ON THE online abatement form< we are attaching the additional information for the reason of the request for abatement:

We are requesting a grant forgiveness of \$971.14 for the 154,000 gallons charged at \$6.31/1000 gallons, the highest pricing tier. That amount exceeds our usual annual water bill total and is burdensome for us, 70 year-olds on fixed income with medical bills. We left Harwich in late September for medical reasons and could NOT return in December/January, as we have done since 2016 in which our normal usage is less than 5,000 gallons/quarter. Early January, a billing department employee kindly notified us of the quarterly water usage of 194,000 gallon and we immediately shut-off what turned out to be a leaky toilet with the on-site assistance of a condo board member. The problem developed in our absence and once we learned of it, we tended to it immediately. As co-owners, we are requesting a partial abatement, which will leave us with responsibility for the more manageable payment of the first 40,000 gallons. Thank you for consideration of this request. Nancy and Richard Malloy, co-owners.

THANK YOU.

161 Route 28 #11, West Harwich, MA 02671
Re: bill number 520020

Sent from [Mail](#) for Windows

TOWN OF HARWICH - LIVE DATA



UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status							
Service	Mfr	Meter Number	By	Usage	Rep1							
10001	97812		11/S3-R	161 ROUTE 28	Active							
			Bill #	Curr Read	Usage	Charge Amt	Billed Amt					
1WATER-	1	WTR USAGE	N	93861882	A	12/18/2023	520020	296,000	194,000	0	1,157.29	1,157.29
1WATER-	1	WTR USAGE	N	93861882	A	09/19/2023	509476	102,000	9,000	0	59.28	59.28
1WATER-	1	WTR USAGE	N	93861882	A	06/20/2023	498828	93,000	1,000	0	46.42	46.42
1WATER-	1	WTR USAGE	N	93861882	A	03/27/2023	488387	92,000	1,000	0	46.42	46.42
1WATER-	1	WTR USAGE	N	93861882	A	12/19/2022	477896	91,000	5,000	0	52.10	52.10
1WATER-	1	WTR USAGE	N	93861882	A	09/12/2022	467479	86,000	10,000	0	62.20	62.20
1WATER-	1	WTR USAGE	N	93861882	A	06/21/2022	456818	76,000	2,000	0	47.70	47.70
1WATER-	1	WTR USAGE	N	93861882	A	03/21/2022	446217	74,000	1,000	0	46.35	46.35
1WATER-	1	WTR USAGE	N	93861882	A	12/21/2021	435861	73,000	3,000	0	49.05	49.05
1WATER-	1	WTR USAGE	N	93861882	A	09/22/2021	425410	70,000	9,000	0	58.58	58.58
1WATER-	1	WTR USAGE	N	93861882	A	06/21/2021	414961	61,000	1,000	0	36.29	36.29
1WATER-	1	WTR USAGE	N	93861882	A	03/24/2021	404410	60,000	0	0	35.00	35.00
1WATER-	1	WTR USAGE	N	93861882	A	12/21/2020	393958	60,000	2,000	0	37.58	37.58
1WATER-	1	WTR USAGE	N	93861882	A	09/25/2020	383061	58,000	12,000	0	55.92	55.92
1WATER-	1	WTR USAGE	N	93861882	A	06/22/2020	372633	46,000	3,000	0	38.87	38.87
1WATER-	1	WTR USAGE	N	93861882	A	03/30/2020	362376	43,000	8,000	0	45.32	45.32
1WATER-	1	WTR USAGE	N	93861882	A	01/02/2020	352061	35,000	6,000	0	42.74	42.74
1WATER-	1	WTR USAGE	N	93861882	A	10/02/2019	341607	29,000	6,000	0	42.74	42.74
1WATER-	1	WTR USAGE	N	93861882	A	06/21/2019	331239	23,000	5,000	0	41.45	41.45
1WATER-	1	WTR USAGE	N	93861882	A	04/02/2019	320713	18,000	5,000	0	41.45	41.45
1WATER-	1	WTR USAGE	N	93861882	A	12/28/2018	310373	13,000	6,000	0	42.74	42.74
1WATER-	1	WTR USAGE	N	93861882	A	09/28/2018	299886	7,000	5,000	0	41.45	41.45
1WATER-	1	WTR USAGE	N	93861882	A	06/28/2018	289481	2,000	0	0	.00	.00
1WATER-	1	WTR USAGE	N	93861882	A	03/05/2018	278944	2,000	1,000	0	71.29	71.29
1WATER-	1	WTR USAGE	N	93861882	A	09/05/2017	268156	1,000	1,000	0	71.29	71.29
1WATER-	1	WTR USAGE	N	93861882	A	03/06/2017	257286		0	0	70.00	70.00

** END OF REPORT - Generated by Tracey **

TOWN OF HARWICH - LIVE DATA



ACCOUNT SUMMARY

AR Category: 60

Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Date	Bill#	P	Service #	Type	Parcel	Interest Due Curr Read #	Usage	Ending Balance Amount	Total Due	
10001 161	ROUTE 28	97812	#11	WH	MA	02671	11/S3-R			.00	-.63	-.63
		01/16/2024	520020			1WATER-001					-1149.00	
		12/29/2023	520020			1WATER-001	BANK XFER				-8.92	
		12/29/2023	520020			1WATER-001					1157.29	
		12/29/2023	509476			1WATER-001		296000	194000		8.92	
		10/16/2023	509476			1WATER-001	BANK XFER				-60.00	
		09/29/2023	509476			1WATER-001					-8.20	
		09/29/2023	509476			1WATER-001		102000	9000		59.28	
		09/29/2023	498828			1WATER-001					8.20	
		07/27/2023	498828			1WATER-001	BANK XFER				-50.00	
		06/30/2023	498828			1WATER-001					-4.62	
		06/30/2023	498828			1WATER-001		93000	1000		46.42	
		06/30/2023	488387			1WATER-001					4.62	
		04/25/2023	488387			1WATER-001	BANK XFER				-10.00	
		04/10/2023	488387			1WATER-001					-41.04	
		04/10/2023	488387			1WATER-001		92000	1000		46.42	
		04/10/2023	477896			1WATER-001					41.04	
		02/06/2023	477896			1WATER-001	BANK XFER				-53.00	
		12/30/2022	477896			1WATER-001					-40.14	
		12/30/2022	477896			1WATER-001		91000	5000		52.10	
		12/30/2022	467479			1WATER-001					40.14	
		10/14/2022	467479			1WATER-001	BANK XFER				-100.00	
		09/26/2022	467479			1WATER-001					-2.34	
		09/26/2022	467479			1WATER-001		86000	10000		62.20	
		09/26/2022	456818			1WATER-001					2.34	
		07/19/2022	456818			1WATER-001	BANK XFER				-50.00	
		06/30/2022	456818			1WATER-001					-.04	
		06/30/2022	456818			1WATER-001		76000	2000		47.70	
		06/30/2022	446217			1WATER-001					.04	
		04/18/2022	446217			1WATER-001	BANK XFER				-42.00	
		03/31/2022	446217			1WATER-001					-4.39	
		03/31/2022	446217			1WATER-001		74000	1000		46.35	
		03/31/2022	435861			1WATER-001					4.39	
		01/18/2022	435861			1WATER-001	BANK XFER				-50.00	
		12/30/2021	435861			1WATER-001					-3.44	
		12/30/2021	435861			1WATER-001		73000	3000		49.05	
		12/30/2021	425410			1WATER-001					3.44	
		10/21/2021	425410			1WATER-001	BANK XFER				-60.00	
		10/01/2021	425410			1WATER-001					-2.02	
		10/01/2021	425410			1WATER-001		70000	9000		58.58	
		10/01/2021	414961			1WATER-001					2.02	
		07/15/2021	414961			1WATER-001	BANK XFER				-25.00	
		06/29/2021	414961			1WATER-001					-13.31	
		06/29/2021	414961			1WATER-001		61000	1000		36.29	
		06/29/2021	404410			1WATER-001					13.31	
		04/13/2021	404410			1WATER-001	BANK XFER				-35.00	
		04/02/2021	404410			1WATER-001		60000			35.00	
		03/30/2021	404410			1WATER-001					-13.31	
		03/30/2021	393958			1WATER-001					13.31	
		01/26/2021	393958			1WATER-001	BANK XFER				-50.00	

Accounts

Account: 10001

161 RT 28 #11

1/11/23 ABATEMENT REQUEST RECEIVED. BOWWC WILL REVIEW ON 1/23. / EMAILED OWNER
AT:

1/10/24 OWNER CALLED ABOUT ABATEMENT PROCESS. TOILET HAS BEEN TURNED OFF UNTIL
SHE CAN GET IT FIXED. / SENT CONSUMPTION HISTORY, CHARGES HISTORY, AND BREAKDOWN
OF CHARGES FOR THE 194,000 GALLONS AS IT RAN THROUGH ALL OF THE RATE TIERS..

12/26/23 OWNER CALLED BACK, NEIGHBOR CHECKED HOUSE, TOILET IS LEAKING. NEIGHBOR
SHUT WATER OFF, OWNER WILL REPAIR LEAK IN MAY. OWNER THANKED US FOR LETTING HIM
KNOW. SS

12/26/23 HIGH READ OF 296,000 (USAGE 194,000 GAL) RECORDED ON 12/18. TECH
OBTAINED READ OF 317,000 AS OF TODAY. SENT COURTESY EMAIL. / OWNER WILL SEND
SOMEONE OVER TO CHECK. WM

7/3/18 TENANT CALLED TO PUT WATER BILL IN HER NAME. STACEY OLSON, PHONE
401-339-6927

8/15/17 ZERO USE? OWNER SAID UNIT IS A RENTAL AND HAS BEEN EMPTY. WM

9/10/3/16 FINAL READ 000020

9/19/16 FINAL READ REQUEST. TA

5/11/15 INSTALLED METER AND TURNED WATER ON.

5/8/15 METER SET APPT SCHEDULED FOR 5/11. TA

V. ABATEMENTS
C. 66 Cemetery Rd

Abatement Request

Form Name: 66 Cemetery Rd

Date of Submission: Thu, 18 Jan 2024 16:23:31 -0500

Name of Applicant:

Mailing Address: 66 Cemetery Rd

City/Town: Harwich

State: Massachusetts

Zip/Postal Code: 02645

Phone Number:

Email Address: Date of Water Use Charge: 1 October 2023

Name of Person Assessed (Owner):

Location and Description of Property: 66 Cemetery Rd

Total Amount Assessed: 75.00

Total Amount Requested: 75.00

If request is for another reason, what is the requested amount?: 75.00

Reason For Abatement Request: Water Dept back billed \$75.00 for both Oct 2023 & Jan 2024. I am requesting a \$75.00 abatement for the Oct bill because #1) we were back billed two billing periods (Water Dept error) and #2)we were only hooked up to sewer for 10 days/ approx 700 gal.

SUBSCRIBED THIS DAY UNDER PENALTIES OF PERJURY: 18 January 2024

AGREE?: Checked

Office Use Only	
Board of Water & Wastewater Commissioners:	
Meeting Date: _____	
Approved / Denied	Approved Amount: _____
Signatures:	
x)	x)
x)	x)
x)	Notes:

TOWN OF HARWICH - LIVE DATA



ACCOUNT SUMMARY

AR Category: 60

Form Type: A ACCOUNT DETAIL

Account # Location	Customer Name	Date	Bill#	Service #	Type	Parcel	Interest Due Curr Read #	Ending Balance Usage	Total Due Amount	
09961 66	CEMETERY RD	88004			EH MA 02645	75/E1-79-R		.00	150.00	150.00
		01/18/2024	519981		1SEWER-001 Adj				.00	
		01/18/2024	519981		1SBASE-001 Adj				75.00	
		01/16/2024	519981		1WATER-001 Pmt Pr	BANK XFER			-54.94	
		12/29/2023	519981		1SEWER-001 Charge				.00	
		12/29/2023	519981		1WATER-001 Charge		586000	7000	54.94	
		01/18/2024	509437		1SEWER-001 Adj				.00	
		01/18/2024	509437		1SBASE-001 Adj				75.00	
		10/13/2023	509437		1WATER-001 Pmt Pr	BANK XFER			-65.12	
		09/29/2023	509437		1SEWER-001 Charge				.00	
		09/29/2023	509437		1WATER-001 Charge		579000	11000	65.12	
		07/18/2023	498789		1WATER-001 Pmt Pr	BANK XFER			-62.20	
		06/30/2023	498789		1WATER-001 Charge		568000	10000	62.20	
		04/24/2023	488348		1WATER-001 Pmt Pr	BANK XFER			-54.94	
		04/10/2023	488348		1WATER-001 Charge		558000	7000	54.94	
		02/04/2023	477857		1WATER-001 Pmt Pr	BANK XFER			-53.52	
		12/30/2022	477857		1WATER-001 Charge		551000	6000	53.52	
		10/12/2022	467440		1WATER-001 Pmt Pr	BANK XFER			-150.75	
		09/26/2022	467440		1WATER-001 Charge		545000	32000	150.75	
		07/13/2022	456779		1WATER-001 Pmt Pr	BANK XFER			-54.45	
		06/30/2022	456779		1WATER-001 Charge		513000	7000	54.45	
		04/14/2022	446178		1WATER-001 Pmt Pr	BANK XFER			-53.10	
		03/31/2022	446178		1WATER-001 Charge		506000	6000	53.10	
		01/14/2022	435822		1WATER-001 Pmt Pr	BANK XFER			-54.45	
		12/30/2021	435822		1WATER-001 Charge		500000	7000	54.45	
		10/13/2021	425371		1WATER-001 Pmt Pr	BANK XFER			-75.26	
		10/01/2021	425371		1WATER-001 Charge		493000	15000	75.26	
		07/14/2021	414922		1WATER-001 Pmt Pr	BANK XFER			-50.62	
		06/29/2021	414922		1WATER-001 Charge		478000	10000	50.62	
		04/09/2021	404371		1WATER-001 Pmt Pr	BANK XFER			-42.74	
		04/02/2021	404371		1WATER-001 Charge		468000	6000	42.74	
		01/19/2021	393919		1WATER-001 Pmt Pr	BANK XFER			-55.92	
		12/31/2020	393919		1WATER-001 Charge		462000	12000	55.92	
		10/16/2020	383022		1WATER-001 Pmt Pr	BANK XFER			-142.87	
		09/30/2020	383022		1WATER-001 Charge		450000	35000	142.87	
		07/14/2020	372594		1WATER-001 Pmt Pr	BANK XFER			-58.57	
		06/26/2020	372594		1WATER-001 Charge		415000	13000	58.57	
		05/01/2020	362337		1WATER-001 Pmt Pr	BANK XFER			-44.03	
		04/17/2020	362337		1WATER-001 Charge		402000	7000	44.03	
		01/23/2020	352022		1WATER-001 Pmt Pr	BANK XFER			-45.32	
		01/09/2020	352022		1WATER-001 Charge		395000	8000	45.32	
		10/18/2019	341568		1WATER-001 Pmt Pr	BANK XFER			-103.37	
		10/04/2019	341568		1WATER-001 Charge		387000	25000	103.37	
		07/10/2019	331200		1WATER-001 Pmt Pr	BANK XFER			-42.74	
		06/28/2019	331200		1WATER-001 Charge		362000	6000	42.74	
		04/18/2019	320674		1WATER-001 Pmt Pr	BANK XFER			-45.32	
		04/09/2019	320674		1WATER-001 Charge		356000	8000	45.32	
		01/23/2019	310334		1WATER-001 Pmt Pr	BANK XFER			-45.32	
		01/10/2019	310334		1WATER-001 Charge		348000	8000	45.32	
		10/25/2018	299847		1WATER-001 Pmt Pr	BANK XFER			-168.34	

Accounts

Account: 09961

66 CEMETERY RD
<<SEWER ACTIVE>>

1/18/24 ABATEMENT REQUEST RECEIVED. CUSTOMER IS REQUESTING \$75 OF \$150 BILLED TO BE ABATED. FORWARDED TO DP ALSO FOR REVIEW. / RELAYED TO CUSTOMER THAT WE WILL CONTACT THEM SOON WITH NEXT MEETING DATE.

1/18/24 ADDED SEWER CHARGES FOR UNBILLED PERIODS. OWNER IS AWARE. HE MAY FILE FOR AN ABATEMENT FOR THE FIRST BASE CHARGE. WM

1/10/24 CUSTOMER CALLED TO SAY HE IS ON SEWER. / FOUND INFO IN OPENGOV AND SENT THROUGH SEWER READ TO BILLING AND UPDATED ACCOUNT. CLERICAL ERROR.

11/29/23 CoC ISSUED.

8/28/23 SEWER INSPECTED. 0575810

8/15/23 SCP RELEASED TO TW NICKERSON

7/28/22 SENT CERTIFIED WASTEWATER LETTER TO CONNECT PACKET.

10/23/18 MR. ROBINSON CALLED FOR DAN, QUESTIONS ABOUT WASTEWATER. ALSO PROVIDED USAGE. CUSTOMER DOES HAVE IRRIGATION THAT HE USES MODERATELY. SS

10/29/14 THIS ACCOUNT WAS NOT PULLED INTO BILLING. OBTAINED READING OF 1315. SENT INVOICE FOR BASE. USAGE WILL SHOW ON SPRING BILL. WM

8/21/14 MARKED WATER

8/19/14 MARK-OUT REQUEST PER NATIONAL GRID TO INSTALL GAS SERVICE. TA

7/14/14 INSTALLED NEW SERVICE FROM MAIN TO HOUSE AND INSTALLED METER. WATER ON.

7/7/14 CHET STOPPED IN TO SIGN ESTIMATE. SAID HE NEVER RECEIVED IT VIA E-MAIL. ALSO UPDATED MAILING ADDRESS. TA

- VI. OLD BUSINESS
 - A. FY25 Water & Wastewater Operating Budget
-

2025 WASTEWATER ENTERPRISE FUND BUDGET

1330	WASTEWATER ENTERPRISE FUND	2022	2023	2024	2025
596000	OFUS / INDIRECTS	31,443	31,687	62,148	0
	TOTAL INDIRECTS	31,443	31,687	62,148	0
					#DIV/0!
13304401	SALARIES & WAGES				
511100	SALARIES ELECTED OFFICIALS	0	0	0	2,500
511900	SALARIES & WAGES	78,997	82,914	175,178	200,124
	TOTAL SALARIES & WAGES	78,997	82,914	175,178	202,624
					13.55%
13304402	EXPENSES				
521100	ELECTRIC UTILITY	3,836	6,374	20,000	20,000
521200	GAS UTILITY	562	582	600	1,400
530820	PROFESSIONAL SERVICES	71,713	40,767	0	0
530825	PROF/ARCHITECT/ENG SERVICES	42,323	315,096	398,675	406,260
530875	PRINTING SERVICES & SUPPLIES	3,000	162	3,000	5,000
554200	GENERATOR MAINT	285	815	2,250	3,000
554210	COLLECTION MAINTENANCE	0	0	20,000	0
591000	MATURE PRINCIPAL LONGTERM DEBT	0	713,400	211,084	0
591500	INTEREST ON LONG TERM DEBT	0	248,978	216,076	0
591550	ADMIN FEE LT DEBT		0	26,217	0
	TOTAL EXPENSES	121,719	1,326,173	897,902	435,660
					-106.10%
13304404	REVENUE				
422200	USER FEES	305	23,742	15,000	50,000
482001	INVESTMENT REVENUE	288	144	0	0
484099	MISCELLANEOUS REVENUE	989	0	0	0
	TOTAL REVENUE	1,582	23,886	15,000	50,000
					70.00%
	TOTAL REVENUE	1,582	23,886	15,000	50,000
					70.00%
	TOTAL EXPENSE	232,159	1,440,774	1,135,228	638,284
					-77.86%
	DELTA / EST General Fund Subsidy	230,577	1,416,888	1,120,228	588,284

2025 WASTEWATER EXPENSE WORKSHEET

1330 WASTEWATER ENTERPRISE FUND						+/-% FY 2024			
596000	OFUS / INDIRECTS	2022	2023	2024	2025	\$	%	I/D	COMMENTS
	Removed per Finance Director								No longer tracked as of FY 2025
	TOTAL INDIRECTS	31,443	31,687	62,148	0	-\$62,148	-100.00%		
13304402 EXPENSES		2022	2023	2024	2025	+/-% FY 2024			
						\$	%	I/D	COMMENTS
521100	ELECTRIC UTILITY	3,836	6,374	20,000	20,000	\$0	0.00%		Level
521200	GAS UTILITY	562	582	600	1,400	\$800	133.33%	I	Based on Actuals
530820	PROFESSIONAL SERVICES	71,713	40,767	0	0	\$0	0.00%		DUP Account - Remove
530825	PROF/ARCHITECT/ENG SERVICES	42,323	315,096	398,678	406,260	\$7,582	1.90%	D	See IMA Tab
530875	PRINTING SERVICES & SUPPLIES	3,000	162	3,000	5,000	\$2,000	66.67%	I	Phase 3 mailing
554200	GENERATOR MAINT	285	815	2,250	3,000	\$750	33.33%	I	Annual Service + \$750 for repairs
554210	COLLECTION MAINTENANCE	0	0	20,000	0	-\$20,000	-100.00%		Moved to Capital Article
591000	MATURE PRINCIPAL LONGTERM DEBT	0	713,400	211,084	0	-\$211,084	-100.00%	D	Moved to General Fund
591500	INTEREST ON LONG TERM DEBT	0	248,978	216,076	0	-\$216,076	-100.00%	D	Moved to General Fund
591550	ADMIN FEE LT DEBT	0	0	26,217	0	-\$26,217	-100.00%	D	Moved to General Fund
	TOTAL EXPENSES	121,719	1,326,173	897,905	435,660	-\$462,245	-51.48%	I	

530825 PROF/ARCHITECT/ENG SERVICES

IMA-CHATHAM WORKSHEET

Quarterly Flow Variables *Per IMA based on actual % of WW Flow from EH vs Chatham Total Flow

	2024	% INCR	2025	% INCR IMA Fixed & O&M Expenses	Q1 Flow as % of Annual (Chatham)	Q1 Harwich Flow as % of Chatham	Q2 Flow as % of Annual (Chatham)	Q2 Harwich Flow as % of Chatham	Q3 Flow as % of Annual (Chatham)	Q3 Harwich Flow as % of Chatham	Q4 Flow as % of Annual (Chatham)	Q4 Harwich Flow as % of Chatham	2025	COMMENTS
IMA-CHATHAM EXPENSES				23.08%	31.05%	5.31%	21.68%	8.63%	21.53%	8.70%	25.75%	7.17%		
IMA REGULAR WAGES	30,541	3.00%	30,541	7,049									7,049	INCR 3% over FY24
IMA TESTING	36,900	0.00%	36,900		11,456	609	7,999	690	7,943	691	9,502	681	2,671	
IMA ELECTRICITY WWTP	164,000	0.00%	164,000		50,916	2,705	35,552	3,069	35,302	3,070	42,231	3,027	11,872	INCR 10% over FY24
IMA GAS HEAT	48,300	0.00%	48,300		14,995	797	10,470	904	10,397	904	12,438	892	3,496	INCR 10% over FY24
IMA PLANT MAINT	226,000	0.00%	226,000	52,161									52,161	
IMA SOLID WASTE DISPOSAL	159,000	0.00%	159,000		49,363	2,623	34,468	2,975	34,225	2,977	40,944	2,935	11,510	
IMA CONTRACT SERVICES	850,000	0.00%	850,000	125,000									125,000	
IMA OPERATIONAL SUPPLIES	750	0.00%	750	173									173	
IMA BUILDING & GROUNDS MAINT	250	0.00%	250	58									58	
IMA CHEMICALS	69,300	0.00%	69,300		21,515	1,143	15,023	1,297	14,917	1,297	17,845	1,279	5,016	
IMA GROUNDWATER MONITORING	5,000	0.00%	5,000	1,154									1,154	
TOTAL IMA-CHATHAM													220,160	
CONTRACT OPERATIONS	151,000	10.00%	166,100										166,100	INCR 5% over FY24 Cost
SCADA SERVICES	10,000	0.00%	10,000										10,000	
OTHER PROFESSIONAL SERVICES	0	0.00%	0										10,000	
TOTAL PROF/ARCHITECT/ENG SVCS													406,260	

Chatham Sewer System O&M FY 2022 Budget

\$621,500

FY25 O&M Budget 850000

Collections Contract Services (%)	36.83%	Treatment Contract Services (%)	63.17%
Collections Contract Services (\$)	\$228,897.85	Treatment Contract Services (\$)	\$392,602.15
IMA Fixed Fee Calculation (23.08% of Treatment Contract Services)			\$90,612.58

Collections	313055
Treatment	536945
23.08% T	123927

VII. NEW BUSINESS

- A. Approve Meter Bid Price Extension for FY25



Town of Harwich Water Department

Board of Water & Wastewater Commissioners

196 Chatham Road, Harwich, MA 02645 USA | www.harwichwater.com

P. 508-432-0304 | F. 888-774-3557 | commissioners@harwichwater.com

February 1, 2024

Ti Sales

Attn: Louis Schoolcraft II

36 Hudson Road

Sudbury MA 01776

RE: Meter Contract Extension through June 30, 2024

Dear Mr. Schoolcraft,

Thank you for agreeing to extend our contract for an additional year, through June 30, 2024.

The Board of Water and Wastewater Commissioners, meeting in official session on Thursday, February 1, 2024, formally voted to extend the contract for Ti Sales in fiscal year 2024; July 1, 2023, through June 30, 2024.

Please confirm contract extension by signing and returning a copy of this letter along with an updated Certificate of Liability.

We look forward to continued business with your company. If you should have any questions, please feel free to contact Superintendent Daniel Pelletier, at 508-432-0304, or by email to dpelletier@harwichwater.com.

Sincerely,

Board of Water & Wastewater Commissioners

Gary Carreiro, Chair

John Gough, Commissioner

Noreen Donahue, Vice Chair

Judith Underwood, Commissioner

Allin Thompson, Clerk

Ti Sales

Louis Schoolcraft

Date

Gary Carreiro
Chair

Noreen Donahue
Vice Chair

Allin Thompson
Clerk

John Gough
Commissioner

Judith Underwood
Commissioner

VII. NEW BUSINESS

B. Sewer Order to Connect Extension

courtyard, driveway, or easement. If these conditions exist, the building sewer from the front building may be extended to the rear building and the whole considered as one building sewer.

Section 5. Old building sewers may be used to connect new buildings only when they are found, on examination and test, to meet all requirements of these rules and regulations and are approved by the Superintendent.

Properties with building sewers that will be connected to the sewer system from a septic system, a portion of the existing pipe may be used as part of the building lateral to a public sewer or to a pumping system only if it meets the requirements in the previous paragraph.

Section 6. A property that is generating wastewater, where a common sewer is available for connection, shall be connected to the common sewer, within two-years (730) days of written notification from the Board of Health, unless the Board determines a different connection schedule following a public hearing. For new construction, connection to the common sewer, where a common sewer is available for connection, shall be completed prior to the issuance of a Certificate of Occupancy.

In the case of construction of new common sewers, or extensions of existing common sewers, said Board of Health written notification shall follow notice from the Board of Water & Sewer Commissioners that said common sewer(s) are complete.

Article IV. Use of Public Sewer

Section 1. No person shall discharge or cause to be discharged any stormwater, surface water, ground water, roof runoff water, subsurface drainage water, uncontaminated cooling water or unpolluted industrial waters to any sanitary sewer.

Section 2. Stormwater and all other unpolluted drainage waters shall be discharged to such systems as are specifically designated as storm sewers or to a natural outlet as approved by the Town Conservation Commission, Town Surveyor of Highways (or equivalent), and/or the Commonwealth of Massachusetts DEP or EPA. Any such discharge may be subject also to an NPDES permit. It shall be the responsibility of the originator of the discharge to obtain all required permits.

Section 3. Cleaning, maintaining, and repairing of building sewers, from the building to the property line at the street, shall be done at the expense of the owner, provided there is a manhole or cleanout at the property line. If there is no manhole or cleanout at the property line, the owner shall be responsible for the building sewer from the building to the public sewer.

Section 4. No person shall discharge or cause to be discharged any of the following described waters or wastes to any public sewer or wastewater works.

- A. Any liquids, solids or gases which, by reason of their nature or quantity, are or may be sufficient, either alone or by interaction with other substances, to cause fire or an explosion or be injurious, in any way to the sewage works, or to the operation of the sewage works, or to the safety and welfare of the workers and the public at large shall be



**Town of Harwich
Board of Health**

732 Main Street Harwich, MA 02645
508-430-7509 – Fax 508-430-7531
E-mail: health@town.harwich.ma.us

**HARWICH BOARD OF HEALTH
SEWER CONNECTION REGULATION**

AUTHORITY AND PURPOSE

These regulations are enacted under the authority of Massachusetts General Laws, Chapter 83, Sections 3, 10, and 11, and Chapter 111, Sections 31, 122, and 127, and are enacted for protection of the public health safety, welfare, and environment, and for the further purpose of ensuring the protection of wetland resources and the public water supply.

CONNECTION TO THE SANITARY SEWER SYSTEM

- a. The owners of all houses, buildings or properties used for human occupancy, employment or recreation, or structures which in any way generate wastewater flows, situated within the Town of Harwich and abutting on any street, alley or right-of-way in which there is located a public sanitary sewer line of the building sewer as defined in the Town of Harwich Sewer Regulations. Such connection shall be within two years from the official mailed notice of sewer availability, by the Town of Harwich, acting by and through the Board of Health.
- b. All properties as to which such notice has been mailed and to which ownership is thereafter transferred, shall be required to connect to the sewer line within 30 days of transfer, or two years from the date of the official notice to connect, whichever is later.
- c. The Board of Health shall have the authority to defer deadlines in this regulation if, in the opinion of said Board, the provisions of this regulation impose an exceptional burden on a property owner. Requests for deferment must be submitted in writing.
- d. Any property owner who has installed an alternative septic system, as defined in 310 CMR: Department of Environmental Protection, Title 5, less than 10 years prior to an order to connect may, upon approval by the Board of Health, defer connection to town sewer to allow them to utilize their alternative septic system for a total of ten years from the date of the issuance of the certificate of compliance for said system. The owners of said system must prove a history of compliance in operation and maintenance of the system, as contained in the Board of Health and Department of Environmental Protection approval. If the property is transferred during that time, the property shall be connected to the public sewer at the time of transfer, unless the Board of Health has approved an extension prior to the transfer. Requests for extension must be submitted in writing to the Board of Health.
- e. All costs and expenses associated with the installation and connection to the public sewer shall be the sole responsibility of the property owner, and shall be governed by the Town of Harwich Rules and Regulations of the Wastewater Department.

- f. Property owners shall immediately following connection to the public sewer abandon any septic tanks, cesspools, and similar private wastewater disposal facilities serving said property in a manner approved by the Board of Health, in accordance with the requirements of Title 5. Any abandonment procedure requires a Disposal Works Construction Permit issued by the Board of Health.

SEVERABILITY

If any portion, sentence or clause is held invalid, the remainder of the regulation shall remain in full force and effect.

VIOLATIONS AND PENALTIES

Any person who violates these regulations shall be subject to a fine or \$200.00 per day. Each day a violation continues shall be deemed a separate offense. Violation of this order may be enforced through non-criminal disposition per Chapter 1 of the Code of the Town of Harwich. In addition, the Board of Health may enforce these regulations through the assessment of a civil penalty of up to \$5,000 for each day of violation in accordance with Massachusetts General Law Chapter 83 Section 10. The Board of Health may also seek injunctive relief in court to enforce these regulations.

Adopted: September 24, 2021

Effective: Immediately

Harwich Board of Health

Chair, Pamela Howell, R.N.

Vice Chair, Sharon Pflieger, M.S.

Ronald Dowgiallo, D.M.D.

Matthew Antoine

Kevin DuPont, R.N.

VII. NEW BUSINESS

C. Route 28 Water & Sewer Project Update

75% CONSTRUCTION COST ESTIMATE
Main Street (RTE 28) Harwich, Massachusetts December 21, 2023
MassDOT Project File No. 608742

Item No	Description	Unit	Quantity	Unit Price	Total Amount	Water	Sewer
100.	SCHEDULE OF OPERATIONS - FIXED PRICE \$50,000	LS	1	\$ 50,000	\$ 50,000	\$ 25,000	\$ 25,000
101.	CLEARING AND GRUBBING	A	0.1	\$ 35,000	\$ 3,500	\$ 1,750	\$ 1,750
142.	CLASS B TRENCH EXCAVATION	CY	1893	\$ 50	\$ 94,650	\$ 47,325	\$ 47,325
156.3	CRUSHED STONE FOR BACKING	TON	7240	\$ 75	\$ 543,000	\$ 271,500	\$ 271,500
251.0125	1.25 INCH HDPE LOW PRESSURE SEWER SERVICE	FT	1087	\$ 54	\$ 58,698		\$ 58,698
251.03	3 INCH HDPE FORCEMAIN	FT	3950	\$ 56	\$ 221,200		\$ 221,200
256.	FORCEMAIN MANUAL AIR RELEASE VALVE - COMPLETE	EA	2	\$ 10,000	\$ 20,000		\$ 20,000
257.	FORCEMAIN FLUSHING ASSEMBLY - COMPLETE	EA	2	\$ 6,200	\$ 12,400		\$ 12,400
303.06	6 INCH DUCTILE IRON WATER PIPE (MECHANICAL JOINT)	FT	350	\$ 118	\$ 41,300	\$ 41,300	
303.08	8 INCH DUCTILE IRON WATER PIPE (MECHANICAL JOINT)	FT	220	\$ 133	\$ 29,260	\$ 29,260	
303.12	12 INCH DUCTILE IRON WATER PIPE (MECHANICAL JOINT)	FT	3799	\$ 156	\$ 592,644	\$ 592,644	
309.	DUCTILE IRON FITTINGS FOR WATER PIPE	LB	5890	\$ 18	\$ 106,020	\$ 106,020	
346.075	3/4 INCH SERVICE PIPE REMOVED AND REPLACED	FT	90	\$ 139	\$ 12,510	\$ 12,510	
346.1	1 INCH SERVICE PIPE REMOVED AND REPLACED	FT	810	\$ 183	\$ 148,230	\$ 148,230	
346.15	1-1/2 INCH SERVICE PIPE REMOVED AND REPLACED	FT	170	\$ 189	\$ 32,130	\$ 32,130	
346.2	2 INCH SERVICE PIPE REMOVED AND REPLACED	FT	120	\$ 239	\$ 28,680	\$ 28,680	
349.03	3 INCH GATE VALVE	EA	36	\$ 500	\$ 18,000		\$ 18,000
349.06	6 INCH GATE VALVE	EA	12	\$ 1,800	\$ 21,600	\$ 21,600	
349.08	8 INCH GATE VALVE	EA	3	\$ 2,800	\$ 8,400	\$ 8,400	
349.12	12 INCH GATE VALVE	EA	16	\$ 6,000	\$ 96,000	\$ 96,000	
357.03	3 INCH GATE BOX	EA	36	\$ 450	\$ 16,200	\$ 16,200	
357.06	6 INCH GATE BOX	EA	12	\$ 450	\$ 5,400	\$ 5,400	
357.08	8 INCH GATE BOX	EA	3	\$ 450	\$ 1,350	\$ 1,350	
357.12	12 INCH GATE BOX	EA	16	\$ 450	\$ 7,200	\$ 7,200	
363.075	3/4 INCH CORPORATION COCK	EA	3	\$ 150	\$ 450	\$ 450	
363.1	1 INCH CORPORATION COCK	EA	32	\$ 150	\$ 4,800	\$ 4,800	
363.15	1-1/2 INCH CORPORATION COCK	EA	5	\$ 150	\$ 750	\$ 750	
363.2	2 INCH CORPORATION COCK	EA	3	\$ 175	\$ 525	\$ 525	
371.06	6-INCH COUPLING	EA	3	\$ 2,500	\$ 7,500	\$ 7,500	
371.08	8-INCH COUPLING	EA	4	\$ 2,700	\$ 10,800	\$ 10,800	
371.12	12-INCH COUPLING	EA	1	\$ 3,000	\$ 3,000	\$ 3,000	
376.	HYDRANT	EA	8	\$ 8,000	\$ 64,000	\$ 64,000	
381.	SERVICE BOX	EA	87	\$ 300	\$ 26,100	\$ 26,100	
384.075	3/4 INCH CURB STOP	EA	3	\$ 325	\$ 975	\$ 975	
384.1	1 INCH CURB STOP	EA	32	\$ 350	\$ 11,200	\$ 11,200	
384.125	1.25 INCH CURB STOP	EA	44	\$ 400	\$ 17,600	\$ 17,600	
384.15	1.5 INCH CURB STOP	EA	5	\$ 425	\$ 2,125	\$ 2,125	
384.2	2 INCH CURB STOP	EA	3	\$ 500	\$ 1,500	\$ 1,500	
451.	HMA FOR PATCHING	TON	720	\$ 250	\$ 180,000	\$ 90,000	\$ 90,000
903	3000 PSI, 1.5 INCH, 470 CEMENT CONCRETE	CY	31	\$ 300	\$ 9,300	\$ 4,650	\$ 4,650
Subtotal:					\$ 2,508,997	\$ 1,738,474	\$ 770,523
Contingency (20%):					\$ 501,799	\$ 250,900	\$ 250,900
GHD Construct. Admin. and Oversight:					\$ 250,000.00	\$ 125,000	\$ 125,000
TOTAL COST					\$ 3,260,796	\$ 2,114,374	\$ 1,146,423



PROJECT No.: 11231004
PROJECT Name: Harwich Phase 2 Watermain
DATE: Tuesday, January 30, 2024

DESIGNED BY: LW
CHECKED BY: _____
PAGE: 1 of 3

Summary - Engineer's Opinion of Probable Project Cost

<i>Item Designation</i>	<i>Engineer's Opinion of Probable Cost</i>
Construction Subtotal (2024)	\$4,540,000
Contingency (20%)	\$910,000
GHD Construction Administration and Oversight	\$290,000
Police	\$240,000
Total Project Cost (2024)	\$5,980,000

Notes & Assumptions:

1. Construction Estimate includes a Construction Allowance Item.
2. Construction Estimate includes a 10% construction contingency.
3. Bridge Pipe Crossing includes removal of existing pipe, furnishing and installing: pipe, pipe supports, pipe insulation, fittings, and connections.
4. Valve Items include excavation, furnishing and installing: valve and valve box.
5. Service Items include excavation, furnishing and installing: corp stop, service pipe, boxes, and curb stop.
6. Pipe Bedding, excavation, disposal, and thrust blocks included in watermain item.
7. Joint Restraints included under Water Pipeline Specials Item.
8. Fittings for interconnections included under Water Pipeline Specials Item.
9. Assume mill and pave to happen subsequent to waterline install and restoration. Trench paving for MassDOT roads 6" thick, Trench paving for town/private roads 4" thick.



PROJECT No.: 11231004
 PROJECT Name: Harwich Phase 2 Watermain
 DATE: Tuesday, January 30, 2024

DESIGNED BY: LW
 CHECKED BY: _____
 PAGE: 2 of 3

90% Engineer's Opinion of Probable Project Cost

<i>Item No.</i>	<i>Item Description</i>	<i>Unit</i>	<i>Quantity</i>	<i>Unit Price</i>	<i>Estimated Total</i>
1	Mobilization/Demobilization	FMAXLS	1	\$50,000	\$50,000
2	Maintenance and Protection of Traffic	FMINLS	1	\$50,000	\$50,000
3	Grass Restoration	SY	100	\$10	\$1,000
4	Concrete Driveway Restoration	SY	10	\$80	\$800
5	Asphalt Driveway Restoration	SY	10	\$70	\$700
6	4-Inch Thick Concrete Sidewalks	SY	20	\$70	\$1,400
7	6-Inch Thick Concrete Sidewalks and Curb Ramps	SY	20	\$80	\$1,600
8	Detectable Surfaces at new Curb Ramps	EA	1	\$350	\$350
9	Paving of Pipe Trenches in Town Roads (full depth)	SY	50	\$44	\$2,200
10	Paving of Pipe Trenches in MassDOT Roads (full	SY	5000	\$130	\$650,000
11	12" Ductile Iron Watermain (all depths)	LF	8900	\$200	\$1,780,000
12	Hydrant	EA	23	\$9,000	\$207,000
13	6" Gate Valves and Appurtenances	EA	5	\$2,000	\$10,000
14	8" Gate Valves and Appurtenances	EA	1	\$3,000	\$3,000
15	10" Gate Valves and Appurtenances	EA	1	\$5,000	\$5,000
16	12" Gate Valves and Appurtenances	EA	30	\$6,000	\$180,000
17	Water Pipeline Specials	LB	11500	\$15	\$172,500
18	1" Near Side Service Replacements	EA	41	\$1,500	\$61,500
19	1" Far Side Service Replacements	EA	53	\$3,000	\$159,000
20	1.5" Near Side Service Replacements	EA	1	\$1,600	\$1,600
21	1.5" Far Side Service Replacements	EA	2	\$3,100	\$6,200
22	2" Near Side Service Replacements	EA	6	\$3,000	\$18,000
23	2" Far Side Service Replacements	EA	2	\$5,000	\$10,000
24	6" Near Side Fire Service Replacements	EA	1	\$6,000	\$6,000
25	6" Far Side Fire Service Replacements	EA	2	\$8,500	\$17,000



PROJECT No.: 11231004
 PROJECT Name: Harwich Phase 2 Watermain
 DATE: Tuesday, January 30, 2024

DESIGNED BY: LW
 CHECKED BY:
 PAGE: 3 of 3

90% Engineer's Opinion of Probable Project Cost

Item No.	Item Description	Unit	Quantity	Unit Price	Estimated Total
26	Interconnection 1 - Complete (East Side of Herring River)	EA	2	\$5,000	\$10,000
27	Interconnection 2 - Complete (River Road)	EA	1	\$5,000	\$5,000
28	Interconnection 3 - Complete (Chase Street)	EA	1	\$5,000	\$5,000
29	Interconnection 4 - Complete (Grey Neck Road)	EA	1	\$7,500	\$7,500
30	Interconnection 5 - Complete (Tyler Lane)	EA	1	\$7,500	\$7,500
31	Interconnection 6 - Complete (Brooks Road)	EA	1	\$5,000	\$5,000
32	Interconnection 7 - Complete (Sisson Road)	EA	1	\$7,500	\$7,500
33	Interconnection 8 - Complete (Doane Road)	EA	1	\$7,500	\$7,500
34	Interconnection 9 - Complete (Killdee Road)	EA	1	\$5,000	\$5,000
35	Interconnection 10 - Complete (Seaport Lane)	EA	1	\$7,500	\$7,500
36	Interconnection 11 - Complete (Lincoln Village Road)	EA	1	\$3,500	\$3,500
37	Interconnection 12 - Complete (Miles Street)	EA	1	\$9,000	\$9,000
38	Interconnection 13 - Complete (West end of Alignment)	EA	1	\$5,000	\$5,000
39	12-Inch HDPE Storm Drainage Piping (all depths)	LF	100	\$150	\$15,000
40	Abandonment of Watermain	LS	1	\$10,000	\$10,000
41	Select Backfill	CY	4500	\$50	\$225,000
42	Extra Excavation and Backfill	CY	50	\$50	\$2,500
43	Extra Concrete	CY	10	\$250	\$2,500
44	Rock Excavation	CY	20	\$250	\$5,000
45	Bridge Pipe Crossing	LF	250	\$1,000	\$250,000
46	Herring River HDD	LS	1	\$500,000	\$500,000
47	General Construction Allowance	Allowance	1	\$50,000	\$50,000
Estimated Construction Subtotal (2024):					\$4,540,000
Contingency (20%):					\$910,000
GHD Construction Administration and Oversight					\$290,000
Police					\$240,000
Estimated Project Total (2024):					\$5,980,000

VII. NEW BUSINESS

D. Round Up (Glysophate) Monitoring Results

THE COMMONWEALTH OF MASSACHUSETTS

EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS



Department of Agricultural Resources

100 Cambridge Street, 9th Floor, Boston, MA 02114

www.mass.gov/agr



Maura T. Healey
GOVERNOR

Kimberley Driscoll
LIEUTENANT
GOVERNOR

Rebecca L. Tepper
SECRETARY

Ashley E. Randle
COMMISSIONER

TO: Participating Massachusetts Public Water Suppliers
FROM: Massachusetts Department of Agricultural Resources, Pesticide Program
REGARDING: Interim Results of Water Monitoring for Glyphosate
DATE: January 19, 2024

The Massachusetts Department of Agricultural Resources (MDAR) deeply appreciates your ongoing collaboration and support in conducting our raw drinking water monitoring study of glyphosate, the active ingredient in herbicide products such as Roundup® Weed Killer. The purpose of the study is to collect data as part of a review to ensure that current uses of this herbicide continue to adhere to the regulatory standards for protection of human health and environment.

This study is part of an initiative by the Massachusetts Pesticide Board Subcommittee¹ to conduct a review of this herbicide active ingredient to evaluate its current registration status in the Commonwealth. Due to the common use of glyphosate products, heightened public interest, and inquiries from stakeholders, the Subcommittee voted to initiate a review of glyphosate. As part of this review, MDAR has been conducting raw water monitoring of public water supplies on a voluntary basis. This effort provides data that will assist the Subcommittee with this review and specifically with the protection of water resources used for drinking water supplies in the Commonwealth.

At this stage of the monitoring study, we are issuing interim results to each of the participating suppliers for your records. Included are a summary table test results for glyphosate and its primary metabolite aminomethylphosphonic acid (AMPA) at the monitoring site. Copies of the lab analyses as reported by the Massachusetts Pesticide Analysis Laboratory (MPAL) can be made available upon request. Because these contain all analyses for samples collected by the MDAR staff member visiting your region each month, any sample information not specific to your site on each lab report sheet would be redacted.

If you have any questions regarding these results to date or would like to discuss them with MDAR staff, please contact Hotze Wijnja at hotze.wijnja@mass.gov or Sarah Miller at sarah.a.miller@mass.gov.

¹The Massachusetts Department of Agricultural Resources (MDAR) is charged with regulating pesticides in the Commonwealth under the Massachusetts Pesticide Control Act (M.G.L.c. 132B) and its regulations (333 CMR). M.G.L.c. 132B, Section 3A establishes a Pesticide Board Subcommittee, which is made up of individuals that represent the Division of Food and Drugs, the Department, the Department of Conservation and Recreation, the Department of Public Health, and one person appointed by the Governor who has been engaged in the commercial application of pesticides. The responsibility of the Pesticide Board Subcommittee is to register pesticides for use in the state. 333 CMR 8.03 allows the Pesticide Board Subcommittee to conduct an individual review of an active ingredient to determine if it may cause an unreasonable adverse effect on the environment when used in accordance with label directions.

Harwich Water Department: Summary Table of Glyphosate Monitoring Results for 2022-2023
 Site: 151 Bay Road, Harwich - Well 8

Sampling Date	Sample ID	Results (ppb) ¹	
		Glyphosate	AMPA ²
11/16/2022	MWM221116-5	ND	ND
12/13/2022	MWM221213-5	ND	ND
1/19/2023	MWM230119-5	ND	ND
2/16/2023	MWM230216-4	ND	ND
3/16/2023	MWM230316-4	ND	ND
4/26/2023	MWM230426-5	ND	ND
5/17/2023	MWM230517-3	ND	ND
6/14/2023	MWM230614-5	ND	ND
7/19/2023	MWM230719-5	ND	ND
8/23/2023	MWM230823-5	ND	ND
9/20/2023	MWM230920-5	ND	ND
10/25/2023	MWM231025-5	ND	ND

¹ ppb = µg/L

² Aminomethylphosphonic acid (AMPA) is a metabolite of glyphosate

ND = not detected

Detection limit for glyphosate and AMPA = 0.1 µg/L

X. CORRESPONDENCE / ANY OTHER BUSINESS

From: Bob Bennett, CEO InvoiceCloud and EngageSmart <customermarketing@eml.invoicecloud.com>
Sent: Tuesday, January 16, 2024 11:01 AM
To:
Subject: 2023: Your Year in Review

InvoiceCloud[®]



Town of Harwich (MA) - Water Department + InvoiceCloud

By working together, we're making an impact – and the new year is the perfect time to highlight some of your specific accomplishments.

We are so excited to see your successes over the past year and to know we've helped play a part in that.

As a result of working with InvoiceCloud, you've made amazing strides – check out your e-adoption stats below. Here's to achieving even greater results in 2024!



reducing waste

34%

of your customers made an online payment in 2023. That's 8% more of your customers that are now paying online, than in 2022. You should be proud! This has a significant impact on reducing paper waste – plus, with more customers paying online, you can focus on other key initiatives.

protecting earth



20%

of your customers converted to paperless invoices in 2023. That's 22% more than the previous year.

Promoting paperless helps protect the planet, saves trees, and – saves you money on print and mail costs, too.



saving time

14%

of your payers enrolled in AutoPay in the past year. That's 14% more than in 2022. It's a win-win: saving time for both you and them (no more worries about chasing payments ...or making payments).

You are in good company – last year, **98%** of billers on our platform realized some level of growth in their online payment adoption metrics. We are excited to see how you'll grow in 2024!

As we move into 2024, let's take a moment to celebrate the milestones we have achieved together over the last year. Whether it be driving higher levels of adoption or engaging your customer base in a whole new way, I'm proud of what our partnership was able to accomplish in 2023. May your New Year be filled with more meaningful progress and connections that lead to many moments of delighting your customers. Thank you for being part of our community and let's continue to work together for a prosperous 2024!



Robert P Bennett

Bob Bennett, CEO
InvoiceCloud and EngageSmart

Keep the Momentum Going

Check out the **Marketing Resource Center** for content and assets to help get even more of your customers to engage with the InvoiceCloud platform by paying online, creating an account, enrolling in AutoPay or paperless, utilizing Pay by Text or scheduling a payment.

Email customermarketing@InvoiceCloud.com for help with adoption programs

InvoiceCloud[®]

Send to a Friend • View this Online • Unsubscribe

InvoiceCloud: 30 Braintree Hill Office Park Suite 303, Braintree MA 02184 United States