TOWNSEND WATER DEPARTMENT

540 Main Street West Townsend, Massachusetts 01474

Michael MacEachern, *Chairman* Nathan Mattila, *Vice-Chairman* Todd Melanson, *Clerk*
(978) 597-2212 Email: *water@townsend.ma.us*

WATER COMMISSIONERS MEETING MINUTES
February 5, 2020 - 6:00 P.M.
Water Department 540 Main Street, Meeting Room

I. PRELIMINARIES:

1.1 MM called the meeting to order at 6:06 P.M. 540 Main Street.

1.2 Roll call showed members present: Michael MacEachern, Chairman (MM), Nathan Mattila, and Vice Chair (NM). Todd Melanson was absent. Guests Present: Ryan Lapierre and Bobby Jones, Union Representative.

1.3 MM announced that the meeting is being audio recorded.

1.4 Chairman's additions or deletions. MM questioned payroll for OT for writing a public notice. MM also asked why the OT/Comp time over weekends. MM asked who authorized the OT on Saturday and Sunday. MM asked Ryan to call DEP and ask if it necessary to test over the weekend. MM stated that the extra $250.00 is in the current contract to work on call 7 days a week and check the stations for 2 hours on Saturday and Sunday. MM stated that something like that should be presented to the Board before excessive OT/Comp time is charged. MM stated that the 2 hours is plenty of time on Saturday and Sunday to cover the residual testing.

1.5 Approve meeting minutes. None.

1.6 Review correspondence. None.

II. APPOINTMENTS:

2.1 None

III. MEETING BUSINESS VOTES MAY BE TAKEN:

3.1 Discuss IT Services and review quote(s) from vendor(s). Brenda reported that the 3 Bids were submitted for IT. Terry and Brenda felt the White Mountain IT bid had the most comprehensive and thorough bid. It was noted that the bid also included coverage for the new phone system. It was also noted that the other two bids didn't specify the issues that is needed at the department. The Board tabled the discussion until the next meeting.

3.2 Discuss Advertising for the Superintendents position /final draft job description. Brenda and Terry still have not received a salary range for the Superintendents position. Brenda feels we should move forward with the job posting in order to get some applications. Hopefully we will have a salary range before interviewing.

3.3 Discuss scheduling a public rate increase hearing. RE: so information can be included with the April water bills. After a brief discussion the Board would like to move forward to schedule Memorial Hall for the public rate hearing. Brenda will look into available dates and will prepare an insert to be mailed with the April 2020 water bills.

3.4 Discuss Office Assistant's position. Brenda will request for the vacancy to be declared at the next BOS meeting as well as increase in the hours from 19 to 30 hours. Tabled discussion until next meeting.

3.5 Request for a one time waiver of late fees for account #61025, Hannaford in the amount of $10.50.RE: Request made by their Billing Specialist, Eric Gentile. **NM moved to deny a onetime wavier of late fees on account # 610.25, Hannaford in the amount of $10.50. MM seconded. Unanimous vote.**

3.6 Homeowner is appealing the BOWC decision on November 25, 2019 not to reimburse them for $153.00. After a brief discussion as to the excessive amount of work that was previously abated the BOWC agreed that they would stand by their previous decision. **NM made a motion to deny the appeal submitted by the homeowner on 8 Proctor Road. MM seconded. Unanimous vote.**

3.7 Accept resignation from Theresa Walsh. The Board graciously accepted the resignation of Theresa Walsh. Terry offered to stay on until a replacement is found and will then help through the Office Administrators recovery in July 2020. The BOWC agreed with the plan in place. **NM moved to accept the resignation of Theresa Walsh on February 5, 2020. MM seconded. Unanimous vote.**

3.8 Update on CIP meeting on 1/22/20. MM reported all went well with the meeting between Capital Planning Committee. They asked us to keep in touch with any changes. MM reported that all of the projects are paid for from the water receipts.

3.9 Approve a 1" service to account # 61685, 18 Bridle Path Application #2020-01. RE: received check #88 $2,000.00. **NM moved to approve the 1" service to 18 Bridle Path, Acct# 61685. Check received in the amount of $2,000.00. MM seconded. Unanimous vote.**

3.10 Discuss Interim Superintendents contract. Tabled until the next meeting.

IV. COMMISSIONERS UPDATES AND REPORT

4.1 NM reported that a customer from 105 Fitchburg Road told him that they were experiencing stains in their toilet bowl. NM told them to call the water department. To date the customer has not reported an issue.

V. INTERIM SUPERINTENDENTS UPDATES AND REPORTS VOTES MAY BE TAKEN

5.1 Discuss Main Street Water Main Project. MM reported that Shepco finished tapping all of the connections on the left side of the road. The rest of the project will be completed in spring as the boring under the road would be too risky during the winter season.

5.2 Update on Meadow Road Main Project. Ryan reported to the Board that CHB finished a significant phase of the project without scheduling the work with the water department. There was no one on site to inspect their work as noted in the email Becky had sent him.

5.3 Update on FY21 budget planning. Tabled until next meeting.

VI. FOREMANS UPDATES AND REPORTS:

6.1 Report on stations/systems updates. Ryan completed a couple more projects from the Sanitary Survey. An installed sample taps at the Highland Street tank in the pit and for the Harbor Trace raw. Ryan reported everything is running smoothly.

6.2 Update on low pressure issue at 514 Main Street. Ryan will call the customer tomorrow to get some more information.

6.3 Update on 97 Ash. This is one of our sample sites. The customer said her faucet was leaking and we should replace it. The gasket was replaced in the aerator and there have been no more leaks.

VII. OFFICE ADMINISTRATOR'S UPDATES AND REPORTS:

7.1 The Board scheduled next BOWC meeting for February 19, 2020.

7.2 The Board reviewed and signed Bills Payable Warrants.

7.3 The Board reviewed and signed Schedule of Bills Receivable report.

7.4 The Board reviewed Accounts Receivable Report.

7.5 The Board reviewed year to date expenditures.

NM made a motion to review and sign reports out of session. MM seconded. Unanimous vote.

MM adjourned the BOWC meeting on February 5, 2020 at 7:04 P.M.

Respectfully submitted,

Brenda Boudreau

Office Administrator

Townsend Water Department

WATER DEPARTMENT MEETING

DATE February 5, 2020

NAME	ADDRESS	PH/EMAIL
BOBBY JONES	AFSCME COUNCIL 93	bjones@afscme93.org

Townsend Water Department

IT Quote Summary
February 3, 2020

We received 3 quotes for IT services.

Pixelated Tech	Lunenburg Ma	$615/month
White Mountain IT Services	Nashua NH	$806/month
Guardian Technologies	Leominster MA	$449.95/month

Pixelated Tech – estimates are not guaranteed. Vendor still needs to do "discovery.' Prices could change.

White Mountain IT Services – most comprehensive quote. Price was increased from last June to include additional items (Void Phones/Sonic Firewall) per the recommendation of the Town Administrator.
One time set-up fee for Managed Backup Services and onboarding $1,605.
Would recommend this vendor.

Guardian Technologies – while price is the lowest, we did not receive any documents outlining services. Vendor cited state bid list contracts.

Pixelated Tech
1 Main Street, Suite 11
Lunenburg, MA 01462
www.pixelatedtech.com
9783840122

Pixelated TECH

Townsend Water Department
540 Main Street
Townsend, MA 01474

Estimate #	1178
Estimate Date	12-23-19
Total	**$618.13**

Item	Description	Unit Cost	Quantity	Line Total
Tech Advantage - Server w/ Backup	Tech Advantage Server • 1 Server • 24/7 Monitoring, Managed Anti-Virus w/ free virus removal, Web Content Filtering, Automated Maintenance/Remediation, File and System State Backup	$175.00	1.0	$175.00
Tech Advantage w/ Backup - Workstation	Tech Advantage Plan w/ Backup Pricing - $350/Month • Up to 5 Users • 1 Hour Remote Support per user/month • 1 PC, 1 Printer, 1 Mobile device per user • 24/7 Monitoring, Managed Anti-Virus w/ free virus removal, Web Content Filtering, Automated Maintenance/Remediation, Mobile Device Management, File and System State Backup (PC only) • Each additional pc/printer/mobile device: $20/month per device *Tech Advantage Plan covers up to 5 users. An additional plan subscription must be purchased after 5 users exceeded.	$350.00	1.0	$350.00
Tech Advantage - Network Device	Network Device - Router, Access Point, NVR, NAS, UTM	$40.00	1.0	$40.00
Tech Advantage - Network Device	Network Device - VOIP Service - 5 Phones	$50.00	1.0	$50.00

Subtotal	**$615.00**
Tax	$3.13
Estimate Total	**$618.13**

THIS IS AN ESTIMATE

Disclaimer

Please understand estimates are not guaranteed and are subject to change if unforeseen issues arise. Hardware pricing is not guaranteed. Estimates are void after 14 days.

White Mountain
IT SERVICES

Managed IT Proposal for

Townsend Water

1/31/2020

White Mountain IT
33 Main Street
Suite 302
Nashua, N.H. 03064
603-889-0800
www.WhiteMTN.com

Managed IT Pricing Summary

Servers and Infrastructure

	Qty	Setup	Monthly	Tot Setup	Total /m
Managed Servers	1		$249		**$249**

- Unlimited remote support
- Includes onsite support
- Must maintain manufacturers warranty

Servers Included:	
Dell T340 Server	File Server Windows AD other roles to be determined

Tot Setup	Total /m
	$249

	Qty	Setup	Monthly	Tot Setup	Total /m
Managed Firewall	1		$99		$99

- Unlimited support onsite and remote

Tot Setup	Total /m
	$99

	Qty	Setup	Monthly	Tot Setup	Total /m
Managed Backup Service	1	$799	$99	**$799**	**$99**

Customized Backup system including onsite and offsite storage of data in an encrypted format using Acronis Cyber Cloud platform.

- Unlimited onsite and remote support of 4TB local backup server
- Full images uploaded to Acronis Cyber Cloud environment
- Imaging of the 4 PCs to the Acronis Cyber Cloud environment
- 500GB of storage included in Acronis Cyber Cloud

Options:	Qty	Setup	Monthly	Tot Setup	Total /m
Acronis Cyber Cloud storage	500		$0.10		$50
Acronis Cyber Cloud – Server	1		$25		$25
Backup management – Server	1		$40		$40
Acronis Cyber Cloud - Workstation	4		$5		$20
Backup management – Workstation	4		$5		$20

Tot Setup	Total /m
$799	**$254**

	Qty	Setup	Monthly	Tot Setup	Total /m
OpenDNS network protection	1		$10		**$10**

OpenDNS network protection by Cisco added DNS filtering to your network. Domains that have just been created (which is typical of malware) are blocked. Also provides a level of category blocking for websites.

Options:	Qty	Setup	Monthly	Tot Setup	Total /m
Umbrella PC clients for roaming users	0		$5		

Tot Setup	Total /m
	$10

	Qty	Setup	Monthly	Tot Setup	Total /m
Comprehensive network monitoring	3		$10		**$30**

Monitors all detectable aspects of the network and provides comprehensive monitoring and troubleshooting of problems proactively.

- Licenses are required for core network devices such as switches, firewalls, routers, and WiFi controllers.

Tot Setup	Total /m
	$30

	Qty	Setup	Monthly	Tot Setup	Total /m
SCADA System – Non Managed T&M Service	1	TBD	$0	**TBD**	**$0**

Windows Workstations running SCADA Software have device monitoring and backup verification included as part of Managed Backup service.

All work on these systems including onboarding tasks will only be done in conjunction and by request of Water Department Staff and Authorized SCADA Support Vendor.

Setup charges for Isolated network configuration and remote access will be determined after onboarding but is estimated at 1-day labor. All work on these systems is billable.

Client requested support only.

Servers Included:	**TOWNSEND SCADA1, SCADA2**

User Support and Consulting Services

	Qty	Setup	Monthly	Tot Setup	Total /m
Software licensing for PCs	4		$11		$44

Licensing for management and security software for each PC:

- One license of the WMIT Virtual System Administrator
- One license for Sophos Enterprise Antivirus and Anti-Spyware
- Windows patch management & updates
- All labor for setup and management of this software is included

Options:	Selection	Monthly	
Base management (ex: patch updates) and anti-virus software	✓	$5	
3rd party software patching for apps like Java and Adobe Flash	✓	$3	
Malware Bytes enterprise for additional malware protection		$3	
Advanced anti-virus protection with additional malware and ransomware protection	✓	$3	

Tot Setup	Total /m
	$44

	Qty	Setup	Monthly	Tot Setup	Total /m
Support plan for PCs	4		$30		$120

- Unlimited remote support all PCs

Tot Setup	Total /m
	$120

Additional support for work outside of the above flat-rate agreements

Onsite support for any services not covered under a Flat Rate Agreement are billed at a **rate of $120 per hour** during business hours. Onsite time is billed in one-hour increments with a ½ hour trip charge. Onsite work would include things like:

- New PC installation
- New Network Device Installation

Summary

	Qty	Setup	Monthly	Tot Setup	Total /m
Managed Servers	1		$249		$249
Managed Firewall	1		$99		$99
Managed Backup Service	1	$799	$254	$799	$254
Managed Offsite Backup Services	0		$0		INC
OpenDNS network protection	1		$10		$10
Comprehensive network monitoring	3		$10		$30
Software licensing for PCs	4		$11		$44
Support plan for PCs	4		$30		$120
Onboarding Charge (eq to one month)		$806		$806	
				Tot Setup	Total /m
				$1605	$806

TOTALS

	Setup	Monthly
Managed IT Services – TOTAL CHARGES	$1605	$806

KEY POINTS

☑ Unlimited support of all servers – remote and onsite

☑ Unlimited helpdesk for all user issues – remote and onsite

☑ Unlimited support for the firewall and internet connection– remote and onsite

☑ Advanced anti-virus / anti-malware / anti-ransomware software to protect all systems

☑ OpenDNS network protection to block and protect network resources

☑ Full transparency;

-Documentation
-Knowledgebase
-Ticketing system
-Tech management tools
-Reporting

☑ Vendor agnostic

- We are truly agnostic and will help you shop for the best deal on any hardware.

☑ Comprehensive Managed Backup Service for all your servers

- Secure and private offsite data backup to our data center
- All labor including restores is included

☑ Cyber Security Training for all staff available (online) - $3/user per month

Standard onboarding objectives

Our standard onboarding project gathers for us all the information we need to adequately support you. This includes:

- Lock down of firewall
- Lock down of all managed switches and wireless equipment
- Lock down of all admin accounts on your network
- Notification to all users about this change
- Notification to all 3rd party vendors about this change
- Discuss and plan password changes for all users (if applicable)
- Obtain user census for the network
- Setup and deploy ticketing system portal
- Copy standard SOP procedures into documentation
- Setup monitoring and alerting for all key systems
- Deploy and setup backup of local systems
- Setup of offsite data back to our data center
- Deployment of new AV software to all servers
- Deployment of new AV software to all workstations
- Deployment of OpenDNS network protection (if applicable)
- Document all domains and registrar information
- Document ISP information and a copy of the bill
- Document phone system information including support contact
- Document email hosting information
- Document web hosting information
- Document all business applications (cloud and local)
- Document any network printers and the contact/support information for them

Other work that is recommended post-onboarding

Isolated SCADA Network:

As recommended by authorized SCADA system vendor and requested by Townsend Water Commissioner. The following changes should be made on the SCADA network:

1) The 2 currently on-line SCADA Workstations will be reconfigured as a primary and offline secondary
2) An isolated network will be created for remote access via SSL VPN behind two factor authentication portal.
3) The SCADA network will consist of the two servers (primary and backup) and access to the backup server
4) SCADA systems will have no general access to the internet via firewall rules
5) SCADA systems will have remote access via two factor authentication on firewall using SSL-VPN.
6) SCADA Servers will be updated with Sophos Advanced Endpoint to replace outdated and unlicensed Norton AV
7) SCADA network will have no wireless access of any kind and no access from general LAN.
8) SCADA systems will be Imaged weekly and backed up nightly.

-

- ***Please Note: Any and all work on the SCADA systems is done as "Best Effort" and will need to be specifically requested by the client with coordination and oversight of water department operations staff.**

The next section of this proposal is a workbook used to help define the actual implementation tasks and details of all project related work performed for new clients in the first, sixty to ninety days of service.

We have included the workbook for your review and to prompt more consultative discussions.

If you are interested, and at your request, we will go over each section together at any time and review changes in your business and how they relate to your IT needs/requirements.

Managed IT Services Workbook

For Townsend Water Department

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Managed Firewall & VPN Service

To help secure your business from Internet-based threats, White Mountain IT will provide and manage a hardware-based firewall for each business location. Beyond acting as first layer of security, this device also provides a secure network connection between locations – also called a Virtual Private Network, or VPN's.

Different sites may require different firewall options. We will help you select the best hardware and software options for each site and configure the firewalls accordingly.

White Mountain IT Firewalls can easily support multiple simultaneous Internet connections. This can provide both better reliability through failover capabilities, and faster Internet access.

White Mountain IT Firewall and VPN service includes 24 x 7 monitoring and reporting capabilities which allow our network engineering staff to provide proactive support and rapid response when problems do arise.

Should your White Mountain IT firewall itself develop a problem, our Network Engineering staff will begin troubleshooting immediately. By using the primary WAN, secondary WAN or modem ports, we can resolve all but the most serious hardware problems remotely. If we cannot resolve the issue remotely, we will configure a replacement unit and either ship it out overnight or dispatch a technician for an onsite replacement. All of your configuration data is stored in our secure database to ensure rapid replacement with the most current configuration.

Managed Firewall Features include:
Based on your needs, your White Mountain IT firewall could include any or all of the following features:

- **Real-Time Gateway Anti-Virus, Anti-Spyware and Intrusion Prevention.** The managed firewall extends security from the network core to the perimeter by integrating support for Gateway Anti-Virus, Anti-Spyware and Intrusion Prevention Service, delivering real-time protection against the latest blended threats, including viruses, spyware, worms, Trojans, software vulnerabilities and other malicious code.[1]
- **Powerful Content Filtering.** The managed firewall supports Content Filtering Service, providing an enterprise-class, scalable content filtering service that enhances productivity and security without requiring additional server or deployment costs.
- **Deep Packet Inspection Firewall.** The managed firewall features a configurable, high performance deep packet inspection firewall for extended protection to key Internet services such as Web, e-mail, file transfer, Windows services, and DNS.

- **Dynamic DNS.** The managed firewall includes Dynamic Domain Name Service (DDNS) support, which drastically reduces the costs associated with hosting e-mail servers, Web servers and site-to-site VPN by allowing the use of dynamic IP addresses, and multiple, redundant Internet connections.
- **Comprehensive Central Management Support.** Every managed firewall security appliance can be managed using an award-winning management system, which provides network administrators with the tools for simplified configuration, enforcement and management of global security policies, VPN, and services, all from a central location.
- **Real-Time Blacklist Spam Filtering.** The managed firewall provides the ability to use DNS to query Real-Time Black List (RBL) services that track well-known spam and open-relay SMTP servers, and to deny SMTP connections from servers that appear on the lists.[2]
- **Flexible Data Ports.** Depending on the firewall model used at your site, a fourth user-assigned port on the managed firewall that can be configured either as an additional LAN, WAN or DMZ, or as a Hardware Failover port, offering greater network configuration flexibility.
- **ISP Failover and Load Balancing.** The managed firewall ensures continuous uptime for Internet and IPSec VPN connectivity by failing over to a second ISP link should the primary link fail. Through ISP Failover, the firewall delivers highly reliable network connectivity for constant access to critical data.
- **WAN Redundancy and Load Balancing.** The managed firewall offers the ability to configure a secondary WAN port, delivering highly reliable network connectivity and robust performance. This secondary WAN port can be used in "active-active" load sharing or fail-over configuration providing a highly efficient method for maximizing total network bandwidth.

Discussion Notes:

- Current Firewall:
  - Do you currently have a firewall?
  - Is this firewall manageable by White Mountain IT?
- Are there multiple sites?
  - Will we need Virtual Private Network connections?
  - Are there network applications that will need traffic shaping?
- What kind of Internet connection?
  - Who is the carrier?
  - Is there a failover connection?

Client has a relatively new SonicWALL TZ300 onsite. As part of the audit, we were unable to login to the system and review its configuration. Our tests show that content and website filtering is not enabled.

We are not sure if the firewall is licensed for this, if the service is not configured, or if the firewall does not have this security subscription. If it does not have this subscription, we recommend this be purchased for the firewall.

Remote Access

Whether it is Road-Warrior traveling sales staff, telecommuting workers, or busy executives with a need to keep abreast of company issues – the need for remote access to your company computer systems is ever growing.

At the same time, you need to be careful not to open your critical data and systems to security threats like automated hacking, Trojan horses, viruses, competitors or even over-curious internal staff. Worse, you still need to make it easy for remote users to connect.

We have several options to handle these issues, and we will work with you to determine the best mix of solutions to fit your specific needs.

Discussion notes:

- Current Remote Access:
  - Do you currently provide Remote Access for you users? How?
  - What users currently have remote access?
  - What systems do they access?
  - Do you have an access log? Do you review it?
- Future Remote Access:
  - How many users need to have remote access?
  - Which users?
  - What systems will they be accessing?
  - What will they be doing on these systems?
  - How sensitive is the information on these systems?
    - Are there any Compliance issues involved?
    - Do users have laptops? Is there sensitive information stored there? Would this information better be accessed via Remote Access?

No remote access needs as indicated by the client. Firewall does support SSL VPN functionality. We were unable to login and review the firewall's configuration as part of this audit. So, we were unable to determine if there were any other entry points into the network like forwarding remote access to PCs or the servers themselves.

Email and SPAM Filtering

You might be surprised how much impact a few minutes deleting junk mail can have.

A report from 2004, before SPAM filtering was common, showed that employees spent as much as 3.1% of their time dealing with SPAM (or $1900 a year). A follow-up study in 2007, where most employees were using basic SPAM filters, still showed a $712 cost per employee.

If you haven't switched to more sophisticated SPAM filtering, you are probably losing thousands of dollars every year, just hitting the 'delete' key.

What is worse, is that SPAM has become an easy way for powerful criminal organizations to gather sensitive information. Phishing emails, where an attacker pretends to be a legitimate business vendor (like a bank or other financial company), have become increasingly sophisticated and hard to tell from real correspondence. Trojan horse and Virus attacks buried in seemingly harmless emails can install sophisticated spyware.

It goes without saying that your business needs to employ the all the latest security technology available. But even with the best tools and systems, poor computing habits and lack of cyber security awareness will make your employees unwitting accomplices to hackers. They may wind up sharing passwords and other sensitive information too freely or over unsecured channels. They may fail to think twice before opening an email attachment or clicking on an unknown link. Maybe they'll be tempted to download a certain app off the Internet, without your authorization.

Setting up a training program for employees is a key way to cut down on cyber-attacks that could expose your data or bring down your system, costing you money, time, and a loss of reputation.

Discussion notes:

Email is currently hosted by Town Web Provider. Recommend migration to Office 365.

Monitoring and Alerting

White Mountain IT *Network Operations Center* (NOC) will monitor and log events for all managed networked devices, such as...

- Servers
- Routers
- Addressable switches
- Terminal Servers
- Networked printers
- Data Communications lines
- Key PCs and workstations
- Key network applications

In the case of an alert, we will verify the alarm and then execute the Alert and Escalation procedures we have worked with you to create. All significant state changes are logged, and are included in regularly generated Network Trend Reports.

This information can be invaluable when troubleshooting problems. Intermittent or seemingly random problems can often be solved by reviewing the monitoring logs of the state of the entire network during the event. These logs often show otherwise invisible patterns of network behavior that can lead to discovering the underlying cause of a problem.

As mentioned above, detailed monitoring guidelines, priorities and procedures will need to be drafted with you during implementation. This process is included in our service. As you upgrade or replace systems, or as new systems are installed, we will evaluate how this affects our monitoring configuration, and update our monitoring systems accordingly.

Discussion notes:

Standard 24x7 monitoring and alerting on all key systems.
Advanced System monitoring and reporting via Auvik central monitoring agent.

Managed Servers

Severs managed by White Mountain IT will be covered under a flat rate Management and Support contract. For a preset monthly service fee, we will perform all necessary administration, management and ongoing support directly associated with the server. Whenever possible, we provide administration remotely from our secure Network Operations Center in Nashua. This provides you with the fastest support possible, along with access to our high-level engineers.

Often, we prefer to rebuild existing servers to ensure they comply with our standards and to remove any potential weaknesses, mistakes, or "backdoors" that may exist in previous configurations. As part of this process, we configure these servers to allow remote access from our NOC for system administration, monitoring and data backup.

Features

- Microsoft Windows Server Patch Management
- Microsoft SQL Server Patch Management
- Microsoft Exchange Server Patch Management
- Virus Definition Management
- Spyware Definition Management
- Data Backup management and Monitoring
- Service Monitoring
- Event Log Monitoring
- All Routine Server Administration and Support
    - Adding users, changing passwords etc.
    - Installing software, updates etc.
    - Troubleshooting server and network related problems

Other Benefits

- In addition to the administration functions listed above;
    - Hardware Failure
        - Your warranty coverage from Dell will get you back to a C: prompt, we'll take you the rest of the way at no cost to you!
    - OS Security Exploitation
        - If your OS goes down due to a vulnerability exploit, we'll bring it back up at no cost to you!
    - Virus Infection
        - If your server is exploited by a virus and goes down – we'll bring it back up, at no cost to you!

Hardware Problems

If you have a hardware problem, every effort will be made to resolve problem and restore functionality. If hardware service is necessary, White Mountain IT will contact the hardware manufacturer and facilitate an emergency onsite repair. If the hardware is out of warranty and the server needs to be rebuilt, you will be given the choice of either paying for time and materials to perform the required services, or to replace the failed unit with White Mountain IT hardware.

Disaster Recovery Coverage for Managed Servers

White Mountain IT guarantees in the event of a hardware failure, an OS security exploitation or a server-side virus infection that you will not be billed for the labor to restore your server

to the point provided by the last good and available backup. Furthermore, the customer reserves the right to request that the disaster recovery service be delivered during business hours, nights, and/or weekends. White Mountain IT will attempt to the best of its available resources to meet the customers scheduling requests.

Scheduled Maintenance Windows

White Mountain IT will regularly install patches and critical updates to your server to help ensure that you are guarded against the latest vulnerability threats. For many of these updates to be installed properly your server must be restarted. White Mountain IT will restart your servers, as necessary between our regular maintenance window of 10pm and 6am. If the expected downtime is greater than 30 minutes, then White Mountain IT will contact you to inform you off the outage. You reserve the right to request that White Mountain IT reschedule the outage to align with your business needs.

Qualifications

In order to qualify, client owned server equipment for White Mountain IT Disaster Recovery Coverage as mentioned above, your environment must comply with the basic requirements outlined in the service agreement:

Discussion notes:

Observed New Dell 340 Server in Warranty. Build and system usage cannot be determined at this time – likely file server. Workstations do not appear to be attached to Active directory. Based on initial review after implementation a recommendation may be made to reconfigure this device to take advantage of it.

Telecommunication and Carrier Services

Even with the advent of email, chat, and other online technologies, the **business telephone system** is still the primary communications tool for most businesses today. Whether you decide to go with a simple digital phone system, an onsite VOIP system, or a hosted cloud-based system, you need an experienced team on your side to make sure the cut over and roll-out are smooth.

Connecting conference rooms across the building or across the globe has never been easier or more affordable. If your business has branch offices that need to work together, or if you have frequent meetings with important clients, let us show you how video can add to your productivity and give your business a competitive edge.

Managing the vendors and technology that provide critical dial tone, internet access, SIP trunks, fiber optic connections, wireless services and mobile devices can be a constant struggle. **Managing business telecommunications** requires constant oversight, robust documentation, technical expertise, and budget oversight.

White Mountain can put you in touch with several different companies that can help you evaluate your telecommunication systems and other carrier services to make sure you are getting the most out of them, and can offer you ways to improve and expand them so they meet your business needs.

Discussion notes:

Client Has new hosted CTX phone system on Polycom vvx500 phones – will be supported on a time and material by hosted provider for system issues and Moore Enterprises for onsite support.

Cloud Services

There may be many advantages for moving your services into the cloud.

- Cost savings – Businesses can save substantial capital costs with no in-house server environment and keep daily operational expenses to a minimum. You only pay for what you use, and the services all grow with your business.
- Reliability – Cloud services are inherently more reliable than in-house servers with some providers offering 24/7/365 and 99.99% availability. Say goodbye to outages due to snow, other weather-related phenomena, and local utility issues.
- Manageability – Cloud services all offer central management and administration for all your users and data. IT infrastructure and software updates maintenance are eliminated as they are all managed and handed by the service provider.
- Strategic Edge – Ever expanding computing resources means you will never be in a situation where your local servers won't be up to the task of deploying mission critical applications and allowing you to focus on your business objectives instead of your server infrastructure.

White Mountain IT Services is not partnered with any one cloud provider. We want to make sure that all services fit your needs, rather than you fitting into the service. We can discuss and figure out if services such as Microsoft Office 365, Google, and other private cloud services fit your needs.

Discussion notes:

Recommend Office 365 Migration

Helpdesk Services

While server problems can be the most visible computer-related issue, it is the desktop issues that generally have the biggest impact on your employee productivity. Even small annoyances, when spread across several users, tend to eat up a surprising amount of productive time.

Investing in a desktop support contract gives your computer users a very rapid way of fixing these productivity killers. With our remote support options, we can get your employees back to work in minutes, as opposed to waiting for days for your IT consultant. And if you have in-house IT staff, our desktop support plans provide an easy way to reduce the backlog of busy days, give you a backup team for when your staff is away, and even give your staff a place to escalate problems they are unable to resolve.

All desktop PCs covered under a managed contract receive priority response time and advanced management tools. During implementation, we inventory, audit, and configure your machines for remote management and support.

This allows us to provide most basic support remotely, from our Helpdesk Center in Nashua, NH. With our secure remote management system, issues like configuring email, installing applications, and most basic user issues can be resolved quickly, without ever needing to dispatch a tech or waiting until the next scheduled visit. This remote user support is billed on a per-incident basis, in thirty-minute increments.

If the problem cannot be resolved remotely, a technician will be dispatched onsite, Problems with PC's under contact are entitled to priority response time.

If the problem is on a client-owned PC and looks as though it may require more than 60 minutes to resolve, we may propose replacing your PC with a White Mountain IT-owned PC as an alternative to spending money to repair old equipment. Often, replacement may actually be less expensive than service on some older machines.

Features

- Comprehensive system administration services
- System configuration to a known state
- Complete system monitoring
- Regular status reports
- Optional bundled on-site or remote-management time to allocate at your discretion
- Presale site assessment to tailor the program to your needs
- On-site configuration of your systems for remote administration
- Knowledge transfer of site configuration, and procedures for requesting changes

Benefits

- **Higher productivity:** reduce or eliminate your on-site Windows administration workload.
- **Technical Expertise:** your system is being managed by industry experts who have a vested interest in your success.

- **Streamlined administration:** we provide consistent, best-practice systems that simplify management of your IT environment.

A Cost-Effective Solution

The Remote System Administration service is the most cost-effective way to solve your user and desktop PC management issues. Whether you have no in-house IT staff, a system administrator who perhaps licks the experience in some of the more specialized application or Operating System skills necessary today – or just have IT staff that are simply overloaded with work... Our Remote System Administration service provides a cost-effective, efficient solution. With our remote service, there is no need to add staff for Windows system administration, and the workload for your current staff can be reduced or redistributed to projects that more directly add to your company success.

Comprehensive System Monitoring and Reporting

The Remote System Administration service provides thorough, ongoing monitoring of your system using our enhanced administration framework. The White Mountain IT VSA (Virtual System Administrator) platform provides a fully integrated support environment, helping us to provide superior uptime and stability. Our technical specialists personally manage your system activity, using VSA to constantly monitor your systems, and provide immediate notification of trouble spots. Our monitoring systems track hundreds of metrics including Internet connectivity, login attempts and failures, critical error messages, performance and availability of specific systems and applications. Corrective action is implemented remotely or on-site whenever appropriate.

At scheduled times during the year, we will also review with you the status of your systems, offering capacity and resource recommendations based on what has been observed while your systems have been under contract. Regular reports document day- to- day system activity and give you insight into system usage and performance patterns. Reports include system trend analysis, call volume, downtime patterns, security break-ins, failed logins, system availability, load peaks, resource shortages, and performance measurements. Our technical specialists can use these reports to help you make the right decisions to optimize your IT investments.

System Administration Based on Your Business Needs

The Remote System Administration service lets you determine the best mix of on-site and remote administration for your unique needs. Your annual Remote System Administration contract is bundled with discretionary on-site system administration time. These are days that you can use whenever you need our engineers to perform tasks on-site. You can also purchase additional on-site days, at a special price, for such tasks as initial software installation, new system configurations, and major OS upgrades.

Remote System Administration is a comprehensive support solution. To provide a mixture of services that will best work for you, we base our recommendations on a thorough site assessment – before the sale. This helps us make a clear determination of your remote administration requirements and what preparations will be necessary to bring your site to a well-defined starting point. During the initial implementation, our engineers will discuss all steps of this process with you prior to beginning. Next, they will install the hardware and software necessary for remote administration, performing any reconfiguration required to bring all administered systems to a known state for easier monitoring and management. Configuration changes are documented and can be provided to you.

Service and Deliverables to Keep Your Systems Running Right

The Remote System Administration service provides critical tasks to keep your systems up and running. Our on-site implementation is crucial to this process. While our on-site engineer is on location, we will:

- Assess your site and systems, ensuring that OS levels comply with the remote management framework. Review system and network security policies and configuration.
- Bring systems to a known state, installing any applications, patches, or updates required, and removing or disabling software that might conflict with the remote management platform or optional antivirus platform.
- Build a site database containing your system configurations, applications, functionality and attributes
- Review our remote system administration procedures with you to make sure you have a full understanding of the service. This includes reviewing the service and support process, including how to create and manage support tickets Service Level Agreements and escalation procedures; use of discretionary on-site time, and specific parameters of your service agreement.

Our Service Speaks For Itself

99.4%	99.95%	97%	99%
CLIENT SATISFACTION	CLIENT UPTIME	MEET OR EXCEED SLA	CLIENT RETENTION

When you need Computer Support, or help with software and networking issues, Tech Support should be quick, responsive, and easy to communicate with.

We maintain our own full time **Technical Support** staff right here in Nashua New Hampshire and are committed to providing exceptional remote and onsite customer service, *every time you need us.*

We provide multiple ways to communicate with the help desk when you need help.

- Telephone call to the *tech support hotline*
- Email into our trouble ticketing system
- Secure portal for entering, viewing and updating tickets
- **Secure chat**, directly with a technician

All new tickets are triaged by our Service Coordinator who manages the workflow and assigns the next available, most appropriate technician to your ticket.

Our secure support portal is easily accessible with an icon in the task-bar and provides complete transparency into the help desk process and workflow. Users can see the status of their ticket, who is working on it, the technician's notes and scheduled resources. They can enter notes for the tech, including updates or any new information, directly into the ticket, and can even chat directly with the technician.

If you would like to be included in management oversight of the workflow, the portal also gives you the ability to approve or reject requests, and to bump up priority on any ticket, directly in the ticketing system.

If the work involves any changes to your systems or configurations, our staff will update our documentation portal with the new info to be sure that our records are always current, to ensure that our entire team has access to the latest knowledge and information about your systems.

99.4%

CLIENT SATISFACTION

We take user satisfaction seriously, included with EVERY ticket completion email, is a simple user satisfaction survey. We monitor, report and follow up on user feedback.
White Mountain **Help Desk Services** can be structured on a flat rate basis, where you have **unlimited access with no additional charges**, or you can choose to pay as you go and be billed in 15-minute increments as needed.

Remote Helpdesk Services Include:

- Maintenance of user accounts
- Installation of Front and Back Office software patches and maintenance releases
- File system management, managing software site licenses, and managing network client services on contracted systems
- Printer configuration and management
- Monitoring, with different configuration based on the PC or Server purpose
- Reporting – including, but not limited to: system administration activities, problems and corrective actions taken, and performance audits of your systems.
- Quarterly reviews of remote system administration status and your satisfaction
- Disk and swap space management, including configuring disk partitions and file systems, monitoring disk usage and defragmentation management.
- Assistance in the installation of third-party software.
- Identification and correction of problems in Windows operating system use, and the implementation of workarounds, where appropriate.

Discussion notes:

Each user will have access to our ticketing system via a custom portal.

- Custom help desk forms for easy problem reporting
- Ability to see any existing tickets and progress / notes
- Ability to Chat with the tech assigned to your ticket
- Notification of system wide issues, problems or updates

Tech Support Portal 15.6.1.0

Request support ▸ Create a New Ticket

White Mountain IT SERVICES

Service
- My profile
- Notifications 24
- Request support
- View tickets
- Approvals 0

IT Service Request Form

Ticket Summary

Problem Severity

Only I am affected, however I can do my job

Problem Category

- Virus and Malware
- Email Problems
- Line of Business Application
- Printing and Scanning
- Internet Access
- Network
- Phone and VoiceMail
- Other

Maximum Allowed: **250** characters. *Currently Used:* **0** *characters.*

Ticket Detail

Attach a File

Choose File No file chosen

Submit

Every trouble ticket is followed up with a survey link, so users can give us immediate feedback about how we are doing. They can add notes, or simply click the 'happy face' or 'sad face' icons. Any end user that clicks the unhappy button will get a call from our service manager within 15 minutes to discuss the problem and offer solutions to get this resolved. We take pride in our long-term helpdesk satisfaction rate of over 99%.

CSAT Notification

You've received a new positive CSAT reaction.

Reaction

Comment:	"It was handled SO quickly! Thanks Nick! "
Received:	11 Sep 2017 12:28 (EDT)
Status:	Open

Ticket

Ticket:	393746 - Mallory Price - Public Works - Cannot log onto Fuel Master - CPW33-
Company:	Town of [redacted]
Contact:	Mallory [redacted]
Resources:	nlareau
Board:	ManagedIT

View this reaction in SmileBack.

Domain Name Service (DNS) Services

One of the more obscure, but problematic issues that many companies face, especially when changing Internet providers, is DNS. We can make dealing with DNS changes and support relatively painless, but there are things you should know.

A DNS Primer:
DNS (Domain Name service) systems give users on the Internet a way of accessing services by name, rather than by number. Every time you go to a Website – www.google.com, for instance, your computer uses DNS to find the server (for instance, Google is 64.233.169.99).

More likely than not, your company already has a Domain name. This means that your email probably goes to 'yourName@yourCompany', rather than to another company like '@yahoo.com' Likewise, if you have a Website, your customers probably go to 'www.yourCompany.com' to get there.

The DNS system is made up of two pieces: Registrars and DNS Servers.

Domain Name Registrars are the companies that register domain names. These are the companies that you 'buy' a domain name from. They are responsible for:

- Making sure each Domain Name is unique
- Pointing requests to lookup servers on your Domain to the right DNS server.
- Billing DNS customers and tracking the 'owner' of domain names.
- Making sure that only the owner, or the people they have delegated responsibility to, have the ability to make changes to the Domain (For instance, which DNS server).

DNS Servers, on the other hand, hold the actual information for your Domain – for instance, the addresses of your Web and Email servers; and the name of the server that processes your email.

Why This Matters to You
When you ordered your Domain Name, you likely either did it through your Internet Service Provider (ISP), or through a previous IT Consultant. Unfortunately, this can cause some problems: If the domain is registered with your old consultant's name, it is possible (even if unlikely), that your old consultant could make changes that you would not approve of. This might affect whether you receive email, or where your Web address is pointed. Likewise, if the domain is registered with your Internet Service Provider, you could have problems if you change ISP's or added a second ISP.

Aside from these problems, for some of our services to work (for instance, failover Internet connections), we need to host your DNS record on our servers. This is much easier to do if your domain is registered through our account, or we are setup as the Technical Contact for your domain.

Things are much easier if you work through us to register (or re-register) your Domain: We can make sure that any changes that need to be made to the Domain are handled correctly, and we can handle Domain renewals. You certainly don't want to lose your Domain Name

because your Accounts Receivable person never paid a bill, because they were not familiar with the Registrar's name and once-every-three-year invoice. We have seen this happen on numerous occasions, and once lost, your Domain may be very expensive or impossible to restore.

This said, the process of changing your Domain registration can be tedious. As part of your White Mountain IT implementation, we will work with you to update each of your Domains, but this process can take time, and may require some information gathering and effort on your part. We will do whatever we can to make this process as easy as possible.

Discussion notes:

Domain: townsend.ma.us

- Domain expires 2/4/2020
- Currently hosted with piesky.com
- Missing SPF/DMARC DNS entries which helps stop some email spoofing
- No RBL blacklist entries found

7 Problems

Category	Host	Result	
http	ma.us	The remote name could not be resolved: 'ma.us' (http://ma.us/	More info
spf	ma.us	DNS Record not found	More info
dns	ma.us	DNS Record not found	More info
dmarc	ma.us	DNS Record not found	More info
mx	ma.us	No DMARC Record found	More info
mx	ma.us	DNS Record not found	More info
mx	ma.us	DMARC Quarantine/Reject policy not enabled	More info

Onsite Services

You will be assigned a primary point of contact for general IT issues; this member of the White Mountain IT team will be your IT Customer Service Manager. Your Customer Service Manager's primary role is to build and maintain relationships with Company management and the computer users that we will be supporting. This person acts as our "eyes and ears" onsite. They help facilitate support, perform basic auditing and documentation for your systems, and is tasked with the job of becoming intimately familiar with all aspects of computer use within your organization, and to document this information so that it is available to all the members of our team.

When users complain of a problem, he/she will often respond onsite to:

- Identify and verify the problem
- Address problem if within their technical capability or escalate the issue to the appropriate team member.
- Instruct user if user error or training issue
- Seek direction from client for priority
- Follow up to be sure user is "happy"

Your Customer Service Manager will visit your main site from time to time, even if there are no open issues. He will balance support time with proactive IT tasks such as auditing, documentation and upgrades. He or she will visit with key staff to be sure your IT systems are working well and that there are no problems. They also bring us feedback from the field to show how systems are being used and how they may be improved, based on feedback from your users.

In addition to the typical user requested onsite services such as, workstation service, setup, and troubleshooting, our team also performs proactive **onsite IT service** to help keep your infrastructure running and prevent problems from occurring in the first place.

Typical onsite IT services include support of various systems such as:

- Issues with network wiring and internet connections
- Wireless network design, installation, and support
- Network hardware such as firewalls, switches, and routers
- Servers, backup systems and power protection
- Desktop computers, printers, scanners and other hardware
- Physical security systems such as cameras and door control systems

All onsite requests are scheduled and triaged by our Service Coordinator who manages the workflow and assigns the next available, most appropriate technician to your onsite ticket.

Our secure support portal is easily accessible with an icon in the taskbar, and provides complete transparency into the service process and workflow. Users can see the status of their ticket, who is working on it, the technician's notes and scheduled resources. They can enter notes for the tech, including updates or any new information, directly into the live ticket.

If the *onsite I.T.* work involves any changes to your systems or configurations, our staff will update our documentation portal with the new info to be sure that our records are always current, to ensure that our entire team has access to the latest knowledge and information about your systems.

White Mountain *Onsite Services* can be structured on a flat rate basis, where you have **unlimited access with no additional charges**, or you can choose to pay as you go and be billed as needed.

Discussion notes:

Onsite support is included for issues with the servers, backup system, and firewall.

Consulting Services

Consulting Services are high-level technical services that may involve various White Mountain IT team members, including: your IT Manager, Network Engineers, Systems Analysts, NOC Specialists and Technology Consultants.

These services might include consulting on projects such as;

- Advanced troubleshooting of complex problems.
- Designing or updating infrastructure to help increase IT efficiencies, minimize downtime and to generally help avoid problems.
- Consulting to help determine best network designs and systems for standard IT functions such as redundancy, data backup, disaster recovery etc.
- Consulting on Line of Business application implementations.
- System integration or database reporting projects.

IT Investment Account

These types of consulting projects are most often implemented on a time and materials basis. However, if you have projects that you know are coming soon, you might want to look into an IT Investment Account.

By setting aside a pre-agreed monthly amount, you can create a bank of discounted consulting and support hours that you can draw against for larger projects. This gives you the option of creating a monthly 'budget' for IT projects, avoiding large one-time payments, and their associated approval process.

Discussion notes:

Consulting projects fall outside of our flat rate agreements.

IT Management Services

Information Technology at its best means more than a focus on the 'plumbing' of computers, servers, networks and applications. It means focusing on your business, and how to use technology to make your company more competitive and efficient.

IT Management Services provide higher level consulting and oversight with a focus of business issues rather than purely on technology. This is where we think about budget, ROI, proper use of systems and workflow – And at every turn, we ask "Why?" If the reason for a system is outdated and inefficient, we push to reconsider how things are done or how they could be improved. If a computer system or process does not help increase productivity, add profit or value to the business at some level, it should be re-evaluated. Likewise, if a system costs more to implement or support than the value that it brings to the business, it should be re-evaluated or scrapped.

You will be assigned an IT Manager from our staff that will be responsible for IT Management, as well as oversight of this agreement and the services provided. This will be your primary contact for major IT issues and projects.

In our role as IT managers, we:

- Meet with upper management at least quarterly
- Participate in vendor meetings and proposals
- Represent clients IT interests with all other vendors
- Help review any major technology investments or computer purchases
- Consult on how IT technologies might be better used to enhance or streamline your business processes
- Review effectiveness of our service and look for ways to improve

Discussion notes:

All standard IT management meetings and discussions are included as part of our services.

Our service management team has weekly meetings where we review reports, identify, and discuss issues such as:

- ***System failures, outages and problems of the prior week***
  - What caused the problem & how could it have been avoided
  - How well did we perform? (monitoring, alerting, reporting, responding, resolving)
  - What changes should we make to improve or change systems and process?
- ***Trend of the most frequently occurring problems per client and across all clients***
  - Categorize by type, frequency and severity
  - What is needed to avoid these issues? (staff training, user training, configuration or platform changes)
  - Best way to discuss and propose improvements with affected clients and users if needed
- ***Tickets flagged for review by clients, and by our tech team***
  - Customer satisfaction survey results
  - How could we have done better? (communications, training, better procedures?)
  - Did we follow best practices? client SOP's and internal procedures. If not why not?
- ***Projects that resulted in major changes to configurations or security systems***
  - Were all internal procedures followed (updated documentation, security review, alerting and monitoring systems etc.)
  - Review impact to client's workflow or systems (unintended consequences?)
  - Second review of security, NOC and backup systems
- ***Tickets and projects where we risked violating SLA or budget guidelines***
  - What went wrong?
  - How could we have done better?
  - What changes are we making to improve our performance (training, resources, systems, procedures)

In addition to weekly internal service management meetings, we conduct similar review meetings onsite with individual **Managed IT** clients. We can customize IT management plans and reports to meet each client's unique and changing needs. Working in cooperation with our Consulting team, and your internal department managers, this process can help identify areas where we can work together to help your staff increase efficiency and achieve the best use of your IT investments.

Third-Party Vendor Support Coordination

Giving your employees multiple places to call when they have problems, depending on the application, can make for a frustrating experience for everyone involved.

Often, it isn't straightforward where the actual problem lies, and who to call to help. Even more often, problems with a vendor's application can be solved much more quickly if your IT support team is involved.

As an added service, White Mountain IT can provide support coordination for agreed upon Line of Business (LOB) software applications, phone system vendors, and even your website hosting vendor.

This gives you:

- One number to call for all user issues
- A technical liaison to other vendors – especially as we become more familiar with the vendor and application
- Someone to track issues through to resolution
- A way to provide reporting and analysis of issues

Benefits

- One point of contact – easy to remember and hand off for all aspects of the issue
- Consistent communication – helps to expedite a resolution
- Increased efficiency – users do not have to wait on-line with software vendors during troubleshooting and resolution
- A trusted technical advisor to help 'watch-over' outside vendors, with your best interests in mind.

Discussion notes:

Data Backup and Disaster Recovery Services

White Mountain IT has a wealth of strategies to not only ensure that your data is backed up and protected – but that when disaster strikes, you get your business back up and running as quickly and headache-free as possible.

In order to ensure that your data is protected, we will work with you to design a backup system that fully meets your needs. This process will determine what information needs to be backed up, how often it needs to be backed up, how long it needs to be stored, what portion of the data needs to be copied offsite, even how fast you need to be able to have your data restored. We'll also determine which backup strategies best fit your specific sets of needs. For example:

- **Disk Backup.** Our advanced backup systems use disk-based backup with redundant disks. Not only is this faster and easier than tape-based systems, but when you factor in problems with backup tape and constant tape management, we find Disk-based backup is simply more reliable.
- **Offsite Backup.** Even the best backup system is of no use if you can't get to the data. Whether you have a disaster that destroys your business location, a local power outage, or a larger event – you need to have a copy of your data in a safe location. We have several options for the offsite storage you need to ensure your data lives on.
- **File Backup.** File-based backups are the traditional method for backing up your data, and are still the best method for quick restoration of individual files. File backups are not enough, however. Restoring a system with just a file backup would require reinstalling operating systems, device drivers and applications before your backed-up data files could be used.
- **Laptop Backup.** Laptops are a special case of backup. By their nature, laptops move off your network, and aren't always available for 'normal' backups. Enter the White Mountain IT laptop backup system. Our system works as a 'trickle' backup. Whenever your laptop user has Internet access, our system will use a portion of available network bandwidth to send file updates to our backup servers in the background – all without your laptop user needing to do anything. Of course, it's all encrypted and password-protected, so your data is secure **and** confidential. More, couple this with our image-based backups, and you have a solution to the problem of dropped or stolen machines. And if laptop data security is important to you, talk to your account manager about our options for locating stolen laptops, or even remotely-triggered data destruction.
- **Image Backup.** In addition to file backups, you need to have a quick way of restoring an entire system or server in the event of a failure. Image backups allow you to take a backup of everything on a computer: from operating system, to device drivers, to applications to data files. In some circumstances, images even allow you to restore your system to new or different hardware. Depending on your data, having an image backup can cut a desktop or server restore from a half day or more to an hour or two – especially in combination with Virtualization.
- **Virtualization.** An even more powerful tool for backup and disaster recovery is the use of virtualization to bring your systems back on line... fast. By using virtualization software, we can restore your system images as a virtual machine on our Backup Server. This means we can restore your server to last night's backup, and have it

running on your network in only an hour or so. This can happen remotely, even before your server hardware is repaired or replaced.

- **White Mountain IT Total Server.** If you have a White Mountain IT Total Server, your server is already running as a virtual machine. This means that your backup server is ready to launch your backup in a matter of minutes. From start to finish, we can have your server back on line from last night's backup – remotely, in 20 minutes or less!
- **Constant Data Protection.** If this still isn't good enough... if you can't afford to lose an hour's worth of data, and last night's backup just isn't sufficient – we have an answer for you, too. With our CDP backup, your server is backed up every 15 minutes, throughout the day. In the event of an emergency, we can have you running on your latest 15 minute backup in about an hour.
- **Offsite Restore.** Even our advanced backup servers may not be enough if you have a problem that shuts down your office. In the event of a disaster, we can restore your data to servers running at our White Mountain IT datacenter, and give you and your users remote terminal server access to your servers through our remote-access VPN servers. If your users have a computer, the Internet Explorer browser, and Internet access, we can give them limited access to your systems.
- **Disaster Recovery.** If you need more than simple remote access in the event of a disaster, we can even help you there. Our Account Managers can work with you to create a full disaster recovery plan. We will work with you to fully document your computer and non-computer systems. In the event of an emergency, we can help you implement a disaster recovery hot site, including computers with access to your servers and software, temporary phone systems, vendor and customer notifications, and help in prioritizing the steps to full business continuity.

Discussion Notes:

A 4TB Backup Server will be provided at each site, with a nightly offsite copy to our secure data center for the most recent backup set of all servers.

A backup set for each server consists of a full image of the server taken every 14 days and nightly incremental backups up until the next scheduled full backup.

Additionally, an encrypted backup will be added to all PC's and servers to Acronis Cyber Cloud platform.

Problem Reporting and Escalation Procedures

Because it is important that you always be able to contact us when you need help, we provide several ways to get in touch:

- Email to our automated ticket tracing system
- A Web-based portal – This generates a helpdesk ticket
- Telephone – Especially for critical or emergency issues.
- After hours emergency pager support – Voicemail messages left on our phone system page after-hours available staff with your message.
- Optional after-hours emergency cell phone support – for critical emergencies
- Optional custom telephone auto attendant help system:
  - Calls can be answered in your company name and may include menus specific to your internal systems and departments.
  - This system can route calls to your staff, to other outside vendors, or to White Mountain IT.
  - This integrates into our helpdesk system and can generate a ticket based on your phone call.
  - Depending on your phone system, we may be able to integrate this as an extension from your existing telephone system.

Once we are notified, in most cases, we can contact the user having the problem, and work with them remotely to resolve the issue. If the issue is complicated, or may require onsite work, we will dispatch a Technician, or your Account Manager may wish to become personally involved.

On the next page, you will find a diagram of our standard ticket handling and escalation process. Since every company is different, this is a starting point for a discussion of how best to handle issues based on your specific needs. Your Account Manager will work with you to refine items such as:

- How do specific types of issues get handled?
  - For instance: How are we notified of new users? What types of users are there, and what access to your systems should each have? What accounts need to be created for a new user? What information should be provided to a new user during orientation, and are our systems part of the orientation process?
- What systems are critical to your business, and how would you want issues involving those systems handled?
- Do you need optional custom Service Level Agreements, especially for mission-critical applications?
- Who do you want to notify for certain types of problems?
- How do you want us to handle after-hours tickets?
- Who do you want to have authority to create new tickets?

- For third-party supported applications, do you want to manage the support process, and/or create support tickets with those vendors?

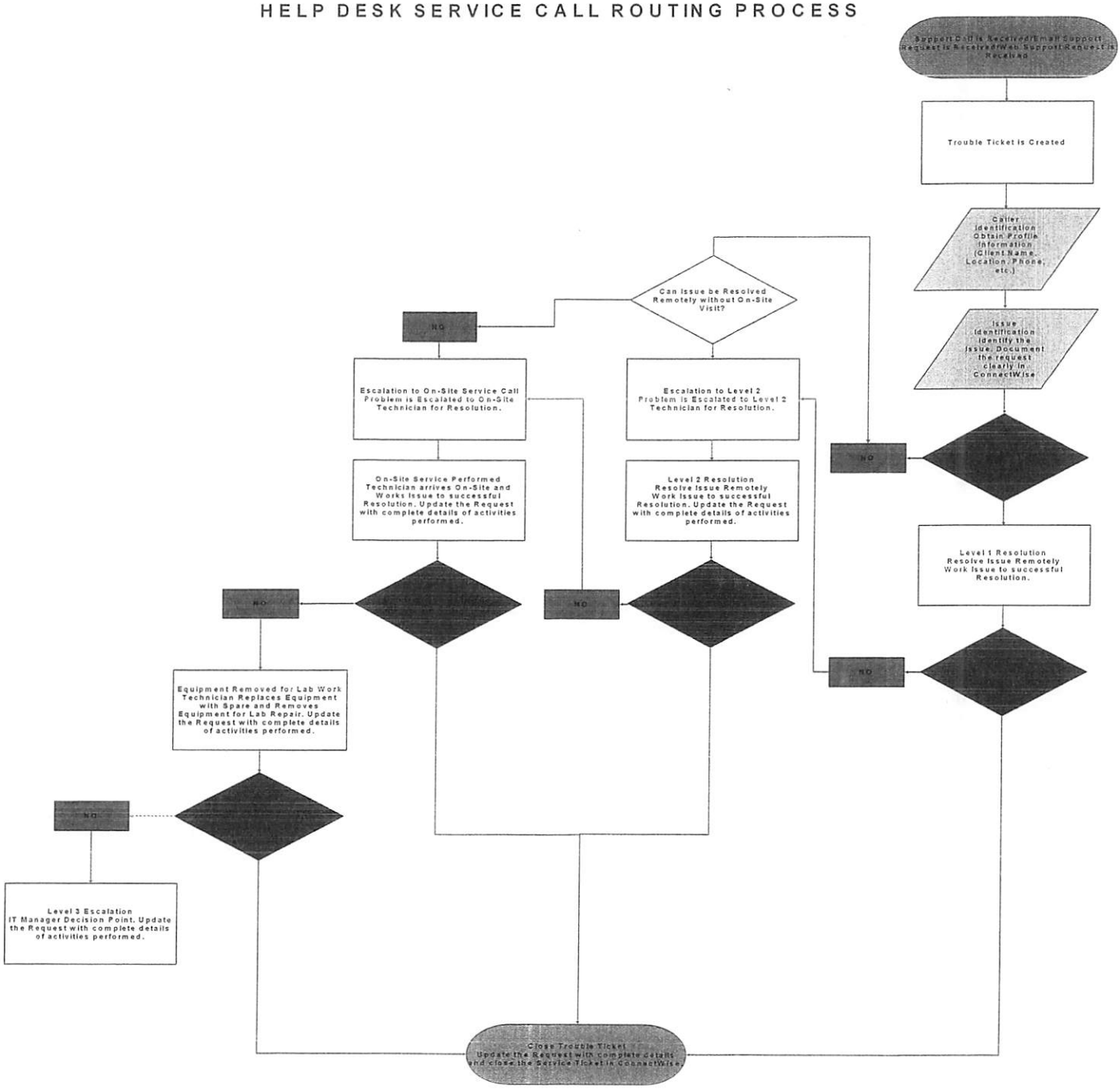
Discussion Notes:

Users will be able to enter support tickets directly via telephone, email, or custom helpdesk forms via the user portal.

Managers will have the ability to see all tickets and escalate via a 'fastrack' button in our portal.

Sample Support Ticket Handling Process

HELP DESK SERVICE CALL ROUTING PROCESS



With a Managed IT Service agreement from White Mountain, we create and maintain the documentation about your business that is needed to keep things up and running, and to provide exceptional customer service.

Examples of content that we maintain updated documentation on:

- Complete asset list, all hardware, software, and subscriptions
- Expiration dates for warranties, domains, certificates, hosting plans, etc.
- Domain names and hosting information
- Security configurations and procedures
- Network, WIFI, and server configurations
- ISP and telecom info
- Employee census and user IT profiles
- Workflow and key application profiles
- Knowledge base of all requests and work done, searchable by device or user
- Profile of all key vendors, contracts and agreements
- Data retention and backup plan
- Disaster Recovery and Business Continuity Plan
- Change Management logs and reports
- Incident Response reports for all critical incidents and outages
- Remote access configuration and policies
- Written Information Security Plan
- Encryption requirements and configuration
- Fail over plans for key systems
- Regulatory compliance requirements and audits
- IT Budget and Roadmap
- Client specific SOPs
- Client specific IT Policies

Managed Services Agreement
Appendix A

Response and Resolution Times

The following table shows the targets of response and resolution times for each priority level:

Trouble	Priority	Response Time*	Resolution Time*	Escalation Threshold
Service not available (all users and functions unavailable).	1	Within 1 hour	ASAP – Best Effort	1 hours
Significant degradation of service (large number of users or business critical functions affected).	2	Within 4 hours	ASAP – Best Effort	1 hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 24 hours	Within 3 hours	5 hours
Small service degradation (business process can continue, one user affected).	4	within 48 hours	Within 8 hours	8 hours

Support Tiers

The following details and describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3rd Party (Vendor) Support Engineers to resolve the most complex issues.

Managed Services Agreement
Appendix A (con't)

Service Request Escalation Procedure

1. Support Request is Received
2. Trouble Ticket is Created
3. Issue is Identified and documented in Help Desk system
4. Issue is qualified to determine if it can be resolved through Tier 1 Support

If issue can be resolved through Tier 1 Support:

5. Level 1 Resolution - issue is worked to successful resolution
6. Quality Control –Issue is verified to be resolved to Client's satisfaction
7. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 1 Support:

6. Issue is escalated to Tier 2 Support
7. Issue is qualified to determine if it can be resolved by Tier 2 Support

If issue can be resolved through Tier 2 Support:

8. Level 2 Resolution - issue is worked to successful resolution
9. Quality Control –Issue is verified to be resolved to Client's satisfaction
10. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 2 Support:

9. Issue is escalated to Tier 3 Support
10. Issue is qualified to determine if it can be resolved through Tier 3 Support

If issue can be resolved through Tier 3 Support:

11. Level 3 Resolution - issue is worked to successful resolution
12. Quality Control –Issue is verified to be resolved to Client's satisfaction
13. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Tier 3 Support:

12. Issue is escalated to Onsite Support
13. Issue is qualified to determine if it can be resolved through Onsite Support

If issue can be resolved through Onsite Support:

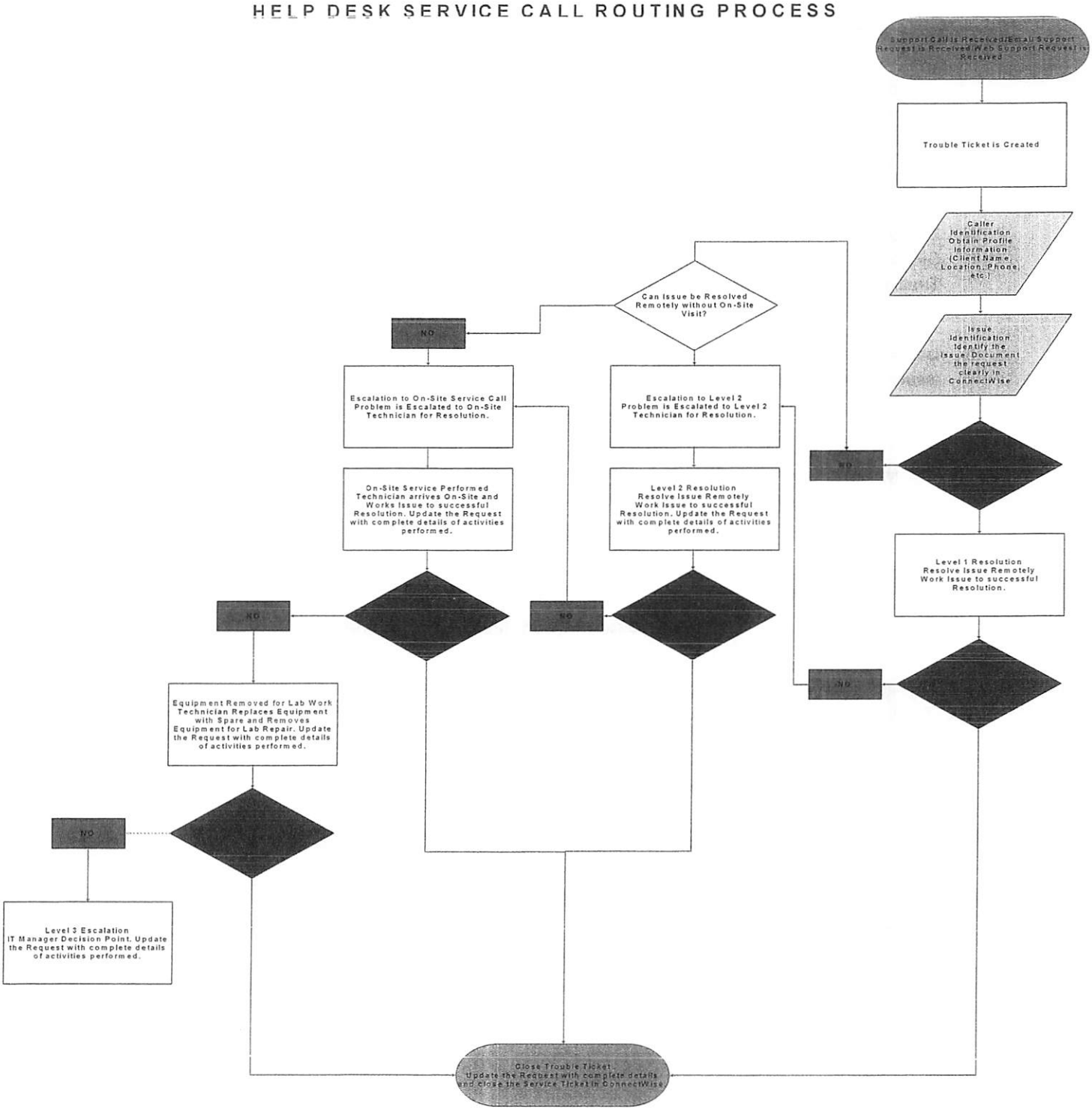
14. Onsite Resolution - issue is worked to successful resolution
15. Quality Control –Issue is verified to be resolved to Client's satisfaction
16. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Onsite Support:

17. I.T. Manager Decision Point – request is updated with complete details of all activity performed

Managed Services Agreement
Appendix A (cont)

HELP DESK SERVICE CALL ROUTING PROCESS



Managed Services Agreement
Appendix B

Managed IT Service Rates

Labor	Rate
Business Hours	
Remote PC Management/Help Desk 8am-5pm M-F	**$120 / hr**
Remote Network Management 8am-5pm M-F	**INCLUDED**
Remote Server Management 8am-5pm M-F	**INCLUDED**
24x7x365 Network Monitoring	**INCLUDED**
Onsite Labor for servers 8am-5pm M-F	**INCLUDED**
Onsite Labor for pc's 8am-5pm M-F	**$120/hr**
After Hours Weekday	
Remote PC Management/Help Desk 5:01pm-9pm M-F	Time plus one-half rate
Remote Network Management 5:01pm-9pm M-F	Time plus one-half rate
Remote Server Management 5:01pm-9pm M-F	Time plus one-half rate
Onsite Labor 5:01pm-9pm M-F	Time plus one-half rate
All Other Times (Weekend, Holiday, Exceptional Coverage)	
Remote Labor All Other Times	Double time rate
Onsite Labor All Other Times	Double time rate

Covered Equipment

Qty.	Device Description	Qty.	Device Description
1	Managed Servers	4	Managed Desktops
1	Managed Data Backup Server(s)	1	OpenDNS network protection
1	Managed Firewall(s)	3	Comprehensive Network Monitoring

Terry Walsh

From: Bradley Warren <bwarren@guardianinfo.com>
Sent: Thursday, January 30, 2020 3:09 PM
To: Terry Walsh
Subject: Re: Quote / Onsite Visit

Importance: High

Terry, thanx for your follow-up! Maybe I'll be bold and reach out to the TA, we've never met or spoken. Any advice? :) Any idea how the Town ended up with Wilson group?? (not familiar with them) Will the Water Dept ultimately be part of the Town's support plan?

On a second note, thank you for your time when Lance and Will came onsite last week. Per our state contracts (ITT50, ITS74, ITC46, etc) the cost to support your environment would be $449.95 / month. I would (please) like to request copies of all quotes you receive. Further detail regarding our services and costs are referenced in the above contracts. As I believe you're aware, Guardian Information Technologies, Inc. has been in business 24 years, 20 as an awarded state contract vendor, and we support multiple cities & towns across the state. (references available upon request) If you would like to move forward with Guardian, please respond affirmatively by next Friday, February 7, 2010. Please confirm receipt of this message. Thank you

All the Best
Brad

Bradley L. Warren
Chief Technology Officer
Guardian Information Technologies, Inc.
www.guardianinfo.com
bwarren@guardianinfo.com
(978) 840-1212 x109
(978) 840-1166 (fax)

Terry Walsh

From: Carolyn Smart <csmart@townsend.ma.us>
Sent: Tuesday, February 04, 2020 11:38 AM
To: Terry Walsh
Subject: FW: Agenda item

Sorry Terry, I replied to myself. See below.

From: Carolyn Smart [mailto:csmart@townsend.ma.us]
Sent: Tuesday, February 4, 2020 11:37 AM
To: 'Carolyn Smart' <csmart@townsend.ma.us>
Cc: James Kreidler <jkreidler@townsend.ma.us>; Brenda Boudreau <bboudreau@townsend.ma.us>
Subject: RE: Agenda item

I will talk to Jim, ...often we've published without the pay range.

This was the language regarding pay for the internal job posting for the Water Super: "This is a union position subject to collective bargaining, 40 hours per week with a full benefit package".

From: Carolyn Smart [mailto:csmart@townsend.ma.us]
Sent: Tuesday, February 4, 2020 9:56 AM
To: James Kreidler <jkreidler@townsend.ma.us>
Subject: FW: Agenda item

Should we publishing without a range?

From: Terry Walsh [mailto:twalsh@townsend.ma.us]
Sent: Monday, February 3, 2020 7:42 AM
To: 'Carolyn Smart' <csmart@townsend.ma.us>
Cc: 'Brenda' <bboudreau@townsend.ma.us>
Subject: RE: Agenda item

Okay...thanks. Would you recommend advertising without a pay range?

From: Carolyn Smart [mailto:csmart@townsend.ma.us]
Sent: Friday, January 31, 2020 9:14 AM
To: 'Terry Walsh' <twalsh@townsend.ma.us>
Subject: RE: Agenda item

Hi Terry,

Not sure on the pay range as the comp/class is almost done – I will ask Jim.

From: Terry Walsh [mailto:twalsh@townsend.ma.us]
Sent: Thursday, January 30, 2020 9:53 AM

To: 'Carolyn Smart' <csmart@townsend.ma.us>
Subject: Agenda item

Hi Carolyn:

The BOWC would like to move forward with the advertising for a new Superintendent. Can you add the Superintendent's job description to the next BOS agenda for approval. Additionally can they set a pay range?

Thanks for your help,

Terry

Theresa Walsh
Office Assistant
Townsend Water Department
540 Main St
WestTownsend MA 01474
978-597-2212
twalsh@townsend.ma.us

Theresa Walsh
10 Cedar Circle
Townsend MA 01469

January 23, 2020

Town of Townsend
Water Department
540 Main St
W Townsend MA 01474

Dear Board Members:

This letter serves to notify you that I will be resigning my position as Office Assistant for the Townsend Water Department.

As you know Brenda Boudreau, Office Administrator, will be out on medical leave starting July 8th, 2020 for up to 8 – 10 weeks. I would like to remain on staff to help facilitate the training of a new Assistant until Brenda returns from to work.

I will be reducing my time to approximately 10 hours/week once the new Assistant is hired.

It has been a pleasure working with all of you. Your confidence and support is most appreciated.

Warmest regards,

Terry Walsh

Terry

3.5

TOWN OF TOWNSEND
BOARD OF WATER COMMISSIONERS
APPLICATION TO ABATE OR ADJUST CHARGES

Name: Hannaford Account # 61625

Address: _____

Phone # _____ Email Address _____

Billing date _____

AMOUNT: $10.50 ABATEMENT [✓] ADJUSTMENT [ ] (check one)

REQUESTED BY: CUSTOMER [ ] OFFICE [ ] OTHER [ ] - if other please explain below: Accountant

Reasons: (please attached supporting documentation if applicable)

Cust asked to waive Late fee of 10.25
Late fee was paid 1st when payment was made
on 2/3/20

APPROVED [ ] DENIED [ ] (check one)

DATE: _____

TOWNSEND BOARD OF WATER COMMISSIONERS

_____

_____

_____

denied
2/5/20

Brenda

From: eric.gentilequant@engie.com
Sent: Monday, January 13, 2020 1:22 PM
To: water@townsend.ma.us
Subject: Late Fee

Dear Board of Commissioners,

For account #:61025 we wanted to know if the late fee of $10.50 could be waived as a one time courtesy.

Thank you.

Eric Gentile-Quant
Billing Specialist
eric.gentilequant@engie.com
T (509) 323-5842

ENGIE | ENGIE Insight

engieinsight.com

ENGIE Insight
1313 N Atlantic St Ste 5000
Spokane, WA 99201-2330
T (800) 767-4197

Please consider the environment before printing this message

ENGIE Mail Disclaimer: http://www.engie.com/disclaimer/

Townsend Water Department

PO Box 321 Medford MA 02155-0004 PH: 978-597-2212

CUSTOMER HISTORY 12/31/2006 to 02/04/2020

Acct: 61025 HANNAFORD FOOD SITE #8009 Home:(866) 322-4547
C/O ADVANTAGE IQ-MS1374 PO Box 2440 SPOKANE WA 99210 Current Balance: $5.33 ACTIVE
Loc ID: 61025 @ HANNAFORD MARKET TOWNSEND
Rte: 99 Seq.# 7040 Mtr S/N: 61841586 Dep:$0.00

Date	Code	Description	Previous	Present	Used	Charge	Payment	Balance
10/28/2019	WR	LOCKBOX For $651.50					37.50	964.00
10/28/2019	W07	LOCKBOX For $651.50					474.00	490.00
10/28/2019	BKFL7	LOCKBOX For $651.50					140.00	350.00
11/1/2019	LAT	Added on 11/1/2019				5.25		355.25
12/6/2019	LAT	Added on 12/9/2019				5.25		360.50
1/1/2020	W07	Read on 12/06/2019 (X100) RemMR	6,204	6,367	163	489.00		849.50
1/1/2020	WR	Unit Charge				37.50		887.00
1/1/2020	SPKL2	SPRINKLER				140.00		1027.00
1/2/2020	LAT	Added on 1/2/2020				5.25		1032.25
1/30/2020	WR	LOCKBOX For $677.00					37.50	994.75
1/30/2020	W07	LOCKBOX For $677.00					489.00	505.75
1/30/2020	LAT	LOCKBOX For $677.00					15.75	490.00
1/30/2020	BKFL7	LOCKBOX For $677.00					134.75	355.25
2/3/2020	BKFL7	LOCKBOX For $350.00					75.25	280.00
2/3/2020	SPKL2	LOCKBOX For $350.00					274.75	5.25
2/4/2020	LAT	Added on 2/4/2020				0.08		5.33

3.5

Brenda

From: eric.gentilequant@engie.com
Sent: Monday, January 13, 2020 1:22 PM
To: water@townsend.ma.us
Subject: Late Fee

Dear Board of Commissioners,

For account #:61025 we wanted to know if the late fee of $10.50 could be waived as a one time courtesy.

Thank you.

Eric Gentile-Quant
Billing Specialist
eric.gentilequant@engie.com
T (509) 323-5842

ENGIE | ENGIE Insight

engieinsight.com

ENGIE Insight
1313 N Atlantic St Ste 5000
Spokane, WA 99201-2330
T (800) 767-4197

Please consider the environment before printing this message.

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CUSTOMER HISTORY 12/31/2006 to 02/04/2020

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Loc ID: 61025 @ HANNAFORD MARKET TOWNSEND
Rte: 99 Seq.# 7040 Mtr S/N: 61841586 Dep:$0.00

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10/28/2019	W07	LOCKBOX For $651.50					474.00	490.00
10/28/2019	BKFL7	LOCKBOX For $651.50					140.00	350.00
11/1/2019	LAT	Added on 11/1/2019				5.25		355.25
12/6/2019	LAT	Added on 12/9/2019				5.25		360.50
1/1/2020	W07	Read on 12/06/2019 (X100) RemMR	6,204	6,367	163	489.00		849.50
1/1/2020	WR	Unit Charge				37.50		887.00
1/1/2020	SPKL2	SPRINKLER				140.00		1027.00
1/2/2020	LAT	Added on 1/2/2020				5.25		1032.25
1/30/2020	WR	LOCKBOX For $677.00					37.50	994.75
1/30/2020	W07	LOCKBOX For $677.00					489.00	505.75
1/30/2020	LAT	LOCKBOX For $677.00					15.75	490.00
1/30/2020	BKFL7	LOCKBOX For $677.00					134.75	355.25
2/3/2020	BKFL7	LOCKBOX For $350.00					75.25	280.00
2/3/2020	SPKL2	LOCKBOX For $350.00					274.75	5.25
2/4/2020	LAT	Added on 2/4/2020				0.08		5.33

3.6

January 8th, 2020

Hello,

I am writing in response to a letter you sent me regarding my claim in the amount of $153.00 for a damaged valve that you denied on 12/9/2019. I am requesting that you kindly reconsider this claim.

In your denial you highlight section 5.3: **"The Town of Townsend acknowledges no liability for the explosion, collapse or injury to hot water boilers or other connections resulting from the loss of water pressure or the shutting off of water from the street mains."**

I have 2 reasons for you to reconsider:

1. Precedent

It is clear that this damaged valve was due to sand in my water lines. When the water dept was doing work on the water line leading up to my home there were several times that they cut the pipe, put it back together, and ended up getting lots of sand in the water lines. At the time I was reimbursed for the immediate damage that occurred and there were very few appliances that were not impacted in my home. I'm not sure why my claim was approved before and now denied. I am simply looking for fair reimbursement for damage done by the water dept due to careless neglect during their work.

2. Reason/section cited does not apply

Section 5.3 only applies to shutting water off at the street mains. This claim is for work done on the water line to my house (not the street main) and was for gross neglect. I have lots of pictures of pebbles and sand that washed into all the lines in my house.

Please reconsider my claim as requested above for the reasons stated.

Thank you,

Jeff Whelan
8 Proctor Rd.
Townsend, Ma 01469
(978) 877-6379

TOTAL 3635.17

TOWNSEND WATER DEPARTMENT

540 Main Street West Townsend, Massachusetts 01474

Michael MacEachern, *Chairman* Nathan Mattila, *Vice Chairman* Todd Melanson, *Clerk*

Paul L. Rafuse,
Water Superintendent

(978) 597-2212
water@townsend.ma.us

December 9, 2019

Jeff Whelan
8 Proctor Road
Townsend MA 01469

RE: Account #61251

Dear Mr. Whelan,

At the meeting of the Board of Water Commissioners held on November 25, 2019; the Commissioners reviewed your request to reimburse you in the amount of $153.00. Unfortunately, the Commissioners could not comply with your request. Please refer to the rules and regulations enclosed.

If you have any questions, please feel free to call.

Sincerely,
THE BOARD OF WATER COMMISSIONERS

Michael MacEachern, Chairman
Board of Water Commissioners

/bb
Enclosure

Echo Knoll Construction Inc.

Kenneth Chaplin
6 Ball Road
Townsend, MA 01469
978-815-6994

Invoice

Date	Invoice #
2/12/2019	641

Bill To
Townsend Water Department 540 Main Street West Townsend, MA 01474

P.O. No.	Terms	Project

Description	Qty	Rate	Amount
Project: 8 Proctor Road			
Equipment move	1	250.00	250.00
Machine Time for removing frost and digging water line	8	150.00	1,200.00
~~5530 - Public Works.~~			
5300 - Proffessional Services		**Total**	$1,450.00

1/18/2019

Jeff Whelan **678.00

Six Hundred Seventy-Eight and 00/100**********

Jeff Whelan

Damage to Property/8 Proctor Rd

Jeff Whelan 1/18/2019

678.00

WCU Damage to Property/8 Proctor Rd 678.00

Jeff Whelan 1/18/2019

678.00

WCU Damage to Property/8 Proctor Rd 678.00

Townsend Water Department

PO Box 321 Medford MA 02155-0004 PH: 978-597-2212

CUSTOMER HISTORY 12/31/2006 to 01/14/2020

Acct: 61251 WHELAN JEFF Home:978-877-6379-j
8 PROCTOR ROAD T0WNSEND MA 01469 Current Balance: $0.00 ACTIVE
Loc ID: 61251 @ METER PIT 8 PROCTOR ROAD TOWNSEND
Rte: 99 Seq.# 7505 Dep:$0.00

Date	Code	Description	Previous	Present	Used	Charge	Payment	Balance
12/31/2006	W01	ADJ - DATA CONVERSION BALANCE				4.53		4.53
12/31/2006	LAT	ADJ - DATA CONVERSION BALANCE				-4.53		0.00
3/13/2007	W01	Read on 03/13/2007 (X100)	350	399	49	119.30		119.30
5/1/2007	W01	Unknown Type for 119.30					119.30	0.00
9/17/2007	W01	Read on 09/17/2007 (X100)	399	468	69	201.80		201.80
11/1/2007	W01	Unknown Type for 201.80					201.80	0.00
3/18/2008	W01	Read on 03/18/2008 (X100)	468	535	67	197.40		197.40
5/1/2008	W01	Unknown Type for 197.40					197.40	0.00
9/10/2008	W01	Read on 09/10/2008 (X100)	535	614	79	223.80		223.80
10/29/2008	W01	Unknown Type for 223.80					223.80	0.00
3/17/2009	W01	Read on 03/17/2009 (X100)	614	668	54	168.80		168.80
5/11/2009	LAT	Late Charge				4.53		173.33
5/11/2009	W01	Unknown Type for 168.80					168.80	4.53
6/5/2009	W01	Unknown Type for 4.53					4.53	0.00
9/17/2009	W01	Read on 09/17/2009 (X100)	668	772	104	278.80		278.80
10/27/2009	W01	Unknown Type for 278.80					278.80	0.00
3/1/2010	W01	Read on 03/11/2010 (X100)	772	824	52	164.40		164.40
4/20/2010	W01	Unknown Type for 164.40					164.40	0.00
10/1/2010	W01	Read on 09/20/2010 (X100) RemMR	824	948	124	372.00		372.00
10/1/2010	WR	Unit Charge				75.00		447.00
10/26/2010	W01	Check For $447.00					372.00	75.00
10/26/2010	WR	Check For $447.00					75.00	0.00
4/1/2011	W01	Read on 03/18/2011 (X100) RemMR	948	1,323	375	1125.00		1125.00
4/1/2011	WR	Unit Charge				75.00		1200.00
5/4/2011	DEMAN	Added on 5/4/2011				2.00		1202.00
5/4/2011	LAT	Added on 5/4/2011				17.85		1219.85
5/10/2011	W01	ADJ - BOC voted adj 5/9/11		769 85		-750.00		469.85
5/10/2011	LAT	ADJ - BOC voted adj 5/9/11				-17.85		452.00
5/10/2011	DEMAN	ADJ - BOC voted adj 5/9/11				-2.00		450.00
5/13/2011	W01	Check For $450.00					450.00	0.00
7/1/2011	W01	Read on 06/22/2011 (X100) RemMR	1,323	1,420	97	291.00		291.00
7/1/2011	WR	Unit Charge				37.50		328.50
8/1/2011	W01	Check For $328.50					216.00	112.50
8/1/2011	WR	Check For $328.50					112.50	0.00
10/15/2011	W01	Read on 09/22/2011 (X100) RemMR	1,420	1,467	47	141.00		141.00
10/15/2011	WR	Unit Charge				37.50		178.50
11/15/2011	W01	Check For $178.50					141.00	37.50

Townsend Water Department

PO Box 321 Medford MA 02155-0004 PH: 978-597-2212

CUSTOMER HISTORY 12/31/2006 to 01/14/2020

Acct: 61251 WHELAN JEFF Home:978-877-6379-j
8 PROCTOR ROAD T0WNSEND MA 01469 Current Balance: $0.00 ACTIVE
Loc ID: 61251 @ METER PIT 8 PROCTOR ROAD TOWNSEND
Rte: 99 Seq.# 7505 Dep:$0.00

Date	Code	Description	Previous	Present	Used	Charge	Payment	Balance
12/12/2018	WorkOrd	20180054 Get reading High Bill Complaint Questionable Meter Reading						0.00
12/13/2018	WorkOrd	20180056 Questionable Meter Reading LEAK						0.00
1/1/2019	W01	Read on 12/07/2018 (X100) RemMR	2,642	2,922	280	840.00		840.00
1/1/2019	WR	Unit Charge				37.50		877.50
2/5/2019	LAT	Added on 2/5/2019				13.16		890.66
3/4/2019	LAT	Added on 3/5/2019				13.16		903.82
3/13/2019	W01	ADJ - BOWC Adjustment 3.12.2019		737.32		-711.00		192.82
3/13/2019	LAT	ADJ - BOWC Adjustment 3.12.2019				-26.32		166.50
4/1/2019	W01	Read on 03/07/2019 (X100)	3,067	3,112	45	135.00		301.50
4/1/2019	WR	Unit Charge				75.00		376.50
4/23/2019	WR	Uni-Bank Deposit For $376.50					112.50	264.00
4/23/2019	W01	Uni-Bank Deposit For $376.50					264.00	0.00
7/1/2019	W01	Read on 06/11/2019 (X100) RemMR	3,112	3,158	46	138.00		138.00
7/1/2019	WR	Unit Charge				75.00		213.00
8/2/2019	LAT	Added on 8/6/2019				3.20		216.20
8/30/2019	WR	Uni-Bank Deposit For $216.20					75.00	141.20
8/30/2019	W01	Uni-Bank Deposit For $216.20					138.00	3.20
8/30/2019	LAT	Uni-Bank Deposit For $216.20					3.20	0.00
10/1/2019	W01	Read on 09/04/2019 (X100) RemMR	3,158	3,191	33	99.00		99.00
10/1/2019	WR	Unit Charge				75.00		174.00
10/18/2019	WR	Uni-Bank Deposit For $174.00					75.00	99.00
10/18/2019	W01	Uni-Bank Deposit For $174.00					99.00	0.00
10/31/2019	W01	Uni-Bank Deposit For $1.74					1.74	-1.74
1/1/2020	W01	Read on 12/06/2019 (X100) RemMR	3,191	3,224	33	99.00		97.26
1/1/2020	WR	Unit Charge				75.00		172.26
1/14/2020	WR	LOCKBOX For $172.26					75.00	97.26
1/14/2020	W01	LOCKBOX For $172.26					97.26	0.00

3.7

Theresa Walsh
10 Cedar Circle
Townsend MA 01469

Town of Townsend
Water Department
540 Main St
W Townsend MA 01474

Dear Board Members:

This letter serves to notify you that I will be resigning my position as Office Assistant for the Townsend Water Department.

I would like to remain on staff to help facilitate the training of a new Assistant. As you know Brenda Boudreau, Office Administrator, will be out on medical leave starting July 8th, 2020 for up to 8 – 10 weeks.

I will be reducing my time to approximately 10 hours/week.

It has been a pleasure working with all of you. Your confidence and support is most appreciated.

Warmest regards,

Terry

5.2

Brenda

From:	Rebecca McEnroe <becky@mcenroeconsulting.com>
Sent:	Tuesday, December 31, 2019 10:12 AM
To:	Calvin Brandford
Cc:	Danielle Teixeira; Louis A. Soracco; watertech@townsend.ma.us; waterdepartment
Subject:	Fwd: Water test
Attachments:	CHB EXCAVATING 119 MEADOW RD TOWNSEND, MA. 12-18-19.pdf; CHB EXCAVATING 119 MEADOW RD TOWNSEND, MA. 12-17-19.pdf

Hi Calvin,
The Townsend Water Department has reviewed the results of the water testing from the new water main on Meadow Rd that was installed by your company. The results are acceptable. Please return to the site to secure the plug in the tee with a thrust block and compacted soil in the excavation area and return site to existing conditions. As a reminder, the soil used to fill the pits cannot contain any ice snow or frost as it will not allow for acceptable compaction. Once that is complete we can then place the ne main into service. Please inform the Department as to your schedule so that we can oversee your work.
Thanks,

Rebecca McEnroe, P.E.
McEnroe Consulting LLC
406 Sugar Rd.
Bolton MA 01740
Becky@mcenroeconsulting.com
978-860-6667

From: Calvin Brandford <calvin@chbexcavating.com>
Date: December 27, 2019 at 9:13:31 AM EST
To: watertech@townsend.ma.us
Subject: Water test

Attached are the most recent water quality test results.

7.5

FISCAL YEAR 20 SUMMARY

TOWNSEND WATER DEPARTMENT - ACCOUNTS RECEIVABLE

January 31, 2020

UNCOLLECTED FROM JUNE 30, 2019				**89,610.77**
CHARGED	**07/01/19 01/31/20**	**1/31/2020**	**Previous Balance**	**Total**
	USER CHARGES	229,594.00	521,044.50	750,638.50
	SERVICE CHARGES	5,590.00	12,717.73	18,307.73
	CONNECTION CHARGES	0.00	6,000.00	6,000.00
	LATE CHARGES	1,543.74	11,370.07	12,913.81
	BACKFLOW	0.00	4,600.00	4,600.00
	SUBTOTAL	**236,727.74**		
	TOTAL CHARGES			**792,460.04**
				882,070.81
RECEIVED	**07/01/19 01/31/20**	**1/31/2020**		
	USER CHARGES	169,305.30	501,603.43	670,908.73
	SERVICE CHARGES	3,489.40	14,032.72	17,522.12
	CONNECTION CHARGES	0.00	6,000.00	6,000.00
	LATE CHARGES	1,278.25	9,153.92	10,432.17
	BACKFLOW	185.97	4,864.81	5,050.78
	SUBTOTAL	**174,258.92**		
	TOTAL RECEIPTS			**709,913.80**
SENT TO LIEN				26,436.35
LIENS COLLECTED				
ABATEMENTS				-79.00
ADJUSTMENTS				-2,047.96
AJD TO MASTER				
UNCOLLECTED				**147,847.62**
				882,070.81

OUTSTANDING:

USER CHARGES	138,010.46
SERVICE CHARGES	4,024.86
CONNECTION CHARGES	0.00
LATE CHARGES	5,650.39
BACKFLOW	161.91
TOTAL OUTSTANDING	**147,847.62**