



**TOWNSEND WATER DEPARTMENT**  
540 Main Street West Townsend, Massachusetts 01474

Michael MacEachern, Chairman  
Paul L. Rafuse,  
Water Superintendent

Nathan Mattila, Vice-Chairman

Todd Melanson, Clerk  
(978) 597-2212

Email: [water@townsend.ma.us](mailto:water@townsend.ma.us)

**WATER COMMISSIONERS MEETING MINUTES**

**May 14, 2019 – 5:30 P.M.**

**Water Department 540 Main Street, Meeting Room**

*[Handwritten signatures and initials]*

**I. PRELIMINARIES:**

- 1.1 TM called the meeting to order at 5:30 P.M. at 540 Main Street.
- 1.2 Roll call showed Todd Melanson, Clerk (TM) present and Vice-Chair Nathan Mattila, (NM) present via telephone and that Nathan will be participating remotely. Chairman, Michael MacEachern, (MM) was absent. Guest present: Pete Paldino of White Mountain IT Services, Nashua NH.
- 1.3 TM announced that the meeting is being audio recorded.
- 1.4 Chairman's additions or deletions. TM added to award the Meadow Road Water Main Replacement project to CHB Excavating in the Amount of \$173,490.00. Paul's recommendation is to move forward with the project. Paul feels arrangements can be made if the Town-wide paving project ballot vote passes. The Board reviewed the past job reviews of the lowest bidder and found no issues. **TM made a motion to award the Meadow Road Water Main Replacement Project to CHB Excavating in the amount of \$ 173,490.00. NM seconded. Unanimous vote.**

**II. MEETING BUSINESS:**

- 2.1 Discuss/sign letter of agreement between Brett King and the Townsend Water Department. Tabled
- 2.2 Meter Pit Letter. Tabled
- 2.3 List of outstanding touchpad accounts. Tabled. Discuss/Vote prices on computer backup. Peter Paldino from White Mountain spoke about the computer backup support. Pete explained that his company originally was told to just backup our system. White Mountain came into to assess the system and found the current system could be at risk. They did not feel comfortable just providing back up while the system was at risk. After the initial assessment White Mountain came back with an alternate proposal which would provide much more security for our computers and the SCADA system. Their new proposal was to replace the existing firewall, put in an onsite backup server, and change the current network configuration which had the SCADA system on a private network. **After much discussion NM made a motion to accept the proposal from White Mountain IT services to include the setup fee of \$1,500.00 and monthly maintenance fee of \$400.00. TM seconded. Unanimous vote.**

**III. COMMISSIONERS UPDATES AND REPORT:**

- 3.1 Todd brought up the issue of our financial breakdown of the Water Departments cross charges. DOR has informed TM that the document should be given to the Water Department to review at least 120 days before the Town meeting. The Board can then request the document to be reviewed by the DOR. TM would like to discuss this issue with the BOS and NM agrees and stated the he wants to make sure everyone is following proper procedure. To date the Board has still not received the agreement that Paul had requested from the Town Administrator. TM will contact the AG office to get a determination on the two boards meeting while in litigation appeal status.

**IV. WATER SUPERINTENDENT'S UPDATES AND REPORTS:**

- 4.1 None.

**V. OFFICE ADMINISTRATOR'S UPDATES AND REPORTS:**

5.1 The next BOWC meeting is scheduled for June 3, 2019.

5.2 Review and sign Bills Payable Warrants.

**ADJOURNMENT:**

NM moved to review reports and sign warrants out of session. Tm seconded. Unanimous vote.

NM voted to adjourn the BOWC meeting at 6:23 P.M. TM seconded. Unanimous vote.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Brenda Boudreau', with a long horizontal flourish extending to the right.

Brenda Boudreau

Office Administrator

Townsend Water Department



2.1

**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

Tel: (978) 597-2212

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May 7, 2019

Brett King  
King's Material Corporation  
P.O. Box 692  
Townsend, MA 01469

Re: Payment Agreement

Dear Mr. King,

At the Board of Water Commissioners meeting held on May 6, 2019 Superintendent Rafuse brought to the Board's attention for consideration a proposal from you regarding costs the Water Department owes you for work you performed during the service installation at 65 Warren Road. It is the Board's understanding through your conversation with Superintendent Rafuse that you propose to construct a building on Scales Ln. for your business and that you plan on installing a sprinkler line. You inquired to Mr. Rafuse if there were any fees associated with the installation of the sprinkler line and Mr. Rafuse informed you that there is a \$3,000.00 connection fee. At that time you proposed to Mr. Rafuse if the Water Department would consider waiving the connection fee in lieu of the Water Department paying you for the service installation at 65 Warren Road.

After careful consideration the Board of Water Commissioners has approved your request upon both parties signatures to this agreement..

The undersigned parties representing the Townsend Water Department and King's Material Corporation agree that the Townsend Water Department will waive the \$3,000.00 Connection Fee for the installation of a sprinkler line to property owned by Brett King, President of King's Material Corporation on Scales Ln. in lieu payment of the remaining costs owed to King's Material Corporation by the Water Department associated with the work to install water service at 65 Warren road.

\_\_\_\_\_  
Mike MacEachern, Chairman Board of Water Commissioners

\_\_\_\_\_  
Date

\_\_\_\_\_  
Brett King, President King's Material Corporation

\_\_\_\_\_  
Date

05/07/2019

Townsend Water Department  
Meter Reader's List  
From Route 20 () to Route 20 ()  
Active Only

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p.

Route/ Sequence #	Acct # Customer Name	Meter Serial #	Address	Service	Reading
20	61323			W01 - Prev Rdg: 829	
	240 HOLMES KEITH		32 EMERY ROAD	Last Usage: 12	Active
20	61077			W01 - Prev Rdg: 805	
	310 HAGAR PHILLIP		91 MAIN STREET	Last Usage: 12	Active
20	60065			W01 - Prev Rdg: 665	
	650 ARNOTT EST OF WILLIAM		371 MAIN STREET	Last Usage: 5	Active
20	60867			W01 - Prev Rdg: 765	
	700 KAO WILLIAM		21 SOUTH STREET	Last Usage: 20	Active EST.
20	60550			W01 - Prev Rdg: 1439	
	740 PAFF CURTIS L.		8 BOW STREET	Last Usage: 11	Active
20	60300			W01 - Prev Rdg: 605	
	810 ORDWAY ROBERT		40 WEST ELM STREET	Last Usage: 6	Active
20	61532			W01 - Prev Rdg: 284	
	870 COOPER GEORGE		17 EDWARD ROAD	Last Usage: 4	Active
20	61044			W01 - Prev Rdg: 773	
	987 DIMOPOULOS YESENIA		2 SHIRLEY ROAD	Last Usage: 11	Active
20	61414			W01 - Prev Rdg: 2285	
	1160 WOLFGANG DAVID		1 PEACH LANE	Last Usage: 24	Active
20	60351			W01 - Prev Rdg: 3063	
	1350 PICARD LIONEL J.		112 OLD TURNPIKE ROAD	Last Usage: 20	Active
20	61282			W01 - Prev Rdg: 2129	
	1560 KING GEORGE P.		89 WALLACE HILL ROAD	Last Usage: 25	Active
20	60848			W01 - Prev Rdg: 1103	
	1690 DUBOIS ROCK		22 ELM STREET	Last Usage: 8	Active
Number of Accounts:		12			

Cameron Enterprises, Inc.  
d/b/a CEI Systems & Technologies



31 Merrill Rd  
Goffstown, NH 03045  
(603) 471-1896  
[pc@ceisystems.com](mailto:pc@ceisystems.com)

05/02/2019

Paul Rafuse  
Townsend Water Department  
540 Main Street  
Townsend, MA 01474

Paul,

It was a pleasure talking with you this morning. Below is everything we spoke of today and the prices for the services if monthly and for the hardware and or labor if 1time.

#### Monthly Maintenance Line Items

Qty	Item Description	Per Month Price	Net Amount
1	Ctera EC200 Cloud Gateway Device & License – 36 month Contract	\$ 120.00	\$ 120.00
	Onsite & Remote Backup Disaster Recovery		
4	Computers –receiving the following protection:	\$ 35.00	\$ 140.00
	Windows Patches & Security Updates		
	3 <sup>rd</sup> Party Patches & Security Updates (ie: Adobe, Java, etc.)		
	Cyber Security Endpoint Management & Protection		
	Remote Management & Support		
1	Sophos XG 115 Firewall / Router / VPN – 36 Month Contract	\$ 76.00	76.00

#### One -Time Hardware Purchase

Qty	Item Description	Price	Net Amount
1	Araknis 110 16 Port Switch	\$ 239.95	\$ 239.95
4	Ctera Backup Setup & Config per workstation	\$ 65.00	\$ 260.00
2	Enterprise Class 4 TB Hard Disk	\$ 250.00	\$ 500.00
1	2 TB NAS (Network Addressable Storage) file storage for each of the workstations to save their data to. To replace your existing File Storage.	\$ 289.00	\$ 289.00

Thank you for the Opportunity,

PAT CAMERON  
[pc@ceisystems.com](mailto:pc@ceisystems.com)  
(603) 471-1896





## Townsend Water - Network Reconfiguration -Scope of Work

### Overview and Costs

This Scope of work outlines the immediate actions that will be taken to stabilize the current network infrastructure, replace existing equipment, maintain Security and implement systems management throughout.

The cost for services as described below has been estimated at 8 hours of labor and will require the purchase of a server. White Mountain IT Services reserves the right to bill for additional labor caused by unexpected problems, time overages, and delays. Costs of the project not already approved consist of:

Hardware to be Purchased and owned by Townsend Water:

Windows Storage Server with 4TB of Space	\$999.00
Sophos XG 115 Firewall	\$599.00
<b>Hardware Total</b>	<b>\$1598.00</b>

### Addendum to Monthly Service agreement

With the addition of a server, the original service plan presented will be updated to the following, please refer to the "Managed Services Workbook" for details:

		Qty	Setup	Monthly	Tot Setup	Total /m
<b>Managed Servers</b>		1	\$960	\$99	\$960	\$99
	Managed Billable support agreement on Windows Storage Servers					
	<ul style="list-style-type: none"> <li>Monitoring, AV and Patch Management only</li> <li>Remote Support only – Billable in 15min Increments</li> </ul>					
<b>Servers Included:</b>	<b>New Windows Storage Server</b>					

## Townsend Water - Network Reconfiguration -Scope of Work

	Qty	Setup	Monthly	Tot Setup	Total /m
<b>SCADA System – T &amp; M only</b>	1	\$960	\$0	\$960	\$0
	<p>Non-Managed Billable support agreement on Windows Workstations running SCADA Server.</p> <p>Setup Charges for Isolated network configuration and Remote Access via Sophos XG.</p> <ul style="list-style-type: none"> <li>All ongoing work is billable. Client requested Support only.</li> </ul>				
<b>Servers Included:</b>	<b>TOWNSEND SCADA1, SCADA2</b>				

	Qty	Setup	Monthly	Tot Setup	Total /m
<b>Managed Firewall XG115</b>	1	\$250	\$99	\$250	\$99
	<p>Sophos XG115 or better to Replace existing Firewall</p> <ul style="list-style-type: none"> <li>Unlimited support with labor</li> <li>Managed Enterprise Guard License <ul style="list-style-type: none"> <li>Gateway AV scanning of transfers</li> <li>Intrusion prevention service</li> <li>Website content filtering (blocking base on category)</li> <li>Advanced application control (Eg: blocking bittorrent apps)</li> <li>Secure 2 factor remote access SSL-VPN Portal</li> </ul> </li> </ul>				
<b>Subscriptions:</b>	Qty	Setup	Monthly	Tot Setup	Total /m
<b>Enterprise Guard License</b>	1	\$0	\$14	\$0	\$14
				<b>Tot Setup</b>	<b>Total /m</b>
				<b>\$250</b>	<b>\$99</b>

## Townsend Water - Network Reconfiguration -Scope of Work

	Qty	Setup	Monthly	Tot Setup	Total /m
<b>Managed Backup Service</b>	1	\$699	\$199	\$699	\$199
<b>WMIT owned and supported existing backup service</b> <ul style="list-style-type: none"> <li>• Unlimited support, labor, and hardware service</li> <li>• <b>4 TB RAID</b> disk array</li> <li>• File backup of desktops – <b>10 desktops</b> included</li> <li>• Image and file backup of servers – <b>1 server</b> included</li> <li>• <b>Offsite</b> storage included</li> </ul>					
<b>Options:</b>	Qty	Setup	Monthly	Tot Setup	Total /m
Additional Servers Backed up	0	\$300	\$40		
Additional PCs Backed Up	0	\$150	\$30		
Additional Offsite Storage	0	TBD	TBD		
PC Images**	0	\$99	\$10		
				<b>Tot Setup</b>	<b>Total /m</b>
				<b>\$699</b>	<b>\$199</b>

	Qty	Setup	Monthly	Tot Setup	Total /m
<b>Software licensing for PCs</b>	4	\$0	\$10	\$0	\$40
<b>Licensing for management and security software for each PC:</b> <ul style="list-style-type: none"> <li>• One license of the WMIT Virtual System Administrator</li> <li>• One license for Sophos Enterprise Antivirus and Anti-Spyware</li> <li>• Windows patch management &amp; updates</li> <li>• All labor for setup and management of this software is included</li> </ul>					
				<b>Tot Setup</b>	<b>Total /m</b>
				<b>\$0</b>	<b>\$40</b>





## Townsend Water - Network Reconfiguration -Scope of Work

	Qty	Setup	Monthly	Tot Setup	Total /m
<b>OPTIONAL: Gold support plan for office PCs</b>	4		\$25		\$100
The gold support plan for PCs in the main office is \$25/month per PC and includes: <ul style="list-style-type: none"> <li>Unlimited remote support all PCs</li> </ul>					
				<b>Tot Setup</b>	<b>Total /m</b>
				<b>\$0</b>	<b>\$100</b>

### Summary

	Qty	Setup Labor	Monthly	Tot Setup Labor	Total /m
<b>Managed Windows Servers</b>	1	\$480	\$99	\$480	\$99
<b>Managed 4TB Backup Server</b>	1	\$699	\$199	\$699	\$199
<b>Non-Managed SCADA System</b>	1	\$960	\$0	\$960	\$0
<b>Managed Firewall XG 115</b>	2	\$250	\$113	\$250	\$113
<b>Workstation Support</b>	4	\$0	\$10	\$0	\$40
<b>Gold Helpdesk – Unlimited Remote</b>	4	\$0	\$25	\$0	\$100

	Setup Labor	Monthly
<b>Total IT Services Proposed – Standard Charges</b>	<b>\$2389</b>	<b>\$541</b>

## Expectations and Deliverables

Upon completion of this project, client expects the following to have been accomplished:

Client wishes to utilize White Mountain IT Services for the following:

- Installation of Windows Storage Server on client network to replace current open source file server on outdated PC hardware
- Installation of backup system and server for PC imaging.
- Installation of Sophos Advanced Endpoint software on each PC.
- Installation of Sophos XG series firewall.
- Setup of secure remote access
- Reconfigure Current Wireless network for secure access to LAN and Guest access to Internet.
- Setup of Remote Monitoring Agent on all PC's in network

## SCADA Network:

As part of this Scope of Work the following changes will be made on the SCADA Network:

- 1) The 2 currently on-line SCADA Servers will be reconfigured as a Primary and offline Secondary
- 2) An Isolated Network will be created for remote access via SSL VPN behind 2 factor Authentication Portal
- 3) The SCADA network will consist of the two Servers 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 Firewall authentication
- 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.**

## Oversight

### Project Management

- White Mountain IT Services will manage the project resources and tasks to complete this statement of work



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## Townsend Water - Network Reconfiguration -Scope of Work

### Prerequisites

The following must be completed before White Mountain IT Services can begin work:

- Written approval to the above scope of work
- Definition of who our site contact will be
  - This site contact will need to be available to coordinate White Mountain IT Services resources
  - White Mountain IT Services will supply client with who the engineer and project manager will be
- Confirmation that all responsibilities in this scope of work have been addressed

### Change of Scope

Any change made to the scope of work must be accompanied by a written request by the client and will be addressed on a Time & Materials basis above and beyond the estimated labor.

### Acceptance of Agreement

By signing this agreement, you accept all the provisions in this document. Payment for work completed based on this agreement will be invoiced as per the terms and conditions set forth in this document.

  
Authorized Signature

6-5-19  
Date Signed