



TOWNSEND WATER DEPARTMENT
540 Main Street West Townsend, Massachusetts 01474

Nathan Mattila, *Chairman*
(978) 597-2212

Todd Melanson, *Vice-Chairman*

Michael MacEachern, *Clerk*
Email: water@townsend.ma.us

WATER COMMISSIONERS MEETING MINUTES

May 18, 2020 – 6:00 P.M.

Water Department 540 Main Street, Meeting Room

NOTE REGARDING ACCESS AND PARTICIPATION

Governor Baker declared a State of Emergency to respond to COVID-19 on March 10, 2020 and ordered a suspension of certain provisions of the Open Meeting Law M.G.L. c. 30A, s 20 on March 12, 2020. The Board of Selectmen closed the town offices, including boards and committee meetings consistent with the Governor's March 12th order, to public access to promote social distancing and reduce the spread of COVID-19. The Board of Water Commissioner's meetings will not be open to the public for physical attendance until further notice. The meeting will be available on Zoom. **Join Zoom Meeting**

<https://us02web.zoom.us/j/86204676082>

Meeting ID: 862 0467 6082. Please log in Monday May 18, 2020 at 6:00 P.M. to participate.

I. PRELIMINARIES:

- 1.1 TM called the meeting to order at 6:00 P.M. Zoom Remote meeting.
- 1.2 Roll call showed members present: Todd Melanson, Vice-Chair (TM) and Michael MacEachern, Clerk (MM). Nathan Mattila, Chairman (NM) arrived at 6:15 p.m. as he was having difficulty getting online remotely. Citizens Present: Don Klein-Selectman, Beth Faxon, Ryan Lapierre and Rebecca McEnroe.
- 1.5 Chairman's additions or deletions. None.
- 1.6 Approve meeting minutes of May 4, 2020. **MM motioned to approve the meeting minutes of May 4, 2020. TM seconded. Unanimous vote.**
- 1.7 Review correspondence. None

II. APPOINTMENTS-VOTES MAY BE TAKEN

2.1

III. MEETING BUSINESS-VOTES MAY BE TAKEN:

- 3.1 Discuss meeting with TA/Union Rep to discuss weekend overtime/comp time expectations. Tabled
- 3.2 Clarify issue of shopping during work hours. The Board was asked whether or not if it was allowed for the only technician on duty to leave town with the utility truck to purchase clothing for two employees, during working hours, while the other technicians are at home during Covid-19. It was also stated that all of the staff is new and we do not have a Superintendent on site to approve day to day procedures which is why clarification was requested. TM reported he had spoken to the foreman and was told that the clothing company had been closed during the pandemic and an appointment was needed to meet and purchase clothing. TM stated that he would approve it due to those reasons. The Board also asked the foreman to create a standard operating procedure manual (SOP) for the operating staff. The Board would like to review it at the next meeting.
- 3.3 Discuss Cross Charges. Tabled
- 3.4 Discuss the alternate ways to hold the public hearing on June 3, 2020. The Board was thinking of sending postcards to the customers with the change in procedure. We would also need to upgrade the Zoom account. The Board thought that maybe John Barrett would moderate the meeting. Becky will put together a presentation for the board to review.
- 3.5 Discuss Lock Brook Run extension (top of West Meadow Road). Becky reported the Planning Board decision in 2008 required the owner to do an impact study. Becky reported that the fire flow that was performed previously was done with the Main Street pumps on. She would like to recreate the test with the pumps off to ensure there is enough fire flow to support the project. She will get together with Ryan to run the test at a later date. Becky will send the new testing information to the developer and the fire department.

3.6 Discuss/vote to approve candidate for Office assistant position. TM motioned to approve Mistie Demazure for the position of Office Assistant.

IV. COMMISSIONERS UPDATES AND REPORTS-VOTES MAY BE TAKEN:

4.1 The Board discussed the letter sent to the water department regarding the condition of Meadow Road. Becky will call the homeowner to update him with the plan moving forward. Becky will call the contractor to finish the project. Nathan stated that the homeowner has been going through the hardship for to long.

V. INTERIM SUPERINTENDENTS/FOREMANS UPDATES AND REPORTS-VOTES MAY BE TAKEN:

5.1 Update on Master Plan. Rebecca received the Master Plan from Tighe & Bond. Becky will review and update the Board at the next BOWC meeting.

5.2 Update on Main St. Water Main Project. Rebecca reported that Shepco has been seed and looming the damaged lawns. Rebecca stated that their contract mandates their upkeep of the landscaping for six months after the project. Rebecca went to view the driveway at 520 Main Shepco is working with the homeowner to resolve the issue and they want to use infrared process.

5.3 Review Contract approval process. Tabled

5.4 Discuss returning Water Technicians to their normal/increasing work schedules. The water techs have been alternating days during the pandemic to avoid them from getting Covid. Todd reported that we needed to follow guidelines and have the right equipment on hand e.g. Masks, cleaning products and a no contact thermometer. Brenda will purchase one for the department. They need to social distance while working. They should not be driving together in the same car and staying 6 feet apart whenever possible. The office will remain closed to the public. They hope to begin work on Tuesday, May 26th.

VI. OFFICE ADMINISTRATOR'S UPDATES AND REPORTS:

7.1 The Board scheduled the next BOWC meeting on Monday, June 1, 2020.

7.2 The Board reviewed and sign Bills Payable Warrants.

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

7.4 The Board reviewed the Accounts Receivable Report.

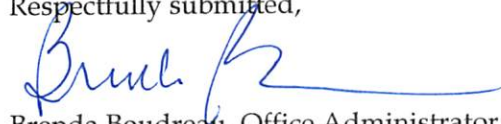
7.5 The Board reviewed year to date expenditures.

ADJOURNMENT:

TM motioned to review and sign bill payable warrants and reports out of session, MM seconded.
Unanimous vote.

NM declared that the Board of Water Commissioners meeting is adjourned at 7:55 P.M.

Respectfully submitted,



Brenda Boudreau, Office Administrator
Townsend Water Department

The Townsend Water Department is inviting you to a scheduled Zoom meeting.

Topic: Board of Water Commissioners Meeting

Time: May 18, 2020 06:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/86204676082>

Meeting ID: 862 0467 6082

One tap mobile

+16468769923,,86204676082# US (New York)

+13017158592,,86204676082# US (Germantown)

Dial by your location

+1 646 876 9923 US (New York)

+1 301 715 8592 US (Germantown)

+1 312 626 6799 US (Chicago)

+1 408 638 0968 US (San Jose)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

Meeting ID: 862 0467 6082

Find your local number: <https://us02web.zoom.us/j/86204676082>



TOWNSEND WATER DEPARTMENT
540 Main Street West Townsend, Massachusetts 01474

Nathan Mattila, Chairman
Rebecca McEnroe
Interim Water Superintendent

Todd Melanson, Vice Chairman

Michael MacEachern, Clerk
(978) 597-2212
water@townsend.ma.us

May 12, 2020

Mistie Demazure
541 Main Street
West Townsend MA 01474

Dear Mistie,

The Townsend Water Department and Board of Water Commissioners are pleased to offer you the position of Office Assistant. This position is a 30 hour per week position, Monday-Friday 9:00 A.M. to 3:00 P.M. Your rate of pay will begin at \$17.34 per hour which includes a full benefits package.

Attached please find your union contract and job description for review. Your start date will begin 14 days after the Board of Selectmen approve your hire.

Please confirm your acceptance of this offer by signing and returning this letter. We are excited for you to join the Townsend Water Department staff! Please feel free to contact me if you have any questions.

Sincerely,

Brenda Boudreau,
Office Administrator
Townsend Water Department

Mistie Demazure

5/13/20

Date

To the Townsend Board of Water Commissioners:

We are Kathy Murphy, homeowner, and Joe Wasile from 43 Meadow Road. We would like to address the work that has been done on Meadow Road and the current condition of the driveway and roadway along our property line.

For years we have had to replace the dirt and gravel at the end of the driveway after a hard rainfall. The road above the driveway is being undermined due to water rushing down on our side and washing away, not only the side of the road, but also the end of the driveway. We have in the past brought it to the attention of the highway department but nothing was ever done to fix it.

To solve part of the problem we had the driveway hot topped with a wide apron where the driveway meets the road. That solved the washout at the end of driveway, but we still had to contend with the washout of dirt and rock along the property line.

Just after Labor Day 2019 the end of our new driveway was dug up due to the need to replace the water pipe along the wetlands on Meadow Road. Plates were placed seemingly haphazardly over the hole between the end of the driveway and the road, and the mailbox was moved. 2 large orange and white barrels and 8 orange and white cones were placed in the area as a warning. We expected the inconvenience to be a few weeks or so. After three months we were told that the work just needed to be inspected.

We leave for work by 5:45 every morning. It became difficult to navigate the barrels, cones and plates while backing out of the driveway in the dark. We began backing in at night, which was still tricky, so that we could drive out in the morning.

Days before the first snow in December, the plates were removed, and the hole was filled in. Some of the barrels and cones remained. We were told it was necessary to remove the plates as trucks could not plow with the plates in place. At that time, a large tractor was left on the side of the driveway where it remained for weeks obstructing the view of cars coming from Route 13. This made exiting the driveway even more difficult.

Because the work area extended into road, the plow trucks had to go around it. We were forced to shovel snow 2 feet beyond the end of driveway. When the tractor was finally removed, it had to be plowed out.

Now spring is nearly over and still we have not seen any progress made. One side of the driveway at the road has a hole about a foot deep and 3 feet in diameter. The lawn on both sides of the driveway is sand and rocks. The rainwater continues to undermine the road above the driveway and to run down the property line now into the 3-foot diameter hole, which causes it to settle and sink. And, to protect the driveway from damage, we rake the dirt and rocks in the hole.

We need these issues to be resolved. Although there is only 1 orange and white cone currently in the yard, it is nevertheless a designated work area. We need the roadwork completed, the driveway repaired and the front yard to be a yard again. Please address these issues as soon as possible. Thank you.

Kathleen Murphy and Joseph Wasile May 18, 2020

COVID-19 operating procedures for the Townsend Water Department starting 3/23/20 updated 5/19/20

Policy on assisting customers with water quality or pressure issue or access to the home

The Department staff will only enter a home if there is a water meter emergency or to put the 8 meters back online for those 8 customers that had their meters removed due to the house being vacated during the winter.

If a staff member must be inside of a home for the above mentioned reasons please ask the following questions:

- 1) Have you had contact with anyone with confirmed COVID-19 in the last 14 days?
- 2) Have you experienced a fever greater than 100 degrees, difficulty breathing or cough in the last 14 days?
- 3) Are you or anyone in your household currently under self-quarantine for symptoms associated with COVID-19?
- 4) Have you or anyone in your household been in contact with anyone who is currently under self-quarantine for symptoms associated with COVID-19 in the last 14 days?

If the answer is yes to any of the above questions, follow this protocol:

- 1) Call operator that is on for the day and see what time they can be at the home, advise them of the situation in the home and tell them that they will need the appropriate personal protective equipment (PPE) to safely respond to the emergency. Be prepared to use a "homemade mask" if necessary (see email from Todd for instructions).
- 2) Inform the customer what time the employee will arrive
- 3) Ask the customer if the sick/affected person/persons can be moved to a different part of the home away from where our staff will need access to.
- 4) Inform the customer that they will need to stay a minimum of six (6) feet away from our responding employee for the duration of time which it takes for the repair to be conducted.

5) Thank the customer in advance of the response for taking all of the outlined precautions to keep both our staff and them safe during our response.

6) After leaving the customers home the operator shall immediately sanitize hands wash hands and face thoroughly when back at the offices.

If there are water quality or pressure complaints the following should be done:

Ask as many questions as you can regarding the water complaint to see if the situation can be resolved over the phone.

If a customer wants us to take a sample, we call them back and tell them that we will leave a sample bottle with instructions on the door step. We then have the customer fill the sample bottle, and leave it on their door step. When we return for the sample, we disinfect the outside of the bottle and take it to our lab for analysis. We can check pressure issues at the outside hose bib if necessary.

Policy regarding work force at the Water Department

All operations staff shall do the following while at work:

- Check your temperature with the noncontact thermometer at the beginning of the day. If your temperature is 99 deg or higher you should not work and stay home until your temp is normal before returning to work.
- Maintain at least 6 feet from other coworker of if not able to maintain a 6 foot distance then a mask shall be worn.
- Wash hands frequently or clean hands with hand sanitizer.
- Staff shall travel in separate vehicles and maintain the same vehicle per person if possible. If not possible then all surfaces of the vehicle shall be wiped down before and after use.
- All operations staff should change their clothes and place in the wash at the end of the workday when at their home. This action will minimize risk to their household member in case of contact with an infected person while on duty.
- Office Administrator will continue to work from home with the approval of the Interim Superintendent/ Superintendent. As long as she remains available by email or text.

**TOWN OF TOWNSEND
WATER DEPARTMENT**

NO. 20-10

4/30/2020

SCHEDULE OF BILLS RECEIVABLE

To the Accountant: Lauri Plourde

The following bills, amounting in the aggregate to

THREE THOUSAND THREE HUNDRED SIXTY-FIVE DOLLARS AND 03/100

are herewith committed for collection.

<u>DATE</u>	<u>USER CHARGES</u>	<u>SERVICE CHARGES</u>	<u>CONN CHARGES</u>	<u>BACK FLOW</u>	<u>TOTAL</u>
04/30/20	202,455.00	5,545.00	-	5,150.00	213,150.00

BOARD OF WATER COMMISSIONERS

Nathan Mattila, Chairman

Todd Melanson, Vice-Chairman

Michael MacEachern, Clerk

FISCAL YEAR 20 SUMMARY
TOWNSEND WATER DEPARTMENT - ACCOUNTS RECEIVABLE
April 30, 2020

UNCOLLECTED FROM JUNE 30, 2019

89,610.77

<u>CHARGED</u>	07/01/19 04/30/20	<u>4/30/2020</u>	Previous Balance	Total	
USER CHARGES		202,455.00	751,668.50	954,123.50	
SERVICE CHARGES		5,545.00	19,099.26	24,644.26	
CONNECTION CHARGES		0.00	10,000.00	10,000.00	
LATE CHARGES		0.00	16,385.92	16,385.92	
BACKFLOW		5,150.00	4,600.00	9,750.00	
SUBTOTAL		213,150.00			
TOTAL CHARGES					1,014,903.68
					1,104,514.45
<u>RECEIVED</u>	07/01/19 04/30/20	<u>4/30/2020</u>			
USER CHARGES		134,390.71	723,385.38	857,776.09	
SERVICE CHARGES		3,889.53	19,336.87	23,226.40	
CONNECTION CHARGES		2,000.00	8,000.00	10,000.00	
LATE CHARGES		1,314.63	12,329.04	13,643.67	
BACKFLOW		1,750.00	5,176.03	6,926.03	
SUBTOTAL		143,344.87			
TOTAL RECEIPTS					911,572.19
SENT TO LIEN					26,436.35
LIENS COLLECTED					
ABATEMENTS					-151.20
ADJUSTMENTS					-1,934.36
AJD TO MASTER					
UNCOLLECTED					168,591.47
					1,104,514.45

OUTSTANDING:

USER CHARGES	154,601.10
SERVICE CHARGES	4,657.11
CONNECTION CHARGES	0.00
LATE CHARGES	5,896.60
BACKFLOW	3,436.66
TOTAL OUTSTANDING	168,591.47

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05/15/20
Accrual Basis

Townsend Water Department
Budget vs. Actual
July 2019 through April 2020

	<u>Jul '19 - Ap...</u>	<u>Budget</u>	<u>\$ Over Bud...</u>
061.002 · Purchased Services 2			
5210 · Energy	64,645.65	70,000.00	-5,354.35
5240 · Repair & Maint Building	17,177.09	25,000.00	-7,822.91
5245 · Repair & Maint Equipment	16,328.22	20,000.00	-3,671.78
5245006 · Repair & Maintain Equip SC...	11,709.26	15,000.00	-3,290.74
5245007 · Repair & Maintain-Distribution	26,800.00	27,000.00	-200.00
5270 · Rentals	315.00	1,000.00	-685.00
Total 061.002 · Purchased Services 2	136,975.22	158,000.00	-21,024.78
061.003 · Purchased Services 3			
5300-02 · Proff Legal Expense	0.00	12,000.00	-12,000.00
5300 · Professional Services	75,662.50	65,000.00	10,662.50
5300100 · Proff Service Backflow	10,100.00	6,000.00	4,100.00
5340 · Communication	12,894.48	17,600.00	-4,705.52
5380 · Other Services	0.00	2,600.00	-2,600.00
Total 061.003 · Purchased Services 3	98,656.98	103,200.00	-4,543.02
061.004 · Purchased Supplies 4			
5420 · Office Supplies	2,079.31	5,000.00	-2,920.69
5430 · Building Supplies	1,157.92	1,500.00	-342.08
5435 · Equipment Maint Supplies	324.89	1,500.00	-1,175.11
5460 · Groundskeeping Supplies	134.52	500.00	-365.48
5480 · Vehicular Supplies	4,986.71	8,000.00	-3,013.29
Total 061.004 · Purchased Supplies 4	8,683.35	16,500.00	-7,816.65
061.005 · Purchased Supplies 5			
5530 · Public Works Supplies	34,352.73	35,000.00	-647.27
5531 · Chemicals	13,340.28	23,000.00	-9,659.72
5580 · Other Supplies	11.48	1,000.00	-988.52
5585 · Clothing Allowance	209.87	5,000.00	-4,790.13
Total 061.005 · Purchased Supplies 5	47,914.36	64,000.00	-16,085.64

3:06 PM
05/15/20
Accrual Basis

Townsend Water Department
Budget vs. Actual
July 2019 through April 2020

	<u>Jul '19 - Ap...</u>	<u>Budget</u>	<u>\$ Over Bud...</u>
061.007 · Other Charges & Exp 7			
5710 · Travel/mileage-in state	1,095.73	1,100.00	-4.27
5720 · Out of State Travel	0.00	100.00	-100.00
5730 · Dues and Memberships	3,421.95	2,000.00	1,421.95
5780 · Other Charges	412.74	500.00	-87.26
5785 · Water Assessment D.E.P.	1,665.74	2,000.00	-334.26
5850 · New Equipment	9,383.80	10,000.00	-616.20
Total 061.007 · Other Charges & Exp 7	15,979.96	15,700.00	279.96
061.400 · Special Projects 400			
5012 · System Enhancement	21,983.72	144,328.64	-122,344.92
5805 · Meadow Rd Main Replacement	149,952.20	198,400.00	-48,447.80
5895 · Main Line Gate/Valve Replacemen	0.00	60,000.00	-60,000.00
5902-18 · Main St Cleaning	0.00	0.00	0.00
Total 061.400 · Special Projects 400	171,935.92	402,728.64	-230,792.72
061.500 · Special Articles 500			
5000 · Water Oper Emergency Res Fund	0.00	0.00	0.00
5005-18 · Update Master Plan	15,000.00	50,000.00	-35,000.00
5020 · Storage Tank Maintenance	8,685.00	13,883.40	-5,198.40
5092-15 · Water-CIP-VFD&Elec SVS Pu...	0.00	12,426.44	-12,426.44
5600 · Prior Year Encumbrance	7,107.97	11,611.30	-4,503.33
5803-19 · Generator 540 Main St	0.00	30,000.00	-30,000.00
5804-17 · Witches Brook Repairs	0.00	40,000.00	-40,000.00
5805-15 · Water Meter Replacements	2,548.50	0.00	2,548.50
5809-17 · Highland Street Storage Tank	0.00	75,000.00	-75,000.00
Total 061.500 · Special Articles 500	33,341.47	232,921.14	-199,579.67
Total 061.000 · General Operations 000	763,895.48	1,372,039.78	-608,144.30

3:06 PM
05/15/20
Accrual Basis

Townsend Water Department
Budget vs. Actual
July 2019 through April 2020

	<u>Jul '19 - Ap...</u>	<u>Budget</u>	<u>\$ Over Bud...</u>
061.009 · Debt Service 9			
5910 · Long Term Debt-East Side Phase1	37,210.00	37,210.00	0.00
5911 · Long Term Debt-East Side Ph 2	53,007.31	53,008.00	-0.69
5920 · Long term Interest-Phase1	2,767.98	5,163.86	-2,395.88
5921 · Long Term Int East Side Ph2	4,552.87	8,575.67	-4,022.80
5925-01 · Int Temp Loans/Bond Iss Fee	0.00	23,300.27	-23,300.27
5975 · Intermunicipal Agreement	0.00	280,935.20	-280,935.20
Total 061.009 · Debt Service 9	97,538.16	408,193.00	-310,654.84
063.400 · Projects			
5805-18 · West End-Water Main	680,545.59	970,400.00	-289,854.41
Total 063.400 · Projects	680,545.59	970,400.00	-289,854.41
Total Expense	1,541,979.23	2,750,632.78	-1,208,653.55
Net Ordinary Income	-1,541,744.82	-2,750,632.78	1,208,887.96
Net Income	<u>-1,541,744.82</u>	<u>-2,750,632.78</u>	<u>1,208,887.96</u>