



CITY OF NEW BEDFORD

JONATHAN F. MITCHELL, MAYOR

August 11, 2022

City Council President Ian Abreu and
Honorable Members of the City Council
133 William Street
New Bedford, MA 02740

Dear Council President Abreu and Honorable Members of the City Council:

I am submitting for your approval a **SEWER ABATEMENT** for Ramon Silva, 150 Hawthorn Street, New Bedford, MA, in the amount of \$1,544.28.

I have attached correspondence for your review on this sewer abatement request from Jamie Ponte, Commissioner of the Department of Public Infrastructure.

Sincerely,

Jonathan F. Mitchell
Mayor

JFM/sds
Attachments

cc: Ramon Silva



CITY OF NEW BEDFORD
Jonathan F. Mitchell, Mayor

Department of Public Infrastructure

Jamie Ponte
Commissioner

Water
Wastewater
Highways
Engineering
Cemeteries
Park Maintenance
Forestry
Energy

MEMORANDUM

TO: Mayor Jonathan F. Mitchell
FROM: Jamie Ponte, Commissioner-DPI *JAC*
DATE: July 13, 2022
RE: SEWER ABATEMENT REQUEST

Ramon Silva
150 Hawthron Street
Account# 1027931

Attached, for your review, is correspondence related to the above referenced sewer abatement request.

The circumstances associated with this request have been investigated by the Department of Public Infrastructure, Wastewater Division. Our investigation confirmed that an internal pipe was leaking under the sub floor of the basement and into the ground beneath the building. This water would not make it way into the collection system but rather be absorbed into the ground. Based off the volume of the increase and the normal usage on property, we would recommend that a credit of \$1,544.28 be allowed.

Should you be in agreement, we would ask that you communicate the abatement recommendation to the City Council.

Enc: 3

Ramon Silva
150 Hawthorn Street
New Bedford, MA 02740

June 22, 2022

Jamie Ponte, Commissioner
Department of Public Infrastructure
1105 Shawmut Avenue
New Bedford, MA 02740

Dear Commissioner Ponte:

I am writing as instructed by your staff on June 17, 2022, to request and abatement of my sewer usage bills.

In February of 2022 I began receiving water bills that were four to five times higher than the average bills I had received in the five years of owning my home. I reached out to your billing office and was told that there must be a toilet running and how to check them. I assured them there was not but was informed there was nothing DPI could do and I should contact a plumber. I called again in May and after having a plumber check my home for running water and leaks and was told the same thing.

I again called in June and after asking, was transferred the Department Supervisor. He was very helpful and reviewed the usage at my address. He determined the usage to be unusual and informed me there was most likely an underground leak. This was based on a plumber determining nothing was running, and because the amount of water being reported would be noticeable if it had been accumulating on site. We spoke about the options for investigating the meter and he scheduled an appointment for the meter to be changed out on June 17, 2022. Since I was told I would be charged \$250.00 for the change out, I wanted to be sure there wasn't a leak and called another plumber.

On June 16th, I had another plumber check my basement with an infrared gun to specifically see if he could find a leak within the foundation or in the slab. The basement of my home is finished and was previously used as a doctor's office. There are seven exam rooms, an office, three half baths, a waiting area, and a kitchenette. This plumber was able to locate a leak at the slab and foundation wall. This was a feed for the basement baseboard heating system that is separate from the main house, please see the pictures I have enclosed. I was then able to cut out the cracked copper line and replace it with a piece of Pex to stop the leak.

I do realize that although it was a leak, this water usage did occur at my home. I am fine paying the water usage portions of my water bill. However, because it was a leak into the ground at the foundation, it did not go through a drain and into the sewer system. I am requesting an abatement for the sewer usage portion of my bills beginning with the February 15, 2022, through June 15, 2022, bills. The average usage for the sixteen available bills before February 2022, was 8.3 units, and the average sewer usage bill was \$47.94. Based upon these averages, from the February 15, 2022, through the May 15, 2022, bills I have paid \$1,215.84 not including the June 15, 2022, invoice for sewer usage that was not used. I would like the June 15, 2022, bill to be adjusted and to be credited for the overpayments I have made.

Please let me know if you have any questions or need any additional information.

Sincerely,

Ramon Silva



Work Order Detail Report

7/13/2022

11:08 AM

WO Number: 22-013296 **Category:** Service Lateral Gravity
Status: Closed In Field **Problem:** Preventative Maintenance
Status Date: 7/11/2022 4:50 pm **Main Task:** Inspect

Asset: FIT-29194:FIT-29191 MERIAM ST
Location: 150 HAWTHORN ST

Cause:		Assigned By:		
Assigned Crew:		Assigned Date:		
Supervisor:	DAVID NIEVES	Start Date:	7/11/2022 8:00 AM	<u>Override</u>
Lead Worker:	FERNANDO GOMES	End Date:	7/11/2022	<u>Notifications</u>
Priority:	High	Sched Start Date:		Problem <input type="checkbox"/>
Account #:				Overdue <input type="checkbox"/>
Proj No - Acct:		Project ID:		Lead Worker <input type="checkbox"/>
Project:		Project Name:		Task <input type="checkbox"/>
Reason:				Supervisor <input type="checkbox"/>
Received By:				Hard Lock WO <input type="checkbox"/>
Inspected By:		Contractor:		Publicly Available <input type="checkbox"/>
Inspector Comments:				

Request Comments for Work Order

Investigated the basement of 150 Hawthorn Street and we have concluded that the water from a broken pipe, made its way under ground and on the basement level. We found no evidence of water making its way into the collection system. They sewer lateral pipe is on the other side of the house. Please see pictures attached.

Location

Department: Wastewater Collection
Division:
Sub-Division:
Area:
Sub-Area:
Owner:
Location:
Classification:
Maintenance Zone: **Alternate Zone:**
External Source: **External WO ID:**

Comments for Crew

Abatement

Work Order Locations

<u>Address</u>	<u>Address 2</u>
<u>X Coord</u> <u>Y Coord</u>	<u>General Location</u>
150 HAWTHORN ST	
MERIAM ST	
810,021.76882943 2,690,389.63342277	

Work Order Assets

<u>Object Type</u>	<u>System ID 1</u>	<u>System ID 2</u>	<u>Description 1</u>			<u>Description 2</u>		<u>Asset ID</u>	<u>Completed</u>
			<u>Odometer</u>	<u>Hourmeter</u>	<u>Othermeter</u>	<u>PM Description</u>			
Sewer Service			MERIAM ST					14210	
FIT-29194:FIT-2919									
1									

Work Order Detail Report

7/13/2022

11:08 AM

Tasks/Resources						
SMT300 Inspect						
Crew:	Status:	*Cal'c UC: \$0.00	*Task Cost: \$126.90	Start Dt: 7/11/2022		
Supervisor: DAVID NIEVES	UOM:	# of Units: 0.00	*Unit Cost: \$0.00	End Dt: 7/11/2022		
Employee						
Resource	UOM	Units	*Total Cost	Alt Description	Start Dt	End Dt
13854 DAVID NIEVES	Hours	1.00	\$58.47		7/11/2022	7/11/2022
23405 FELIX BRUNO-GALINDEZ	Hours	1.00	\$52.44		7/11/2022	7/11/2022
18888 FERNANDO GOMES	Hours	0.00	\$0.00		7/11/2022	7/11/2022
Equipment						
Resource	UOM	Units	*Total Cost	Alt Description	Start Dt	End Dt
15 FORD EXPLORER 4WD	Hours	1.00	\$0.00	Investigated the bas	7/11/2022	7/11/2022
73 FORD F350 PU	Hours	1.00	\$16.00	Investigated the bas	7/11/2022	7/11/2022

Task Comment: Investigated the basement of 150 Hawthorn Street and we have concluded that the water made its way under ground and on the basement level. We found no evidence of water making its way into the collection system. They sewer lateral pipe is way on the other side of the house. Please see pictures attached.

Task Material Kit						
SMT300 Inspect						
Material Kit	Description	Units	Est Units	UOM	Make	Model
		0	0			

		<u>*Actual</u>	<u>*Estimated</u>	<u>*Difference</u>
Projected Complete:	Lock: <input type="checkbox"/>	WO Duration 0.00	0.00	0.00
Repair Type:		Labor Hours 2.00	0.00	0.00
Subcontractor:		Labor Costs \$110.90	\$0.00	\$0.00
Profit Center:		Material Costs 0.00	0.00	0.00
		Fluids Costs 0.00	0.00	0.00
Quantity: 0.00	Lock: <input type="checkbox"/>	Equipment Costs 16.00	0.00	0.00
Unit of Measure:		Contractor Costs 0.00	0.00	0.00
*Unit Cost: \$0.00		Misc. Costs 0.00	0.00	0.00
WO Hours: 0.00		Total Costs \$126.90	\$0.00	\$0.00
		Use Task Info: True	True	

Billed Party		Billing	
Customer ID:		Customer Number:	
Customer Name:		Last Name:	
Address:		Phone:	Cell #:
City:		Fax #:	
State:		E-mail:	
Zip:			
Billing Data			
Contact Name:		*Billing Amount:	Billing Required: <input type="checkbox"/>
Invoice Number:		Date Bill Sent:	Billing Processed: <input type="checkbox"/>
Incoming Account #:		Payment Received:	Imported to Financials: <input type="checkbox"/>
		Payment Method:	

Simple Work Orders

Employee: _____ **Hours:** _____

End Date: _____ **Asset Type:** Sewer Service

CS

General Ledger: _____ **Job Ledger:** _____

General Key: _____ **Job Key:** _____

General Object: _____ **Job Object:** _____

Work Order Detail Report

7/13/2022

11:08 AM

Item	Tracking	Description	By	Date	Time
Work Order Creation		This work order was created with the Lucity framework.	DN	7/11/2022	4:33 PM
Lead Worker Change		From DAVID NIEVES to FERNANDO GOMES	DN	7/11/2022	4:50 PM
Status Change		From New Work Order to Closed In Field	DN	7/11/2022	4:50 PM

Street Cut: # of Potholes: Loam / Seed:
 Sidewalk Cut: Sediment Cleaned: Follow-Up Complete:
 Request Source: Ft Removed (Jellyfish): Pending:
 Claim Type: Funeral Time In: Work Completed:
 Cemeteries: Funeral Time Out: Grit:
 Dumpster Status: WO User 9: Rags:
 Funeral Home: User 10: Other:
 Container: User 11 Date: Grease:
 Gate: Burial Date and Time:

Continous Leak at Fau
 QTP Contractors:
 Follow-Up Note: # of Potholes (OLD):
 Claim Subtype: Section / Lot:

WO User 31: WO User 42:
 WO User 32: WO User 43:
 Request Type: WO User 44:
 SERVICE MATERIAL C WO User 45:
 WO User 35: WO User 46:
 WO User 36: Meter Out Read:
 WO User 37: Meter In Read:
 WO User 38:
 WO User 39:
 Lot:
 Location:

WO User 52: WO User 62:
 WO User 53: WO User 63:
 WO User 54: WO User 64:
 WO User 55: WO User 65:
 WO User 56: WO User 66:
 WO User 57: WO User 67:
 WO User 58: WO User 68:
 WO User 59: WO User 69:
 WO User 60: WO User 70:
 WO User 61: WO User 71:
 Meter Rte. Num: WO User 82: Veteran?:
 Account #: WO User 83: State Assisted?:
 Meter #: WO User 84: Updated Munis:
 MTU/MIU #: WO User 85: WO User 105:
 WO User 76: WO User 86: WO User 106:

WO User 92 Date: WO User 97 Date:
 WO User 93 Date: WO User 98 Date:
 WO User 94 Date: WO User 99 Date:
 WO User 95 Date: WO User 100 Date:
 WO User 96 Date: WO User 101 Date:









CONSUMPTION FORM
FOR SEWER ABATEMENT

ACCOUNT #	1027931		
CONSUMER:	RAMON SILVA		
ADDRESS:	150 HAWTHRON ST		
ITEM	BILLING DATE	CCF'S	READ TYPE
1	February 15, 2021	8	A
2	March 15, 2021	10	A
3	April 15, 2021	7	A
4	May 15, 2021	7	A
5	June 15, 2021	9	A
6	July 15, 2021	9	A
7	August 15, 2021	13	A
8	September 15, 2021	8	A
9	October 15, 2021	9	A
10	November 15, 2021	5	A
11	December 15, 2021	8	A
12	January 15, 2022	7	A
	AVERAGE CONSUMPTION	8	
February 15, 2022	SPIKE IN WATER USAGE	39	A
March 15, 2022	SPIKE IN WATER USAGE	61	A
April 15, 2022	SPIKE IN WATER USAGE	62	A
May 15, 2022	SPIKE IN WATER USAGE	68	A
June 15, 2022	SPIKE IN WATER USAGE	64	A
CCF TO ABATE (=BILLED CONSUMPTION TOTAL- (AVG CONSUMPTION X MONTHS OF SPIKE USAGE))			
TOTAL CCF'S TO ABATE		252	
SEWER RATE		\$6.12	
TOTAL \$ TO ABATE		\$1,544.28	

MONTHLY CONSUMPTION ANALYSIS

July 1, 2021 - July 12, 2022

SILVA RAMON

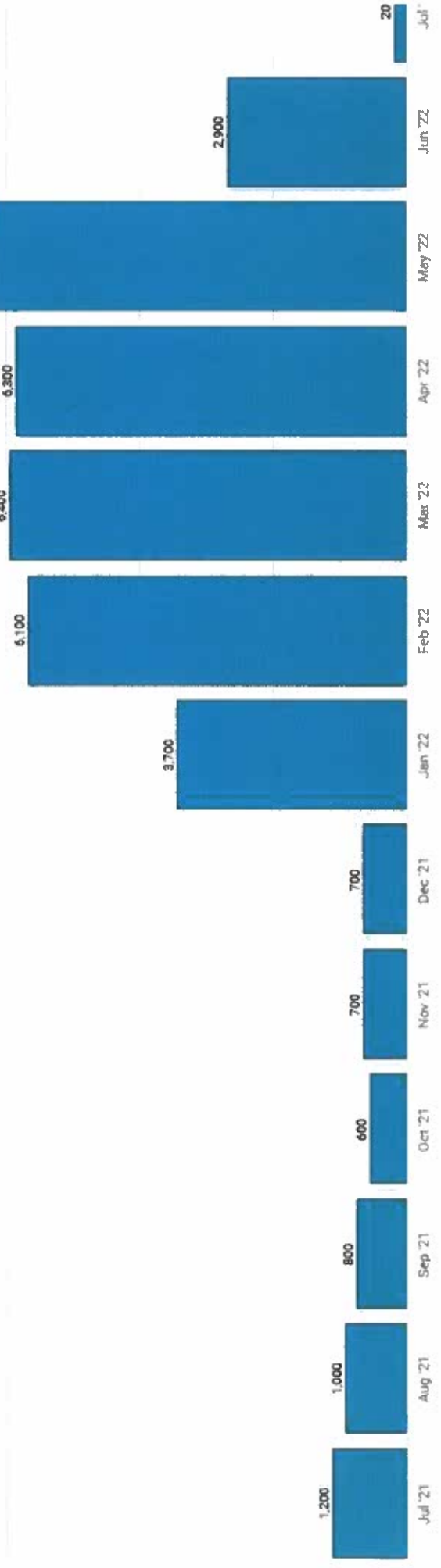
Account Number: 1027931

Address: 150 HAWTHORN ST

MIU ID: 1565855466

Meter ID: 48164725

Unit of Measure: Cubic Feet



UB Consumption History Report

Account #	Man Meter #	Customer Name	Cd	Read Date	By	Bill#	Parcel	Usage	Repl	Usage	Location	Charge Amt	Status
Service							Curr	Billed		Billed	Usage	Billed	Days
1027931		66871SILVA RAMON				04000001000		150	HAWTHORN				CURRENT
2300	1	NEP 48164725	A	07/05/2022		0	3,856	29		0	0	.00	34
												28.77	
2300	1	NEP 48164725	A	06/01/2022		2914565	3,827	64		0	64	225.92	29
												644.07	
2300	1	NEP 48164725	A	05/03/2022		2890979	3,763	68		0	68	240.04	32
												682.67	
2300	1	NEP 48164725	A	04/01/2022		2867315	3,695	62		0	62	218.86	30
												624.77	
2300	1	NEP 48164725	A	03/02/2022		2843720	3,633	61		0	61	215.33	28
												615.12	
2300	1	NEP 48164725	A	02/02/2022		2820076	3,572	39		0	39	137.67	30
												402.82	
2300	1	NEP 48164725	A	01/03/2022		2796474	3,533	7		0	7	24.71	31
												94.02	
2300	1	NEP 48164725	A	12/03/2021		2772910	3,526	8		0	8	28.24	31
												103.67	
2300	1	NEP 48164725	A	11/02/2021		2749317	3,518	5		0	5	17.65	28
												74.72	
2300	1	NEP 48164725	A	10/05/2021		2725688	3,513	9		0	9	31.77	33
												113.32	
2300	1	NEP 48164725	A	09/02/2021		2702096	3,504	8		0	8	26.00	29
												100.02	
2300	1	NEP 48164725	A	08/04/2021		2678469	3,496	13		0	13	42.25	29
												146.87	
2300	1	NEP 48164725	A	07/06/2021		2654877	3,483	9		0	9	29.25	32
												109.39	
2300	1	NEP 48164725	A	06/04/2021		2631309	3,474	9		0	9	29.25	31
												102.35	
2300	1	NEP 48164725	A	06/04/2021		0	3,474	9		0	0	.00	31
												24.14	
2300	1	NEP 48164725	A	05/04/2021		2607747	3,465	7		0	7	22.75	33
												84.97	
2300	1	NEP 48164725	A	04/01/2021		2584179	3,458	7		0	7	22.75	31
												84.97	
2300	1	NEP 48164725	A	03/01/2021		2560599	3,451	10		0	10	32.50	26
												111.04	
2300	1	NEP 48164725	A	02/03/2021		2537012	3,441	8		0	8	26.00	35
												93.66	
2300	1	NEP 48164725	A	12/30/2020		2513470	3,433	8		0	8	26.00	26
												93.66	
2300	1	NEP 48164725	A	12/04/2020		2489897	3,425	10		0	10	32.50	31
												111.04	
2300	1	NEP 48164725	A	11/03/2020		2466330	3,415	10		0	10	32.50	33
												111.04	
2300	1	NEP 48164725	A	10/01/2020		2442793	3,405	8		0	8	26.00	29
												93.66	
2300	1	NEP 48164725	A	09/02/2020		2419212	3,397	9		0	9	29.25	30
												102.35	
2300	1	NEP 48164725	A	08/03/2020		2395689	3,388	13		0	13	42.25	28
												137.11	