

TECHNICAL MEMORANDUM 2-7

Audit the Non-Payment Processes

This memo is the deliverable for Phase 2 Task 7 of The Abrahams Group's (TAG) contract with the City of Brockton. The interviews and enquiries documented herein were completed in January and February of 2011 and included multiple interviews with the Department of Public Works (DPW) metering and billing staff.

This document describes the systems and processes associated with non-payment and disputed bills. Although there are descriptions of processes and procedures in this memo which are also included in other memos, the repetition is required to make each Technical Memorandum complete. In cases where a more in depth description is available in other memos, cross-references are noted.

PLAN OF SERVICE

The goal of this task is to gain confidence regarding the practices and procedures used when a Water and Sewer Bill is not completely paid for on time (Task 2-6) such as bill inquiries, abatement / refund requests, meter and reader inspections, re-reads and / or meter replacement activities. We:

- A. Interviewed the staff from the Billing Office to discuss systems, protocols, and methods to handle inquiries (phone, email, and in person) regarding bills.
- B. Reviewed policy and procedures for application for abatements / adjustments of water and sewer bills including:
 - Management review and approval of the abatement / adjustment.
 - DPW Commissioner and Water Commission approvals of the abatement / adjustment.
 - Creations of an audit trail for the abatement / adjustment.
 - Trace a sampling of accounts through the abatement posting.
- C. Reviewed work order (work ticket) system to resolve inquiries that cannot be handled by Billing Office (i.e., request for re-reads).
- D. Interviewed staff who perform re-reads or meter repairs to understand typical issues, such as frozen dials, and possibly recommend changes to, the approach to testing, re-reading and repairs.
- E. Reviewed protocol for meter replacement by City staff and meter calibration testing, documentation process and approaches to resolution, including:
 - Periodic servicing of the meters and a predetermined threshold percentage of accuracy for replacement of the meter.
- F. Reviewed management reporting for tracking DPW and Water Commissioner actions to resolve non-payment issues.
- G. Prepared a recommendation for future policy on the "look back period" for various scenarios, including:
 - For balloon payments that are the result of an actual read after a chronic series of estimates due to City owned equipment or process failure.
 - For abatements / adjustments that are the result of an actual read after a chronic series of estimates due to City owned equipment or process failure.

- For abatements / adjustments and / or balloon payments that are the result of malicious or intentional destruction of City owned equipment.
 - For abatements / adjustments and / or balloon payments that are the result of access to premise being denied to City meter reading or meter repair staff.
- H. Forecasted the revenue impacts of abatements / adjustments that result from various “look back” periods assuming the necessary data is available from Brockton's MUNIS database electronically.

AUDIT ACTIVITIES

W&C completed staff interviews and reviewed all available documentation related to bill issuance, non-payment, and adjustment within the water and sewer billing office. The interviews were targeted to understand the processes and tools used by billing office staff and meter readers in handling billing disputes. The documentation reviewed included:

- The DPW's established procedure for the adjustment of disputed bills.
- Work order documentation and record-keeping associated with re-reads.
- Management documentation, reporting, and oversight of the adjustment process.
- Policies and procedures for non-payment.

At the billing office, interviews were conducted with the Commissioner of Public Works, the Commissioner's Administrative Assistant, the billing office Head Administrative Clerk, and other billing office clerks. Multiple follow-up interviews were conducted to clarify how processes are implemented. Additionally, W&C observed the billing office staff as many of the processes described herein were implemented by billing office staff.

At the meter reading office, interviews were conducted with the Head Meter Reader and the Water Foreman/ Meter tester. In addition to conducting interviews, W&C observed an actual meter test conducted on a changed-out meter.

Several discussions contained in this Technical Memorandum are also discussed in Technical Memorandum 2-3. Appendix 2-3.1, Work Flow Schematic for Data Handling Upload should be referenced herein.

DOCUMENTED PROCESSES

Bill disputes/Adjustment Process/Non-payment – Consumption Verification

All billing clerks respond to bill disputes. The disputes are handled over the phone or in person. The billing clerk first explains how much water was used and how the bill was calculated. The billing clerk also explains how to check proper function of the water meter and how to check for leaking fixtures (toilets, etc.) If the individual requests a second meter reading for verification, the clerk creates a service order (work order) in MUNIS, which is sent to the meter department. A copy of the work order appears in Appendix 2-3.5: Work Order form, Refer to Technical Memorandum 2-3 for that form.

The owner may also offer to read his/her own meter and report it to the DPW for verification. If the initial meter reading is verified through a second read, then the customer's bill remains the same. However, if the verification read indicates that the initial read was not accurate, the billing clerk will perform an adjustment in MUNIS using

the abatement tool. This tool adjusts the usage and the bill is recalculated. If the property has a lien in place from non payment, the adjustment can not be made in MUNIS. In this instance, the usage is not adjusted, only the bill, which would need to be manually keyed into MUNIS.

If the customer is still not satisfied with the verification read, he/she can request the meter to be tested by the City for a fee of \$75 for meter sizes less than 1 inch. For meters larger than 1 inch, the fee is \$150. If the meter is not registering accurately based on the test, the fee is refunded to the owner and a new meter is installed. Generally, the customer's bill is then adjusted based on the first 90 days of actual consumption with the new meter. In many cases, meters which have been the source of disputes have been replaced by the DPW and these meters are reportedly tested as a standard practice.

If the meter test verifies proper meter function/accuracy and the customer still wishes to contest the bill, he/she can hire an independent testing company to test the meter. Policy dictates that a representative for the City be present during any independent testing. Further bill disputes beyond this point require a meeting with the DPW Commissioner. The DPW documentation for the adjustment process is attached in Appendix 2-3.6: Procedure for Adjusting Consumption/Bills.

Meter Testing

When a customer disputes a bill and requests their meter be tested, the meter department documents the process on the service order created in MUNIS by the billing department. The Water Foreman removes the meter and takes it back to the DPW building for testing on the City's test bench. The meter accuracy thresholds used by the City are described in the Phase 1 – Task 2 memo, which largely correspond with the AWWA recommendation for positive displacement meters ½" through 2" at minimum flow. Meters tested that fall outside this range will be replaced by the City.

Work Orders

If a customer's water meter needs to be replaced or repaired, the meter department completes a work order form (carbon copy form) describing the work. After work has been completed, a copy of all work order forms are sent to the billing office. If Meter Repairman Foreman determines that a fee is due in accordance with Section 23 of the City Ordinances, a construction bill is sent to the billing office to be billed to the customer.

Copies of all work orders are maintained by both the DPW and the billing office in separate paper files.

This bill for the services covered under the work order is separate from the water usage bill. All payments go to the Tax Collector.

Bill disputes/Adjustment Process/Non-payment – Bill Value Adjustment

When a billing clerk has determined that an adjustment to a utility bill is in order and the proper application has been completed the clerk computes the amount of the adjustment in accordance with the established policy and creates an abatement/adjustment to the bill in the MUNIS software.

The adjustment has to be posted before the clerk can exit the task in the software. The adjustment entry is then given to the DPW Commissioner for his review and approval. If he approves, nothing additional needs to be done as the abatement posts automatically to the Tax Collector's and City Auditor's records when the billing clerk posts it in the software. If the Commissioner, for some reason, does not approve, the entry has to be reversed. This could create another problem because many abatements/adjustments are entered by clerks at the counter with the customer present; following which the customer will go to the Tax Collector's Office and pay

the balance of their bill. If the customer is not present, and the Commissioner does not approve the abatement, the entry can simply be reversed.

The City developed a billing policy for properties which received multiple estimated bills. Refer to Appendix 2-3.6 in Technical Memorandum 2-3 for this policy. This policy was in effect for all bills mailed on or after January 1, 2010. What the policy did, in effect, was to average usage of water over a period beginning with an actual read and ending with the next actual read. The total use over the period was averaged for the number of billing periods and the bill recalculated and charged at the rate at which the bill was issued. Any period going back beyond five years would be calculated at the lowest block rate at the period of the estimated billing with the adjustment being applied to the last actual bill issued. Because the usage is averaged, a high bill could be reduced significantly because of periods of usage which were billed at lower rates or usage being recalculated at the lowest block rate. We comment on a select number of accounts with the block adjustments in Task 9. Refer to the 2-9 Technical Memorandum for that discussion.

For accounts that are included in tax liens recorded at the Registry of Deeds, and meet the criteria for a block adjustment, MUNIS does not allow the consumption to be adjusted. Under these circumstances an adjustment would have to be made in the dollar amount of the lien.

Establishment of Payment Plans

The Tax Collector and DPW will make arrangements for customers who meet their criteria to be put on a payment plan, subject to the approval of the DPW Commissioner and Tax Collector. A Memorandum of Agreement must be signed first by the property owner which states the account number, bill number, and the amount being paid in installments. The payment plan can range up to three years and clearly states that failure to make any payment or pay any current bill shall be considered a default and that upon such default, the City will lien the remaining unpaid principal and interest onto the current fiscal year Real Estate Taxes. State Law limits this to a three year period. While a payment plan is active and being adhered to, the City will not lien the amount of the Utility Bill to real estate taxes. A copy of a payment plan appears in Appendix 2-7.1.

Handling of Accounts with Extended Non-payment

Bills that go unpaid will have a lien applied to their tax bill. This process happens each December and is for amounts still owed at the previous June 30. The lien is added to the tax bill of the year beginning July 1, with the actual bill being issued so it is due February 1 of the following calendar year, as previously described. The first two payments on tax bills (August 1 and November 1) are estimates based on the previous fiscal year's tax bill. The payment due February 1 is the first payment on the fiscal year's 'actual' tax bill with credit having been given for the first two estimated payments. The balance on the actual tax bill is split with half being due on February 1 and the other half being due May 1. The utility bill is now part of the tax bill as of when the lien is committed to the Tax Collector by the Board of Assessors as a utility lien added to taxes, and if remaining unpaid, will be included in any subsequent tax lien taken on the property.

Forecast of Revenue Impacts of Abatements / Adjustments that Result from Various "Look Back" Periods

Revenue impacts of abatements / adjustments that result from various "look back" periods are minimal. In our Technical Memorandum 1-2, we identified the accounts which have estimated reads for a number of years, starting with a minimum of six quarterly bills. As of January 2011, there are 712 accounts for which no actual reads have been collected in more than 1-1/2 years. We further identified the accounts in terms of the number of years since the last actual read, as shown on the following table (basically the same table as show in Technical Memorandum 1-2). This table identifies the 712 accounts into periods of 1 1/2 - 2 years, 2 to 3 years, 3 to 5 years, 5 to 8 years, and greater than 8 years. The 712 accounts represent roughly 3% of the City's total number of customers.

Period since last actual meter read (years)	# of Accounts
1-1/2 to 2	162
2 to 3	112
3 to 5	155
5 to 8	169
> 8	114
Total	712

Using the above table, the look back periods might be as follows.

Look Back Periods	# Accounts	Percent
Two Years	162	0.7%
Three Years	274	1.2%
Five Years	429	1.9%
Eight Years	598	2.7%
No Limit	712	3.2%

Using data from Technical Memorandum 1-2, the estimated use can be tabulated by potential look back periods, as presented in the following table.

	Estimated		Average
Look Back	Use	Accounts	Use
Two Years	456,700	162	2,819
Three Years	694,523	274	2,535
Five Years	1,472,072	429	3,431
Unlimited	1,727,922	712	2,427

Based upon the fact that the number of accounts which would be subject to any look back period is small, the anticipated revenue impacts would also be proportionately small in comparison to the overall enterprise account budgets. In order to evaluate the actual dollar impact of the look back periods, we would need to have actual, current meter reads on all of the accounts which would be subject to this limitation. Additionally, the revenue impact of a look back period on any given account is directly related to how accurate or inaccurate the estimated reads given to each account were.

As these items are unknown, we can provide no enumeration of the impact of adopting any look back periods provision for accounts which have received long-term estimated bills. We can however provide the following guidance: we believe that the loss of revenue, based on these estimates, would be minimal and the longer the look back period, the smaller the associated revenue impact would be.

FINDINGS

The DPW developed its adjustment policy and procedures in the middle of 2010, prior to which similar practices were reportedly followed but undocumented. The policies are generally implemented and adjustments are made by the billing clerks. The adjustment policies are located in Appendix 2-3.6. Adjustments are not approved by

the Commissioner until after they have been entered into the MUNIS system. The only adjustments reviewed by the Commissioner are the cases that are disputed beyond the meter testing part of the process.

Once the adjustment is made in MUNIS, the billing staff does not have a good way of tracking the adjustments in the utility billing software. Therefore, the billing staff started a separate Excel spreadsheet to track adjustments in FY 2011. Abatements/adjustments are entered individually and are sometimes done in the presence of the customer at the counter. While sometimes abatements/adjustments are entered one after another (in groups) they are not done in numbered batches and presented to the Commissioner as a batch (group) for his approval prior to posting.

The work order system used to schedule and track re-reads is effective and provides an electronic record and paper trail of the process.

Having witnessed a meter test performed by the Water Foreman at the DPW, it is clear that the meter testing equipment is effective and the operator proficient in meter testing.

The following reports were compiled to quantify the number of adjustments and abatements over the past six years and to continue the tracing process. The tracing of accounts is discussed in Technical Memorandum 2-5.

- 149a Adjustments Account Summary – This report goes back to 2005 and counts the number of bills that were adjusted for each account and the total amounts.
- 150a Abatements Account Summary - This report goes back to 2005 and counts the number of bills that were abated.
- 147a Adjustments February 2011 Bill Run – This report shows all the bills from the 2-11-2011 bill run that were adjusted.
- 148a Abatements February 2011 Bill Run – This report shows all the bills from the 2-11-2011 bill run that were abated.

The results of this effort are as follows:

- Abatements February 2011 Bill Run – Nine bills were abated for sewer for a total of \$7,487.63 on the February 2011 bill run. The nine accounts appear in Appendix 2-7.2.
- Abatement Account Summary - Fourteen bills were abated since 2005, one water for \$8,797 and 14 sewer for \$114,384.24. (One bill had a water and a sewer abatement). The fourteen bills appear in Appendix 2-7.3.
- Adjustment Account Summary - In total, 5,740 accounts received 16,488 water and or sewer adjustments and may have received other adjustments (i. e., trash which are beyond the scope of this study). Substantially all the adjustments were to reduce bills, with two water adjustment increases (\$1.76 and \$220.41) and three sewer adjustment increases (\$6.23, \$6.81 and \$933.60). A total of \$8.2 million were water adjustments, and \$14.7 million were sewer adjustments. This report is 75 pages long and is available by request. Of these, 42 City employee/customer interviewee accounts received 133 adjustments over the past six years; \$93,843 in water and \$178,773 in sewer. A listing of these adjustments for the 42 City employee/customer interviewee accounts appears as Appendix 2-7.4.
- Adjustment February 2011 Bill Run – 278 accounts received an adjustment on the February 2011 bill run as follows, and detailed in Appendix 2-7.5.

Adjustment	Number	Water	Sewer
Block Adjustment	25	-\$6,242.45	-\$34,856.55
Billing Error	30	-\$15,100.98	-\$79,343.31
Law Office	1	-\$85.52	-\$86.02
Over Averaged	222	-\$67,447.38	-\$103,062.07
Totals	278	-\$88,876.33	-\$217,347.95

The effective date of most of the above adjustments indicates that they were adjusted after the bills were generated, as opposed to adjustments that would be done during the bill run. Since the resolution for many of them indicate that they were an "Over average," it would have been better to adjust most of these during the bill run. Of these, one city employee account received a February 2011 adjustment.

Recommendations

1. Clarify what constitutes an abatement and what constitutes an adjustment. The city has processed only 14 abatements in the past six years with the rest processed as adjustments. Typically abatements occur after the commitment process.
2. Develop written policies and procedures governing the processing of and posting of billings, abatements, adjustments, and payments to provide a better audit trail.
3. Automate the work order form describing the work and fees thereby eliminating the carbon copy form.
4. Develop a procedure to adjust bills during a bill run rather than adjusting bills after the fact.
5. Process abatements/adjustments in numbered batches and present to the Commissioner as a batch (group) for his approval prior to posting. Doing this will provide a better audit trail and allow the Commissioner to sit down with a group of abatements/adjustments at the same time.
6. Use the MUNIS averaging function to calculate average billings.
7. Work with MUNIS to develop a program to allow the consumption to be adjusted for accounts that are included in tax liens recorded at the Registry of Deeds, and meet the criteria for a block adjustment. Currently, an adjustment would have to be made in the dollar amount of the lien only.
8. Work Orders should be handled and filed in the Billing Office in addition to the Utility Office on Montauk Road. These need to be consecutively numbered and used first to create a bill and then a commitment to the Tax Collector for collections. Numbering should also be distinguishable from commitments of user charges. For instance, Utility Work bill number 1, and so forth.
9. Develop a policy for balloon payments that are the result of an actual read after a chronic series of estimates due to City owned equipment or process failure.
 - a. The City should consider a policy that shares the burden between the customer and the City.
10. Develop a policy for adjustments and/or balloon payments that are a result of access to premises being denied to City meter reading or meter repair staff. The City should (assuming the City can document that access was denied):
 - a. Enforce the collection of all amounts due and payable to the City.
 - b. Impose the maximum fines and penalties to the extent City ordinances and State law allow.
11. Develop a policy for adjustments and/or balloon payments that are a result of malicious or intentional destruction of City owned equipment. The City should (assuming the City can document malicious or intentional destruction of City owned equipment occurred):
 - a. Enforce the collection of all amounts due and payable to the City.
 - b. Impose the maximum fines and penalties to the extent City ordinances and State law allow.
 - c. Consider criminal actions for cases of malicious or intentional destruction of City owned equipment.

CITY'S RESPONSE TO OUR DRAFT TECHNICAL MEMORANDUM 2-7

The City's response to our draft Technical Memorandum 2-7 is summarized in this section and is included as Appendix 2-7.6. These changes have been incorporated or have been referenced.

Page 3 second paragraph: Meter test is \$75.00 not \$50.00 for meter sizes less than 1inch. For meters larger than 1 inch the fee is \$150.00.

Under work Orders: Should read "customer's."

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Work Orders

First sentence should read..... If a customer's water meter needs to be replaced or repaired, the meter department completes a work order form (carbon copy form) describing the work. Delete and fees -no fees are set at that time.

Next sentence should read.... After work has been completed, a copy of all work order forms are sent to the billing office. If a fee is deemed by the Meter Repairman Foreman, a construction bill is sent to the billing office to be billed to customer.

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Handling of Accounts with Extended Non-Payment

This procedure should be verified with the Treasurer/Collector

APPENDICES

- 2-7.1 Payment Plan Agreement
- 2-7.2 Nine Water and Sewer Abatement Accounts, February 2011 Bill Run
- 2-7.3 Fourteen Water and Sewer Abated Bills
- 2-7.4 Adjustment Account Summary, City Employee/Customer Interviewee Accounts
- 2-7.5 Adjustments February 2011 Bill Run
- 2-7.6 City's Response to the Draft Technical Memorandum 2-7

APPENDIX 2-7.1: PAYMENT PLAN AGREEMENT



**OFFICE OF CITY TREASURER/COLLECTOR
BROCKTON, MASSACHUSETTS 02301
MEMORANDUM OF AGREEMENT**

**MARTIN BROPHY
TREASURER/COLLECTOR**

Date_

Property Owner: _____

Property Address: _____

Memorandum of agreement for the above mentioned property for the repayment of an outstanding Utility Bill between the City of Brockton and _____ (hereinafter the Property Owner)

OUTSTANDING BALANCE

Account # _____ Bill # _____ Principal Amount \$ _____.

The Principal amount does not include interest which accrues yearly at 14% after the due date of the bill.

PAYMENT AMOUNTS AND TERMS

The Property Owner is to make monthly payments of no less than \$ _____ by check made payable to the City of Brockton on the _____ day of the month beginning _____, 20__ thru _____, 20__. The payment will include principal and interest, accruing at 14%, until the debt is paid. The Property Owner agrees to pay off the debt within three (3) years of the original bill date.

The Property Owner agrees to remain current with all future bills issued.

EVENTS OF DEFAULT

The following events shall constitute a default under this agreement:

- (a.) Failure to make any payment required in a timely fashion.
- (b.) Failure to pay any and all future bills on the above referenced property.

Upon default, the City, in accordance with the Massachusetts General Laws, shall lien the remaining unpaid principal and interest onto the current fiscal year Real Estate Taxes.

I agree to the above terms of this agreement. _____
Signature

Tax Office Representative

DPW Representative

Title

Title

**APPENDIX 2-7.2: NINE WATER AND SEWER ABATEMENT
ACCOUNTS, FEBRUARY 2011 BILL RUN**

City of Brockton
Abatements
Febraury 2011 Bill Run

Account	Location	Last Bill Year Adjusted	Last Bill Adjusted	Reason Code	Water SSS	Sewer SSS	Other SSS	Last Adjust Date
10157	10 BEAVER ST	2011	194667		-	\$7.71	\$0	2/11/2011
14518	241 SUMMER ST	2011	197278		-	\$12.23	\$0	2/11/2011
18749	15 EVANS ST	2011	200163		-	\$2,177.78	\$0	2/11/2011
18920	7 EVANS ST	2011	200326		-	\$3,144.19	\$0	2/11/2011
19056	45 INDUSTRIAL BL	2011	200455		-	\$32.20	\$0	2/11/2011
19116	7 EVANS ST	2011	200498		-	\$306.06	\$0	2/11/2011
19151	45 INDUSTRIAL BL	2011	200518		-	\$1,787.29	\$0	2/11/2011
19155	45 INDUSTRIAL BL	2011	200522		-	\$14.15	\$0	2/11/2011
26446	23 SYLVIA AV	2011	205543		-	\$6.02	\$0	2/11/2011
	TOTALS				-	\$7,487.63	\$0	

148a Abatements Feb Bill Run – This shows all the bills from the 2-11-2011 bill run that were abated. Only 9 accounts on this list.

**APPENDIX 2-7.3: FOURTEEN WATER AND SEWER ABATED
ACCOUNTS**

City of Brockton
Abatement Account Summary

Account	Location	Last Bill Year Adjusted	Last Bill Adjusted	# of Bills Adjusted	Water \$\$\$	Sewer \$\$\$	Other \$\$\$	Last Adjust Date
The Rest								
10157	10 BEAVER ST	2011	988635	23	-	\$199.00	\$0	02/11/2011
14518	241 SUMMER ST	2011	991260	23	-	\$353.63	\$0	02/11/2011
18749	15 EVANS ST	2011	994160	23	\$8,797.00	\$15,529.17	\$0	02/11/2011
18920	7 EVANS ST	2011	994323	23	-	\$83,351.85	\$0	02/11/2011
19056	45 INDUSTRIAL BL	2011	200455	2	-	\$56.01	\$0	02/11/2011
19115	7 EVANS ST	2007	713309	7	-	\$1,816.75	\$0	02/15/2007
19116	7 EVANS ST	2011	994500	20	-	\$4,119.10	\$0	02/11/2011
19151	45 INDUSTRIAL BL	2011	200518	2	-	\$2,575.34	\$0	02/11/2011
19155	45 INDUSTRIAL BL	2011	200522	2	-	\$57.49	\$0	02/11/2011
26446	23 SYLVIA AV	2011	999496	23	-	\$279.06	\$0	02/11/2011
33114	309 BATTLES ST	2007	747452	5	-	\$2,722.71	\$0	05/04/2007
37571	309 BATTLES ST	2007	751417	5	-	\$2,877.88	\$0	05/04/2007
39757	309 BATTLES ST	2007	753329	5	-	\$442.86	\$0	05/04/2007
39759	309 BATTLES ST	2009	893804	8	-	\$3.39	\$0	08/12/2008
TOTALS					\$8,797.00	\$114,384.24		

**APPENDIX 2-7.4: ADJUSTMENT ACCOUNT SUMMARY, CITY
EMPLOYEES / CUSTOMER INTERVIEWEE ACCOUNTS**

City of Brockton
Adjustment Account Summary
2005 - 2011

Account	Name	Location	Last Year Adjusted	Last Bill	# of Bills Adjusted	Water SSS	Sewer SSS	Other SSS	Last Adjust Date
30246	BEACON CHATHAM WEST ASSOC (BASSET, BRIAN)	532 -534 CHATHAM WEST DR	2008	838711	4	-\$36,918.02	-\$78,404.53		\$0 05/08/2008
35888	CATO AYANNA	8 CORALA RD	2010	143241	2	-\$24,669.53	-\$57,195.98		\$0 07/30/2010
38953	FAIRWAY OAKS CONDOS (COHEN, KENNETH)	4 VILLAGE WA	2008	822743	7	-\$9,851.04	-\$11,456.76		\$0 03/07/2008
37697	FORD ROBERT G	61 BONNEY ST	2010	144968	2	-\$3,300.28	-\$10,286.91		\$0 07/30/2010
38661	MADRID SQUARE CONDO TRUST (??)	685 OAK ST	2008	846206	2	-\$2,715.54	-\$1,460.88		\$0 05/07/2008
38286	FISHER FINANCIAL SERVICES (CARBONARA, ROBIN)	112 OAK LA	2011	169124	1	-\$2,442.00			\$0 11/15/2010
28169	OSGOOD ET AL HARLAND E	15 W MEADOW DR	2011	1001145	20	-\$2,064.04	-\$2,050.70		\$0 11/09/2010
31491	THE OAKS CONDOMINIUMS (BALZOTTI, LINDA)	10 FELTON ST	2009	957196	1	-\$1,938.27	-\$6,146.62		\$0 09/04/2009
38277	FISHER FINANCIAL SERVICES (MOORE, CLIFTON)	106 OAK LA	2008	798919	1	-\$1,871.76			\$0 11/15/2007
36848	QUINN PATRICK	78 ADDISON ST	2010	727449	2	-\$1,632.09	-\$2,413.87		\$0 02/18/2010
30684	DEOLIVEIRA MAYSA	32 ELLIS ST	2010	979922	4	-\$932.19	-\$1,115.23		\$0 09/16/2009
23593	HAFFERTY JOHN C	285 W ELM ST	2007	692625	3	-\$760.54	-\$719.61		\$0 02/05/2007
31499	MATTA HERBERT	220 N MAIN ST	2011	194388	2	-\$694.02	-\$1,043.31		\$0 12/29/2010
16578	DAVOLIO GRACE J	127 PORTLAND ST	2010	992345	1	-\$553.74	-\$645.99		\$0 11/13/2009
19156	COSTA WILLIAM	106 QUINCY AV	2010	129837	1	-\$410.85	-\$1,968.57		\$0 05/17/2010
26758	HILL PATRICK	39 PATTERSON AV	2009	952708	4	-\$378.36	-\$308.90		\$0 07/30/2009
28517	MALCOLM BRUCE W	797 ASH ST	2010	977880	3	-\$375.88	-\$368.99		\$0 05/14/2010
35782	MARTELLO GREGG A	17 LYNN RD	2010	937110	5	-\$318.06	-\$391.28		\$0 02/23/2010
10252	LOFTS AT SOCO (CAPPIELLO, KOREN)	147 CENTRE ST	2011	147584	1	-\$274.95	-\$550.35		\$0 08/09/2010
12145	MANSEAU WILLIAM G	249 PLAIN ST	2008	755309	7	-\$257.85	-\$257.50		\$0 10/29/2007
13641	MILLETT GEORGE	420 THATCHER ST	2011	990736	21	-\$215.02	-\$197.56		\$0 10/07/2010
37179	DECHRISTOPHER MICHAEL	38 ALBANY ST	2009	938467	2	-\$195.67	-\$165.71		\$0 03/18/2009
17733	STUDENSKI PAUL F	48 CARLISLE ST	2009	922609	3	-\$175.24	-\$140.75		\$0 03/16/2009
22372	FOCASSET REALTY TRUST (MATTA, JOSEPH)	440 -442 MORAIN ST	2008	808645	1	-\$155.64	-\$205.86		\$0 02/14/2008
25055	BROPHY MARTIN	15 MORSE AV	2007	693757	2	-\$141.83	-\$144.26		\$0 01/10/2007
38755	CANTEBURY ARMS ASSOCIATES (ST ONGE, ANNA)	339 N PEARL ST	2006	612902	1	-\$98.67	-\$114.12		\$0 11/02/2005
39853	CORREIA JOSEPH W	10 TUCKER DR	2007	753410	7	-\$91.95	-\$173.02		\$0 07/26/2007
27614	COVINO LAWRENCE M	213 ROCKLAND ST	2010	135927	1	-\$71.62	-\$79.40		\$0 06/07/2010
22292	MAGUIRE JOHN A	15 MORAIN ST	2010	996514	1	-\$68.76	-\$66.69		\$0 11/10/2009
14822	SULLIVAN PAUL J	291 CARL AV	2009	920818	1	-\$42.89	-\$115.56		\$0 03/09/2009
23806	CARVALHO SILVIA	244 COPELAND ST	2009	950372	1	-\$33.50	-\$32.71		\$0 05/07/2009
29281	DIMESTICO KEVIN L	103 CANDY LA	2009	884545	2	-\$32.63	-\$147.38		\$0 09/26/2008
35968	TROXELL, JR JOHN W	25 BRAINTREE AV	2011	214047	1	-\$28.09	-\$32.32		\$0 03/18/2011
25207	GALVANI ROBERT J	30 BOYLSTON ST	2006	624100	1	-\$26.96	-\$26.37		\$0 04/11/2006
12215	DEROUEN DAVID P	17 PROVOST ST	2008	755337	1	-\$22.08	-\$33.44		\$0 08/30/2007
34920	GROGAN TIMOTHY J	65 CAIRN RD	2007	678928	1	-\$21.56	-\$33.59		\$0 09/28/2006
31045	JORDAN JR OSWALD L	31 HOLLIS ST	2009	909659	1	-\$20.59	-\$28.47		\$0 02/10/2009
28883	THORESON MICHAEL L	12 MAYOTTE CR	2009	954705	1	-\$16.99	-\$16.60		\$0 05/06/2009
35701	SCHMIDT EDWARD J	44 LYNN RD	2011	166637	1	-\$13.78	-\$16.85		\$0 08/17/2010
32690	ANDERSON DONNA M	19 WASHLAND ST	2008	840870	1	-\$11.16	-\$12.47		\$0 05/12/2008
18720	BROPHY PATRICK	21 BATES ST	2010	994135	2		-\$126.93		\$0 02/17/2010
26386	BURKE COLLEEN	83 MAGOUN AV	2007	718126	4		-\$38.26		\$0 02/23/2007
35359	KILSBY CHRISTOPHER	245 ELSIE RD	2008	772640	3		-\$38.92		\$0 09/13/2007
	SUB TOTAL				133	-\$93,843.64	-\$178,773.22		

APPENDIX 2-7.5: ADJUSTMENT FEBRUARY 2011 BILL RUN

City of Brockton
Adjustment February 2011 Bill Run

Account	Location	Bill Year	Bill #	Reason Code	Water \$\$\$	Sewer \$\$\$	Other \$\$\$	Resolution	Effective Date
City Employee/Interviewees									
35968	25 BRAINTREE AV	2011	214047	OA	-528.09	-532.32		\$0 OA - OVER AVERAGED	3/18/2011
The Rest									
35631	108 OAK ST	2011	213714	OA	-15,601.09	-31,227.71		\$0 OA - OVER AVERAGED	3/9/2011
18548	55 CITY HALL PZ	2011	199990	OA	-4,535.28	-8,789.61		\$0 OA - OVER AVERAGED	2/22/2011
39289	- WESTGATE MALL	2011	217096	OA	-3,271.61	-6,294.36		\$0 OA - OVER AVERAGED	2/28/2011
31808	521 N MONTELLO ST	2011	210616	BE	-3,233.45	-6,410.84		\$0 BE - BILLING ERROR	3/9/2011
24036	87 GRAFTON ST	2011	203674	OA	-2,521.90	-4,406.74		\$0 OA - OVER AVERAGED	2/23/2011
30052	25 BELLROCK AV	2011	208919	OA	-2,339.75	-3,903.83		\$0 OA - OVER AVERAGED	2/9/2011
12669	165 -R SUMMER ST	2011	196161	OA	-2,264.03			\$0 OA - OVER AVERAGED	3/10/2011
35303	37 RENE RD	2011	213388	BE	-2,190.88	-3,599.39		\$0 BE - BILLING ERROR	3/3/2011
20048	51 ASH ST	2011	200883	OA	-2,092.02	-2,993.35		\$0 OA - OVER AVERAGED	3/4/2011
16036	20 COURTFIELD DR	2011	197845	BE	-1,811.03	-3,052.80		\$0 BE - BILLING ERROR	3/11/2011
21218	32 GIFFORD ST	2011	201921	OA	-1,629.18	-2,500.28		\$0 OA - OVER AVERAGED	3/10/2011
31037	8 HOLBROOK AV	2011	209875	BE	-1,619.29	-2,454.39		\$0 BE - BILLING ERROR	4/6/2011
23144	64 MENLO ST Unit 2	2011	203203	BA	-1,519.06	-2,904.88		\$0 BA - BLOCK ADJUSTMENT	2/28/2011
38586	765 PINE GROVE DR	2011	216551	OA	-1,494.63	-2,813.37		\$0 OA - OVER AVERAGED	3/23/2011
38555	25 CLAREMOUNT AV	2011	216523	OA	-1,406.22	-2,042.52		\$0 OA - OVER AVERAGED	2/22/2011
13291	609 WARREN AV	2011	196514	OA	-1,328.54	-1,913.97		\$0 OA - OVER AVERAGED	3/7/2011
30546	20 DELAWARE ST	2011	209400	BA	-1,260.31	-1,373.34		\$0 BA - BLOCK ADJUSTMENT	3/25/2011
27945	49 W ELM TR	2011	206971	OA	-1,184.93	-2,111.27		\$0 OA - OVER AVERAGED	4/13/2011
11422	109 GREEN ST	2011	195488	OA	-1,160.58	-1,723.69		\$0 OA - OVER AVERAGED	4/1/2011
31896	88 N PEARL ST	2011	210692	BE	-1,150.58			\$0 BE - BILLING ERROR	4/15/2011
34108	820 N MAIN ST	2011	212302	BE	-1,130.54	-1,595.01		\$0 BE - BILLING ERROR	3/1/2011
16999	28 WINTHROP ST	2011	198740	OA	-1,059.83	-1,461.02		\$0 OA - OVER AVERAGED	4/8/2011
32770	19 WILMINGTON ST	2011	211383	OA	-1,029.69	-1,712.95		\$0 OA - OVER AVERAGED	2/28/2011
26406	105 KEITH AV EXT	2011	205507	OA	-1,028.58	-2,190.79		\$0 OA - OVER AVERAGED	3/18/2011
38565	510 WESTGATE DR	2011	216532	OA	-939.55	-1,412.60		\$0 OA - OVER AVERAGED	3/10/2011
20306	27 ATHENS DR	2011	201139	OA	-888.07	-1,277.25		\$0 OA - OVER AVERAGED	4/8/2011
25265	538 WEST ST	2011	204610	OA	-863.91			\$0 OA - OVER AVERAGED	4/6/2011
25491	543 PEARL ST	2011	204756	OA	-790.56			\$0 OA - OVER AVERAGED	3/15/2011
23774	224 -226 WINTHROP ST	2011	203490	BA	-745.90	-1,866.12		\$0 BA - BLOCK ADJUSTMENT	3/14/2011
14501	27 LYMAN ST	2011	197264	OA	-737.53	-956.66		\$0 OA - OVER AVERAGED	3/29/2011
31671	1076 N MAIN ST	2011	210484	BA	-701.71	-1,186.49		\$0 BA - BLOCK ADJUSTMENT	3/8/2011
20367	35 ATHENS DR	2011	201198	OA	-663.83	-850.00		\$0 OA - OVER AVERAGED	2/10/2011
32121	75 PLEASANT ST	2011	210877	OA	-606.19	-952.15		\$0 OA - OVER AVERAGED	3/18/2011
12652	105 SUMMER ST	2011	196145	OA	-559.02	-556.27		\$0 OA - OVER AVERAGED	2/17/2011
16060	691 -693 WARREN AV	2011	197868	OA	-553.26	-808.03		\$0 OA - OVER AVERAGED	4/15/2011
24516	51 ETRICK ST	2011	204038	BE	-553.28	-698.40		\$0 BE - BILLING ERROR	2/24/2011
10822	71 -73 DENTON ST	2011	195053	OA	-529.99	-684.83		\$0 OA - OVER AVERAGED	2/24/2011
39139	20 CROWELL ST	2011	216975	BE	-511.17	-677.90		\$0 BE - BILLING ERROR	2/14/2011
21297	31 GLENWOOD ST	2011	201995	OA	-510.98	-606.32		\$0 OA - OVER AVERAGED	2/14/2011
20048	51 ASH ST	2011	200883	BA	-490.51	-1,616.65		\$0 BA - BLOCK ADJUSTMENT	2/25/2011
20500	15 BRUNSWICK ST	2011	201329	OA	-489.03	-585.60		\$0 OA - OVER AVERAGED	2/23/2011
10866	18 EXCHANGE ST	2011	195074	OA	-475.47	-708.09		\$0 OA - OVER AVERAGED	3/11/2011
29355	2039 MAIN ST	2011	208295	OA	-472.83	-539.02		\$0 OA - OVER AVERAGED	2/17/2011
17577	23 FAIRBANKS RD	2011	199187	OA	-472.64	-564.39		\$0 OA - OVER AVERAGED	2/22/2011
39685	557 N WARREN AV	2011	217407	BE	-469.45	-537.75		\$0 BE - BILLING ERROR	3/1/2011
23774	224 -226 WINTHROP ST	2011	203490	BA	-450.43	-856.71		\$0 BA - BLOCK ADJUSTMENT	3/28/2011
14394	38 EAST AV	2011	197187	OA	-435.20	-493.45		\$0 OA - OVER AVERAGED	2/24/2011
28707	1016 BELMONT ST	2011	207687	OA	-414.30			\$0 OA - OVER AVERAGED	2/22/2011
12372	3 SKINNER ST	2011	196053	OA	-411.02	-519.35		\$0 OA - OVER AVERAGED	3/14/2011
36025	108 OAK ST	2011	214102	OA	-396.70	-623.08		\$0 OA - OVER AVERAGED	4/1/2011
22484	119 NEWBURY ST	2011	202756	OA	-363.23	-502.50		\$0 OA - OVER AVERAGED	2/9/2011
20027	40 ARLINGTON ST	2011	200863	BE	-350.44	-406.93		\$0 BE - BILLING ERROR	3/10/2011
21497	119 HARVARD ST	2011	202142	OA	-328.30	-401.13		\$0 OA - OVER AVERAGED	3/22/2011
26207	359 HILLBERG AV	2011	205333	OA	-319.04	-359.04		\$0 OA - OVER AVERAGED	4/11/2011
10074	40 AUBURN ST	2011	194612	BE	-312.32	-363.65		\$0 BE - BILLING ERROR	2/15/2011
39963	141 MELROSE ST	2011	217653	OA	-302.89	-350.36		\$0 OA - OVER AVERAGED	3/8/2011
12587	60 S SKINNER ST	2011	196105	BA	-282.23	-348.61		\$0 BA - BLOCK ADJUSTMENT	4/13/2011
39037	42 RIVER ST	2011	216876	OA	-274.52	-309.88		\$0 OA - OVER AVERAGED	3/10/2011
14161	558 CENTRE ST	2011	197020	OA	-273.24	-398.92		\$0 OA - OVER AVERAGED	3/29/2011
12233	141 QUINCY ST	2011	195970	BE	-265.34	-378.31		\$0 BE - BILLING ERROR	3/9/2011
16714	55 KINGMAN AV	2011	198476	BE	-260.91	-291.44		\$0 BE - BILLING ERROR	4/12/2011
23691	61 WINNIFRED RD	2011	203426	OA	-254.94	-380.71		\$0 OA - OVER AVERAGED	4/15/2011
38418	31 CYNTHIA DR	2011	216393	OA	-253.70	-327.16		\$0 OA - OVER AVERAGED	3/7/2011
25113	65 SUNSET AV	2011	204514	OA	-234.39	-247.41		\$0 OA - OVER AVERAGED	2/28/2011
33957	14 BURNHAM AV	2011	212180	OA	-231.59	-246.02		\$0 OA - OVER AVERAGED	2/18/2011
38452	83 JORDAN ST	2011	216424	OA	-227.34	-308.89		\$0 OA - OVER AVERAGED	2/16/2011
39552	165 WESTGATE DR	2011	217325	BE	-224.80	-351.00		\$0 BE - BILLING ERROR	3/2/2011

City of Brockton
Adjustment February 2011 Bill Run

Account	Location	Bill Year	Bill #	Reason Code	Water SSS	Sewer SSS	Other SSS	Resolution	Effective Date
30632	45 -47 E MAIN ST	2011	209483	BE	-\$222.62	-\$246.29	\$0	BE - BILLING ERROR	3/10/2011
22596	27 NYE SQ	2011	202843	OA	-\$222.06	-\$250.08	\$0	OA - OVER AVERAGED	2/14/2011
16031	11 ELEVENTH AV	2011	197841	BE	-\$202.45	-\$209.50	\$0	BE - BILLING ERROR	3/9/2011
22564	157 NILSSON ST	2011	202811	OA	-\$196.96	-\$207.63	\$0	OA - OVER AVERAGED	4/15/2011
38612	81 -87 COLONEL BELL DR	2011	216577	OA	-\$186.24	-\$187.10	\$0	OA - OVER AVERAGED	2/25/2011
19277	14 PETERSON AV	2011	200635	OA	-\$185.60	-\$198.17	\$0	OA - OVER AVERAGED	3/23/2011
31172	132 HUNTINGTON ST	2011	210003	OA	-\$184.53	-\$199.36	\$0	OA - OVER AVERAGED	3/30/2011
33054	9 HARRISON AV	2011	211588	OA	-\$182.44	-\$286.56	\$0	OA - OVER AVERAGED	3/22/2011
12990	240 CENTRE ST	2011	196372	OA	-\$179.80	-\$282.41	\$0	OA - OVER AVERAGED	3/1/2011
21507	120 HAWLEY ST	2011	202150	OA	-\$178.51	-\$204.35	\$0	OA - OVER AVERAGED	2/14/2011
13258	411 -413 WARREN AV	2011	196484	OA	-\$177.18	-\$188.54	\$0	OA - OVER AVERAGED	2/11/2011
34489	134 N QUINCY ST	2011	212631	OA	-\$177.14	-\$179.06	\$0	OA - OVER AVERAGED	3/9/2011
30407	56 CHERRY ST	2011	209263	OA	-\$176.67		\$0	OA - OVER AVERAGED	2/24/2011
32027	58 OAK ST	2011	210801	OA	-\$173.83	-\$181.39	\$0	OA - OVER AVERAGED	3/28/2011
30280	29 INTERVALE ST	2011	209143	OA	-\$165.06	-\$202.95	\$0	OA - OVER AVERAGED	2/28/2011
30450	39 CLARENCE ST	2011	209305	BE	-\$162.77	-\$165.80	\$0	BE - BILLING ERROR	3/10/2011
14279	93 SUMMER ST	2011	197101	BA	-\$158.69	-\$246.54	\$0	BA - BLOCK ADJUSTMENT	3/25/2011
10085	84 -86 AUBURN ST	2011	194623	OA	-\$154.61	-\$164.68	\$0	OA - OVER AVERAGED	3/1/2011
35243	31 ANITA RD	2011	213330	OA	-\$150.26	-\$170.47	\$0	OA - OVER AVERAGED	2/15/2011
24672	7 FENWAY CR	2011	204167	OA	-\$145.45	-\$165.83	\$0	OA - OVER AVERAGED	3/18/2011
37413	110 -122 COVENTRY CR	2011	215422	OA	-\$142.72	-\$143.73	\$0	OA - OVER AVERAGED	3/23/2011
36831	1056 COURT ST	2011	214891	OA	-\$142.03	-\$143.17	\$0	OA - OVER AVERAGED	3/22/2011
19263	41 MICHELLE LA	2011	200622	OA	-\$141.64	-\$158.74	\$0	OA - OVER AVERAGED	3/2/2011
31846	719 N MONTELLO ST	2011	210650	BA	-\$136.04	-\$151.77	\$0	BA - BLOCK ADJUSTMENT	2/8/2011
27008	172 CHANNING AV	2011	206073	OA	-\$134.08	-\$135.74	\$0	OA - OVER AVERAGED	3/10/2011
39859	13 TUCKER DR	2011	217554	OA	-\$133.19	-\$163.77	\$0	OA - OVER AVERAGED	2/15/2011
29794	57 FULLER ST	2011	208696	OA	-\$132.57	-\$157.51	\$0	OA - OVER AVERAGED	4/15/2011
31972	249 N WARREN AV	2011	210758	OA	-\$129.21	-\$134.61	\$0	OA - OVER AVERAGED	2/22/2011
31804	20 LIVINGSTON RD	2011	210612	OA	-\$126.91	-\$135.67	\$0	OA - OVER AVERAGED	3/8/2011
38216	455 OAK ST	2011	216198	OA	-\$126.11	-\$273.52	\$0	OA - OVER AVERAGED	3/15/2011
30996	731 N MONTELLO ST Unit #6	2011	209834	OA	-\$125.07	-\$126.42	\$0	OA - OVER AVERAGED	2/28/2011
38260	40 BARK CR	2011	216241	BA	-\$120.94	-\$1,059.04	\$0	BA - BLOCK ADJUSTMENT	3/15/2011
21181	24 FULLER ST	2011	201897	OA	-\$120.61	-\$148.29	\$0	OA - OVER AVERAGED	2/22/2011
10693	920 -922 CRESCENT ST	2011	194963	OA	-\$118.51	-\$119.78	\$0	OA - OVER AVERAGED	3/23/2011
31135	80 WESTHAVEN DR	2011	209966	OA	-\$117.51	-\$118.98	\$0	OA - OVER AVERAGED	3/7/2011
22388	21 MYRTLE ST	2011	202665	OA	-\$117.33	-\$118.08	\$0	OA - OVER AVERAGED	2/14/2011
33020	39 AMES ST	2011	211571	OA	-\$112.16	-\$114.04	\$0	OA - OVER AVERAGED	4/15/2011
18736	35 CROCKER AV	2011	200150	OA	-\$105.28	-\$112.13	\$0	OA - OVER AVERAGED	2/16/2011
33542	17 GAUDETTE AV	2011	211923	BA	-\$104.87	-\$116.91	\$0	BA - BLOCK ADJUSTMENT	3/16/2011
18145	917 MONTELLO ST	2011	199649	OA	-\$103.48	-\$119.58	\$0	OA - OVER AVERAGED	4/8/2011
31291	79 -81 MARTLAND AV	2011	210120	BE	-\$97.10	-\$97.67	-\$140	BE - BILLING ERROR	3/22/2011
28294	40 MICHAEL DR	2011	207311	OA	-\$93.70	-\$105.20	\$0	OA - OVER AVERAGED	3/10/2011
10166	26 BOLTON PL	2011	194674	OA	-\$93.20	-\$94.29	\$0	OA - OVER AVERAGED	3/18/2011
12072	21 PINE AV	2011	195875	BA	-\$91.67	-\$200.46	\$0	BA - BLOCK ADJUSTMENT	2/15/2011
21093	365 FOREST AV	2011	201827	OA	-\$91.04	-\$91.57	\$0	OA - OVER AVERAGED	3/8/2011
23611	352 W ELM ST	2011	203357	OA	-\$90.60	-\$111.39	\$0	OA - OVER AVERAGED	2/18/2011
26234	85 LENOX ST	2011	205355	OA	-\$88.43	-\$94.71	\$0	OA - OVER AVERAGED	3/3/2011
28967	1991 MAIN ST	2011	207921	OA	-\$88.43	-\$111.47	\$0	OA - OVER AVERAGED	3/3/2011
10550	155 CRESCENT ST	2011	194881	LO	-\$85.52	-\$86.02	\$0	LO - LAW OFFICE	3/1/2011
31509	23 HEREFORD ST	2011	210332	BE	-\$85.18	-\$86.63	\$0	BE - BILLING ERROR	4/11/2011
38732	9 HARTLEY AV	2011	216682	OA	-\$80.51	-\$88.10	\$0	OA - OVER AVERAGED	4/15/2011
20317	3 ATHENS DR	2011	201149	OA	-\$78.47	-\$79.68	\$0	OA - OVER AVERAGED	4/8/2011
13695	49 OTIS ST	2011	196778	OA	-\$77.44	-\$77.90	\$0	OA - OVER AVERAGED	3/8/2011
30397	25 -27 CHERRY ST	2011	209253	OA	-\$76.85	-\$86.88	\$0	OA - OVER AVERAGED	3/17/2011
26453	28 BIGNEY AV	2011	205550	OA	-\$74.81	-\$76.11	\$0	OA - OVER AVERAGED	3/10/2011
30748	605 N CARY ST	2011	209598	OA	-\$74.80	-\$158.54	\$0	OA - OVER AVERAGED	3/14/2011
33258	41 -43 DIVISION ST	2011	211720	OA	-\$73.84	-\$90.80	\$0	OA - OVER AVERAGED	3/17/2011
31585	218 SAWTELL AV	2011	210404	OA	-\$73.75	-\$75.02	\$0	OA - OVER AVERAGED	3/14/2011
25356	348 FOREST AV	2011	204663	OA	-\$72.89	-\$74.10	\$0	OA - OVER AVERAGED	4/8/2011
24938	85 VESEY ST	2011	204387	OA	-\$70.40	-\$71.41	\$0	OA - OVER AVERAGED	2/14/2011
21392	12 -14 GREEN PL	2011	202083	OA	-\$69.18	-\$69.58	\$0	OA - OVER AVERAGED	3/2/2011
39373	42 LAWTON AV	2011	217171	OA	-\$67.18	-\$68.33	\$0	OA - OVER AVERAGED	2/14/2011
27863	31 MARLENE AV	2011	206891	OA	-\$66.45	-\$67.67	\$0	OA - OVER AVERAGED	4/8/2011
16507	20 -26 MAIN ST	2011	198289	OA	-\$66.07	-\$66.64	\$0	OA - OVER AVERAGED	3/7/2011
11725	555 MONTELLO ST	2011	195622	OA	-\$63.56	-\$78.15	\$0	OA - OVER AVERAGED	2/24/2011
23747	120 WINTHROP ST	2011	203466	OA	-\$63.12	-\$63.49	\$0	OA - OVER AVERAGED	3/22/2011
26823	336 PLEASANT ST	2011	205905	BE	-\$63.04	-\$84.01	\$0	BE - BILLING ERROR	2/16/2011
14710	30 IDA AV	2011	197444	OA	-\$61.83	-\$62.88	\$0	OA - OVER AVERAGED	2/10/2011
25661	148 TORREY ST	2011	204860	OA	-\$61.55	-\$65.63	\$0	OA - OVER AVERAGED	4/1/2011
19241	106 PETERSON AV	2011	200600	OA	-\$61.21	-\$61.57	\$0	OA - OVER AVERAGED	3/18/2011
19040	187 PERKINS AV	2011	200439	BE	-\$61.19	-\$0.06	\$0	BE - BILLING ERROR	2/15/2011

City of Brockton
Adjustment February 2011 Bill Run

Account	Location	Bill Year	Bill #	Reason Code	Water \$\$\$	Sewer \$\$\$	Other \$\$\$	Resolution	Effective Date
10156	13 BEAUMONT AV	2011	194666	OA	-\$61.04	-\$61.58		\$0 OA - OVER AVERAGED	3/22/2011
36087	107 BOURNE ST	2011	214160	BE	-\$60.59	-\$63.43		\$0 BE - BILLING ERROR	2/15/2011
31508	21 HEREFORD ST	2011	210331	OA	-\$60.59	-\$61.65		\$0 OA - OVER AVERAGED	4/11/2011
39112	87 SAWTELL AV	2011	216949	OA	-\$57.83	-\$59.11		\$0 OA - OVER AVERAGED	2/14/2011
38741	83 UPLAND RD	2011	216690	OA	-\$57.62	-\$58.02		\$0 OA - OVER AVERAGED	2/15/2011
22390	28 MYRTLE ST	2011	202667	OA	-\$57.49	-\$58.41		\$0 OA - OVER AVERAGED	3/7/2011
33726	87 OAK ST	2011	212051	OA	-\$56.09	-\$56.90		\$0 OA - OVER AVERAGED	3/18/2011
11156	36 HUNT ST	2011	195303	OA	-\$55.43	-\$56.02		\$0 OA - OVER AVERAGED	2/18/2011
17881	225 QUINCY AV	2011	199442	OA	-\$54.96	-\$55.28		\$0 OA - OVER AVERAGED	2/28/2011
15026	209 BATES RD	2011	197699	OA	-\$54.31	-\$55.16		\$0 OA - OVER AVERAGED	3/29/2011
20616	47 CLIFTON AV	2011	201445	OA	-\$53.87	-\$54.18		\$0 OA - OVER AVERAGED	3/9/2011
21326	9 GRAFTON ST	2011	202020	OA	-\$49.28	-\$50.24		\$0 OA - OVER AVERAGED	2/14/2011
28848	31 N BELCHER AV	2011	207814	OA	-\$49.00	-\$50.24		\$0 OA - OVER AVERAGED	3/2/2011
39694	107 BELAIR ST	2011	217416	OA	-\$47.68	-\$64.99		\$0 OA - OVER AVERAGED	2/9/2011
23781	53 WOODARD AV	2011	203497	OA	-\$46.74	-\$47.01		\$0 OA - OVER AVERAGED	2/22/2011
17247	143 DEANNA RD	2011	198967	OA	-\$45.14	-\$45.87		\$0 OA - OVER AVERAGED	3/29/2011
22466	40 NEWBURY ST	2011	202739	OA	-\$44.86	-\$45.39		\$0 OA - OVER AVERAGED	2/14/2011
30027	731 N MONTELLO ST Unit #1	2011	208895	OA	-\$43.78	-\$44.82		\$0 OA - OVER AVERAGED	3/3/2011
26215	24 YARMOUTH AV	2011	205341	OA	-\$43.53	-\$43.97		\$0 OA - OVER AVERAGED	2/14/2011
26668	12 HAZARD ST	2011	205760	OA	-\$43.53			\$0 OA - OVER AVERAGED	2/18/2011
39974	203 CROSS ST	2011	217664	OA	-\$42.72	-\$62.84		\$0 OA - OVER AVERAGED	3/23/2011
37733	179 COLONEL BELL DR	2011	215730	OA	-\$41.50	-\$42.32		\$0 OA - OVER AVERAGED	3/15/2011
36035	323 NORTH AV	2011	214112	OA	-\$39.44	-\$39.68		\$0 OA - OVER AVERAGED	2/14/2011
39339	36 -38 RESERVOIR ST	2011	217139	OA	-\$38.79	-\$39.34		\$0 OA - OVER AVERAGED	3/1/2011
25889	44 VESEY ST	2011	205052	OA	-\$38.77	-\$39.00		\$0 OA - OVER AVERAGED	3/2/2011
33940	325 N MONTELLO ST	2011	212166	OA	-\$38.57	-\$40.13		\$0 OA - OVER AVERAGED	2/16/2011
21168	24 FROST AV	2011	201888	OA	-\$38.11	-\$57.29		\$0 OA - OVER AVERAGED	3/7/2011
14739	793 COURT ST	2011	197471	OA	-\$36.91	-\$37.13		\$0 OA - OVER AVERAGED	2/18/2011
27115	53 BREER ST	2011	206174	OA	-\$36.86	-\$37.08		\$0 OA - OVER AVERAGED	2/8/2011
21026	82 FOREST AV	2011	201760	OA	-\$36.29	-\$57.85		\$0 OA - OVER AVERAGED	3/2/2011
39854	12 TUCKER DR	2011	217549	OA	-\$35.88	-\$36.09		\$0 OA - OVER AVERAGED	2/15/2011
31852	745 N MONTELLO ST	2011	210654	OA	-\$35.70	-\$36.63		\$0 OA - OVER AVERAGED	3/17/2011
35868	44 RESERVOIR ST	2011	213947	OA	-\$34.27	-\$35.15		\$0 OA - OVER AVERAGED	2/28/2011
31900	98 N QUINCY ST	2011	210696	OA	-\$33.35	-\$33.53		\$0 OA - OVER AVERAGED	2/24/2011
15566	114 DENTON ST	2011	197792	BE	-\$33.22	-\$32.55		\$0 BE - BILLING ERROR	3/28/2011
10307	388 CENTRE ST	2011	194744	OA	-\$32.66	-\$32.00		\$0 OA - OVER AVERAGED	4/7/2011
33812	22 PENNSYLVANIA AV	2011	212094	OA	-\$32.62	-\$32.81		\$0 OA - OVER AVERAGED	3/10/2011
10008	80 LEGION PW	2011	194559	OA	-\$31.98	-\$35.47		\$0 OA - OVER AVERAGED	3/23/2011
33965	14 BATTLES ST	2011	212187	OA	-\$31.55	-\$30.91		\$0 OA - OVER AVERAGED	2/14/2011
28887	566 FOREST AV	2011	207845	BA	-\$31.00	-\$31.13		\$0 BA - BLOCK ADJUSTMENT	2/17/2011
31808	521 N MONTELLO ST	2011	210616	BA	-\$29.51	-\$245.89		\$0 BA - BLOCK ADJUSTMENT	3/24/2011
21226	45 GIFFORD ST	2011	201928	OA	-\$29.26	-\$29.44		\$0 OA - OVER AVERAGED	2/14/2011
12057	37 PERRY AV	2011	195860	BA	-\$29.20	-\$69.80		\$0 BA - BLOCK ADJUSTMENT	3/7/2011
35190	4 TINA AV	2011	213278	OA	-\$28.29	-\$29.95		\$0 OA - OVER AVERAGED	3/1/2011
34813	31 GERALD AV	2011	212928	OA	-\$28.04	-\$28.78		\$0 OA - OVER AVERAGED	3/23/2011
26238	176 LEACH AV	2011	205359	OA	-\$27.97	-\$28.13		\$0 OA - OVER AVERAGED	3/22/2011
39295	22 NORTH AV	2011	217100	OA	-\$27.83	-\$34.14		\$0 OA - OVER AVERAGED	3/14/2011
29195	10 FAIRWAY DR	2011	208145	OA	-\$26.53	-\$40.86		\$0 OA - OVER AVERAGED	3/18/2011
39513	61 RESERVOIR ST	2011	217295	OA	-\$26.34	-\$40.09		\$0 OA - OVER AVERAGED	4/6/2011
31310	47 MELROSE AV	2011	210139	OA	-\$25.01			\$0 OA - OVER AVERAGED	2/22/2011
29388	730 ASH ST	2011	208327	BE	-\$24.71	-\$23.43		\$0 BE - BILLING ERROR	3/17/2011
32567	76 TURNER ST	2011	211213	OA	-\$24.09	-\$24.24		\$0 OA - OVER AVERAGED	3/23/2011
26643	74 WESTWOOD AV	2011	205736	BA	-\$24.08	-\$26.74		\$0 BA - BLOCK ADJUSTMENT	2/14/2011
27411	128 COUNTRY CLUB LA	2011	206450	OA	-\$23.82	-\$23.96		\$0 OA - OVER AVERAGED	2/16/2011
21453	2 HAMPDEN AV	2011	202115	OA	-\$23.32	-\$23.45		\$0 OA - OVER AVERAGED	3/22/2011
29114	135 ROCKLAND DR	2011	208065	OA	-\$22.61	-\$24.09		\$0 OA - OVER AVERAGED	4/6/2011
21131	72 FOSTER ST	2011	201858	BA	-\$21.40	-\$23.96		\$0 BA - BLOCK ADJUSTMENT	2/15/2011
27942	112 COLLEGE DR	2011	206968	OA	-\$21.07	-\$21.62		\$0 OA - OVER AVERAGED	2/8/2011
18923	821 WARREN AV	2011	200329	OA	-\$20.82	-\$27.59		\$0 OA - OVER AVERAGED	2/23/2011
26584	49 RICHARD ST	2011	205677	OA	-\$18.75	-\$18.92		\$0 OA - OVER AVERAGED	3/2/2011
32119	53 PLEASANT ST	2011	210875	OA	-\$17.71	-\$18.19		\$0 OA - OVER AVERAGED	3/14/2011
17003	54 KINGMAN ST	2011	198744	OA	-\$17.15	-\$68.93		\$0 OA - OVER AVERAGED	4/5/2011
35746	131 NORMAN RD	2011	213828	OA	-\$16.44	-\$16.53		\$0 OA - OVER AVERAGED	3/25/2011
30529	49 CROSS ST	2011	209383	OA	-\$15.92	-\$16.01		\$0 OA - OVER AVERAGED	2/14/2011
20016	3 N ARLINGTON ST	2011	200852	OA	-\$15.36	-\$15.44		\$0 OA - OVER AVERAGED	2/28/2011
21847	73 LEAVITT ST	2011	202348	OA	-\$15.20			\$0 OA - OVER AVERAGED	3/22/2011
24578	52 BASSETT RD	2011	204088	OA	-\$14.86	-\$16.24		\$0 OA - OVER AVERAGED	3/15/2011
35682	96 NORMAN RD	2011	213765	OA	-\$14.56	-\$14.94		\$0 OA - OVER AVERAGED	2/22/2011
34459	424 BATTLES ST	2011	212601	OA	-\$12.51	-\$12.29		\$0 OA - OVER AVERAGED	3/17/2011
35464	18 VERMONT AV	2011	213548	OA	-\$11.27	-\$11.58		\$0 OA - OVER AVERAGED	3/22/2011
10316	409 CENTRE ST	2011	194752	BA	-\$11.09	-\$10.49		\$0 BA - BLOCK ADJUSTMENT	2/23/2011

City of Brockton
Adjustment February 2011 Bill Run

Account	Location	Bill Year	Bill #	Reason Code	Water \$\$\$	Sewer \$\$\$	Other \$\$\$	Resolution	Effective Date
13031	34 GROVE AV	2011	196386	OA	-\$10.64	-\$14.62		\$0 OA - OVER AVERAGED	2/11/2011
31271	25 MARTLAND AV	2011	210100	BA	-\$10.50			\$0 BA - BLOCK ADJUSTMENT	2/17/2011
35227	136 TINA AV	2011	213314	OA	-\$9.93	-\$26.37		\$0 OA - OVER AVERAGED	3/22/2011
24954	337 GREEN ST	2011	204398	OA	-\$9.27	-\$9.08		\$0 OA - OVER AVERAGED	4/8/2011
34650	40 CARRLYN RD	2011	212779	OA	-\$9.26	-\$59.37		\$0 OA - OVER AVERAGED	2/8/2011
31845	720 -722 N MONTELLO ST	2011	210649	OA	-\$9.10	-\$34.60		\$0 OA - OVER AVERAGED	2/14/2011
32294	253 PROSPECT ST	2011	211017	OA	-\$9.00	-\$9.04		\$0 OA - OVER AVERAGED	2/23/2011
20638	150 CLIFTON AV	2011	201467	OA	-\$8.94	-\$8.77		\$0 OA - OVER AVERAGED	3/1/2011
10786	88 LINCOLN ST	2011	195024	OA	-\$8.91	-\$28.37		\$0 OA - OVER AVERAGED	3/7/2011
37071	35 DODGE RD	2011	215118	OA	-\$8.23	-\$8.45		\$0 OA - OVER AVERAGED	2/25/2011
37153	39 DIX RD	2011	215194	OA	-\$7.48	-\$29.27		\$0 OA - OVER AVERAGED	3/17/2011
25000	214 COPELAND ST	2011	204433	BA	-\$7.20	-\$6.81		\$0 BA - BLOCK ADJUSTMENT	3/7/2011
29117	265 COUNTRY CLUB LA	2011	208068	BA	-\$6.95	-\$6.76		\$0 BA - BLOCK ADJUSTMENT	3/7/2011
34728	70 ORCHARD AV	2011	212847	OA	-\$6.41	-\$6.45		\$0 OA - OVER AVERAGED	2/28/2011
34805	91 GERALD AV	2011	212920	OA	-\$5.98	-\$5.86		\$0 OA - OVER AVERAGED	2/17/2011
16188	91 SHARON ST	2011	197990	OA	-\$5.33	-\$5.47		\$0 OA - OVER AVERAGED	3/23/2011
18306	473 WARREN AV	2011	199777	BA	-\$5.26	-\$22.99		\$0 BA - BLOCK ADJUSTMENT	2/17/2011
29657	26 ALEXANDRAS WAY	2011	208576	OA	-\$5.10	-\$14.66		\$0 OA - OVER AVERAGED	2/24/2011
11812	1082 MONTELLO ST	2011	195693	OA	-\$4.69	-\$14.36		\$0 OA - OVER AVERAGED	3/1/2011
24642	107 TILTON AV	2011	204143	BE	-\$4.63			\$0 BE - BILLING ERROR	2/16/2011
30914	835 OAK ST	2011	209759	OA	-\$4.60	-\$9.09		\$0 OA - OVER AVERAGED	2/28/2011
29311	366 FOREST AV	2011	208253	OA	-\$4.07	-\$3.99		\$0 OA - OVER AVERAGED	3/22/2011
11955	20 PACKARD ST	2011	195789	BA	-\$3.87	-\$35.65		\$0 BA - BLOCK ADJUSTMENT	2/7/2011
13583	10 CARLISLE ST	2011	196719	OA	-\$2.99	-\$2.93		\$0 OA - OVER AVERAGED	2/18/2011
35928	59 RANDOLPH AV	2011	214007	OA	-\$2.81	-\$24.67		\$0 OA - OVER AVERAGED	3/14/2011
11242	22 LAFOYE ST	2011	195382	OA	-\$2.78	-\$9.61		\$0 OA - OVER AVERAGED	2/22/2011
14834	530 CENTRE ST	2011	197549	OA	-\$2.33	-\$16.76		\$0 OA - OVER AVERAGED	3/1/2011
35427	340 HOVENDEN AV	2011	213511	OA	-\$1.88	-\$11.87		\$0 OA - OVER AVERAGED	3/7/2011
18530	18 PERKINS ST	2011	199974	OA	-\$1.70	-\$23.39		\$0 OA - OVER AVERAGED	4/1/2011
29918	100 LEACH AV	2011	208808	OA	-\$1.64	-\$19.93		\$0 OA - OVER AVERAGED	3/28/2011
22975	58 SUNSET AV	2011	203086	OA	-\$1.41	-\$6.85		\$0 OA - OVER AVERAGED	3/22/2011
18807	71 PLAIN ST	2011	200218	OA	-\$0.60	-\$16.06		\$0 OA - OVER AVERAGED	3/29/2011
24071	62 S FULLER ST EX	2011	203692	OA	-\$0.54	-\$16.64		\$0 OA - OVER AVERAGED	3/9/2011
18242	773 -783 MAIN ST	2011	199724	BA	-\$0.03	-\$18.71		\$0 BA - BLOCK ADJUSTMENT	2/16/2011
14829	66 PORTLAND ST	2011	197545	BE		-\$62.12		\$0 BE - BILLING ERROR	2/7/2011
28720	1 KNAPP CN	2011	207700	BE		-\$35,409.93		\$0 BE - BILLING ERROR	3/3/2011
39344	909 SUMNER ST	2011	217144	BA		-\$22,230.10		\$0 BA - BLOCK ADJUSTMENT	2/15/2011
18085	680 CENTRE ST	2011	199598	BE		-\$21,928.51		\$0 BE - BILLING ERROR	3/4/2011
29670	175 WARREN AV	2011	208589	OA		-\$422.38		\$0 OA - OVER AVERAGED	3/18/2011
14824	464 CENTRE ST	2011	197541	OA		-\$162.67		\$0 OA - OVER AVERAGED	3/18/2011
14380	14 E UNION ST	2011	197178	OA		-\$56.94		\$0 OA - OVER AVERAGED	3/8/2011
30265	204 COURT ST	2011	209128	OA		-\$44.22		\$0 OA - OVER AVERAGED	2/18/2011
12139	211 PLAIN ST	2011	195921	OA		-\$35.01		\$0 OA - OVER AVERAGED	2/15/2011
19040	187 PERKINS AV	2011	200439	OA		-\$33.75		\$0 OA - OVER AVERAGED	2/14/2011
39708	- PINE GROVE DR	2011	217429	OA		-\$33.21		\$0 OA - OVER AVERAGED	3/23/2011
36821	21 ST CASIMIR AV	2011	214881	OA		-\$29.30		\$0 OA - OVER AVERAGED	4/7/2011
29355	2039 MAIN ST	2011	208295	OA		-\$21.95		\$0 OA - OVER AVERAGED	3/3/2011
20653	855 N MAIN ST	2011	201482	OA		-\$21.62		\$0 OA - OVER AVERAGED	2/17/2011
19163	91 FOREST ST	2011	200529	OA		-\$17.00		\$0 OA - OVER AVERAGED	2/25/2011
39072	315 N MAIN ST	2011	216909	OA		-\$15.53		\$0 OA - OVER AVERAGED	3/7/2011
37328	200 WESTGATE DR	2011	215356	OA		-\$10.05		\$0 OA - OVER AVERAGED	2/25/2011
27042	43 LINWOOD ST	2011	206102	OA		-\$9.90		\$0 OA - OVER AVERAGED	3/24/2011
11315	55 LEYDEN ST	2011	195434	OA		-\$9.23		\$0 OA - OVER AVERAGED	3/2/2011
14518	241 SUMMER ST	2011	197278	OA		-\$7.33		\$0 OA - OVER AVERAGED	3/1/2011
25158	208 PLEASANT ST	2011	204549	OA		-\$7.15		\$0 OA - OVER AVERAGED	3/22/2011
16384	82 CONCORD ST	2011	198174	OA		-\$5.54		\$0 OA - OVER AVERAGED	3/9/2011
31406	8 NASH ST	2011	210233	BE		-\$5.54		\$0 BE - BILLING ERROR	3/15/2011
18605	181 CLINTON ST	2011	200035	OA		-\$5.45		\$0 OA - OVER AVERAGED	2/25/2011
35322	285 -289 N MAIN ST	2011	213407	OA		-\$4.66		\$0 OA - OVER AVERAGED	3/7/2011
28956	1983 MAIN ST	2011	207910	OA		-\$4.51		\$0 OA - OVER AVERAGED	3/3/2011
25700	1129 W ELM ST EX	2011	204896	OA		-\$3.90		\$0 OA - OVER AVERAGED	3/31/2011
20707	138 COPELAND ST	2011	201536	OA		-\$3.37		\$0 OA - OVER AVERAGED	4/12/2011
31525	54 PROSPECT TR	2011	210347	OA		-\$3.32		\$0 OA - OVER AVERAGED	3/18/2011
39290	- WESTGATE MALL	2011	217097	OA		-\$3.31		\$0 OA - OVER AVERAGED	2/28/2011
36390	153 HOWARD ST	2011	214459	OA		-\$2.78		\$0 OA - OVER AVERAGED	2/14/2011
35671	98 CHRISTOPHER RD	2011	213754	OA		-\$2.60		\$0 OA - OVER AVERAGED	2/22/2011
29751	104 TORREY ST	2011	208656	BE		-\$0.03		\$0 BE - BILLING ERROR	2/25/2011
30394	17 CHERRY ST	2011	209250	OA	\$0.98	\$0.98		\$0 OA - OVER AVERAGED	2/25/2011
	SUB TOTAL				-\$88,848.24	-\$217,315.63	-\$140.00		
	TOTALS				-\$88,876.33	-\$217,347.95	-\$140.00		

**APPENDIX 2-7.6: CITY'S RESPONSE TO THE DRAFT TECHNICAL
MEMORANDUM 2-7**

Subj: **FW: Task 2-7 - more changes**
Date: 5/6/2011 3:49:55 P.M. Eastern Daylight Time
From: jcondon@ci.brockton.ma.us
To: bettergov@aol.com
fyi

From: Czaja Elaine
Sent: Friday, May 06, 2011 3:48 PM
To: Condon John
Cc: Chuckran Heidi; Thoreson Michael; Rowley Larry
Subject: Task 2-7 - more changes

Jay – Here are further changes to be made.

Task 2-7 page 3

Work Orders

First sentence should read..... If a customer's water meter needs to be replaced or repaired, the meter department completes a work order form (carbon copy form) describing the work. Delete and fees -no fees are set at that time.

Next sentence should read.... After work has been completed, a copy of all work order forms are sent to the billing office. If a fee is deemed by the Meter Repairman Foreman, a construction bill is sent to the billing office to be billed to customer.

Task 2-7 page 4

Handling of Accounts with Extended Non-Payment

This procedure should be verified with the Treasurer/Collector

=

Subj: FW: 2-7
Date: 5/6/2011 2:50:31 P.M. Eastern Daylight Time
From: jcondon@ci.brockton.ma.us
To: bettergov@aol.com
CC: hchuckran@cobma.us

From: Thoreson Michael
Sent: Friday, May 06, 2011 11:54 AM
To: Condon John; Chuckran Heidi
Cc: Czaja Elaine; Rowley Larry; Hambly Alisa; Creedon Brian; Troxell April
Subject: FW: 2-7

Jay comments on TM 2-7

Page 3 second paragraph: Meter test is \$75.00 not \$50.00 for meter sizes less than 1inch. For meters larger than 1 inch the fee is \$150.00
Under work Orders: Should read "customer's"

Michael L. Thoreson
Commissioner DPW
45 School Street
Brockton, MA 02301
(508) 580-7135

From: Condon John
Sent: Monday, May 02, 2011 5:14 PM
To: Thoreson Michael; Brophy Martin; Santos William; Sullivan Paul; Creedon Brian; Rowley Larry; Czaja Elaine
Subject: FW: 2-7

From: BETTERGOV@aol.com [mailto:BETTERGOV@aol.com]
Sent: Sunday, May 01, 2011 11:43 AM
To: Condon John; Chuckran Heidi
Cc: TFedder@woodardcurran.com; dandrew18@comcast.net; Bettergov2@aol.com; Bettergov@aol.com; edbryan@crystalreportingsolutions.com
Subject: 2-7

Attached.
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