
**APPENDIX 2-9.6: CITY'S RESPONSE TO THE DRAFT TECHNICAL
MEMORANDUM 2-9**

Subj: **FW:**
Date: 5/20/2011 3:30:56 P.M. Eastern Daylight Time
From: jcondon@ci.brockton.ma.us
To: BETTERGOV@aol.com
CC: hchuckran@cobma.us
fyi

From: Thoreson Michael
Sent: Friday, May 20, 2011 3:28 PM
To: Condon John; Chuckran Heidi; Mark Abrahams (BETTERGOV@aol.com)
Subject:

Some comments on section 2-9

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

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Audit Task 2-9

Comments on review of Audit Task 2-9

Account 3-5888 (8Coralla Road):

1. Page 2, third paragraph; the word "errors" should read "estimates".
2. Page 4, last paragraph; states that an amount of \$67.05 is owed to the City. The last paragraph in the Accounts Findings sections states that \$67.05 is due to Ms.Cato. We agree that Ms. Cato owes the City \$67.05 and this paragraph needs to be adjusted to reflect same.
3. We are in the process of checking the calculations for this account. While we agree that Ms. Cato owes the City we believe that amount is slightly different than \$67.05.
4. The second to last paragraph in the Accounts Findings section is not written correctly. The policy developed by the DPW and the City is to use the block rate in effect at the time for the first five years of look back and the lowest block rate in effect going back further. The paragraph implies that the City only goes back five years which is not correct.
5. On page 3 of Ms. Cato's notes she states that she was never able to get a meeting with Mr. Thoreson or the mayor. The text notes clearly show the on 7/15/2010 she was called to set up an appointment but she never returned the call. The On 8/3/2010 the Superintendent of Utilities spoke with Ms. Cato and she stated she was not going to meet.
6. Ms. Cato states that Mr. Thoresons son is meter reader for Ward 6. This is incorrect. No meter reader is assigned to one ward. All are assigned to city wide coverage.

Account 3-1499 (220 N. Main Street)

1. I take exception to Mr. Matta's statement that he feels the DPW and billing office are non-responsive. The Commissioner and staff have met with Mr. Matta multiple times. The DPW has met at his location and read the meters together as well as muse his readings in bill calculations. If anything the DPW has been more than fair with Mr. Matta.
2. Recommended action states the city should consider assessing impact on consumption swings. This has been done and adjustments made. Some of the swings are attributable to seasonal fluctuations in tenants at his residence.

Account 3-7697 (61 Bonney Street)

1. Mr. Ford admitted filling his pool with city water.
2. Mr. Ford had a meeting scheduled with the DPW Commissioner and his staff but canceled and went on the radio instead.
3. The DPW has recalculated Mr. Ford account and agree that he is owed an additional \$107.35.
4. I do not necessarily agree with the recommended action to revising the bills. We have already adjusted his bill but will follow whatever policy the city adopts.

Account 2-2247 (104 Menlo Street)

1. Mr Costa should read Mr. Miller in the first line.
2. Since we have had no communication with this account prior to this, the DPW is reviewing his account for any possible adjustments.

Subj: FW: Response Task 2-9
Date: 6/2/2011 8:33:16 A.M. Eastern Daylight Time
From: eczaja@cobma.us
To: Bettergov@aol.com
CC: jcondon@ci.brockton.ma.us, hchuckran@cobma.us, mthoreson@cobma.us
Mark:

I have attached a copy of the spreadsheet for 8 Corola Road and 104 Menlo Street.

1. We agree with your findings that 8 Corola Road owes the City an additional \$67.05.
2. After reviewing account for 104 Menlo Street, we find no additional abatement is warranted.

If I may be of further assistance, please do not hesitate to contact me. Elaine

—Original Message—

From: mthoreson@cobma.us [mailto:mthoreson@cobma.us]
Sent: Wednesday, June 01, 2011 4:14 PM
To: Czaja Elaine
Subject:

This E-mail was sent from "RNPA30762" (LD160).

Scan Date: 06.01.2011 16:13:37 (-0400)
Queries to: mthoreson@cobma.us

104 MENLO STREET ACCT # 22247															
THIS LOCATION HAD ONE ESTIMATE PRIOR TO ACTUAL ISSUED NOV 2010. UNABLE TO PROCESS BLOCK DUE TO CONSUMPTION SHOULD BE BILLED APPROX 6560 C/F PER BILLING. THIS IS A 3 FAMILY HOME. CONSUMPTION BILLED OUT TO LITTLE. PRORATE BLOCK @ APPROX 6000 C/F PER BILLING. NO BLOCK ADJ. SEE WATER & SEWER TOTALS BELOW															
READ CODE	DATE	BILL #	READING	CUBIC FEET CONSUMPTION BILLED	WATER AMOUNT BILLED	SEWER BILLED	REFUSE	TOTAL	BILL #	READING SHOULD BE BILLED	CUBIC FEET CONSUMPTION SHOULD HAVE BEEN BILLED	AMOUNT WTR BB BILLED	AMOUNT SBR BB BILLED	REFUSE	TOTAL
A	10/13/2010	178205	245514	12177	\$486.82	\$465.70	\$70.00	\$1,056.52	178205	255514	6050	\$366.23	\$478.86	\$70.00	\$883.09
E	7/5/12010	155378	243337	3942	\$119.46	\$117.38	\$70.00	\$306.84	155378	247454	8059	\$366.18	\$478.86	\$70.00	\$883.07
					\$810.38	\$587.08						\$772.41	\$853.85		
W/SR/C= WATER & SEWER RATE CHANGE															
W/R/C= WATER RATE CHANGE															
S/R/C= SEWER RATE CHANGE															
												UNDER BILLE DIFF		\$156.73	
												TOTAL TO BE RE-BILLED:		\$386.77	
TOTAL AMOUNT TO BE ABATED															
NO ABATEMENT DUE *** LOCATION BILLED LESS ON ACTUAL ***															
*** LOCATION UNDER BILLED BY \$592.90															
IF LOCATION WAS NOT BILLED ESTIMATE IN AUGUST LOCATION WOULD HAVE BEEN BILLED \$392.90 memo - 81															
ALL OTHER BILLS AMOUNTS STAND NO ADDITIONAL ABATEMENTS DUE															