

Town of Seabrook
Water Department
550 Route 107 ~ PO Box 456
Seabrook, NH 03874-0456
Phone: (603) 474-9921 Fax: (603) 474-3399

MEMORANDUM

Date: May 19, 2023

To: William Manzi III, Town Manager.

RE: 307 Atlantic Ave. Abatement/Refund Request.

The above property owner is requesting an abatement/refund of \$133.22 for a after hour water service call fee. The property owner called the police department who in turn gave the information to the on-call operator. The operator returned the homeowners call and they had a lengthy discussion on his water service. The operator offered to meet the homeowner, but he declined as he was getting on a plane. The Water Department incurred a charge by paying the employee per union contract. The homeowner was aware of the policy because he filed for abatement/refund in 2022 for an afterhours service charge which he was denied. The issue was clearly not an emergency, as it could have been handled during the week.

I do not recommend this request.

Sincerely,



Curtis Slayton
Water & Sewer Superintendent

ABATEMENT APPROVAL REQUEST

Account Number: 026550 Map/Lot/Sequence: 22-9-1 Bill #: 248010

Owner Name: 307 Atlantic Ave Realty Trust Barry Kevin

Owner Name: _____

Mailing Address: 307 Atlantic Ave

Seabrook, NH 03874

Parcel Location: 307 Atlantic Ave Total Abatement Amount: \$133.22

Cause of Abatement: Mr. Barry is disputing an after hours charge for a telephone call.

Date: _____

Curtis Slayton
 Water & Sewer Superintendent

DATE: _____
 THE ABOVE APPLICATION FOR AN ABATEMENT HAS BEEN MADE PER ORDER,

 Chairperson

 Vice Chairperson

 Clerk

Respectfully submitted,
 Evie Wasson, Water Clerk

GL Account #	Reason(s) for Abatement	Year	Amount
20-000-11500-000	ABATE WATER USE	2023	
21-000-11500-000	ABATE SEWER USE	2023	
20-000-11500-004	ABATE WATER SERVICE CHARGE	2023	
21-000-11500-004	ABATE SEWER SERVICE CHARGE	2023	
20-520-34020-001	ABATE APPLICATION FEE FOR NEW SERVICE	2023	0.00
20-520-34020-004	ABATE SERVICE CALL FEE	2023	133.22
20-520-35020-000	INTEREST INCOME - Delinquent Water	2023	0.00
20-520-34020-001	ABATE INSTALL/REMOVAL/FEE	2023	
TOTAL ABATEMENT AMOUNT			\$133.22

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Water Department
550 Route 107 ~ PO Box 456
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MEMORANDUM

Denied
5/16/22

Date: April 27, 2022

To: William Manzi III, Town Manager.

RE: 307 Atlantic Ave. Abatement/Refund Request.

The above property owner is requesting an abatement/refund of \$141.50 for a water service call fee. The property owner requested the presence of the water department on a Sunday. This wasn't an emergency and could have been addressed Monday at a lower rate. Fees are always discussed before going out and the rates have been in place since 2012.

I do not recommend this request.

Sincerely,



Curtis Slayton
Water & Sewer Superintendent

7 Stoneybrook Cir., Andover, MA

May 13, 2023

Dear Mr. Slayton,

I am writing to dispute a water and sewer bill I received on April 21, 2023, 002 48010.

On April 3, I met Randy from the water department to turn the water on at 307 Atlantic Ave., Seabrook. He installed the meter and turned the water on at the street. On Saturday, April 8 I had my plumber turn the water on to the house.

My plumber was unable to fill the toilet, fixtures, sinks etc. because the water pressure was so low. Sand had infiltrated all of the lines and clogged the meter, the gears wouldn't turn. At this point I called Jay the Town plumber on call. He suggested I call on Monday and have the meter maintenance department replace the meter to avoid a costly after hours service call. We may have spoken for 4-5 minutes. On April 12 Randy replaced the meter chamber, no problem since then. I did incur additional expenses because my plumber had to return to clear the showerheads, sink aerators etc. Subsequently I received the attached bill for \$133.22, that's an expensive phone call. I'm asking you to kindly retract this bill.

Approximately September/October 2022 the main water shut off at the street was bubbling up water and forming a puddle at the end of my driveway. The water department subsequently dug up part of my driveway and replaced the curb stop. This was the only Street excavation done in my area. None of my neighbors had this problem. I believe sand was introduced into the line at that point or when the water was shut off in late October. This is not my fault.

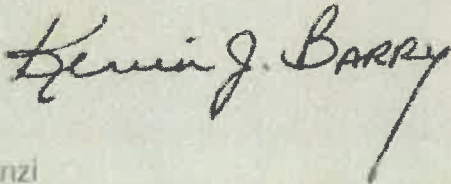
I'm asking you retract this bill.

Thank you for your consideration. If you have any questions please call me.

Kevin J Barry

978-771-3344

CC: William Manzi



603-474-8007

TOWN OF SEABROOK, NH SELECTMENS' OFFICE
P O BOX 436 SEABROOK NH 03874
LAND OWNERS WATER ABATEMENT/REFUND REQUEST FORM

Request Abatement / Refund Complaint Report Date 5/13/25

Request Abatement

Land Owner Name KEVIN & PAM BARRY

Mailing Address 7 STONEYBROOK CIRCLE ANDOVER, MA 01810-3409 Telephone # 978-771-5344

Street Address: 307 ATLANTIC AVE SEABROOK Abatement/Refund Amount 133.22

Reason for Request (please describe in FULL detail):

Additional information (please include copies of any documentation of repairs performed, such as bill, invoice, etc):

Land Owner Name (Print) KEVIN J. BARRY

Land Owner Signature: Kevin J Barry

* Excerpt from page 24 of Seabrook Municipal Water System Ordinance

Section 9.11 Abatement

Abatements may be made by the Water Commissioners upon the customer's request, provided one of the following reasons is given:

- financial hardship, as evidenced by the customer receiving aid at the time of the abatement;
- fire or disaster;
- to correct a billing error, or
- for such other reason as may be determined by the Board of Water Commissioners.

Customers shall not be prohibited from making an abatement request, nor shall the Water Commissioners be obligated to grant an abatement.

Action Taken: _____

Date

SELECTMEN'S POLICY ON CITIZEN COMPLAINTS

- 1.1 Written complaints should be received at the Selectmen's Secretary's desk.
- 1.2 Copies will be forwarded to head of department concerned, Town Manager (T.M.) and to the Board of Selectmen.
- 1.3 Review and response from department head should be received by T.M. within two (2) weeks. An explanation of the extenuating circumstance why a response will take more time may be given alternatively.
- 1.4 Investigation and/or study of complaint by T.M. with recommendation for action to be forwarded to Board of Selectmen in a timely manner.
- 1.5 Final review by Board of Selectmen, with written response informing the complainant of any decision.

Date Revised: February 20, 1992

TOWN OF SEABROOK

PO BOX 476 SEABROOK, NH 03874

WATER & SEWER BILL

Bill#	Bill Date	Due Date	Map/Lot
00248010	4/21/2023	5/22/2023	22-9-1

Reading Date	Prev Reading	Curr Reading	Usage

Service Location	Account#
307 ATLANTIC AVE TEST 12/14	026550

Description	Charges
Last Payment Received 02/06/2023:	132.53
Outstanding Balance:	0.00
New Charges:	
W-Labor Fees	121.11
W-10% Admin Charge	12.11

307 ATLANTIC AVENUE REALTY TRUST
 BARRY KEVIN J & PAMELA A TTEES
 7 STONEYBROOK CIR
 ANDOVER, MA 01810

Total Amount Due 133.22

TOWN OF SEABROOK

PO BOX 476 SEABROOK, NH 03874

WATER & SEWER BILL

Acc#: 026550 Service Location: 307 ATLANTIC AVE TEST 12/14
 307 ATLANTIC AVENUE REALTY TRUST
 BARRY KEVIN J & PAMELA A TTEES
 7 STONEYBROOK CIR
 ANDOVER, MA 01810

Description	Charges
W-Labor Fees	121.11
W-10% Admin Charge	12.11

Meters	Prev Read	Curr Read	Usage

Total Usage: 0

History	Bill Date	Usage
	1/31/2023	384
	10/31/2022	34,132
	7/29/2022	12,651
	1/31/2022	0
	10/29/2021	36,190

New Charges:	133.22
Outstanding Balance:	0.00
Total Amount Due	133.22

Bill#	Bill Date	Due Date	Map/Lot
00248010	4/21/2023	5/22/2023	22-9-1

Billing Period

Make Checks Payable to: Town of Seabrook
 Tax Office
 P.O. Box 476
 Seabrook, NH 03874

Tax Office - 99 Lafayette Rd - Town Hall
 Days: M,T,T 7:30-4:00 Wed 7:30-5:30 Fri 7:30-12
 Telephone: 603-474-9881
 Email: MKnowles@SeabrookNH.org

***When paying at the Tax Office, and a receipt is needed, please bring the entire bill. Also, an interest charge of 6% (annual percentage rate) will be added to any unpaid balance that is not paid by the due date. If you have not paid your prior bill, call the Tax Office for the updated interest amount.

All other questions may be directed to: Seabrook Water Department
 Telephone: 603-474-9921
 Hours: Monday - Friday 7:00 AM - 3:00 PM
 Email: water@seabrooknh.org

Please visit us at www.seabrooknh.info *** ONLINE PAYMENTS AVAILABLE - New rates effective 2021***

5/4/23 - Amy