



TOWN OF LINCOLN

WATER DEPARTMENT

MIDDLESEX COUNTY

MASSACHUSETTS

TOWN OF LINCOLN
WATER DEPARTMENT
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Water Commissioners Meeting

March 26, 2019

4:00 p.m.

Town Hall Donaldson Room, 16 Lincoln Road

Attendees:

Ruth Ann Hendrickson, Water Commissioner
Heather Ring, Water Commissioner

MaryBeth Wiser, Water Superintendent
Karen Finelli, Administrative Assistant
Packy Lawler, Resident

Absent: Bob Antia, Water Commissioner

Commissioner Hendrickson called the meeting to order at 4:09 pm.

Appointment: Randy Mercier to Discuss the Water Billing Issues, Assistance and Training:

Mr. Randy Mercier, MUNIS Consultant stated that MUNIS Software is used nationwide in many municipalities. Commissioner Hendrickson asked Mr. Mercier how many accounts he noted as incorrect according to his reports. Mr. Mercier responded, to provide an up to date and accurate count he would need to process a bill run. He added, that when he processed the last bill run in January there were approximately 84 accounts with either very high or very low reads. Also, prior bill runs have shown similar disparities with respect to meter read counts and it is his belief that someone may have estimated reads and entered them into MUNIS as actual reads.

Mr. Mercier stated to fix these accounts would require a water operator to go to the location and check for problems with the meter. Once the meter has been checked and or repaired, the water operator will provide the current status of the water meter so that the information may be updated in MUNIS.

Ms. Wiser stated that Water Department accounts have had issues in the past and especially during the time of the conversion of the database from Vadar to MUNIS. Ms. Wiser added, that she doesn't believe that anyone was assigned to ensure that all the accounts were being converted to MUNIS successfully. To fix the accounts will require work orders to assign one of the water operators go to the location and check the water meters. Mr. Mercier added, that the MUNIS software flags accounts when the meter read seems to be inaccurate.

Ms. Wiser stated that Mr. Mercier's services will be required during the next bill run as well as for him to provide additional training. She added that the bills need to go out on time to avoid the need for collection and

possible liens against resident's homes for non-payment. Also, her office is working to make corrections to accounts before the next bill run cycle.

Approve to Continue with the Services of Randy Mercier for Q1 2019 Water Billing Assistance and Training:

Motion made by, Commissioner Ring second by, Commissioner Hendrickson to continue the services of Randy Mercier and approve funding of \$10,000 for the remainder of the contract at which time the water department will no longer require the services of Mr. Mercier. The motion passed unanimously.

Transfer \$10,000 from the Emergency and Unforeseen into the FY19 Operating Budget to Cover the Costs Associated with Water Billing Assistance and Training Q1 2019:

Superintendent Wisner advised the Board the balance in the line item would be zero after the transfer.

Motion made by, Commissioner Ring second by, Commissioner Hendrickson to transfer \$10,000 from the emergency fund into the FY19 operating budget to cover the costs associated with water billing assistance and training for Q1 2019. The motion passed unanimously.

There being no further business the meeting adjourned at 5:25PM. Motion made by, Commissioner Ring second by, Commissioner Hendrickson. The motion passed unanimously.

The next meeting of the Water Commissioners is scheduled for April 10, 2019 at 4:00pm at Town Hall in the Donaldson Room, 16 Lincoln Road.

Respectfully submitted,

Karen Finelli
Administrative Assistant

Edited
MaryBeth Wisner
Water Superintendent