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**DRAFT**

PUBLIC UTILITIES COMMISSION  
ELECTRIC DIVISION  
100 JOHN STREET  
WALLINGFORD, CT

NOVEMBER 15, 2011  
6:30 PM.

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25  
26  
27

**MINUTES**

**PRESENT:** Chairman Robert Beaumont; Commissioners David Gessert and Richard Nunn; Director George Adair; Electric Division General Manager Richard Hendershot; Water and Sewer Divisions Office Manager William Phelan; Water and Sewer Division General Manager Roger Dann; Recording Secretary Kathy White; Sharon Emmons Customer Relations Supervisor; Steve Gale; Daniel Seichter V.P. Wallingford Little League; Lawrence LeHessier; From Yalesville on the Green - Joe Barbarino; Rob Ennis-Ennis Property Management; Daniel DelPrete; Dante DiMasso; Mike Boba.

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32
- 1. Discussion and Action: Approval of the PUC special meeting minutes of November 3, 2011. Mr. Nunn made a motion to approve the November 3, 2011 special meeting minutes as amended. Mr. Gessert seconded the motion.**

Mr. Gessert requested the table handed out by Mr. Hendershot and prepared by Mr. Sullivan which shows the differences in the rates be included in the minutes.

**Vote: 3 ayes.**

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34  
35  
36
- 2. Discussion and Action: Approval of the Director's Report for the month of October 2011. Mr. Gessert made a motion to approve the Director's Report for the month of October 2011. Mr. Nunn seconded the motion.**

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38

**ALL DIVISIONS**

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**Billing/CIS software**

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Mr. Adair said the Lien Modification has been signed off and accepted and operating. He said payment has been made to the vendor. Under Combined Meter Reading, Mr. Adair said a meeting this past week, and items for discussion included the weather situation, and where we are regarding building the route. He said he expected to issue a purchase order to Advanced Utilities for the work on the data import, he said he has yet to receive a change order from Advanced Utilities for this purpose. He said the Division has targeted Electric Division personnel performing the joint readings by mid-March. He said the first billings should be out by April.

1  
2 **Financials Update**

3  
4 Mr. Adair said there have been some issues with the Town's new financial management  
5 software so it was not possible to assemble the needed information for the October  
6 report. He said this information will be presented in the November report.

7  
8 **ELECTRIC DIVISION**

9  
10 Mr. Adair said there was a slight increase in system input for October totaling 46,996  
11 MWHrs., an increase of 2.7% compared to October 2010. He said the PUC received the  
12 updated report on Tropical Storm Irene which included the outage numbers. He said  
13 these figures have not as of yet been developed for winter storm Alfred. Regarding  
14 service work, Mr. Adair said there were 214 street light repairs during the month of  
15 October. Mr. Adair said the new Distribution Engineer, Ed Rizzo, joined the Division on  
16 October 31, 2011.

17  
18 Mr. Adair recapped winter storm Alfred which resulted in 4,000 customers without  
19 power, with 10 poles broken and at least four transformers damaged.

20  
21 Mr. Adair noted that he and Mr. Hendersshot attended a CONVEX System Restoration  
22 Exercise. He said this provided the Division with valuable insight into the black start  
23 capabilities of LS Power's Wallingford plant and its support of the WED's electrical  
24 distribution system.

25  
26 Mr. Gessert asked about transmission coming into Wallingford during winter storm  
27 Alfred. Mr. Hendersshot said one transmission line from outside WED and one  
28 transmission line from inside WED went down.

29  
30 Mr. Adair said there were 77 Home Energy Savings (HES) audits for October. He spoke  
31 about the Town-wide facility benchmarking and development of an energy use reduction  
32 plan; The Institute of Sustainable Energy ("ISE", located within Eastern Connecticut  
33 State University) has scheduled site visits for November. Mr. Adair said according to  
34 CMEEC, ISE is targeting delivery of their report to the Town by the end of December  
35 2011.

36  
37 Mr. Adair said the Town has issued a purchase order to Alliance for Energy Services  
38 Power Marketing LLC (APM) for the classroom sessions, modeling and policy  
39 deliverables. The first training session is scheduled for Nov. 30, 2011 and APM has  
40 provided Town personnel with access to training modules in preparation for this session.

41  
42 **WATER DIVISION**

43  
44 Mr. Adair said water production for October totaled 127.155 million gallons, a decrease  
45 of 1.05% vs October 2010. He said rainfall for October totaled 4.72 inches, 14/3%  
46 greater than the historical average for October and 33% greater than the rainfall for  
47 October 2010. Rainfall year to date totaled 56.89 inches, 39.4% above the historical  
48 average.

1  
2 **WASTEWATER DIVISION**  
3

4 Mr. Adair said the average daily flow during October was 5.96 million gallons, an  
5 increase of 41% from October 2010. He said the nitrogen average discharge was 350  
6 pounds per day, but lower than the October 2010 discharge average of 356 pounds per  
7 day. Year to date nitrogen discharge average is 537 pounds per day, vs. 449 pounds per  
8 day for the same period last year.  
9

10 Mr. Gessert asked if WED was doing anything about expediting payments to out of state  
11 utility companies who assist during a power outage, in light of the problems with CL&P.

12 Mr. Hendershot said we pay within a few weeks of receiving an invoice. He said upon  
13 speaking with former CL&P staff that is now with WED, written into the typical CL&P  
14 service contract of any kind is net payment within 60 days.  
15

16 **Vote: 3 ayes**  
17

18 **WATER/SEWER**  
19

20 **3. Discussion and Possible Action: Water/Sewer Division – Billing Issue –**  
21 **Yalesville on the Green. Mr. Gessert made a motion to go back 2.5**  
22 **years, allow five year payment plan-no interest as long as bill is kept**  
23 **current.**  
24

25 Mr. Barbarino, president of Yalesville on the Green Condo Association spoke about the  
26 large water bill. He said from day one there was an error up until a few months ago. He  
27 said it was resolved but he has records from Nov. 4 2004 when the first meter reading  
28 was established, and from that point there was an error all the way up to two months  
29 ago.  
30

31 Mr. Barbarino read Public Utility Commission guideline No. 2 which states "in the event  
32 the Division has underbilled an account wherein such underbilling results from a clear  
33 fault of the Division, there shall be no attempt to recover such underbilling for other  
34 than the current billing period."

35 He argued that since the bill is fixed, the Condo Association now has a very large water  
36 bill (approximately \$3,000 a year higher) that was not budgeted for. Mr. Gessert said it  
37 should be noted the guideline also states "this shall not apply to corrections required  
38 due to incorrect meter readings, incorrect bill calculations, estimated billings, meter  
39 malfunctions, application of incorrect multipliers, or other similar reasons."  
40

41 Mr. Barbarino said this is a small association with only 49 condo units and have only  
42 been established for five years so there is not a lot of monetary reserve. He said this bill  
43 would be a financial hardship because 50% of the residents are senior citizens which are  
44 on fixed income and seven families which are handicapped. He asked for a waiver of the  
45 bill to zero.  
46

47 Mr. Ennis, of Ennis Property Management, said the biggest concern he had from many  
48 of the residents that the proper numbers were not entered into the computer when the

1 account was first set up. He said the bills seemed to be too low for the number of units  
2 and asked why this was not corrected.

3 Mr. Gessert said if he received an electric bill of \$20 a month instead of \$85, he would  
4 have questioned this from the beginning. Mr. Ennis said there was no red flag for them,  
5 all of the water bills every month seemed to be about the same from day one when the  
6 error occurred.

7  
8 He said their budget was set up for x amount of dollars a month and as long as this  
9 amount did not go past their budget, they were not going to analyze the electric bill,  
10 telephone bill or water bill. He said we don't analyze each bill individually unless for one  
11 month, it was tremendously over. He said the Condo Association always pays their bills  
12 on time.

13  
14 Mr. Dann said there are four buildings and the building in question, Building One, has 16  
15 units. He said there is a Building Two which has four units; and Building Three has 18  
16 units and Building Four has 12 units.

17  
18 He said Building One is the building in question and from the initial date of the meter  
19 installation back in September 2004, the meter installer records indicated the meter  
20 installed was a six-digit meter. He said in fact, the meter is a seven digit meter meaning  
21 there was one additional zero that was missing so this in fact results in an under  
22 calculation by a factor of 10. He said it was, in fact, an error that took place at the time  
23 of the initial meter installation. He said he did not believe there was any question as to  
24 the accuracy of the meter; the water was consumed but was not accurately recorded in  
25 the billing system correctly by a factor of 10.

26  
27 Mr. Dann said the other three buildings were correctly metered and correctly billed  
28 throughout that period. Mr. Dann said this was discovered by our going through the  
29 billing system conversion. He said once the problem was discovered, what we did do  
30 was to go back and look at the Commission's policy with respect to how this type of  
31 situation is handled. He said Policy # 3 applies to this situation which states in part "the  
32 Division may seek to recover the amount of such underbilling for a period of up to five  
33 years."

34  
35 Mr. Gessert said in fairness, we made a mistake and did not apply the multiplier. He said  
36 there was also a mistake by the customer not noticing the bill was off.

37  
38 PUBLIC QUESTION AND ANSWER PERIOD

39  
40 Mr. Seichter said he had left a voice mail with Mr. Hendershot regarding the erection of  
41 a scoreboard at Community Lake by the Wallingford Little League. He said this has  
42 already been cleared by the Parks and Recreation Department, the legal department and  
43 the Public Works Department. Mr. Seichter requested a donation of used telephone or  
44 utility poles to be erected at Community Lake, two poles in particular to be placed  
45 directly into the ground as is in place at Westside Field.

46  
47 Mr. Hendershot said used poles usually come back in pieces. Mr. Seichter said he is  
48 looking for a pole 14 feet, with a top of 20 feet. Mr. Hendershot said a 40 foot pole

1 would cost approximately \$300. He said total cost, including installation and labor would  
2 be approximately \$1,000.

3  
4 **Mr. Gessert made a motion to waive Article One, Section One to put this**  
5 **matter onto the agenda. Mr. Nunn seconded the motion.**

6  
7 **Vote: 3 ayes.**

8  
9 **Mr. Gessert made a motion to approve the installation of two 35 foot poles**  
10 **using WED labor and the donation of the poles by staff to the Wallingford**  
11 **Little League towards the installation of the scoreboard. Mr. Nunn seconded**  
12 **the motion.**

13  
14 **Vote: 3 ayes.**

15  
16 **4. Review of Water/Sewer Division Disbursements for the Month of**  
17 **October 2011. Mr. Gessert made a motion to approve the Electric**  
18 **Division Disbursements for the month of October, 2011. Mr. Nunn**  
19 **seconded the motion.**

20  
21 On page 4-7, Mr. Gessert asked about worker's compensation payments. Mr. Beaumont  
22 had a question on page 4-11 regarding "Mangino Excavation." Mr. Dann said this was  
23 disposal of waste excavation materials. Mr. Beaumont also asked about the financial  
24 status of the construction to the Water/Sewer building on South Cherry Street. Mr.  
25 Dann said we are within budget. He said there have been a number of change order  
26 requests. He said he believed the project will be completed under budget and will obtain  
27 a Certificate of Occupancy by the end of the month.

28  
29 **Vote: 3 ayes.**

30  
31 **ELECTRIC**

32  
33 **At the discretion of the Chair, Item # 6 "Discussion and Possible Action:**  
34 **Electric Division – Deposit – LeHessier" was moved up.**

35  
36 **6. Discussion and Possible Action: Electric Division – Deposit – LeHessier.**  
37 **Mr. Gessert made a motion to allow 12 months to pay the \$265 deposit**  
38 **while keeping the bills current. Mr. Nunn seconded the motion.**

39  
40 In his November 4, 2011 letter to the Public Utility Commission, Mr. LeHessier said he  
41 had a \$305.55 balance on his account and was in the process of moving to a new  
42 address in Wallingford. He stated he was told by the utility company that he needed to  
43 pay a \$315 deposit to have electric service at this new address turned on. He stated he  
44 was offered the opportunity to pay 50 percent now and 25 percent in 30 days and the  
45 remaining 25 percent in 60 days. He stated he was unable to pay the \$150 in one lump  
46 payment on short notice. He said he was paying \$50 on his old balance and \$50 to start  
47 to pay the deposit on his new account. He said he was making a payment agreement on  
48 the old account and understands he has to pay all his new electric bills on time.

1  
2 **Vote: 3 ayes.**

- 3  
4 **7. Discussion and Possible Action: Electric Division – Deposit – Kinamore, Inc. Mr. Gessert made a motion to allow the customer to pay \$1,000 within the next 30 days; \$1,000 within 60 days; \$1,000 has already been paid. Mr. Beaumont seconded the motion.**

5  
6  
7  
8  
9 In his Nov. 2, 2011 letter to the Public Utility Commission, John Romanik Jr., Vice-  
10 President of Kinamore, Inc., stated they were ceasing operations in Cheshire and  
11 downsizing from 45,000 sq ft to 7,500 sq ft in Wallingford. He said he believed the  
12 electric bill to be \$1,000 a month based on usage from the landlord Colonial Business  
13 Forms. He stated he was depositing \$1,000 in cash on Nov. 2, 2011 and asked to be  
14 able to pay the remainder of the \$2,000 balance over the next 60 days because of the  
15 financial situation brought upon by the move. Mr. Nunn abstained because of a previous  
16 business affiliation.

17  
18 **Vote: 2 ayes (Beaumont, Gessert). Nunn abstained.**

- 19  
20 **5. Review of Electric Division Disbursements for the Month of October 2011. Mr. Gessert made a motion to approve the Water/Sewer Division Disbursements for the month of October 2011. Mr. Nunn seconded the motion.**

21  
22  
23  
24  
25 Mr. Gessert asked about a warrant amount on a check. On page 5-29, Mr. Beaumont  
26 had a question about an At&T bill. Mr. Hendershot said was bills for make ready work.  
27 Mr. Beaumont also questioned why line items were still being written in on page 5-31.  
28 He asked if there were issues with the new financial system.

29  
30 **Vote: 3 ayes.**

- 31  
32 **8. Discussion and Action: Electric Division – Budget Amendment – Distribution Maintenance Overhead Lines/Customer Records and Collection. Mr. Nunn made a motion by approve \$200,000 to Distribution Maintenance Overhead Lines and \$20,000 to Customer Records and Collections. Mr. Gessert seconded the motion.**

33  
34  
35  
36  
37  
38 Mr. Hendershot explained this is for an additional \$200,000 in account 593 to  
39 accommodate the overtime and mutual aid expenses associated with the restoration  
40 work after the snowstorm along with \$20,000 in account 903 to accommodate expenses  
41 incurred in both Storm Irene and the recent snowstorm. The total amount, \$220,000 will  
42 come from the Division's retained earnings.

43  
44 **Vote: 3 ayes.**

- 45  
46 **9. Discussion and Action: Electric Division – Approval for use of C&LM Funds for Energy Dashboard. Mr. Nunn made a motion to approve the**

1           **use of C&LM Funds for Energy Dashboard. Mr. Gessert seconded the**  
2           **motion.**

3  
4 Mr. Hendershot said that at its core, the proposed implementation of this program is in  
5 response to what we heard from commercial/industrial customers and focus groups from  
6 one year ago where they stated they were leery of time of use rates but interested in  
7 seeing their energy usage in real time at their convenience via a web-based product. He  
8 said this offering is available off the shelf from an entity partially owned by CMEEC.

9  
10 Mr. Gessert said this pilot is a lot more in number and cost (\$400,000) than he  
11 anticipated for 50 customers and cannot support this. He said he did not like the  
12 Division picking up all of the cost for this program. He suggested having the customers  
13 pick up some of the cost and initiating a trial run for a year on a smaller basis for a  
14 smaller cost.

15  
16 **Mr. Beaumont entertained a motion to table the original motion motion. Mr.**  
17 **Gessert made the motion to table the original motion to approve the use of**  
18 **C&LM Funds for Energy Dashboard with further discussion to take place at a**  
19 **future meeting. Mr. Nunn seconded the motion to table.**

20  
21 **Vote: 3 ayes.**

22  
23           **10. Discussion and Action: Resolutions – Winter Storm Alfred Restoration.**  
24           **Mr. Gessert made a motion to approve Item 10 A, B and C. Mr. Nunn**  
25           **seconded the motion.**

26  
27 **WALLINGFORD PUBLIC UTILITIES COMMISSION RESOLUTION**

28  
29 **Expression of Appreciation to Wallingford Electric Division Personnel for their**  
30 **Response to Winter Storm Alfred.**

31  
32 **WHEREAS**, in repairing the damage done by Alfred to the Town's electric system and  
33 restoring service to approximately 4,000 customers, Wallingford Electric Division  
34 ("WED") personnel responded promptly, with energy and dedication and worked  
35 effectively as a team, along with outside forces, to safely restore power to all customers  
36 in the shortest feasible timeframe:

37  
38 **WHEREAS**, in accomplishing the restoration of power to its customers, WED personnel  
39 successfully coordinated the work of four outside line crews and two outside tree crews  
40 and effectively integrated these forces with the WED's own line crews to ensure that  
41 work was productively and safely executed;

42  
43 **WHEREAS**, although WED personnel in all functional areas put in long hours and dealt  
44 with many challenging situations in responding to customers' calls and in restoring  
45 service to customers, these professionals maintained their composure and continued to  
46 work in a highly effective manner throughout the restoration process;

1 **NOW THEREFORE BE IT RESEOLVED THAT** the Wallingford Board of Public Utilities  
2 Commissioners expresses its thanks to the WED staff for their excellent work on behalf  
3 of their customers.

4  
5 Adopted on this the 15<sup>th</sup> day of November 2011.

6  
7 Robert N. Beaumont  
8 Chairman

David A. Gessert  
Vice-Chairman

Richard A. Nunn  
Secretary

9  
10  
11 **WALLINGFORD PUBLIC UTILITIES COMMISSION RESOLUTION**

12  
13 **Expression of Appreciation to the Wallingford Department of Fire Services for**  
14 **their assistance to the Wallingford Electric Division following Winter Storm**  
15 **Alfred**

16  
17 **WHEREAS**, in repairing the damage done to the Town's electric system by natural  
18 disasters the top priority of the Wallingford Electric Division ("WED") is to ensure the  
19 safety of the residents in our service area.

20  
21 **WHEREAS**, the Department of Fire Services, in support of the WED's make-safe effort  
22 following Winter Storm Alfred, visited the sites of nearly 300 "wires down" reports and,  
23 through the coordinated efforts of the Department's career and volunteer staff, provided  
24 to the WED in a timely manner needed information regarding these sites.

25  
26 **WHEREAS**, the Departments assistance materially aided the WED in its efforts to  
27 address electrical hazards in a rapid and prioritized manner

28  
29 **WHEREAS**, the above-described actions went above and beyond the service that the  
30 Department of Fire Services, along with the other Departments of the Town of  
31 Wallingford, always provide to the WED.

32  
33 **NOW THEREFORE BE IT RESOLVED THAT** the Wallingford Board of Public Utilities  
34 Commissioners express its thanks to Chief Struble for his offer of the support described  
35 above and for the excellent work of the forces of the Department of Fire Services in  
36 delivering this assistance to the WED

37  
38 Adopted this the 15<sup>th</sup> day of November 2011

39  
40 Robert N. Beaumont  
41 Chairman

David A. Gessert  
Vice-Chairman

Richard A. Nunn  
Secretary

42  
43  
44 **WALLINGFORD PUBLIC UTILITIES COMMISSION RESOLUTION**

45  
46 **Expression of Appreciation for Restoration Assistance Following Winter Storm**  
47 **Alfred Provided by Groton Utilities, Norwich Public Utilities and Asplundh Tree**  
48 **Expert Company**

1  
2 **WHEREAS**, the Wallingford Electric Division (“WED”) of the Town of Wallingford  
3 Department of Public Utilities requested assistance from the above-listed entities in  
4 order to repair the damage to its system from Winter Storm Alfred and to restore  
5 electrical service to an estimate 4,000 customers;  
6

7 **WHEREAS**, in response to the WED’s request these entities promptly supplied well  
8 qualified and well equipped crews to provide the line work and tree clearing services  
9 essential to restoring the WED’s electrical system;  
10

11 **WHEREAS**, in working side-by-side for long hours with the WED’s own crews, the  
12 individuals from the above-listed entities displayed great knowledge, energy and  
13 professionalism in carrying out the needed repairs to the WED’s system;  
14

15 **AND WHEREAS**, as a result of receiving the assistance described above the WED was  
16 able to safely restore power to all of its customer in a timeframe that was significantly  
17 shorter than would have been possible working only with its own resources;  
18

19 **NOW THEREFORE BE IT RESOLVED THAT** the Wallingford Board of Public Utilities  
20 Commissioners, on behalf of its customers and staff, expresses its thanks to Groton  
21 Utilities, Norwich Public Utilities and Asplundh Tree Expert Company for their help and  
22 commends them on the excellence of their work.  
23

24 Adopted on this the 15<sup>th</sup> day of November 2011  
25

26 Robert N. Beaumont                      David A. Gessert                      Richard A. Nunn  
27 Chairman                                      Vice-Chairman                      Secretary  
28

29 **Vote: 3 ayes.**  
30

31 **11. Discussion and Action: 2012 PUC Meeting Dates. Mr. Gessert made a**  
32 **motion to approve the 2012 PUC Meeting Dates. Mr. Nunn seconded**  
33 **the motion.**  
34

35 As established by the Town of Wallingford Public Utilities Commission at its meeting of  
36 November 15, 2011, the following meeting schedule will be in effect for 2012:  
37

38 January 3	February 7	March 6	April 3	May 1	June 5
39 January 17	February 21	March 20	April 17	May 15	June 19
40					
41 July 3	August 7	September 4	October 2	November 7	December 4
42 July 17	August 21	September 18	October 16	November 20	December 18
43					

44 January 2, 2013  
45 January 15, 2013  
46

47 Meetings will be held at 6:30 p.m. at the Town of Wallingford Electric Division, 100 John  
48 Street, Wallingford, CT.

1 **Vote: 3 ayes.**

2  
3 **12. Committee Reports/Correspondence**

4  
5 Mr. Gessert spoke about the possibility of updating the telephones in the Emergency  
6 Center and obtaining partitions. Mr. Gessert spoke about an editorial in the Sunday,  
7 Nov. 6 edition of the Hartford Courant, sent by a resident applauding the work of the  
8 Electric Division.

9  
10 Mr. Gessert said a resident reported some tree problems that he would like to be  
11 addressed.

12  
13 **Adjournment**

14  
15 **Mr. Nunn made a motion to adjourn the meeting at 9 p.m. The motion was**  
16 **seconded by Mr. Gessert and passed unanimously.**

17  
18 Respectfully submitted,

Respectfully submitted,

19  
20 Cynthia A. Kleist  
21 Recording Secretary

Richard A. Nunn  
Secretary