

TOWN OF WAYLAND - TOWN CLERK'S OFFICE
NOTICE OF MEETINGS OF TOWN BOARDS/COMMITTEES/COMMISSIONS
Posted in accordance with the provisions of the Open Meeting Law
www.mass.gov/ago/openmeeting
PLEASE TYPE OR PRINT LEGIBLY

NAME OF BOARD/COMM: Board of Public Works
FILED BY: Anita Martin
DATE OF MEETING: January 7th 2020
TIME OF MEETING: 7:00 PM
PLACE OF MEETING: DPW Facility

NOTE: Board of Public Works meetings are normally recorded for on-demand streaming by WayCam.

Board of Public Works - MEETING AGENDA

Items may not be taken up in the order shown. Items may require more or less time than shown.

- 7:00 Announcements
- 7:02 Public Comment
- 7:05 Transfer Station Finances Discussion
Louise Miller (Town Administrator) and Brian Keveny (Finance Director) in attendance
- 7:35 Water Abatement – 23 Brooks Road
- 7:45 Shredding Finances Discussion
- 7:55 Request by George Bernard/Richard Turner to install a light on the WWII Memorial flagpole
- 8:00 ATM Warrant Article – Street Acceptance – Spencer Circle, Discussion and Vote
- 8:15 Director's Operational Report
- 8:25 Board Members' Reports, Concerns, and Updates
- Proposed Chapter 193 draft regulations by Conservation Commission
 - Water Regulations Discussion
 - Complete Streets Discussion
 - AMR - Status Update
 - Review of signage in neighboring town cemeteries
- 8:45 Topics Not Reasonably Anticipated by the Chair 48 Hours Prior to Posting, if any
- 8:50 Review and Approve the Minutes of the 12/10/2019 Meeting
- 8:55 Set or Confirm Future Meeting Dates & Topics / To-Do List
- 9:00 Adjourn

NOTE: Per changes to the Open Meeting Law, notice of any meeting of a public body shall include "A listing of topics that the chair reasonably anticipates will be discussed at the meeting". AG's Office guidelines state that the list of topics shall have sufficient specificity to reasonably advise the public of the issue to be discussed. Please list those topics on the above agenda

NOTE: Times are approximate and the Agenda Items may not be discussed in the exact order listed

BoPW Meeting 1/07/2020

Announcements

BoPW Meeting 1/07/2020

Public Comment

BoPW Meeting 1/07/2020

Transfer Station Finances Discussion

BoPW Meeting 1/07/2020

Water Abatement – 23 Brooks Road

Peters, Kristen

From: Joy Alamgir <ja39@cornell.edu>
Sent: Friday, December 06, 2019 9:51 AM
To: Peters, Kristen; Hamilton, Linda
Subject: RE: 23 Brooks Road Wayland MA followup
Attachments: IMG_4075_burst_meter.jpeg; IMG_5333_water_bill.jpeg; 23 Brooks Road Account Info.pdf; millett_01032019.pdf

Dear Kristen,

I was wondering if I can get on the next water board/appeal agenda.

After long follow-up and struggle I have the final determination letter from insurance (which was the follow the board asked me to do last time I met them). I received the letter 11/25/2019.

Unfortunately the insurance folks denied coverage.

The context for being on the agenda is the same as last time:

I would like to appeal the water bill resulting from an accident (burst pipe) at 23 Brooks Road, Wayland MA. The nearly \$40k bill significantly affects the finances of my family.

I would like to talk to the board regarding viable options to reduce the financial burden from the accidental pipe burst.

Hope you had a great thanksgiving and I look forward to hearing from you.

Sincerely,

Joy Alamgir
9 Caulfield Rd Wayland MA 01778
Cell: 512 769 1889
Email: ja39@cornell.edu

----- Forwarded message -----

From: Joy Alamgir <ja39@cornell.edu>
Date: Fri, Jan 18, 2019 at 12:09 PM
Subject: Tuesday Jan 22
To: Peters, Kristen <kpeters@wayland.ma.us>

Hi Kristen,

I am on the agenda for the Tuesday January 22 evening meeting regarding water board/appeals.

I was asked by Linda to send you an email detailing contextual information on the meeting.

To that end I would like to send the following:

“

I would like to appeal the water bill resulting from an accident (burst pipe) at 23 Brooks Road, Wayland MA. The nearly \$40k bill significantly affects the finances of my family.

I would like to talk to the board regarding viable options to reduce the financial burden from the accidental pipe burst.

I am sharing the water bill and additional contextual informational documents to this email (three documents - two PDFs and 2 images attached).

I thank you in advance for your consideration.

Sincerely,

Joy Alamgir

”

--

Joy Alamgir
ja39@cornell.edu
<http://www.linkedin.com/in/jalamgir>
<https://twitter.com/jalamgir>

From: Millette, Don dmillette@wayland.ma.us
Subject: Re: [Wayland MA] 23 Brooks Road (Sent by Joy Alamgir, ja39@cornell.edu)
Date: January 3, 2019 at 12:17 PM
To: ja39@cornell.edu
Cc: Holder, Thomas tholder@wayland.ma.us, Peters, Kristen kpeters@wayland.ma.us

Good Afternoon Joy,

I looked at your account history to see if I could find a reason for the high bill. I have attached copies of the Account Usage History and Account History Comments from our system. When you look at the Account History Comment Sheet, the date and time on the left is the time stamp of when it was entered in our system and who made the entry. The date in the note section corresponds to the field work order and is when the work was completed. The dates listed on the Account Usage History Report correspond to when the meter reading was completed and whether it is an Actual Read, Final Read or an Estimated Read.

The Final Meter Reading was completed on 11/2/2016, at that point the water meter and outside remote touchpad were inspected our staff and were in working order. On the Usage History Report, you will see that we recorded a high bill on 3/7/2018. Our Office Staff flagged the reading as unusually high and created a field work order for a "meter re-read" scheduled for 3/20/18 (see comment sheet) to double check the outside meter reading to be sure it was accurate. When our Staff arrived, they found the "windows fogged" and "water coming out of the house" (my staff member said the entire basement was filled with water and water was coming out of the basement windows). He immediately notified the Fire Department.

The note said that the Fire Department gained entry to the home (my staff member said they went in through a second story window), and that they were going to attempt to follow up with the owner. The water was shut off at the outside curb stop on 3/20/18 by our staff member due to the emergency situation. I do not have a record of what the Fire Department did on site, most likely they pumped out the basement. As you can see by the notes in the system, we did not have an accurate mailing address or phone number on file. Several past bills were returned to us by the Post Office until one of our office staff found your contact info online.

Your probably wondering why there was additional water use on the 8/29/18 meter read. My staff member did not collect the meter re-read after he discovered the leak on 3/20/18. The additional water usage that you see on the Usage History Report for the meter reading on 8/29/18 reflects the water use from the 3/7/18 meter reading, to the time the water was shut off on 3/20/18 for the emergency.

As far as the water being off at the time of purchase, our records do not indicate that the water service was shut off. We have a record of the water being shut off on 10/28/2015 to test for a high bill / leak with the previous homeowner. The water was turned on after the investigation was completed. Our policy is to only shut off water to test for a leak, for an emergency or at the request of the Owner.

Please let me know if you have any questions,

Don Millette
Water Superintendent
Wayland DPW
office 508-358-3699
fax 508-358-5325

From: cmsmailer@civicplus.com <cmsmailer@civicplus.com> on behalf of Contact form at Wayland MA <cmsmailer@civicplus.com>
Sent: Tuesday, January 1, 2019 1:29:00 AM
To: Millette, Don
Subject: [Wayland MA] 23 Brooks Road (Sent by Joy Alamgir, ja39@cornell.edu)

Hello dmillette,

Joy Alamgir (ja39@cornell.edu) has sent you a message via your contact form (<https://www.wayland.ma.us/user/59/contact>) at Wayland MA.

If you don't want to receive such e-mails, you can change your settings at <https://www.wayland.ma.us/user/59/edit>.

Message:

Dear Don,

I would like to draw your attention to a significant error/mistake.

I was processing the bills for this property and got a shock seeing the ~\$38k water bill.

The water on this property was shut off pretty much since purchase. My property manager (Peter Tzannos) and I also recently visited the property and there was no water running (not surprising since the water has been shut off since pretty much purchase over a year back).

I will be grateful on your prompt attention to this matter.

Sincerely,

Joy Alamgir
Manager
23 Brooks Road LLC



**23 Brooks Road
Account Info.pdf**

TOWN OF WAYLAND, DPW-WATER-DIV
DEPARTMENT OF PUBLIC WORKS
66 River Road
Wayland MA 01778
Phone 508-358-3672

Usage History Report

Account: 0701400

Location: 23 BROOKS ROAD

Route: 2

Owner: ALAMGIRE JOY

Meter #:	07877495	Read Date	Read Type	Reading	Usage	Bill Date	Comments
Serial #:	52732470	8/29/2018	ACTUAL	340,900	50,400	9/6/2018	Read Import on 9/5/2018
Head #:		3/7/2018	ACTUAL	290,500	216,300	3/21/2018	Read Import on 3/20/201
Head Type:		9/7/2017	ACTUAL	74,200	100	9/19/2017	Read Import on 9/19/201
Walk Seq.:	704350	3/7/2017	ACTUAL	74,100	100	3/13/2017	Read Import on 3/13/201
Dials:	6	11/2/2016	FINAL	74,000	0	11/2/2016	
Brand:	SENSUS SR11	9/16/2016	ACTUAL	74,000	400	10/14/2016	Read Import on 10/6/201
Type:	Wand	3/8/2016	ACTUAL	73,600	600	4/11/2016	Read Import on 3/21/201
Size:	0.63	9/18/2015	ACTUAL	73,000	4,400	9/29/2015	Read Import on 9/29/201
Exchange:	B-Wand	3/23/2015	ACTUAL	68,600	1,300	4/2/2015	Read Import on 3/30/201
Install Date:	9/24/1997	9/29/2014	ACTUAL	67,300	1,600	11/7/2014	Read Import on 10/20/20
Replace Date:		3/11/2014	ACTUAL	65,700	1,100	4/11/2014	Read Import on 3/27/201
Status:	ACTIVE	9/23/2013	ACTUAL	64,600	1,400	11/8/2013	Read Import on 10/25/20
Location:	LEFT FRONT	3/13/2013	ACTUAL	63,200	900	4/22/2013	Read Import on 4/3/2013
		10/22/2012	ACTUAL	62,300	1,500	11/28/2012	Read Import on 11/7/201
		4/9/2012	ACTUAL	60,800	1,100	6/1/2012	Read Import on 5/9/2012
		11/7/2011	ACTUAL	59,700	1,600	11/28/2011	Read Import on 11/10/20
		3/31/2011	ACTUAL	58,100	1,000	4/25/2011	Read Import on 4/25/201
		10/12/2010	ACTUAL	57,100	2,100	10/25/2010	Read Import on 10/26/20
		4/6/2010	ACTUAL	55,000	1,300	4/23/2010	Read Import on 4/22/201
		9/30/2009	ACTUAL	53,700	1,700	10/20/2009	Read Import on 10/19/20
		3/31/2009	ACTUAL	52,000	1,600	4/22/2009	Read Import on 4/22/200
		10/2/2008	ACTUAL	50,400	1,700	10/28/2008	Read Import on 10/28/20
		4/8/2008	ACTUAL	48,700	1,600	4/28/2008	Read Import on 4/24/200
		11/7/2007	ACTUAL	47,100	2,300	12/21/2007	
		4/9/2007	ACTUAL	44,800	2,300	5/4/2007	
		10/24/2006	ACTUAL	42,500	2,300		
		5/9/2006	ACTUAL	40,200	1,800		
		10/13/2005	ACTUAL	38,400	0		
		10/13/2005	ACTUAL	38,400	1,800		
		5/14/2005	ACTUAL	36,600	2,500		
		9/22/2004	ACTUAL	34,100	1,900		
		5/10/2004	ACTUAL	32,200	0		

TOWN OF WAYLAND, DPW-WATER-DIV
DEPARTMENT OF PUBLIC WORKS
66 River Road
Wayland MA 01778
Phone 508-358-3672

History Account Comments Report

Account:	0701400	Parcel:	048-109
Owner:	ALAMGIRE JOY	Location:	23 BROOKS ROAD
Additional Owner:	23 BROOKS ROAD LLC	District:	Not Defined
In Care Of:		Route:	2
Address 1:	9 CAULFIELD	Assessment Type:	Residential
Address 2:			
City:	WAYLAND		
State:	MA		
Zip Code:	01778		

9/27/2018 2:33:31	SEPT DEMAND BILLI RETURNED FROM PO MARKED UTF. DID NOT RESEND TO 9 CAUFIELD9/27/18 LH
lhamilton	
General	
9/27/2018 12:37:3	SEPT 2018 BILLING RETURNED FROM PO UTF, CHANGED MAILING ADRESS FROM 148 COMMONWEALTH RD TO 9 CAULFIELD RD FOUND ON WEB FOR JOY ALAMIGIR. RESENT 9/27/18 LH
lhamilton	
General	
4/5/2018 4:00:04	ASSESSORS SAYS 148 COMMONWEALTH RD IS THE STARBUCKS BLDG CORNER OF RT 30 AND MAIN, ASSOSSORS HAS NOT HAVE RE BILLS RETURNED SO BANK MUST BE PAYING MORTGAGE 4/5/18 LH
lhamilton	
General	
3/22/2018 11:29:0	HIGH READ. WENT OUT TO GET RE READ. UPIN ARIVAL NOTICED WATER COMING OUT OF THE HOUSE. WINDOWS FOGGED. PIPE BURST OR METER BLEW UP. SHUT WATER OFF AT THE CURB. FIRE DEPT. GAINED ENTRY. METER STILL IN HOUSE. FIRE DEPT WILL ATTEMPT TO CONTACT THE OWNER. BW 3/20/2018
kpeters	
General	
5/25/2017 12:44:2	RT 2 MAR 2017 BILLING RETURNED FROM PO MARKED UTF on 4/18/17 LH 4/26/17resent per savriti R to 23 brooks road LLC 148 commonwealth rd wayland, no interest will be waived 4/26/17
lhamilton	
General	
11/2/2016 2:04:12	FINAL 0740 NEW/ JOY ALMGIRE PREV/ JEN KING RE/ CARRIE 978-857-8885 JW 11/02/2016 INSPECTED METER AND TP ALL IN WORKING ORDER
kpeters	
General	
4/20/2016 10:18:0	RT 2 MAR 2016 BILL RETURNED FROM PO UTF 4/20/16 LH
lhamilton	
General	
11/5/2015 12:07:3	CHK FOR TOILET LEAKS, DOUBLE CHK READ, LOOK FOR OTHER LEAKS, TURN WTR OFF AT CURB, DRAIN MTR - 0734 DOWNSTAIRS TOILET IS LEAKING, NO OTHER LEAKS FOUND, HO TOLD BW PEOPLE MIGHT BE LIVING THERE, TOLD HO TO CONTACT PLUMBER TO FIX TOILET LEAK. CURBSTP AND MTR VALVE ARE STILL TURNED ON, WTR IS ON 10/28/15 BW
lhamilton	
General	
11/5/2015 12:02:2	HO HAS MOVED INTO ASSISTED LIVING, NO ONE LIVING THERE 10/26/15 GH
lhamilton	
General	
1/3/2019 8:26:02 AM	

History Account Comments Report

7/23/2008 10:05:4 MARK LINES-ALL SET 7/18 NI

water

General

7/23/2008 10:05:3 YELLOW/BLK TRIM

water IRRIGATION-NO

General Grounded-YES

Pipe-3/4C





WATER ABATEMENT REQUEST

BOPW Meeting / Date Scheduled: 2/5/2019

Name: Joy Alamgir Acct Number 0701400

Address: 23 Brooks Rd Phone _____

Billing Date 3/21/18 Usage 216,300 Water Charge \$ 28,731.23

REASON Leak in vacant house

Abate/Usage: Abate total water lost - House vacant
216,700 cubic feet (+) fees & interest.

Abate/\$\$: Abate \$35,270.90 + interest
leak over 2 Billing cycles

COMMENT/NOTE: House was vacant - no prior water consumption
[\$28,731.23 (+) \$2,545.67 interest owed to real estate 12/10/18]

APPROVED _____ DENIED _____ / /

BOPW: _____

DPW Director: _____ APPROVED _____ DENIED _____ / / 2019

WAYLAND BOARD OF PUBLIC WORKS

DPW Facility
66 River Road
Wayland, MA 01778
February 5, 2019

MEETING MINUTES EXCERPT FROM DRAFT

Water Abatement Request – 23 Brooks Road

Joy Almamgir of 9 Caulfield Road appeared before the Board to discuss his request for abatement of the 3/21/18 water bill for 23 Brooks Road.

Millette described the process by which a Water Division employee observed signs of a major water leak at 23 Brooks Road when attempting to get a water reading.

Holder noted that an automatic meter reading (AMR) system would have likely alerted the presence of the leak much more quickly.

Lewis and Wegerbauer suggested that the Board delay action until repairs are completed.

Abdella made a motion to waive interest and fees on the water account of 23 Brooks Road until the issue has been repaired.

Wegerbauer 2nd, all in favor.

Items Included in the Packet for Discussion:
- 23 Brooks Road Water Abatement Request



WAYLAND WASTEWATER MANAGEMENT
41 COCHITUATE RD, WAYLAND MA 01778

Hours: Monday - Friday 9:00 AM-12:30 PM
Phone: 508 358-6851

23 BROOKS ROAD LLC
ALAMGIRE JOY
148 COMMONWEALTH ROAD
WAYLAND, MA 01778

**Remittance Coupon Please Return
With Payment**

Account Number: 0701400

New Charges: \$6,494.67
Credits: \$0.00
Past Due: \$28,756.56
Interest: \$1,875.39
Total Due: 10/10/18 \$37,126.62

04 00 001145 0003712662 101018 00037126624

Account #	Service Location	Parcel Identifier	Billing Date	Due Date	Total Due
0701400	23 BROOKS ROAD	048-109	9/6/2018	10/10/2018	\$37,126.62

Meter Readings				Usage Summary		New Charge Summary			
Meter	Date	Type	Read	Rate	Total Usage	Charge	Quantity	Amount	Total
07877495	8/29/2018	ACT	340,900	RES	50,400	ADMINISTRATIVE FEE-RES	1	\$30.00	\$30.00
07877495	3/7/2018	ACT	290,500			Water		\$6,464.67	\$6,464.67

Tax Payer Message

Water Saving Tips:

Check faucets and pipes for leaks. A small drip from a worn faucet washer can waste 20 gallons of water per day. Larger leaks can waste hundreds of gallons.

Cut your showers short. Older shower heads can use as much as 5 gallons of water per minute. Speed things up in the shower for some serious water savings.

PLEASE NOTE THAT THE PAYMENT BILLING ADDRESS HAS CHANGED TO:
P.O. BOX 663 MEDFORD, MA 02155-0007

BILLS ARE AVAILABLE TO PAY ONLINE AT <https://epay.cityhallsystems.com>

The Town of Wayland bills for water twice each twelve months. Although meter readings are made as close to the six month period as possible, it should be expected that while billing periods may vary, tier volumes still apply.

<https://www.wayland.ma.us/sites/waylandma/files/uploads/2017ccr.pdf>

Rate Information

RESIDENTIAL RATES

LESS THAN 1,500 cubic feet	\$5.43 per 100 cubic feet
1,501 - 3,000 cubic feet	\$7.12 per 100 cubic feet
3,001 - 8,000 cubic feet	\$8.25 per 100 cubic feet
8,001 - over	\$13.83 per 100 cubic feet

IF YOUR WATER BILL IS NOT PAID IN FULL
WHEN DUE, YOU WILL BE CHARGED INTEREST
AT THE RATE OF 14% PER YEAR AND
COLLECTION COSTS



**WAYLAND WASTEWATER MANAGEMENT
41 COCHITUATE RD, WAYLAND MA 01778**

Hours: Monday - Friday 9:00 AM-12:30 PM
Phone: 508 358-6851

23 BROOKS ROAD LLC
ALAMGIRE JOY
148 COMMONWEALTH ROAD
WAYLAND, MA 01778

**Remittance Coupon Please Return
With Payment**

Account Number: 0701400

New Charges: \$28,761.23
Credits: \$0.00
Past Due: (\$4.67)
Interest: \$0.00
Total Due: 04/23/18 \$28,756.56

04 00 001145 0002875656 042318 00028756564

Account #	Service Location	Parcel Identifier	Billing Date	Due Date	Total Due
0701400	23 BROOKS ROAD	048-109	3/21/2018	4/23/2018	\$28,756.56

Meter Readings				Usage Summary		New Charge Summary			
Meter	Date	Type	Read	Rate	Total Usage	Charge	Quantity	Amount	Total
07877495	3/7/2018	ACT	290,500	RES	216,300	ADMINISTRATIVE FEE-RES	1	\$30.00	\$30.00
07877495	9/7/2017	ACT	74,200			Water		\$28,731.23	\$28,731.23

Tax Payer Message

Water Saving Tips:

Check faucets and pipes for leaks. A small drip from a worn faucet washer can waste 20 gallons of water per day. Larger leaks can waste hundreds of gallons.

Cut your showers short. Older shower heads can use as much as 5 gallons of water per minute. Speed things up in the shower for some serious water savings.

IF YOUR WATER BILL IS NOT PAID IN FULL WHEN DUE YOU WILL BE CHARGED INTEREST AT THE RATE OF 14% PER YEAR AND COLLECTION COSTS

**PLEASE NOTE THAT THE PAYMENT BILLING ADDRESS HAS CHANGED TO:
P.O. BOX 663 MEDFORD, MA 02155-0007**

BILLS ARE AVAILABLE TO PAY ONLINE AT <https://epay.cityhallsystems.com>

Rate Information

RESIDENTIAL RATES:

LESS THAN 1,500 cubic feet \$5.36 per 100 cubic feet
1,501 - 3,000 cubic feet \$7.00 per 100 cubic feet
3,001 - 8,000 cubic feet \$8.09 per 100 cubic feet
8,001 - over \$13.51 per 100 cubic feet

**IF YOUR WATER BILL IS NOT PAID IN FULL
WHEN DUE, YOU WILL BE CHARGED INTEREST
AT THE RATE OF 14% PER YEAR AND
COLLECTION COSTS**



Peters, Kristen

From: Joy Alamgir <ja39@cornell.edu>
Sent: Friday, January 18, 2019 12:10 PM
To: Peters, Kristen
Subject: Tuesday Jan 22
Attachments: 23 Brooks Road Account Info.pdf; millett_01032019.pdf

Hi Kristen,

I am on the agenda for the Tuesday January 22 evening meeting regarding water board/appeals.

I was asked by Linda to send you an email detailing contextual information on the meeting.

To that end I would like to send the following:

“

I would like to appeal the water bill resulting from an accident (burst pipe) at 23 Brooks Road, Wayland MA. The nearly \$40k bill significantly affects the finances of my family.

I would like to talk to the board regarding viable options to reduce the financial burden from the accidental pipe burst.

I am sharing the water bill and additional contextual informational documents to this email (three documents - two PDFs and 2 images attached).

I thank you in advance for your consideration.

Sincerely,

Joy Alamgir

”

From: Millette, Don dmillette@wayland.ma.us
Subject: Re: [Wayland MA] 23 Brooks Road (Sent by Joy Alamgir, ja39@cornell.edu)
Date: January 3, 2019 at 12:17 PM
To: ja39@cornell.edu
Cc: Holder, Thomas tholder@wayland.ma.us, Peters, Kristen kpeters@wayland.ma.us

Good Afternoon Joy,

I looked at your account history to see if I could find a reason for the high bill. I have attached copies of the Account Usage History and Account History Comments from our system. When you look at the Account History Comment Sheet, the date and time on the left is the time stamp of when it was entered in our system and who made the entry. The date in the note section corresponds to the field work order and is when the work was completed. The dates listed on the Account Usage History Report correspond to when the meter reading was completed and whether it is an Actual Read, Final Read or an Estimated Read.

The Final Meter Reading was completed on 11/2/2016, at that point the water meter and outside remote touchpad were inspected our staff and were in working order. On the Usage History Report, you will see that we recorded a high bill on 3/7/2018. Our Office Staff flagged the reading as unusually high and created a field work order for a "meter re-read" scheduled for 3/20/18 (see comment sheet) to double check the outside meter reading to be sure it was accurate. When our Staff arrived, they found the "windows fogged" and "water coming out of the house" (my staff member said the entire basement was filled with water and water was coming out of the basement windows). He immediately notified the Fire Department.

The note said that the Fire Department gained entry to the home (my staff member said they went in through a second story window), and that they were going to attempt to follow up with the owner. The water was shut off at the outside curb stop on 3/20/18 by our staff member due to the emergency situation. I do not have a record of what the Fire Department did on site, most likely they pumped out the basement. As you can see by the notes in the system, we did not have an accurate mailing address or phone number on file. Several past bills were returned to us by the Post Office until one of our office staff found your contact info online.

Your probably wondering why there was additional water use on the 8/29/18 meter read. My staff member did not collect the meter re-read after he discovered the leak on 3/20/18. The additional water usage that you see on the Usage History Report for the meter reading on 8/29/18 reflects the water use from the 3/7/18 meter reading, to the time the water was shut off on 3/20/18 for the emergency.

As far as the water being off at the time of purchase, our records do not indicate that the water service was shut off. We have a record of the water being shut off on 10/28/2015 to test for a high bill / leak with the previous homeowner. The water was turned on after the investigation was completed. Our policy is to only shut off water to test for a leak, for an emergency or at the request of the Owner.

Please let me know if you have any questions,

Don Millette
Water Superintendent
Wayland DPW
office 508-358-3699
fax 508-358-5325

From: cmsmailer@civicplus.com <cmsmailer@civicplus.com> on behalf of Contact form at Wayland MA <cmsmailer@civicplus.com>
Sent: Tuesday, January 1, 2019 1:29:00 AM
To: Millette, Don
Subject: [Wayland MA] 23 Brooks Road (Sent by Joy Alamgir, ja39@cornell.edu)

Hello dmillette,

Joy Alamgir (ja39@cornell.edu) has sent you a message via your contact form (<https://www.wayland.ma.us/user/59/contact>) at Wayland MA.

If you don't want to receive such e-mails, you can change your settings at <https://www.wayland.ma.us/user/59/edit>.

Message:

Dear Don,

I would like to draw your attention to a significant error/mistake.

I was processing the bills for this property and got a shock seeing the ~\$38k water bill.

The water on this property was shut off pretty much since purchase. My property manager (Peter Tzannos) and I also recently visited the property and there was no water running (not surprising since the water has been shut off since pretty much purchase over a year back).

I will be grateful on your prompt attention to this matter.

Sincerely,

Joy Alamgir
Manager
23 Brooks Road LLC

CALL DATE:

ACCOUNT #:

Call Taken by:

DPW/WATER DIVISION

Job Date: 1/4/19

Day: Friday

Time: 10:20 AM

Owner's Name:

Contact Name: Joy

Property Address: 23 Brooks Road

New Owner's Name:

Home Phone:

Reason for Call: Mark Out

Final

Closing Date:

Fix TP/MXU - GET Read

Verify Meter info w/ owner

Conclusion: Met owner & Prop. Manager @ House. Meter info correct.
Freeze plate Broken. must have froze after Leak on 3/20/18.

Meter Removed, stored @ Water Dept. Meter Read 3409

Meter Information	Existing	Removed	Installed
ID #:	07877495		
MXU #:			
Last Read:	3409		
TP Location:			
Meter Location:	Basement		
Meter Size:	5/8		
Water Off?	YES		
Tag #:			

CURRENT/FINAL READ: 3409

Color & Type of Building:

Color: White

RES APT CONDO BUSINESS

Grounded: Y/N

Irrigation: Y/N

Fire Sprinkler: Y/N

Backflow Type:

PVB DCV RP

Pipe Size: 3/4" Copper

Dig Safe #:

Job Date Good For:

Utilities Notified:

Verizon, N. Star Electric, National Grid gas, Key Span, Boston Gas, Com Cast

Level 3 Communications, MCI, Shell Oil, Tenn. Pipeline, On Target

Police Detail Needed: Y/N

Highway Personnel:

Date Completed: 1/4/19

Initials: DM, B.V.

Notice left: Y/N



Wayland Fire Department

Incident Detail

Print Date: January 04, 2019

Printed By: nmcperso

Incident No: 2018000000874

CAD No: 2018000004008

File Number:

Nature: FD-Water Problem F:000874

Date: 3/20/18 13:19

Address: 23 BROOKS ROAD

WAYLAND MA 01778

Structure: JAO, HARRY HUNG CHANG

Alarm:

Priority: High

Comments:

Incident Type(s): Primary Reported Description

Water or steam leak

Statements:

Entity Seq No Person or Business Name

Statement Date/Time

Stmnt Seq No Statement Status

Comments

No Involved Persons data returned.

Actions Taken

Systems and services, other

NOTES

Involved Fire Fighter(s):

Name/Title

Division

Notes

Name/Title

Division

Notes

David G Houghon, Chief

Fire Department

Kenneth McGuire, Lt.

Fire Department

Dean D Casali, Private

Fire Department

Unit Chronology:

Unit-Type

Time

Status

Unit Summary:

Unit: C1-Command Car

Time: 0:24:51

13:27:44

Responding

13:34:48

Standing By

13:51:34

Returning

13:51:35

In Quarters

E2-Engine

13:24:06

Responding

13:27:08

Standing By

13:50:24

Returning

13:55:29

In Quarters

Unit Summary: Unit: E2-Engine

Time: 0:31:23



Wayland Fire Department

Incident Detail

Print Date: January 04, 2019

Printed By: nmcperso

Unit Chronology: Unit-Type Time Status

Narratives for Incident Number 201800000874? Yes

Other Narratives not authorized for print? None

Narratives this user authorized to print:

Narrative by: Lt. Kenneth McGuire

<u>Seq No:</u>	<u>Date & Time</u>	<u>Type</u>	<u>Description</u>	<u>Entered by</u>	<u>Status</u>	<u>Reviewed by</u>	<u>Last Edit Date</u>
1	3/20/2018 4:06:00PM	Narrative Statement Type C	water problem				03/20/2018
Called to house by the Wayland water department. Reported water coming from the doorway. O/A found approximately 8-10 inches in basement and house appeared to be empty. Ever source notified to respond and dc power and water department shut water off from the street.							
C1 arrived on scene and ordered ladder thrown to second floor window to make entry to ensure house was empty. screen on second floor minor damage house secured prior to Eng2 clearing the scene.							

Resources

Quantity Description Notes

No Resources Listed

TOWN OF WAYLAND, DPW-WATER-DIV
DEPARTMENT OF PUBLIC WORKS
66 River Road
Wayland MA 01778
Phone 508-358-3672

History Account Comments Report

Account:	0701400	Parcel:	048-109
Owner:	ALAMGIRE JOY	Location:	23 BROOKS ROAD
Additional Owner:	23 BROOKS ROAD LLC	District:	Not Defined
In Care Of:		Route:	2
Address 1:	9 CAULFIELD	Assessment Type:	Residential
Address 2:			
City:	WAYLAND		
State:	MA		
Zip Code:	01778		

9/27/2018 2:33:31 SEPT DEMAND BILL RETURNED FROM PO MARKED UTF, DID NOT RESEND TO 9
lhamilton CAULFIELD9/27/18 LH
General

9/27/2018 12:37:3 SEPT 2018 BILLING RETURNED FROM PO UTF, CHANGED MAILING ADRESS FROM 148
lhamilton COMMONWEALTH RD TO 9 CAULFIELD RD FOUND ON WEB FOR JOY ALAMIGIR,
General RESENT 9/27/18 LH

4/5/2018 4:00:04 ASSESSORS SAYS 148 COMMONWEALTH RD IS THE STARBUCKS BLDG CORNER OF
lhamilton RT 30 AND MAIN, ASSOSSORS HAS NOT HAVE RE BILLS RETURNED SO BANK MUST BE
General PAYING MORTGAGE 4/5/18 LH

3/22/2018 11:29:0 HIGH READ. WENT OUT TO GET RE READ. UPIN ARIVAL NOTICED WATER COMING
kpeters OUT OF THE HOUSE. WINDOWS FOGGED. PIPE BURST OR METER BLEW UP. SHUT
General WATER OFF AT THE CURB. FIRE DEPT. GAINED ENTRY. METER STILL IN HOUSE. FIRE
DEPT WILL ATTEMPT TO CONTACT THE OWNER. BW 3/20/2018

5/25/2017 12:44:2 RT 2 MAR 2017 BILLING RETURNED FROM PO MARKED UTF on 4/18/17 LH 4/26/17resent
lhamilton per saviti R to 23 brooks road LLC 148 commonwealth rd wayland, no interest will be waived
General 4/26/17

11/2/2016 2:04:12 FINAL 0740 NEW/ JOY ALMGIRE PREV/ JEN KING RE/ CARRIE 978-857-8885 JW
kpeters 11/02/2016 INSPECTED METER AND TP ALL IN WORKING ORDER
General

4/20/2016 10:18:0 RT 2 MAR 2016 BILL RETURNED FROM PO UTF 4/20/16 LH
lhamilton
General

11/5/2015 12:07:3 CHK FOR TOILET LEAKS, DOUBLE CHK READ, LOOK FOR OTHER LEAKS, TURN WTR
lhamilton OFF AT CURB, DRAIN MTR - 0734 DOWNSTAIRS TOILET IS LEAKING, NO OTHER LEAKS
General FOUND, HO TOLD BW PEOPLE MIGHT BE LIVING THERE, TOLD HO TO CONTACT
PLUMBER TO FIX TOILET LEAK. CURBSTP AND MTR VALVE ARE STILL TURNED ON,
WTR IS ON 10/28/15 BW

11/5/2015 12:02:2 HO HAS MOVED INTO ASSISTED LIVING, NO ONE LIVING THERE 10/26/15 GH
lhamilton
General

History Account Comments Report

7/23/2008 10:05:4 MARK LINES-ALL SET 7/18 NI

water

General

7/23/2008 10:05:3 YELLOW/BLK TRIM

water IRRIGATION-NO

Grounded-YES

General Pipe-3/4C

CALL DATE:

ACCOUNT #:

Call Taken by:

DPW/WATER DIVISION

Job Date: 3/29/18

Day: Tues

Time: 1:00

Owner's Name:

Contact Name:

Property Address: 23 Brooks & Road

New Owner's Name:

Home Phone:

Reason for Call: Mark Out

Final
Closing Date:

Fix TP/MXU - GET Read

High Read.

Conclusion:

Upon Arrival noticed water coming out of the side of the house. Windows fogged. Pipe burst or meter blew up. Shut water off at curb. Fire Dept. arrived early. Meter still in house. Fire Dept. will try to contact H.O.

Meter Information	Existing	Removed	Installed
ID #:			
MXU #:			
Last Read:			
TP Location:			
Meter Location:			
Meter Size:			
Water Off?			
Tag #:			

CURRENT/FINAL READ: 3409

Color & Type of Building:

Color:

RES APT CONDO BUSINESS

Grounded: Y / N

Irrigation: Y / N

Fire Sprinkler: Y / N

Backflow Type:

PVB DCV RP

Pipe Size:

Dig Safe #:

Job Date Good For:

Utilities Notified:

Verizon, N. Star Electric, National Grid gas, Key Span, Boston Gas, Com Cast

Level 3 Communications, MCI, Shell Oil, Tenn. Pipeline, On Target

Police Detail Needed: Y / N

Highway Personnel:

Date Completed: 3/20/18

Initials: BW

Notice left:

Y / N

**TOWN OF WAYLAND, DPW-WATER-DIV
DEPARTMENT OF PUBLIC WORKS**

66 River Road

Wayland MA 01778

Phone 508-358-3672

as of January 03, 2019

Balance: **\$6,721.42**

Account	Owner	Parcel	Location
0701400	ALAMGIRE JOY	048-109	23 BROOKS ROAD

Comments		Billing Date	Due Date	Charges	Interest	Credit	Balance	Total Due
		9/12/2018	10/12/2018	\$15.00	\$0.00	\$0.00	\$15.00	\$15.00
		9/6/2018	10/10/2018	\$6,494.67	\$211.75	\$0.00	\$6,706.42	\$6,706.42
		3/21/2018	4/23/2018	\$28,761.23	\$2,545.67	\$31,306.90	\$0.00	\$0.00
		9/19/2017	10/23/2017	\$35.22	\$0.58	\$35.80	\$0.00	\$0.00
		3/13/2017	4/20/2017	\$35.15	\$0.38	\$35.53	\$0.00	\$0.00
		11/2/2016	11/16/2016	\$50.00	\$1.78	\$51.78	\$0.00	\$0.00
		10/14/2016	11/11/2016	\$50.60	\$0.22	\$50.82	\$0.00	\$0.00
		4/11/2016	5/9/2016	\$60.90	\$4.60	\$65.50	\$0.00	\$0.00
		9/29/2015	11/6/2015	\$314.12	\$0.00	\$314.12	\$0.00	\$0.00
		4/2/2015	5/7/2015	\$96.95	\$0.00	\$96.95	\$0.00	\$0.00
		11/7/2014	12/15/2014	\$113.92	\$0.00	\$113.92	\$0.00	\$0.00
		4/11/2014	5/16/2014	\$86.65	\$0.10	\$86.75	\$0.00	\$0.00
		11/8/2013	12/10/2013	\$102.10	\$0.00	\$102.10	\$0.00	\$0.00
		4/22/2013	6/3/2013	\$51.90	\$0.00	\$51.90	\$0.00	\$0.00
		11/28/2012	1/4/2013	\$82.50	\$0.00	\$82.50	\$0.00	\$0.00
		6/1/2012	7/6/2012	\$112.10	\$0.00	\$112.10	\$0.00	\$0.00
		11/28/2011	12/30/2011	\$139.10	\$0.00	\$139.10	\$0.00	\$0.00
		4/25/2011	5/25/2011	\$168.00	\$0.00	\$168.00	\$0.00	\$0.00
		10/25/2010	11/24/2010	\$184.80	\$0.00	\$184.80	\$0.00	\$0.00
		4/23/2010	5/24/2010	\$168.00	\$0.00	\$168.00	\$0.00	\$0.00
		10/20/2009	11/20/2009	\$173.60	\$0.00	\$173.60	\$0.00	\$0.00
		4/22/2009	5/25/2009	\$170.80	\$0.00	\$170.80	\$0.00	\$0.00
		10/28/2008	11/28/2008	\$55.60	\$0.00	\$55.60	\$0.00	\$0.00
		4/28/2008	5/28/2008	\$52.80	\$0.00	\$52.80	\$0.00	\$0.00
		12/21/2007	1/21/2008	\$43.40	\$0.00	\$43.40	\$0.00	\$0.00
		5/4/2007	6/4/2007	\$43.40	\$0.00	\$43.40	\$0.00	\$0.00

Grand Total

\$37,662.51

\$2,765.08 \$33,706.17

\$6,721.42

\$6,721.42

Transactions	Type	Effective Date	PostDate	Batch	Total	Comments
Lien To Real Estate		12/10/2018	12/10/2018	Lien To Real Estate	\$31,302.23	
Payment		12/5/2017	12/5/2017	Daily 3	\$40.00	23 Brooks Road LLC ck 112
Transfer Out		11/30/2017	11/30/2017	TRANSFER CREDITS	(\$0.47)	Transfer Out
Transfer In		11/30/2017	11/30/2017	TRANSFER CREDITS	\$0.47	Transfer In
Payment		5/18/2017	5/18/2017	Daily 2	\$36.00	23 Brooks Road LLC ck 103
Payment		11/22/2016	11/22/2016	Daily	\$168.10	Stiles Associates LLC ck 6703
Payment		11/2/2015	11/3/2015	lockbox wtr	\$314.12	Lockbox
Payment		4/23/2015	4/27/2015	lockbox wtr	\$96.95	Lockbox
Payment		12/11/2014	12/11/2014	daily	\$114.02	harry jao ck 2123
Payment		5/19/2014	5/23/2014	lockbox wtr	\$86.65	Lockbox
Payment		11/26/2013	11/27/2013	lockbox wtr	\$102.10	Lockbox
Payment		5/24/2013	5/28/2013	lockbox wtr	\$51.90	Lockbox
Payment		12/21/2012	12/21/2012	Daily	\$82.50	Harry Jao 1886
Payment		6/18/2012	6/19/2012	lockbox wtr	\$112.10	Lockbox
Payment		12/27/2011	12/28/2011	lockbox wtr	\$139.10	Lockbox
Payment		5/16/2011	5/17/2011	lockbox w	\$168.00	Lockbox
Payment		11/17/2010	11/17/2010	Daily	\$184.80	
Payment		5/10/2010	5/10/2010	lockbox w	\$168.00	Lockbox
Payment		11/13/2009	11/13/2009	Daily	\$173.60	
Payment		5/15/2009	5/18/2009	lockbox w	\$170.80	Lockbox
Payment		11/25/2008	12/1/2008	lockbox w 112808	\$55.60	Lockbox
Payment		5/23/2008	5/28/2008	lockbox w	\$52.80	Lockbox
Payment		1/4/2008	1/7/2008	lockbox	\$43.40	
Payment		5/24/2007	5/25/2007	lockbox	\$43.40	
Grand Total					\$33,706.17	

TOWN OF WAYLAND, DPW-WATER-DIV
DEPARTMENT OF PUBLIC WORKS
66 River Road
Wayland MA 01778
Phone 508-358-3672

Usage History Report

Account: 0701400

Location: 23 BROOKS ROAD

Route: 2

Owner: ALAMGIRE JOY

Meter #:	07877495	Read Date	Read Type	Reading	Usage	Bill Date	Comments
Serial #:	52732470	8/29/2018	ACTUAL	340,900	50,400	9/6/2018	Read Import on 9/5/2018
Head #:		3/7/2018	ACTUAL	290,500	216,300	3/21/2018	Read Import on 3/20/201
Head Type:		9/7/2017	ACTUAL	74,200	100	9/19/2017	Read Import on 9/19/201
Walk Seq.:	704350	3/7/2017	ACTUAL	74,100	100	3/13/2017	Read Import on 3/13/201
Dials:	6	11/2/2016	FINAL	74,000	0	11/2/2016	
Brand:	SENSUS SRII	9/16/2016	ACTUAL	74,000	400	10/14/2016	Read Import on 10/6/201
Type:	Wand	3/8/2016	ACTUAL	73,600	600	4/11/2016	Read Import on 3/21/201
Size:	0.63	9/18/2015	ACTUAL	73,000	4,400	9/29/2015	Read Import on 9/29/201
Exchange:	B-Wand	3/23/2015	ACTUAL	68,600	1,300	4/2/2015	Read Import on 3/30/201
Install Date	9/24/1997	9/29/2014	ACTUAL	67,300	1,600	11/7/2014	Read Import on 10/20/20
Replace Date:		3/11/2014	ACTUAL	65,700	1,100	4/11/2014	Read Import on 3/27/201
Status:	ACTIVE	9/23/2013	ACTUAL	64,600	1,400	11/8/2013	Read Import on 10/25/20
Location:	LEFT FRONT	3/13/2013	ACTUAL	63,200	900	4/22/2013	Read Import on 4/3/2013
		10/22/2012	ACTUAL	62,300	1,500	11/28/2012	Read Import on 11/7/201
		4/9/2012	ACTUAL	60,800	1,100	6/1/2012	Read Import on 5/9/2012
		11/7/2011	ACTUAL	59,700	1,600	11/28/2011	Read Import on 11/10/20
		3/31/2011	ACTUAL	58,100	1,000	4/25/2011	Read Import on 4/25/201
		10/12/2010	ACTUAL	57,100	2,100	10/25/2010	Read Import on 10/26/20
		4/6/2010	ACTUAL	55,000	1,300	4/23/2010	Read Import on 4/22/201
		9/30/2009	ACTUAL	53,700	1,700	10/20/2009	Read Import on 10/19/20
		3/31/2009	ACTUAL	52,000	1,600	4/22/2009	Read Import on 4/22/200
		10/2/2008	ACTUAL	50,400	1,700	10/28/2008	Read Import on 10/28/20
		4/8/2008	ACTUAL	48,700	1,600	4/28/2008	Read Import on 4/24/200
		11/7/2007	ACTUAL	47,100	2,300	12/21/2007	
		4/9/2007	ACTUAL	44,800	2,300	5/4/2007	
		10/24/2006	ACTUAL	42,500	2,300		
		5/9/2006	ACTUAL	40,200	1,800		
		10/13/2005	ACTUAL	38,400	0		
		10/13/2005	ACTUAL	38,400	1,800		
		5/14/2005	ACTUAL	36,600	2,500		
		9/22/2004	ACTUAL	34,100	1,900		
		5/10/2004	ACTUAL	32,200	0		

Peters, Kristen

From: Millette, Don
Sent: Thursday, January 03, 2019 2:00 PM
To: Joy Alamgir
Cc: Holder, Thomas; Peters, Kristen; peter tzannos
Subject: Re: [Wayland MA] 23 Brooks Road (Sent by Joy Alamgir, ja39@cornell.edu)

Hello Joy,

Tomorrow is perfect, I will see you at 10:20am.

Don Millette
Water Superintendent
Wayland DPW
office 508-358-3699
fax 508 358-5325

From: Joy Alamgir <ja39@cornell.edu>
Sent: Thursday, January 3, 2019 1:58:03 PM
To: Millette, Don
Cc: Holder, Thomas; Peters, Kristen; peter tzannos
Subject: Re: [Wayland MA] 23 Brooks Road (Sent by Joy Alamgir, ja39@cornell.edu)

Hi Don,

Ofcourse - that would make sense.

I am actually going over the property tomorrow with my property manage at ~10:20am if that time serendipitously works for you.

I live on Caulfield Rd (the road right next to it), so can meet there pretty flexibly.

If tomorrow does not work, would Wednesday (1/9) work at 9:30am? Or Thursday (1/10) at 9:15am?

Sincerely,

Joy Alamgir
ja39@cornell.edu
<http://www.linkedin.com/in/jalamgir>

On Jan 3, 2019, at 1:49 PM, Millette, Don <dmillette@wayland.ma.us> wrote:

Hello Joy,

I just double checked with the Water Technician who initially went there for the re-read and the Foreman who responded after hearing of the leak, it is definitely the correct address. I also have the field work order that corresponds to the notes in the computer system.

Would it be possible to set up an appointment with you or your property manager to meet at the property? Both Staff members said they tried to enter the basement to remove the water meter at the time of the flood, but the water was too high for them to safely enter. I would like to verify the meter information.

Thank you,

Don Millette
Water Superintendent
Wayland DPW
office 508-358-3699
fax 508-358-5325

From: Joy Alamgir <ja39@cornell.edu>
Sent: Thursday, January 3, 2019 12:31:51 PM
To: Millette, Don
Cc: Holder, Thomas; Peters, Kristen; peter tzannos
Subject: Re: [Wayland MA] 23 Brooks Road (Sent by Joy Alamgir, ja39@cornell.edu)

Hi Don,

Thank you for your detailed email and prompt response to my outreach.

I am copying my property manager Peter Tzannos to this email.

I do not have any recollection of any flooding at this property since purchase (I actually visited the property ~10 days back for a contractor to look at the project for potential property extension) and there was NO evidence of any water damage at all that I could see (Peter and a potential future general contractor accompanied me on that visit). I am wondering perhaps it is a case of mistaken address.

Peter: do you have any recollection of any flooding at the property (or have you seen any evidence of water damage at all).

When I mentioned water shut off, I meant water was shut off by my property manager (i.e. the main valve at the property) right around property purchase (I think he turned it on for a day some months later as well).

Sincerely,

Joy Alamgir
Manager
23 Brooks Road LLC

On Jan 3, 2019, at 12:17 PM, Millette, Don <dmillette@wayland.ma.us> wrote:

Good Afternoon Joy,

I looked at your account history to see if I could find a reason for the high bill. I have attached copies of the Account Usage History and Account History Comments from our system. When you look at the Account History Comment Sheet, the date and time on the left is the time stamp of when it was entered in our system and who made the entry. The date in the note section corresponds to the field work order and is when the work was completed. The dates listed on the Account Usage History Report correspond to when the meter reading was completed and whether it is an Actual Read, Final Read or an Estimated Read.

The Final Meter Reading was completed on 11/2/2016, at that point the water meter and outside remote touchpad were inspected our staff and were in working order. On the Usage History Report, you will see that we recorded a high bill on 3/7/2018. Our Office Staff flagged the reading as unusually high and created a field work order for a "meter re-read" scheduled for 3/20/18 (see comment sheet) to double check the outside meter reading to be sure it was accurate. When our Staff arrived, they found the "windows fogged" and "water coming out of the house" (my staff member said the entire basement was filled with water and water was coming out of the basement windows). He immediately notified the Fire Department.

The note said that the Fire Department gained entry to the home (my staff member said they went in through a second story window), and that they were going to attempt to follow up with the owner. The water was shut off at the outside curb stop on 3/20/18 by our staff member due to the emergency situation. I do not have a record of what the Fire Department did on site, most likely they pumped out the basement. As you can see by the notes in the system, we did not have an accurate mailing address or phone number on file. Several past bills were returned to us by the Post Office until one of our office staff found your contact info online.

Your probably wondering why there was additional water use on the 8/29/18 meter read. My staff member did not collect the meter re-read after he discovered the leak on 3/20/18. The additional water usage that you see on the Usage History Report for the meter reading on 8/29/18 reflects the water use from the 3/7/18 meter reading, to the time the water was shut off on 3/20/18 for the emergency.

As far as the water being off at the time of purchase, our records do not indicate that the water service was shut off. We have a record of the water being shut off on 10/28/2015 to test for a high bill / leak with the previous homeowner. The water was turned on after the investigation was completed. Our policy is to only shut off water to test for a leak, for an emergency or at the request of the Owner.

Please let me know if you have any questions,

Don Millette
Water Superintendent
Wayland DPW
office 508-358 3699
fax 508-358-5325

From: cmsmailer@civicplus.com <cmsmailer@civicplus.com> on behalf of Contact form at Wayland MA <cmsmailer@civicplus.com>

Sent: Tuesday, January 1, 2019 1:29:00 AM

To: Millette, Don

Subject: [Wayland MA] 23 Brooks Road (Sent by Joy Alamgir, ja39@cornell.edu)

Hello dmillette,

Joy Alamgir (ja39@cornell.edu) has sent you a message via your contact form (<https://www.wayland.ma.us/user/59/contact>) at Wayland MA.

If you don't want to receive such e-mails, you can change your settings at <https://www.wayland.ma.us/user/59/edit>.

Message:

Dear Don,

I would like to draw your attention to a significant error/mistake.

I was processing the bills for this property and got a shock seeing the ~\$38k water bill.

The water on this property was shut off pretty much since purchase. My property manager (Peter Tzannos) and I also recently visited the property and there was no water running (not surprising since the water has been shut off since pretty much purchase over a year back).

I will be grateful on your prompt attention to this matter.

Sincerely,

Joy Alamgir
Manager
23 Brooks Road LLC

<23 Brooks Road Account Info.pdf>

CALL DATE:

ACCOUNT #:

Call Taken by:

DPW/WATER DIVISION

Job Date: 3/29/18

Day: Tues

Time: 1:00

Owner's Name:

Contact Name:

Property Address: 23 Brooks Road

New Owner's Name:

Home Phone:

Reason for Call: Mark Out

Final
Closing Date:

Fix TP/MXU - GET Read

High Read.

Conclusion:

Upon Arrival noticed water coming out of the side of the house. Windows fogged. Pipe burst or meter blew up. Shut water off at curb. Fire Dept. arrived at house. Fire Dept. will try to contact H.O.

Meter Information	Existing	Removed	Installed
ID #:			
MXU #:			
Last Read:			
TP Location:			
Meter Location:			
Meter Size:			
Water Off?			
Tag #:			

CURRENT/FINAL READ: 3409

Color & Type of Building:

Color:

RES APT CONDO BUSINESS

Grounded: Y/N

Irrigation: Y/N

Fire Sprinkler: Y/N

Backflow Type:

PVB DCV RP

Pipe Size:

Dig Safe #:

Job Date Good For:

Utilities Notified:

Verizon, N. Star Electric, National Grid gas, Key Span, Boston Gas, Com Cast

Level 3 Communications, MCI, Shell Oil, Tenn. Pipeline, On Target

Police Detail Needed: Y/N

Highway Personnel:

Date Completed: 3/20/18

Initials: BW

Notice left:

Y/N



Wayland Fire Department

Incident Detail

Print Date: January 04, 2019

Printed By: nmcperso

Incident No: 2018000000874

CAD No: 2018000004008

File Number:

Nature: FD-Water Problem f:000874

Date: 3/20/18 13:19

Address: 23 BROOKS ROAD

WAYLAND MA 01778

Structure: JAO. HARRY HUNG CHANG

Alarm:

Priority: High

Comments:

Date/Time	LapTime	Running Total	Call Taker
Received: 03/20/18 13:19:47	00:00:00	00:00:00	William Reed
Dispatched: 03/20/18 13:24:05	00:04:17	00:04:17	Dispatcher: William Reed
Out of Station: 03/20/18 13:24:06	00:00:01	00:04:19	Member Making Report:
Arrived: 03/20/18 13:27:08	00:03:01	00:07:21	Shift Supervisor: Douglas T Williams, Lieutenant
To Medical:			Officer in Charge: Dean D Casali, Private
At Medical:			Status: New - From Call
Cleared: 03/20/18 13:55:29	00:28:21	00:35:42	

Incident Type(s): Primary Reported Description

Water or steam leak

Actions Taken

Systems and services, other

NOTES

Statements:

Entity Seq No Person or Business Name

Statement Date/Time

Stmnt Seq No

Statement Status

Comments

No Involved Persons data returned.

Involved Fire Fighter(s):

Name/Title	Division	Notes	Name/Title	Division	Notes
David G Houghton, Chief	Fire Department				
Kenneth McGuire, Lt.	Fire Department				
Dean D Casali, Private	Fire Department				

Unit Chronology:

C1-Command Car

Unit	Type	Time	Status
C1	Command Car	13:27:44	Responding
		13:34:48	Standing By
		13:51:34	Returning
		13:51:35	In Quarters

Unit Summary: Unit: C1-Command Car Time: 0:24:51

E2-Engine	13:24:06	Responding
	13:27:08	Standing By
	13:50:24	Returning
	13:55:29	In Quarters

Unit Summary: Unit: E2-Engine Time: 0:31:23



Wayland Fire Department

Incident Detail

Print Date: January 04, 2019

Printed By: nmcperso

Unit Chronology: Unit-Type Time Status

Narratives for Incident Number 201800000874? Yes

Other Narratives not authorized for print? None

Narratives this user authorized to print:

Narrative by: Lt. Kenneth McGuire

Seq No:	Date & Time	Type	Description	Entered by	Status	Reviewed by	Last Edit Date
1	3/20/2018 4:06:00PM	Narrative Statement Type C	water problem				03/20/2018
Called to house by the Wayland water department. Reported water coming from the doorway. O/A found approximately 8-10 inches in basement and house appeared to be empty. Ever source notified to respond and dc power and water department shut water off from the street. C1 arrived on scene and ordered ladder thrown to second floor window to make entry to ensure house was empty. screen on second floor minor damage house secured prior to Eng2 clearing the scene.							

Resources

Quantity Description
No Resources Listed

Notes

**TOWN OF WAYLAND, DPW-WATER-DIV
DEPARTMENT OF PUBLIC WORKS**

66 River Road

Wayland MA 01778

Phone 508-358-3672

as of January 03, 2019

Balance: \$6,721.42

Account	Owner	Parcel	Location
0701400	ALANGIRE JOY	048-109	23 BROOKS ROAD

Commitments		Charges	Interest	Credit	Balance	Total Due
Billing Date	Due Date					
9/12/2018	10/12/2018	\$15.00	\$0.00	\$0.00	\$15.00	\$15.00
9/6/2018	10/10/2018	\$6,494.67	\$211.75	\$0.00	\$6,706.42	\$6,706.42
3/21/2018	4/23/2018	\$28,761.23	\$2,545.67	\$31,306.90	\$0.00	\$0.00
9/19/2017	10/23/2017	\$35.22	\$0.58	\$35.80	\$0.00	\$0.00
3/13/2017	4/20/2017	\$35.15	\$0.38	\$35.53	\$0.00	\$0.00
11/2/2016	11/16/2016	\$50.00	\$1.78	\$51.78	\$0.00	\$0.00
10/14/2016	11/11/2016	\$50.60	\$0.22	\$50.82	\$0.00	\$0.00
4/11/2016	5/9/2016	\$60.90	\$4.60	\$65.50	\$0.00	\$0.00
9/29/2015	11/6/2015	\$314.12	\$0.00	\$314.12	\$0.00	\$0.00
4/2/2015	5/7/2015	\$96.95	\$0.00	\$96.95	\$0.00	\$0.00
11/7/2014	12/15/2014	\$113.92	\$0.00	\$113.92	\$0.00	\$0.00
4/11/2014	5/16/2014	\$86.65	\$0.10	\$86.75	\$0.00	\$0.00
11/8/2013	12/10/2013	\$102.10	\$0.00	\$102.10	\$0.00	\$0.00
4/22/2013	6/3/2013	\$51.90	\$0.00	\$51.90	\$0.00	\$0.00
11/28/2012	1/4/2013	\$82.50	\$0.00	\$82.50	\$0.00	\$0.00
6/1/2012	7/6/2012	\$112.10	\$0.00	\$112.10	\$0.00	\$0.00
11/28/2011	12/30/2011	\$139.10	\$0.00	\$139.10	\$0.00	\$0.00
4/25/2011	5/25/2011	\$168.00	\$0.00	\$168.00	\$0.00	\$0.00
10/25/2010	11/24/2010	\$184.80	\$0.00	\$184.80	\$0.00	\$0.00
4/23/2010	5/24/2010	\$168.00	\$0.00	\$168.00	\$0.00	\$0.00
10/20/2009	11/20/2009	\$173.60	\$0.00	\$173.60	\$0.00	\$0.00
4/22/2009	5/25/2009	\$170.80	\$0.00	\$170.80	\$0.00	\$0.00
10/28/2008	11/28/2008	\$55.60	\$0.00	\$55.60	\$0.00	\$0.00
4/28/2008	5/28/2008	\$52.80	\$0.00	\$52.80	\$0.00	\$0.00
12/21/2007	1/21/2008	\$43.40	\$0.00	\$43.40	\$0.00	\$0.00
5/4/2007	6/4/2007	\$43.40	\$0.00	\$43.40	\$0.00	\$0.00

Grand Total

\$37,662.51

\$2,765.08 \$33,706.17

\$6,721.42

\$6,721.42

Transactions	Type	Effective Date	PostDate	Batch	Total	Comments
Lien To Real Estate		12/10/2018	12/10/2018	Lien To Real Estate	\$31,302.23	
Payment		12/5/2017	12/5/2017	Daily 3	\$40.00	23 Brooks Road LLC ck 112
Transfer Out		11/30/2017	11/30/2017	TRANSFER CREDITS	(\$0.47)	Transfer Out
Transfer In		11/30/2017	11/30/2017	TRANSFER CREDITS	\$0.47	Transfer In
Payment		5/18/2017	5/18/2017	Daily 2	\$36.00	23 Brooks Road LLC ck 103
Payment		11/22/2016	11/22/2016	Daily	\$168.10	Stiles Associates LLC ck 6703
Payment		11/2/2015	11/3/2015	lockbox wtr	\$314.12	Lockbox
Payment		4/23/2015	4/27/2015	lockbox wtr	\$96.95	Lockbox
Payment		12/11/2014	12/11/2014	daily	\$114.02	harry jao ck 2123
Payment		5/19/2014	5/23/2014	lockbox wtr	\$86.65	Lockbox
Payment		11/26/2013	11/27/2013	lockbox wtr	\$102.10	Lockbox
Payment		5/24/2013	5/28/2013	lockbox wtr	\$51.90	Lockbox
Payment		12/21/2012	12/21/2012	Daily	\$82.50	Harry Jao 1886
Payment		6/18/2012	6/19/2012	lockbox wtr	\$112.10	Lockbox
Payment		12/27/2011	12/28/2011	lockbox wtr	\$139.10	Lockbox
Payment		5/16/2011	5/17/2011	lockbox w	\$168.00	Lockbox
Payment		11/17/2010	11/17/2010	Daily	\$184.80	
Payment		5/10/2010	5/10/2010	lockbox w	\$168.00	Lockbox
Payment		11/13/2009	11/13/2009	Daily	\$173.60	
Payment		5/15/2009	5/18/2009	lockbox w	\$170.80	Lockbox
Payment		11/25/2008	12/1/2008	lockbox w 112808	\$55.60	Lockbox
Payment		5/23/2008	5/28/2008	lockbox w	\$52.80	Lockbox
Payment		1/4/2008	1/7/2008	lockbox	\$43.40	
Payment		5/24/2007	5/25/2007	lockbox	\$43.40	
Grand Total					\$33,706.17	

TOWN OF WAYLAND, DPW-WATER-DIV
DEPARTMENT OF PUBLIC WORKS
66 River Road
Wayland MA 01778
Phone 508-358-3672

Usage History Report

Account: 0701400

Location: 23 BROOKS ROAD

Route: 2

Owner: ALAMGIRE JOY

Meter #:	07877495	Read Date	Read Type	Reading	Usage	Bill Date	Comments
Serial #:	52732470	8/29/2018	ACTUAL	340,900	50,400	9/6/2018	Read Import on 9/5/2018
Head #:		3/7/2018	ACTUAL	290,500	216,300	3/21/2018	Read Import on 3/20/201
Head Type:		9/7/2017	ACTUAL	74,200	100	9/19/2017	Read Import on 9/19/201
Walk Seq.:	704350	3/7/2017	ACTUAL	74,100	100	3/13/2017	Read Import on 3/13/201
Dials:	6	11/2/2016	FINAL	74,000	0	11/2/2016	
Brand:	SENSUS SR11	9/16/2016	ACTUAL	74,000	400	10/14/2016	Read Import on 10/6/201
Type:	Wand	3/8/2016	ACTUAL	73,600	600	4/11/2016	Read Import on 3/21/201
Size:	0.63	9/18/2015	ACTUAL	73,000	4,400	9/29/2015	Read Import on 9/29/201
Exchange:	B-Wand	3/23/2015	ACTUAL	68,600	1,300	4/2/2015	Read Import on 3/30/201
Install Date	9/24/1997	9/29/2014	ACTUAL	67,300	1,600	11/7/2014	Read Import on 10/20/20
Replace Date:		3/11/2014	ACTUAL	65,700	1,100	4/11/2014	Read Import on 3/27/201
Status:	ACTIVE	9/23/2013	ACTUAL	64,600	1,400	11/8/2013	Read Import on 10/25/20
Location:	LEFT FRONT	3/13/2013	ACTUAL	63,200	900	4/22/2013	Read Import on 4/3/2013
		10/22/2012	ACTUAL	62,300	1,500	11/28/2012	Read Import on 11/7/201
		4/9/2012	ACTUAL	60,800	1,100	6/1/2012	Read Import on 5/9/2012
		11/7/2011	ACTUAL	59,700	1,600	11/28/2011	Read Import on 11/10/20
		3/31/2011	ACTUAL	58,100	1,000	4/25/2011	Read Import on 4/25/201
		10/12/2010	ACTUAL	57,100	2,100	10/25/2010	Read Import on 10/26/20
		4/6/2010	ACTUAL	55,000	1,300	4/23/2010	Read Import on 4/22/201
		9/30/2009	ACTUAL	53,700	1,700	10/20/2009	Read Import on 10/19/20
		3/31/2009	ACTUAL	52,000	1,600	4/22/2009	Read Import on 4/22/200
		10/2/2008	ACTUAL	50,400	1,700	10/28/2008	Read Import on 10/28/20
		4/8/2008	ACTUAL	48,700	1,600	4/28/2008	Read Import on 4/24/200
		11/7/2007	ACTUAL	47,100	2,300	12/21/2007	
		4/9/2007	ACTUAL	44,800	2,300	5/4/2007	
		10/24/2006	ACTUAL	42,500	2,300		
		5/9/2006	ACTUAL	40,200	1,800		
		10/13/2005	ACTUAL	38,400	0		
		10/13/2005	ACTUAL	38,400	1,800		
		5/14/2005	ACTUAL	36,600	2,500		
		9/22/2004	ACTUAL	34,100	1,900		
		5/10/2004	ACTUAL	32,200	0		

TOWN OF WAYLAND, DPW-WATER-DIV
DEPARTMENT OF PUBLIC WORKS
66 River Road
Wayland MA 01778
Phone 508-358-3672

History Account Comments Report

Account:	0701400	Parcel:	048-109
Owner:	ALAMGIRE JOY	Location:	23 BROOKS ROAD
Additional Owner:	23 BROOKS ROAD LLC	District:	Not Defined
In Care Of:		Route:	2
Address 1:	9 CAULFIELD	Assessment Type:	Residential
Address 2:			
City:	WAYLAND		
State:	MA		
Zip Code:	01778		

9/27/2018 2:33:31	SEPT DEMAND BILLI RETURNED FROM PO MARKED UTF, DID NOT RESEND TO 9 CAUFIELD9/27/18 LH
lhamilton	
General	
9/27/2018 12:37:3	SEPT 2018 BILLING RETURNED FROM PO UTF, CHANGED MAILING ADDRESS FROM 148 COMMONWEALTH RD TO 9 CAULFIELD RD FOUND ON WEB FOR JOY ALAMIGIR, RESENT 9/27/18 LH
lhamilton	
General	
4/5/2018 4:00:04	ASSESSORS SAYS 148 COMMONWEALTH RD IS THE STARBUCKS BLDG CORNER OF RT 30 AND MAIN, ASSOSSORS HAS NOT HAVE RE BILLS RETURNED SO BANK MUST BE PAYING MORTGAGE 4/5/18 LH
lhamilton	
General	
3/22/2018 11:29:0	HIGH READ WENT OUT TO GET RE READ. UPIN ARIVAL NOTICED WATER COMING OUT OF THE HOUSE. WINDOWS FOGGED. PIPE BURST OR METER BLEW UP. SHUT WATER OFF AT THE CURB. FIRE DEPT. GAINED ENTRY. METER STILL IN HOUSE. FIRE DEPT WILL ATTEMPT TO CONTACT THE OWNER. BW 3/20/2018
kpeters	
General	
5/25/2017 12:44:2	RT 2 MAR 2017 BILLING RETURNED FROM PO MARKED UTF on 4/18/17 LH 4/26/17resent per savrit R to 23 brooks road LLC 148 commonwealth rd wayland, no interest will be waived 4/26/17
lhamilton	
General	
11/2/2016 2:04:12	FINAL 0740 NEW/ JOY ALMGIRE PREV/ JEN KING RE/ CARRIE 978-857-8885 JW 11/02/2016 INSPECTED METER AND TP ALL IN WORKING ORDER
kpeters	
General	
4/20/2016 10:18:0	RT 2 MAR 2016 BILL RETURNED FROM PO UTF 4/20/16 LH
lhamilton	
General	
11/5/2015 12:07:3	CHK FOR TOILET LEAKS, DOUBLE CHK READ. LOOK FOR OTHER LEAKS, TURN WTR OFF AT CURB, DRAIN MTR - 0734 DOWNSTAIRS TOILET IS LEAKING, NO OTHER LEAKS FOUND, HO TOLD BW PEOPLE MIGHT BE LIVING THERE, TOLD HO TO CONTACT PLUMBER TO FIX TOILET LEAK. CURBSTP AND MTR VALVE ARE STILL TURNED ON, WTR IS ON 10/28/15 BW
lhamilton	
General	
11/5/2015 12:02:2	HO HAS MOVED INTO ASSISTED LIVING, NO ONE LIVING THERE 10/26/15 GH
lhamilton	
General	

History Account Comments Report

7/23/2008 10:05:4 MARK LINES-ALL SET 7/18 NI

water

General

7/23/2008 10:05:3 YELLOW/BLK TRIM

water IRRIGATION-NO

Grounded-YES

General Pipe-3/4C

CALL DATE:

ACCOUNT #:

Call Taken by:

DPW/WATER DIVISION

Job Date: 1/4/19

Day: Friday

Time: 10:20 AM

Owner's Name:

Contact Name: Joy

Property Address: 23 Brooks Road

New Owner's Name:

Home Phone:

Reason for Call: Mark Out

Final
Closing Date:

Fix TP/MXU - GET Read

Verify Meter INFO w/ owner

Conclusion: Met owner & Prop. Manager @ house. Meter info correct.
Freeze plate broken. must have freeze after leak on 3/20/18.

Meter Removed, stored @ water Dept. Meter Read 3409

Meter Information	Existing	Removed	Installed
ID #:	07877495		
MXU #:			
Last Read:	3409		
TP Location:			
Meter Location:	Basement		
Meter Size:	5/8		
Water Off?	Yes		
Tag #:			

CURRENT/FINAL READ: 3409

Color & Type of Building:

Color: White

RES APT CONDO BUSINESSGrounded: Y/NIrrigation: Y/NFire Sprinkler: Y/N

Backflow Type:

PVB DCV RP

Pipe Size:

3/4" Copper

Dig Safe #:

Job Date Good For:

Utilities Notified:

Verizon, N. Star Electric, National Grid gas, Key Span, Boston Gas, Com Cast
Level 3 Communications, MCI, Shell Oil, Tenn. Pipeline, On Target

Police Detail Needed: Y/N

Highway Personnel:

Date Completed: 1/4/19

Initials: D.M., B.V.

Notice left: Y/N

BoPW Meeting 1/07/2020

Shredding Finances Discussion

Martin, Anita

From: Lowery, Michael
Sent: Thursday, January 2, 2020 4:47 PM
To: Martin, Anita
Cc: Lewis, Clifford
Subject: FW: Newton's response to my request for info about its paper shredding service

For the packet please (or handout if packet has been sent)

From: Susan Reed <reededelman@comcast.net>
Sent: Wednesday, January 1, 2020 16:35
To: Holder, Thomas <tholder@wayland.ma.us>; Lowery, Michael <mlowery@wayland.ma.us>
Subject: Newton's response to my request for info about its paper shredding service

Hi Tom and Mike,

Below is the very thorough reply I received from Newton DPW's Director of Sustainable Materials Management Division in response to my email query regarding how Newton runs its secure, residential paper shredding service. (FYI, Mike, I cc'd Tom on my original query/see email chain below).

I will reach out to a few additional towns next week and keep you posted.

Best (and Happy New Year),
Susan

Begin forwarded message:

From: Waneta Traber <wtraber@newtonma.gov>
Subject: RE: Request for information from Wayland's Department of Public Works
Date: December 30, 2019 at 12:17:14 PM EST
To: <reededelman@comcast.net> <reededelman@comcast.net>
Cc: James McGonagle <jmcgonagle@newtonma.gov>, Shawna Sullivan <ssullivan@newtonma.gov>

Hi Susan,

Thank you for reaching out about holding Newton's experience hosting a paper shredding event. Newton offers 2 paper shredding events per year (Spring/Fall). For many years, this service was hosted and run by the Newton Senior Center. For many reasons, especially traffic flow, the service was transitioned to DPW in Fall of 2018. I've now run 3 of these events and they have all gone fairly smoothly.

We had 344 cars come through at the 11/9/19 collection. Previous events held by DPW had 434 cars (4/27/19) and approximately 300 cars (Fall 2018). We did not have any restrictions aside from being a Newton resident and we haven't yet found it necessary to verify residency at the time of the event. We didn't stipulate further specs on bags and boxes beyond the advertised limit, both to make the messaging about the event simpler, but also because enforcing further specifications is difficult at the time of the event. The limit serves to cut down on unloading time and spread out the capacity of the truck among more people. We don't strictly enforce the set limit either, if someone shows up with a car full of boxes, we simply take the limited amount out and have them drive back through in order to prevent a backup in the traffic flow, presuming we are ok on space in the truck.

The vendor we used was Shred-It for the 11/9/19 event and previously used Iron Mountain. The vendor switch was made due to availability, but I was more satisfied with the service from Shred-It and plan to work with them moving forward. Shred-It accepted brown paper bags in with the material shredding, whereas Iron Mountain did not. Onsite shredding is an expectation from our community and precedent was set for this when the events were hosted by the Senior Center, so it is a must for us. The service from Shred-It cost \$175/truck/hour. Past experience taught us that we needed multiple trucks and our event runs for 4 hours. I specifically sought out vendors that have NAID third party data destruction certification as securely handling sensitive material is a big part of the service.

We are now in a good place as far as fine-tuning. Some things that are essential to run a smooth event:

- Looped traffic pattern – one way in and one way out, all traffic flowing in the same direction. There will likely be a handful of people that will be anxious regarding the handling of secure documents and want to watch their material get put into the truck. This is a nuisance for the operation, but we allow it when residents insist on it and fortunately have a spot for 1-2 cars to pull out of the traffic flow to park so that they can get out and watch their material go in. We try very hard to persuade residents that it is very safe and secure before allowing this, but when they remain insistent, we opt to allow it instead of turning them away.
- Staff/volunteer unloading – no one dropping off is allowed out of their vehicle, which keeps the process much safer and quicker. Staff/volunteers approach the driver or passenger window and ask where material is, then grab it out and place it on a rolling cart. This makes the entire operation incredibly efficient. Cars dropping off are in and out in under 5 minutes and we've received a lot of feedback that the process was quick and easy. We have 3-4 unloader staff/volunteers during the event, which also allows for a break rotation in the middle as the event is fast paced. The unloaders use rolling carts to get material from the cars to the trucks. The shred truck drivers take it from there and load it into carts.
- Truck capacity – we learned from the first event that one truck was not enough to hold 300 cars worth of shredding. The truck had to leave to dump, so we continued to collect the material and just made an organized pile. The truck returned and everything got shredded, but it was chaotic and a handful of residents were upset and concerned over the truck not being present. Capacity hasn't been an issue since, we've just requested 2 trucks and the problem is solved.
- A strategy to meter the traffic flow that we inherited from the Senior Center has proved most helpful – residents call the Senior Center to make an appointment (we still collaborate with the Senior Center on this event, though DPW now runs it). We set the number of appointments that can book during 15-min increments during the 4-hr event. At the event, we don't do any monitoring/administration of appointment times, it is simply a way to set up the event so that not everyone shows up at one time.

- This event is most widely advertised through the Senior Center newsletter that is physically mailed bi-monthly to 15,000 households in Newton. Aside from that, DPW advertises it in social media and on the City's website and collection calendar app.

Please feel free to give me a call to discuss any of these details further. I'm happy to help.

Happy Holidays,
Waneta

Waneta Trabert
Director, Sustainable Materials Management Division
Department of Public Works
City of Newton, MA
Office: 617.796.1491
wtrabert@newtonma.gov



Never miss trash day again.

Get Newton's recycling app free for iOS or Android

From: Susan Reed <reededelman@comcast.net>
Sent: Sunday, December 29, 2019 6:14 PM
To: James McGonagle <jmcgonagle@newtonma.gov>
Cc: Holder, Thomas <tholder@wayland.ma.us>
Subject: Request for information from Wayland's Department of Public Works

[DO NOT OPEN links/attachments unless you are sure the content is safe.]

Dear Newton DPW Commissioner McGonagle,

The Town of Wayland's Department of Public Works (DPW) is considering offering a paper shredding service one day or more per year to town residents through our Transfer Station and Recycling Center (participating households pay an annual fee to the Transfer Station, which is open three days a week). I am working with our DPW Director Tom Holder to gather info on other local towns' experience offering a shredding service.

I understand that Newton held a Paper Shredding Day at your Resource Recovery Center at 115 Rumford Ave. on Nov. 9, 2019, from 8am to noon, and that this was a free, residential-only, drive-through service, with participants limited to 4 paper boxes or 8 paper bags per car.

We're hoping you can answer the following questions:

- How frequently is this service offered per year?
- How many households/residents participated in the Nov. 9th shredding day?
- Were there any restrictions (age 65+, etc.)?
- What were your specs on the size of paper boxes and bags?
- What shredding vendor did you use? Did the shredding occur on site? Were you satisfied with the service? How much did it cost?
- Are there ways you will fine-tune this offering moving forward?

Thank you so much for taking the time to answer these questions. We welcome any additional suggestions/insights you may have!

With appreciation,

Susan Reed

reededeiman@comcast.net

cell: 508-245-7821

When responding, please be aware that the Massachusetts Secretary of State has determined that most email is public record and therefore cannot be kept confidential.

BoPW Meeting 1/07/2020

**Request by George Bernard/Richard
Turner to install a light on the WWII
Memorial flagpole**

BoPW Meeting 1/07/2020

ATM Warrant Article

– Street Acceptance – Spencer Circle,

Discussion and Vote



TOWN OF WAYLAND

SPONSORING BOARD ARTICLE REQUEST FOR TOWN MEETING

Attach extra pages if necessary

Article Title: Spencer Circle Street Acceptance

Estimated Cost: \$32,000

Article Description (final language to be provided by Town Counsel based on description provided):

Background Information (to be used by Finance Committee to draft its report. Please explain the intent of the article, why it should be supported now, as well as known reasons the article may be opposed):

Spencer Circle was constructed to be a public way in or around 2002. At the time that the subdivision was approved and, in the decision of the Planning Board, Spencer Circle was intended to be accepted as a public way. Since the Town had not moved forward with acceptance as a public way, the residents of Spencer Circle inserted a petitioners' article for acceptance of Spencer Circle as a public way at the 2019 Annual Town Meeting. Following discussions with Town officials, the petitioners withdrew the article in order to allow the Town to proceed with the street acceptance process pursuant to Massachusetts General Laws.

The Board of Public Works recommends that the Town accept Spencer Circle as a public way, and any easements appurtenant thereto, as laid out by the Board of Selectmen and shown on a plan thereof entitled As-Built Spencer Circle dated October 25, 2004 by Ducharme & Wheeler, Inc. and recorded with the Middlesex County Registry of Deeds. The Board of Public Works will advance this street acceptance process as procedurally identified by Town Counsel.

The condition of the road, after 17 years, requires approximately \$32,000 of repairs. The Department of Public Works (DPW) understands this and is prepared to place Spencer Circle on its Roadway Improvement Plan on a schedule appropriate with the Department's condition and plan criteria. In addition to these repairs, there remain several infrastructure deficiencies that need to be addressed prior to Town acceptance. These repairs have been itemized in a DPW memo to the Board of Public Works dated 4/22/2019. The Spencer Circle developer is aware of these repairs and understands that any acceptance of the road and release of the developer for liability will be conditional upon these repairs being made.

Should Spencer Circle be accepted as a public road, the Town would own 2 drainage structures, located in part on Nos. 4 and 6 Spencer Circle. The Town has performed a limited conditions assessment of the drainage systems and has determined the systems to be in good working condition. Easements are necessary at Nos. 4 and 6 Spencer Circle pertaining to the Town's access, operation and maintenance of these drainage systems. Any street acceptance will be conditional upon the execution of these easements. Under Massachusetts General Laws, the easements must be completed within 120 days of the dissolution of Town Meeting after a vote to accept a road as a public way.

The Board of Selectmen are currently negotiating with the owners of No. 4 and No. 6 Spencer Circle to acquire by gift, purchase, eminent domain or otherwise, easements in any land necessary for the laying out and the acceptance of Spencer Circle, or other related easements.



TOWN OF WAYLAND

SPONSORING BOARD ARTICLE REQUEST FOR TOWN MEETING

Attach extra pages if necessary

The Planning voted to accept Spencer Circle as a public way on -----.

Proposer's Comments (if needed, 150-word limit per Town Code):

Contact Information for Publication in Warrant

Contact Person Name: Tom Holder, Public Works Director

Contact Person Phone: 508-358-3678

Contact Person Town Email: tholder@wayland.ma.us

Proposing Board Information

Board Name: Board of Public Works and Board of Selectmen

Board Vote (Quantum) to Submit Article:

Signature of Board Chairperson: _____

Date of Board Vote: _____

BoPW Meeting 1/07/2020

Director's Operational Report

DPW Director's Report

January 7, 2020

Director's Project Update

(Director to Provide Update at Meeting)

- Snow & Ice Program Update
- Millbrook Beaver Solution
- 265 Concord Road
- Reeves Tank-Booster Station Projects

Engineering Division

Town Engineer:

- Phase III Water Main construction administration / project management.
- Wastewater assistance; Connection application coordination, RFP for operations, RFQ for WHS system engineering services.
- MassWorks Grant amendment request and reimbursement submittal.
- Kickoff for Stonebridge Bridge Design and Reeves Hill Tank / Booster Pump Station projects.
- Town Administrator/Board of Selectmen assistance with Alta at River's Edge. Release notification from site.
- Procurement assistance for DPW capital contracts. RFQ for MWRA water supply connection.

GIS Coordinator:

- Level 3 GIS updates and coordination.
- Electronic indexing of plot plans for Town parcels.
- Updates to online utilities layers and databases.

Town Surveyor:

- Capture of survey/plan information for Town projects. South Landfill Restoration Project survey.
- Highway/Parks coordination of private/public trees.
- Coordination with other Town Departments for boundary information/encroachments.

Water Division

Treatment:

- Performed monthly calibrations on all chemical pumps (stations and plant)
- Performed monthly Treatment Plant and Station Maintenance.
- Calibrated and performed maintenance on Ozone Analyzers
- Monthly Water Sampling
- Repaired Chlorine day tank leak at Treatment Plant
- Contracted with Complete Control Services to calibrate all Master Meters at pump stations

Distribution:

- Repaired Curb Stop on Winthrop Road
- Repaired Water Main Break on Grove Street
- Replaced Fire Hydrant on Hawthorne Road
- Meter Reading Cycle 5&6
- Completed Daily Work Orders and Dig Safe Markouts
- Assist Highway Division with Plow Events

Highway & Park Division

- Held Tree Hearing on December 10th.
- 4 Storm events requiring roadway treating, 3 requiring plowing
- Start removal process of tagged trees
- Stump ground several stumps
- Train new employees on Sidewalk plow and routes
- Up branch program started in Right of Way
- 3 Burial interments
- Brought horse manure to Loam pit to mix with organics
- Man lift delivered to Claypit Hill School
- Inspect/check for blockages and clear culverts
- Fill pot holes with hot mix as needed

Transfer Station Division

- Christmas Tree Processing
- Sticker sales as of 12-31-19 (1892)

BoPW Meeting 1/07/2020

Board Members' Reports, Concerns, and Updates

BoPW Meeting 1/07/2020

**Topics Not Reasonably Anticipated by
the Chair 48 Hours Prior to Posting,
if any,**

BoPW Meeting 1/07/2020

**Review and Approve the Minutes of the
12/10/2019 Meeting**

WAYLAND BOARD OF PUBLIC WORKS

DPW Facility
66 River Road
Wayland, MA 01778
December 10, 2019

MEETING MINUTES

Present: M. Lowery (Chair), C. Lewis (Vice Chair), J. Mishara, M. Wegerbauer, P. Murphy

DPW Staff in Attendance: Tom Holder (DPW Director), Joe Doucette (DPW Superintendent), Anita Martin (DPW Business Manager)

Other: Susan Reed (re: Shredding Discussion), Planning Board Members (re: Scenic Tree Hearing), Sarkis Sarkisian (Town Planner)

Meeting opened at 7:03 PM.

Mishara arrived at 7:14pm.

Lowery reviewed the agenda.

Announcements

None

Public Comment

Mr. Cooper thanked Lowery for a very helpful email reply concerning his tree inquiry.

Mr. Turner thanked the DPW for their outstanding job during the December 1st snow storm.

Lowery reported that the Historical Commission wanted us to stress that metal detectors are not permitted to be used in the cemeteries; in accordance with Cemetery Regulations.

Scenic Tree Hearing

Lewis (Chair of Tree Hearing) opened the Public Hearing for Trees on Scenic Roads.

The Planning Board convened to open a joint meeting with the Board of Public Works to conduct the Public Tree Hearing for Scenic Roads.

Lewis asked for confirmation that the Tree Hearing had been properly posted in local newspaper and Holder confirmed that it had appeared in the Town Crier on 11/28/2019 and the MetroWest News on 11/26/2019, and 12/03/2019.

The Board reviewed the list of scenic trees for removal.

Wegerbauer asked if Tree 1915 could be salvaged but William Joseph, certified Arborist, said that most of the tree had come down in a storm and it needed to be removed.

Lowery made a motion in support of the removal of the trees on scenic roads, as noted on the list provided in the packet (Tree numbers 1901, 1903, 1909, 1915, 1919, 1921, 1922, 1923, 1930, 1932, 1959 and 1967).

Wegerbauer 2nd, all in favor.

The Planning Board made a motion of their own and all agreed.

Items Included in the Packet for Discussion

- *List of trees on Scenic Roads considered for removal*
- *Photos of each tree on list*

Sidewalks Discussion

Lowery shared that there was a sidewalk layer in the GIS and when roads are built we can add sidewalks. Holder said that we need to consider the age of the sidewalks, their access, condition, etc.; we need to use money wisely. Also a plan is needed with regard to any decisions taken. An inventory is needed of where sidewalks should be rehabilitated and where they should be added. The sidewalk plan then needs to be incorporated into the Capital Plan.

Mishara asked about the Complete ("Smart") Streets' program and Sarkisian (Planning) replied that there are requirements we would have to fulfill in order to qualify for the \$400,000 a year program. We would have to accommodate pedestrians, bike lanes, etc. He pointed out that sidewalks are expensive; one mile of sidewalk can cost over \$3 million. Lowery observed that a process needs to be established and it would be useful if this was part of permitting.

Sarkisian thanked Holder and Doucette for the bike lane on Cochituate Road.

Steel (Planning) asked if we could use summer interns for this sidewalk project but Holder said that this wasn't just a case of counting sidewalks, they would need to be capable of making initial assessments. Lowery said that competing for the Complete ("Smart") Streets' monies required a leader to direct and manage the project. Wegerbauer asked if Sarkisian could be the leader/project manager. Lowery suggested that this should be an item for a future meeting.

Old south RT20 Landfill discussion – materials management area & other uses

Advancing Notice of Intent; the NOI process will determine what conservation and other issues need to be accommodated.

Shade Tree Discussion

Lewis opened the Public Hearing for Shade Trees.

The Board reviewed the list of shade trees for removal.

The owners of trees 1474, 1910, 1911, 1912, 1917, 1918, 1924, and 1928 wanted them removed but the Board said no because the trees were alive and healthy. A discussion then arose as to whether an appeal could be made to the Board of Selectmen so that owners could argue for their removal with the Board of Selectmen.

Lowery made a motion in support of the removal of the shade trees, as noted on the list provided in the packet (Tree numbers 1157, 1597, 1907, 1908, 1916, 1920, 1925, 1926, 1929, 1931, 1968, and 1969).

Jill Mooney objected to the decision. She wanted her tree, 1474, to be removed also.

Mishara 2nd, all in favor.

In order to facilitate a possible appeal to the Board of Selectmen for trees to be removed in spite of the ruling that they did not need to be removed, Mishara made a motion not to remove trees 1474, 1910, 1911, 1912, 1917, 1918, 1924 and 1928.

Wegerbauer 2nd, all in favor.

Items Included in the Packet for Discussion

- List of trees on Shade Roads considered for removal
- Photos of each tree on list

Item distributed for Review:

- 10/8/19 letter from Jennifer & Andy Jagolinzer supporting the removal of Tree 1931

Shredding Discussion

Lowery asked if shredding being done at the Transfer Station once or twice a year might be an attractive service. Should non sticker holders be allowed?

Wegerbauer asked if an independent truck could come and supply the service without the Town having to take financial responsibility. Holder said that the vendor would be hired by the Town and they would charge a fee. Holder reported on research he had done with the help of Julia Green of the DEP. Shredding vendors who come to site typically charge \$500/3 hrs. or \$1,000/4hrs. Residents would like them to be on site so they can observe their papers actually being shredded. Holder to work with Susan Reed as she canvases other towns regarding their provision of a shredding service, and provide her with the DEP List and results of contacts made. Lowery suggested that we could offer this service once then see how popular it is.

Tree Warden Duty – Discussion of Appropriate Duties and Vote to Delegate Duties and/or Retain Services of William Joseph, Certified Arborist

Lowery explained that the Board of Public Works is the Tree Warden and a motion was needed in order that Holder might retain the services of a certified arborist. He asked the Board to note the motion made by the Town Administrator for which he thanked her. Wegerbauer asked about delegation issues.

Lewis made the motion as worded by the Town Administrator. "I move that the Board of Public Works retain the services of Mr. William Joseph, certified Massachusetts arborist, to provide advice and recommendations to the Board of Public Works in the discharge of the Board's duties as Tree Warden. I further move that the Board of Public Works delegate to Mr. Joseph those duties and obligations of Tree Warden under Massachusetts State Law that are necessary in the operations of the Public Works Department and authorize the Public Works Director or his designee to retain Mr. Joseph, as needed, to provide advice, consultation, and recommendations for all such operations."

Mishara 2nd, all in favor.

Director's Financial Report

The Board reviewed the Financial Report which summarized MUNIS financial data as of 10/31/2019. Transfer Station data was queried in anticipation of the review of Transfer Station financing. This will be an agenda item for the next BoPW Meeting on January 7th 2020. From now on to include P.O. and procurement as part of the Financial Report (to be presented as part of the 2nd meeting each month).

Items Included in the Packet for Discussion
-DPW Financial Report

Board Member's Reports, Concerns, and Updates

- Water Regulations Report

Lowery asked Holder to collect comments from Board members and interface with the Town Administrator. Holder should make clear that he is speaking with the authority of the BoPW concerning the importance of stressing the non-emergency shut-off issue, exploring private well usage and exploring room for maneuver during times of emergency (re: approval process).

It was noted that a definition of "Town" was required in the document, "DPW" should be removed from page 3 and that the typographical error "2018 edition" should be corrected on the contents page.

- PFAS – no update on USGS sampling as yet.
- Purchase Requisitioning – backlog status

Lowery noted that this was no longer an issue and this item would be removed from future agendas. Any updates to be included in Director's Financial Report from now on.

- (JM) Status update (if any) Spencer Circle

Still being reviewed by residents.

- AMR Purchasing Process

Holder to deliver AMI proposals received from 5 companies to the Board representatives, namely Patrick Murphy and Mike Wegerbauer. There is no deadline for review at present. A meeting will take place early January. AMI is the first of three phases; meter purchase and installation will be considered in a future phase.

Topics Not Reasonably Anticipated by the Chair 48 Hours Prior to Posting, if any

None

Review and Approve the Minutes of the 11/19/2019 Meeting

Wegerbauer made a motion to approve the minutes of the 11/19/2019 meeting as amended.

Mishara 2nd, all in favor.

*Items Included in the Packet for Discussion
- 11/19/2019 BOPW Meeting Minutes Draft*

Set or Confirm Future Meeting Dates & Topics / To-Do List

01/07/2020, and 01/21/2020, anticipated future meetings (normally 1st and 3rd Tuesdays of month).

To-Do List:

Cemetery Signage to be included as a future agenda item. Need to review signage in other towns for examples; do not want cemetery signage to resemble street signs.

Lowery said that competing for the Complete (Smart) streets monies required a leader to direct and manage the project. Wegerbauer asked if Sarkisian could be the leader/project manager. Lowery suggested that this should be an item for a future meeting.

Material Storage - Holder to convene a land use meeting with all interested staff.

AMR Purchasing Process - Holder to provide a progress report at next meeting.

Mishara made a motion to adjourn.
Wegerbauer 2nd, all in favor.

Meeting adjourned at 8:15PM.

Respectfully submitted,
Anita Martin
Business Manager

BoPW Meeting 1/07/2020

**Set or Confirm Future Meeting Dates
& Topics / To-Do List**

BoPW Meeting 1/07/2020

Adjourn