

SEWER COMMISSION MINUTES

April 21, 2010 Regular Meeting 7:00 PM

The regular meeting of the Town of North Smithfield Sewer Commission was called to order on Wednesday, April 21, 2010 at 7:02 P.M. at Kendall Dean at 83 Greene Street.

Roll Call - Mrs. Paul - In attendance was: Mr. Nordstrom, Mr. Kane, Mr. Connolly, Mr. Wilcox, Mr. Alvarez and Mr. James Geremia were all in attendance. Mr. McGee and Mr. DeCelles were not in attendance. Also not in attendance were Mr. Pendergast and Mr. Erickson.

APPROVAL OF MINUTES

Mr. Kane stated that because Mr. DeCelles was absent in February, however he had seconded the motion for the February minutes so, February's motion to approve February's minutes is null and void.

MOTION by Mr. Nordstrom, seconded by Mr. Connolly and voted on a unanimously on a 3-0 aye vote to approve the February 17, 2010 minutes as amended.

MOTION by Mr. Connolly, seconded by Mr. Nordstrom and voted unanimously on a 3-0 aye vote to accept and approve the March 17, 2010 minutes.

Mr. DeCelles arrived at 7:03 PM.

REPORT FROM SUPERINTENDANT-Mr. Alvarez

Mr. Alvarez reviewed March's events. Mr. Mike Cotter from SAR Engineering came out to inspect the SCADA project. They performed a camera inspection of a sewer line on Annette Avenue and checked for a sewer stub but there wasn't a stub found. The Woonsocket SCADA Contractor installed their new Radio unit for Woonsocket to receive North Smithfield sewer flows. On Mechanic Street, the pump was pulled and repaired the flush valve, removed debris and placed the pump back in service. At Sharon Parkway the pump failed and the contractor pulled the pump and overhauled it and placed the pump back in service. Also during the heavy rains, the flood doors were activated at Branch River and Pound Hill Road pump stations. And March's sewer flows at the two stations are as follows: Alice Avenue 26,063,000 and on Elizabeth Avenue it is \$1,510,200.

Mr. Nordstrom asked Mr. Alvarez overall how did the system work during the heavy rains?

Mr. Alvarez's replied that the only problems they notice was that there was ponding in some of the low lining areas, on Lapre Road, and Cherry Brook and noticed that some of the water entered into the sewer manholes and stated that the pump stations worked well.

GEREMIA & ASSOCIATES-PAYMENT REQUESTS

Mr. Kane stated that there are no pay requests from Mr. Geremia or contractor requests at this time.

WARRANTY AND MAINTENANCE AGREEMENT

Mr. Kane stated that Mr. Geremia hosted a meeting that included himself, Mr. Wilcox, Mr. Alvarez and the owner of F.R. Mahoney, Mr. Ed Quann the grinder pump distributor on Friday, April 16th in Mr. Geremia's office. He indicated that they discussed the problems that the town has been experiencing from residents and stated that Mr. Quann was very cooperative and wants nothing but to have this issue resolved as early as possible.

Mr. Geremia met with Mr. Ed Quann from F.R. Mahoney, Mr. Shawn Kane, Mr. Jim Wilcox, Mr. Manual Alvarez and himself on Friday, April 16th. The purpose of the meeting was to discuss the failures on the pumps due to constant running that has been identified to the town council and also procedures necessary under the warranty work reporting problems to the homeowner and to the town. Mr. Wilcox has the number of call outs and the number of responses that have taken place. He indicated that approximately five (5) reported pumps that had problems with the diaphragm or equalizer assembly. This causes excess running of the pumps. Mr. Quann indicated that during the factory tests this equalizer is tested to make sure that it is operational. Sometimes the diaphragm collapses and it sometimes doesn't return back to its normal position. What happen when they found these pumps that reported problems that it was the diaphragm

that was compressed and it was compressed from the factory and it did not occur from as a result from operational problems in the field. Mr. Quann is aware of this and was at the factory that week to discuss this important issue. What the manufacturer is doing will be two (2) fixes. The first one is a temporary fix and they will inspect all of the diaphragms that have already been placed and will be placed on all of the pumps and make sure that they are in the proper position. Once they are in the proper position there should be no operational problem. The manufacturer has developed a permanent fix where a retaining ring will be installed so that the diaphragm maintains a proper position after the vacuum testing. Also a clear top will be placed on it so it can be visibly seen so the problem doesn't reoccur.

April 21, 2010

Mr. Geremia stated that F.R. Mahoney indicated that they will be out here checking all the ones that have been installed and all the ones to be installed so that they are operating correctly. He indicated that they also discussed with Mr. Quann the warranties and procedures that are in place currently under the warranties. Mr. Geremia indicated to Mr. Quann of the complaints that Mr. Alvarez and Mr. Wilcox have been getting and Mr. Quann's response for his company was totally unacceptable to the town and the way his company tried to brush off a Saturday and a Sunday call in. Mr. Quann indicated that he apologized for that and that is not his normal procedure on

the individual who is responsible for those responses and he indicated that individual is no longer working for him. What was clarified with Mr. Quann was that when a resident from the Town of North Smithfield calls that they are to respond in accordance with the warranty. The unit is warranted for two (2) years under the direct purchase and with the extended warranty would be five (5) years. So they will go out there once they are called and if it isn't done, he needs to know about it and once he knows about it, he and Mr. Wilcox will contact the manufacturer directly and resolve the issue immediately. Mr. Geremia is requesting that when they go out, they would want a follow up response to what the problems were. He indicated that it is important that they identify the problems. He also stated that reporting is essential that the manufacturer under their contract has to certify that the unit has been installed correctly. This requires them to go out and once they have a series of half of dozen, they would go out and make an inspection. That inspection he stated is very critical and wants to make sure that the installation has been installed in accordance with the manufacturer's recommendation and that there are no items, issues that may void the warranty under future conditions. It is important that they receive this report in a timely manner. So the first thing is that one, the town wants to know when they are going out and secondly once they do their certification that the town receives a copy of it. Mr. Alvarez and Mr. Wilcox will record that so there will be a spreadsheet to when it has been installed and inspected. Mr. Wilcox will then send a letter to the homeowner indicating that the unit has been installed and this is a

copy of the resident's certification. Please include with your paperwork so there will be a track record and he feels that this will resolve some of the complaints that they have been getting. That is basically what they talked about and the concerns that were raised by the town. Mr. Quann was away due to vacation but he will contact him to get a schedule for them to come out and do their temporary repairs and track the permanent repairs.

Mr. Kane when speaking with Mr. Alvarez that he requested that when they do the inspection that he be notified so he can go to each individual unit with them (F.R. Mahoney) so he sees what they see at the exact same time.

Mr. Geremia also stated that he asked them to provide all inspection reports to be turned in five (5) days of them being on the site. But if they see something immediately that it may affect the warranty, they need to know that. If it is a simple fix they have to make sure that the installers are doing it correctly and it is something as a result of the installation.

Mr. Nordstrom asked who calls for the inspection?

Mr. Geremia stated that the town indicates to F.R. Mahoney that a certain amount of units have been installed. Once a certain amount of those units that have been installed, F.R. Mahoney will come out to the site and begin that certification process.

Mr. Nordstrom asked if there was a problem with the pump and who makes the call the vendor?

Mr. Geremia replied that it is the homeowner who makes the call.

Mr. Nordstrom stated that he has concerns and that the town is trying to train the town sewer department of how to respond to these things and if they don't know if this stuff is going on, how will they know.

Mr. Geremia stated that it is warranted work and the procedure's that is followed is based on what the commission decides entirely what to do. The normal procedure that has been done in the past is that the homeowner calls because it could happen on Saturday or Sunday and they wouldn't be able to reach anyone at the town offices. He suggested that F.R. Mahoney can notify the town that there has been a problem and the town can get a report from them because it is important to understand what those problems are.

Mr. Nordstrom commented that the homeowner are making assumptions that the sewer staff knows what is going on and really they are left in the dark and it doesn't accomplish anything.

Mr. Geremia suggested that in the letter they send out to the homeowner saying here is their certification, if they have any trouble, they can first call this number. Mr. Wilcox does have a procedure in

place and they can add to it to call the manufacturer, and call a specific number and also on the next business day, they call the town so they can track it and to assist the homeowner in resolving the matter. Mr. Wilcox has an entire outline of when the letter goes out of what the homeowner should do.

Mr. DeCelles stated that to have F.R. Mahoney after they are dispatched to notify the town and not the homeowner.

Mr. Nordstrom suggests having the homeowner contact the town so that there are mechanisms in place and there are checks and balances in place but it is F.R. Mahoney's responsibility.

April 21.2010

Mr. Geremia stated that they can make that a requirement. Mr. Ed Quann had indicated that he will do what is necessary to insure to the residents this doesn't become a nuisance.

Mr. DeCelles asked if the sewer department has an emergency number?

Mr. Kane stated that it was Mr. Alvarez's cell number.

Mr. Alvarez also indicated that they can call the Police department and they will dispatch the call to him.

Mr. Kane back tracked and the resolution for the issue about what it would cost the town regarding the diaphragm issue. Mr. Quann indicated that he is going to replace every diaphragm units and the installed units, and the ones that are placed in the yard and are waiting to be installed and all in this project will cost nothing to the town. He stated that it is coming from Mr. Quann's own pocket as the distributor he is taking care of it. He also agrees with Mr. DeCelles and Mr. Nordstrom that it is the responsibility of F.R. Mahoney to contact the town.

Mr. Geremia stated that he will send a note out to F.R. Mahoney.

Mr. Connolly suggested that if F.R. Mahoney is going to notify the town, when they are dispatched, the town should also have a note as to when the call was received and to check and would want to know what type of response time there has been.

Mr. Geremia stated that what they should have is a complete detailed report that whether it is under warrantee work or due to abuse, whatever it happens to be, the town should know about it. Also if it is because of something else and not due to warrantee issues they need to know that too. And Mr. Wilcox is following up and contacting the residents now also. But the town can formally follow up and get the response from F.R. Mahoney immediately and follow up by a report of the incident and the homeowner will receive a copy as well and a

report that the sewer department would also get and then they can pursue that.

Mr. DeCelles asked if F.R. Mahoney actually does the service?

Mr. Geremia's reply was yes they do the service themselves.

Mr. Marc Baillargeon, of 32 Pacheco Drive stated that yesterday at 11:30 A.M. the Town Administrator ordered all of the E-1 grinder pumps to be removed from the garage and brought down to the manufacturer and he would like to know why?

Mr. Alvarez stated that what transpired was that the contractor needed the pumps to install the concrete base. So the concrete has to be installed and set for several days before the installation. Because the contractor has about seven (7) E-1's ready to go right now and they need a few days to set the concrete and get the concrete ready so when they install the pump they don't have to put the concrete in place. Part of the procedure is to take the pump early, set the concrete and then schedule the date for the installation.

ASSESSMENTS AND USAGE TO BE ADDED TO UTILITY BILLING/VACANT LAND/SCHOOL PROPERTY ASSESSMENT

Mr. Kane stated that Mr. Nordstrom requested this item be carried over to this month's meeting for further research of Halliwell School.

Mr. Nordstrom was able to find out that Halliwell School was in the other district and not part of this project. Whether or not they have been assessed, he doesn't know. They are set up to pump into the system and they have an ejector station.

Mr. Kane is attempting to set up a meeting with the new facilities director and or the superintendent. As he reviewed their budget, he is unable to find anything that they have paid an assessment. They are certainly not paying usage and he will continue to try but since it was school vacation he was unable to reach anyone. He will call again and as soon as he finds out something he will bring it to the commission's attention. He wanted to talk about Halliwell regarding the vacant land and school property assessment and he has discussed this item with Mr. Wilcox this building and is indeed part of this project which he will also bring up in the meeting with the superintendent. He has indicated that Halliwell has not tied in and can not find evidence if they have or have not paid an assessment. They are not paying usage. Kendall Dean is part of this project and they are not tied in and have not received any intentions on the school department and what they intend to do. He will have to assume that if they don't connect within the first year, they would have to go through the process like everyone else does.

April 21, 2010

CORRESPONDENCE AND COMMUNICATIONS

Mr. Kane reviewed the correspondence and communications and Mr. Nordstrom had requested to have the Wastewater Disposal Service Contract copied by the secretary Pat Paul and supply to all commission members and placed in their packets for this month.

Mr. Nordstrom stated that unfortunately the copy he supplied to Mrs. Paul had two missing pages, 17 and 19 are missing.

Mr. Geremia stated that it maybe an appendixes that are missing and that he can check the facility plan.

Mr. Connolly volunteered to check his files and will report back to the commission to see if he can find out what those two missing pages are.

Mr. Kane asked Mr. Alvarez what the capital costs that North Smithfield would incur from the Woonsocket Treatment facility?

Mr. Connolly stated that North Smithfield's percentage in the contract was reduced.

Mr. DeCelles asked what is our capacity now?

Mr. Alvarez stated it was 3.9m per day.

Mr. Kane will supply a copy to the members via e-mail that was submitted to the town council with the Budget Committee's presentation. The final operating capital budget was \$1,126,792.00 and with a user cost of \$354.45 which is a 7.6% decrease. That is the new user fee. They are looking into grant funding for some of their capital items which will allow them to reallocate that funding elsewhere.

MOTION by Mr. Connolly, seconded by Mr. DeCelles and voted unanimously on a 4-0 aye vote to receive and place the following items on file: A.) Wastewater Disposal Service Contract between Woonsocket and North Smithfield and B.) 2010/11 Annual Budget when it is receive from Mr. Kane.

OLD BUSINESS

NONE

NEW BUSINESS

NONE

PUBLIC COMMENT

Mr. Thomas Cabral, a resident of 108 Mendon Road has had an initial problem with his internal grinder pump after seven (7) months turning on and not shutting off at all. He called up F.R. Mahoney and the gentleman came down after the weekend. The representative

informed him that he would need to turn it on and off from the breaker switch to shut the entire pump down. The representative proceeded to take the grinder pump apart and looked at the diaphragm and removed it and told him that was the problem. The diaphragm wasn't replaced and it is still removed out of his grinder pump and his grinder pump is still running after 1 ½ flushes and is still going on. He has some concerns and wasn't informed on how long the pump should be running and if and when an alarm sounds, of what to do. He stated that nothing informs you that when the pump is running forever except your own ears. He had called up F.R. Mahoney again this week and spoke to a technician and discussed the number of flushes and how the system works. The representative who came in stated that there wasn't an inspection done on the pump. When he ordered the pump through Mr. Allard he paid \$65.00 out of his pocket for shipping because it was a special order because they didn't have any internal pumps on hand which was an inconvenience for him. He was asked for his credit card number by F.R. Mahoney and stated to them that these pumps are under a warranty. He was informed that someone would come out on a Monday and he had to take a Monday off from work. His concern is that he feels he received a lemon, and wants it fixed, re-inspected or removed. It has been paid for.

Mr. Nordstrom asked Mr. Cabral if he knew who he spoke to.

Mr. Cabral thinks he spoke to a Roger and forwarded his name to Mr. Wilcox.

Mr. Geremia reassured Mr. Cabral that he will personally call F.R. Mahoney on Monday since he is on vacation and get this addressed and find out what is happening. Because it is an inside unit the homeowner has to be contacted. Normally if it is an outside unit to do their routine inspection, they don't have to contact the homeowner. But because it is an inside unit it is different. He asked if Mr. Allard had the plumber inspector inspect it?

Mr. Cabral stated that he didn't know.

April 21, 2010

Mr. Geremia stated that it is an indoor unit which requires the plumbing inspector in the Town of North Smithfield to inspect it to make sure it meets plumbing code and asked if they had a copy. Mr. Alvarez is going to check with the plumbing official.

Mr. Nordstrom stated that Mr. Alvarez has already done that and he requested to have Mr. Alvarez set up an appointment with Mr. Cabral now.

Mr. Geremia stated that if F.R. Mahoney does have to come down to re-inspect it or do modifications it will be made to Mr. Cabral's convenience whether it is a Saturday or Sunday and what ever is convenient for him so he does not need to take the time out of work.

Mr. Geremia agreed that this is not acceptable and isn't standard. He knows of indoor units through the State and on Block Island and he doesn't have this problem. He stated that he will get to the bottom of it and get it corrected and apologized for his inconvenience.

Mr. Kane asked if Mr. Cabral was given any information from F.R. Mahoney of any type of a packet or a booklet?

Mr. Cabral stated that the only thing that he was given was a pamphlet that was hanging where the electrician had it and it showed how to kick off the circuit breaker. There were no other instructions given of how the pump runs or how frequent it is suppose to run and how to shut it off.

Mr. Geremia stated that each pump comes with those manuals. It is the responsibility of the drain layer and the master plumber who installs it to give it to the homeowner. It comes with the unit and it should be given to the homeowner.

Mr. Nordstrom stated that the drain layer is suppose to contact the town so it can be inspected and once Mr. Alvarez is scheduled, he then can contact F.R. Mahoney to inspect it.

Mr. Geremia stated that because it is an inside unit and the plumbing regulations, and anything that is five (5) feet outside of the building to inside the building is considered a plumbing code. Mr. Alvarez has

no jurisdiction over that.

Mr. DeCelles stated that F.R. Mahoney still has to come out and inspect it.

Mr. Geremia stated that once the drain layer has it installed it should be followed up. He also recommends that the sewer department follow up with a courtesy call since it is an indoor unit in the future. He suggested that in Mr. Wilcox's correspondence letter with including their inspection report to and that everything is certified to do they have this information and they should have received the following information.

Mr. Kane asked who signs off on the drain layer and plumber's work?

Mr. Geremia stated that Mr. Alvarez signs off on the outdoor work. He does the inspection.

Mr. Alvarez stated that an indoor unit is different because they hired a master plumber and they do their work. Because there is extra plumbing and add an extra vent and indicated that there have been several indoor units in town that have been in service for years.

Mr. Nordstrom is asking to figure out a way if the unit has been inspected or not and he understands that it was the plumbers obligation to contact the plumbing inspector.

Mr. Kane asked if the plumbing inspector contacts Mr. Alvarez?

Mr. Alvarez stated that no, he doesn't contact him because it is an indoor unit.

Mr. Geremia stated that they want to make sure that it is functioning as a unit and make sure that it meets all of the codes and for an indoor unit that one of the codes is venting.

Mr. Kane asked how many indoor units will they have in town for this project?

Mr. Alvarez stated that there are two indoor units. Mr. Alvarez would suggest that they call him when everything has been inspected. And when he finds out it is too late and he is trying to close that gap.

Mr. Geremia will make the call himself to resolve this issue and contact F.R. Mahoney and what went on and meet with Mr. Alvarez and Mr. Wilcox.

April 21, 2010

Mr. Nordstrom request to Mr. Geremia to coordinate with Mr. Cabral.

Mr. Geremia will coordinate everything according to Mr. Cabral's schedule. He is very puzzled because an indoor unit doesn't have a diaphragm.

Mr. Cabral stated that a little diaphragm that comes out with a little hose and he popped that out and that was the problem.

Mr. Geremia stated that was an entirely different diaphragm and he needs to find out. He stated that he needs a better description of what went wrong, what was corrected and a potential problem maybe with the unit that they need to address. It is totally unacceptable.

Mr. Kane stated that they are not getting this information in a timely manner. If they had received a report from F.R. Mahoney in a timely manner which is seems that they haven't even inspected it as of yet, and that the town hasn't inspected it yet, then they don't know.

Mr. Cabral stated he didn't receive any instructions on the unit.

Mr. Nordstrom stated that since the manufacturer hadn't come out there to check the unit, he didn't receive any type of instructions. If the manufacture had gone out there to inspect that unit, he would have received instructions but because there was no inspection done, there was no instruction given to Mr. Cabral that is suppose to be done to check that. He feels that there were a couple of steps missed when Mr. Cabral had his unit installed.

Mr. Geremia will follow up with F.R. Mahoney and see if the entire pump needs to be replaced. He reassured Mr. Cabral that it is under warranty and if it needs to be fixed it will be fixed or if has to be replaced it will be replaced.

Mr. Kane stated that he already has the five (5) year warranty no matter what and he will make sure that everything will be running good for him.

Mr. Cabral asked if there will be a better communications between the residents and the vendor?

Mr. Kane stated that he would hope so and the gentleman who he spoke to that said they won't come out on a weekend and that it would be too expensive is no longer working for F.R. Mahoney. The owner from F.R. Mahoney was extremely dismayed to hear that and he has assured us that this will never happen again.

Mr. Cabral also had to pay \$60.00 for shipping for his internal unit because there wasn't any in inventory. He feels that he shouldn't have paid for the unit out of his pocket.

Mr. Geremia stated the Mr. Allard, the drain layer asked that it be done immediately and Mr. Geremia said that they were getting their shipment in three (3) weeks and Mr. Allard said that the would pay the

extra to get it here because he wanted to do it now. Mr. Geremia isn't sure that if the extra \$60.00 was billed. Mr. Cabral may have paid it but he isn't sure if Mr. Allard got billed the extra \$60.00 from the town for that work and he will follow up on that as well. He is aware of this and he knows that was discussed.

Mr. Kane stated that if that is true and Mr. Allard requested this early and he would recommend to Mr. Cabral to go and get his \$60.00 back. He asked if Mr. Cabral asked Mr. Allard it to be done immediately?

Mr. Cabral stated that it was weeks that he said that they have all of the pumps over there and we'll get one as soon as they can do the drainage connection and we'll get the pump in. Then he was told the next time, there are no inside pumps, and he asked how is that? They knew that he had asked for an internal pump.

Mr. Geremia stated that Mr. Allard did but not the town. If the town knew it three (3) weeks earlier, when they had the shipment.

Mr. DeCelles stated that the town must have known when they pulled a permit.

Mr. Geremia responded that he hadn't pulled a permit yet. Not until he gets the pump does he pull a permit. He'll find out the time sequence and get it all straightened out.

Mr. Kane stated that if Mr. Cabral did not request the pump to be rushed to him then he should not have had to pay the \$60.00.

April 21, 2010

Mr. Cabral stated that he was leaning on him and there was no other way of getting this connected. The only way he could get it in there if they have it shipped. He doesn't know where the \$60.00 came from. But he feels that the whole thing was very shrewd and obnoxious. He asked why is he involved to pay for extra inventory costs when these items are suppose to be on hand?

Mr. Kane stated that the disconnect was with Mr. Allard who didn't notify the town to give the town the time to order one. Mr. Kane stated that he didn't get a bill from the town that he knows of. If he got a bill from the town and passed it on to him that would be Mr. Allard's business. But he told the town that he would pay the shipping costs. He stated that if he never got a bill and passed on \$60.00 and indicated that he just made \$60.00 off of him (Mr. Cabral) without anything from the town.

Mr. Kane asked Mr. Wilcox to provide him with daily updates on this situation. And he will see this through to the end.

Mr. Ron Martin, of 37 Pacheco Drive was the fifth individual who was

affected by the problem with the grinder pumps. The manufacturer refused to come out on a Sunday because it was costly. It was 3:00 P.M. on a Sunday afternoon and there wasn't any answer, he called again at 4:00 P.M. when the alarm sounded and again didn't get an answer at F.R. Mahoney and left a message.

Mr. Kane asked if it was an outdoor pump.

Mr. Martin stated it was an outdoor pump. He left messages requested of what to do. A representative from F.R. Mahoney called back and refused to come out because it was going to get dark and be late. The representative told him not to use it continuously and use it moderately and don't take a shower. He asked if it was going to last the night? The representative's response was for him to use it sparingly and someone will get in touch with him on Monday. On Monday he called F.R. Mahoney again and spoke with Dawn and asked him for his credit card number because it is their policy. He told them that there is a two (2) year warranty on the pump. He was informed that there will be someone there at 9:00 A.M. A technician named Joe arrived at 9:00 A.M. and told him that his pump is still running and why didn't the technician tell him to turn it off. He opened it up and told him that the diaphragm had collapsed and the equalizer and he had to pull out the pump. He pulled out the diaphragm and put some holes on the top and told him that it was a quick fix and that it should be all set for now. Will it be entirely replaced he asked?

Mr. Kane stated that it will be replaced in every pump whether it is in the ground now or to go in at no cost.

Mr. Martin asked that they have a two year. What about when does the warranty start when he puts it in or was it started or March when he first got the pump?

Mr. Kane replied that it is 27 months from delivery from the town and 24 months from date of installation.

Mr. Geremia reiterated that they are a 24 hour service and that shouldn't happen anymore.

Mr. Kane stated that should this ever happen again, the town should be contacted and the town will speak directly to the owner of F.R. Mahoney.

Mr. Martin knows that the company did inspect the box and informed him that his inspection was done. And when the service tech who open up the box , informed him that there was a sheet of paper that states that it had been inspected.

Mr. Nordstrom requested if it would be possible to get copies of all of the existing inspections?

Mr. Geremia stated that absolutely, he will get the copies.

Mr. Wilcox indicated that when he receives a call from a resident the first thing he does is to refer to an emergency list the he has which is very detailed. When he met with F.R. Mahoney, they went through the list and agreed that is the way it should be handled and the way the operation of what they were to say to a client. What he has asked the homeowner when they call and the tech comes out to the resident's home, they should get a written service report and if it was under warranty and the parts that are replaced, what actually happen, the time they were there, who performed the work and get the information to him, and if the homeowner is unable to get that to him, he will pick it up. He had done this with Mr. Cabral and he is on record for that and that is the only way he can follow it up. When he receives that, he writes back to F.R. Mahoney and sees that the diaphragm are going and asked them what is the resolve and are they going to continue this way, or is there a fix method which led to the meeting that Mr. Geremia had with F.R. Mahoney.

Mr. Nordstrom stated that is where the breakdown is and they don't know who to call, to Mr. Wilcox.

April 21, 2010

Mr. Wilcox stated that he will put out a press release.

Mr. Kane also indicated that there will be a six (6) month warning joint letter from him and Mrs. Hamilton going out which will detail all of this information and add a section specifically related to the grinder pumps at which they have learned this past week. And that will be a certified mailing that will be going out to every household affected.

Mr. Wilcox indicated that F.R. Mahoney has reviewed the procedure and made some comments and he will make the adjustments and that it is very detailed and he will be getting it to the residents.

Mr. Connolly suggested in the letter to include if the resident hasn't had it inspected to contact the town.

Mr. DeCelles asked if once it has been inspected can that be when the warranty starts?

Mr. Kane will ask but will leave it up to Mr. Geremia to ask.

Mr. Martin indicated that the asphalt on Pacheco Drive is starting to crack and it hasn't even been a year.

Mr. Kane stated that it should have been a two (2) inch curb to curb.

Mr. Martin replied that it wasn't.

MOTION by Mr. DeCelles, seconded by Mr. Nordstrom and voted

unanimously on a 4-0 aye vote to adjourn at 8:18 PM.

Meeting adjourned at 8:18 PM.

Respectfully submitted,

Patricia A. Paul

Secretary