

CITY OF SALISBURY, MARYLAND

SPECIAL MEETING

SEPTEMBER 19, 2011

PRESENT

*Council President Terry E. Cohen
Councilwoman Laura Mitchell***

Council Vice President Deborah S. Campbell
Councilwoman Eugenie P. Shields
Councilman Timothy K. Spies*

**arrived 4:05 p.m.; **arrived 4:06 p.m.*

IN ATTENDANCE

City Clerk Brenda Colegrove, MMC, City Administrator John Pick, ICMA-CM, Assistant City Administrator Loré Chambers, Public Works Director Teresa Gardner, Internal Services Director Pam Oland, Patricia Maki

CONVENING

The City Council convened in a special session at 4:00 p.m. in Conference Room 306 of the Government Office Building. Council President Cohen called the meeting to order for the purpose of conducting a water refund claim hearing requested by Ms. Patricia Maki (1022 Sumac Circle). A copy of the documentation provided to Council by Internal Services Director Pam Oland is attached and made a part of these minutes.

Mrs. Campbell moved to uphold the staff's decision – to stay within the guidance of policy and not issue an additional refund. Mr. Spies seconded and the vote was unanimous.

The special meeting adjourned at 4:34 p.m.

Brenda J. Colegrove

City Clerk

Terry E. Cohen

Council President

Memo

To: John R. Pick, City Administrator
From: Pamela B. Oland, Director of Internal Services
Date: September 12, 2011
Re: Refund for 1022 Sumac Circle



Ms. Maki has filed an appeal for a refund on a water bill for 1022 Sumac Circle. The appeal is authorized by Chapter 3.04 of the City Code (a copy of which is attached). Under Code section 3.04, the appeal is to be heard by the City Council. The Council has the right to grant such a refund.

The property at 1022 Sumac Circle had usage of 74 thousand gallons of water from 10/26/2010 to 01/24/2011 with a bill of \$732.60. In addition it had usage of 17 thousand gallons from 7/26/2010 to 10/26/2011 with a bill of \$168.30. In the last year this property had average consumption of 4 thousand gallons with an average bill off \$66.01. Ms. Maki had a water leak with repairs totaling \$1,740.00 from Benjamin Franklin plumbers. AS a result, she was given relief through the non-beneficial use program of a 60% reduction on her bill. This adjustment totaled \$461.34(attached) over two quarters (7/26/10 – 10/26/10 & 10/26/10 – 1/24/11) for the original 2 bills totaling \$900.90.

In addition to the relief granted above, Ms. Maki is also requesting we revise the bills to a normal payment which would be an average bill of \$66.01.

As Director of Internal Services, I am not recommending that a refund be granted. The water was used (through leaking pipes) and thus qualified for our non-beneficial use program, but we do not believe any other reductions are appropriate. Attached please find a copy of Ms. Maki's request for refund, copies of the non-beneficial use reductions, as well as additional supporting documentation.

The City has a policy (the non-beneficial use of water policy) that provides relief to our customers who have a high water bill due to a leak. This policy provides a 60% reduction on their bill for the quarter in which the leak occurred. The 60% is approximately the portion of the bill related to sewer costs. It is assumed that the water leak does not make it to the sewer treatment facility. However, we still bill the customer for 40% of their consumption based on the fact that it costs the City money to treat the water and deliver it to the customer's residence. If the Council granted this appeal to Ms. Maki, it would be going beyond the non-beneficial use of water policy. Through this policy the City grants partial refunds to numerous customers every year.

If you have any questions, please let me know.

RESOLUTION NO. 1205

A RESOLUTION OF THE COUNCIL OF THE CITY OF SALISBURY, MARYLAND, APPROVING A NEW CITY POLICY TO GRANT A PARTIAL CREDIT TO WATER RATE PAYERS WHEN THEY HAVE EXPERIENCED AN UNUSUALLY HIGH UTILITY BILL DUE TO A LEAK OR OTHER NON-BENEFICIAL USE OF WATER

WHEREAS, the City of Salisbury, maintains water and sewer utility service in the greater Salisbury area, and

WHEREAS, the City reads water meters on a quarterly basis and,

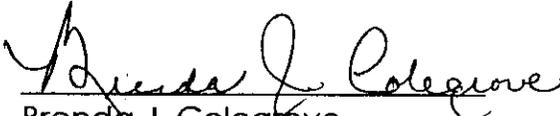
WHEREAS, the homeowners and businesses may experience a major usage of water due to a leak, broken pipes, plumbing malfunctions or other non-beneficial use of water, and not be aware of the problem until the next meter reading,

NOW, THEREFORE, BE IT RESOLVED that the Salisbury City Council approves the attached policy governing the extension of a partial credit to mitigate the extreme hardship often caused families and businesses who are now required to pay the full cost of water consumed but from which they did not receive any benefit.

AND, BE IT FURTHER RESOLVED, that this policy will apply to all non-beneficial use of water cases that come to the attention of the Finance Department after the effective date of this resolution.

THE ABOVE RESOLUTION was introduced and duly passed at a meeting of the Council of the City of Salisbury, Maryland held on 28th day of February, 2005 and is to become effective immediately upon adoption.

ATTEST:


Brenda J. Colegrove
CITY CLERK


Michael P. Dunn
PRESIDENT, City Council


Barrie P. Tilghman
MAYOR, City of Salisbury

Water and Sewer Utility Directive - No. 1

Policy on Non-Beneficial Use of Water

It is the policy of the City of Salisbury to grant a credit to ratepayers who have experienced a major usage of water due to a leak, broken pipes, plumbing malfunction or other non-beneficial use of water. The following conditions must apply before the credit may be granted:

- The leak was such that it would not normally be detected.
- A City employee has determined that the ratepayer was not able to make any use of the water.
- The ratepayer has promptly determined the reason for the problem or has hired a plumber to ascertain the reason for the high consumption of water and the problem is now fixed.
- The amount of the increased consumption is at least three (3) times the average consumption, for accounts with an average of 500 tg (thousand gallons) or less per quarter, or two (2) times the average consumption for accounts with an average consumption of greater than 500 tg.
- This credit may apply to two or more quarterly bills if the problem occurred over that period of time.
- Ratepayers will be eligible for this credit for only one occurrence within a three year period.

The credit will amount to 60% of the increased consumption over the average consumption, or the consumption for the same period for the prior year, whichever is greater. The average may be determined differently if there is insufficient history or estimated readings.

The credit will be applied to both the water and sewer portions of the bill.

All credits to be granted under this policy must be approved by the Director of Finance.

City of Salisbury



MARYLAND

JAMES IRETON, JR.
MAYOR

JOHN R. PICK
CITY ADMINISTRATOR

LORÉ CHAMBERS
ASSISTANT CITY ADMINISTRATOR

125 NORTH DIVISION STREET
SALISBURY, MARYLAND 21801
Tel.: 410-548-3110
Fax: 410-860-5154

PAMELA B. OLAND
DIRECTOR OF INTERNAL SERVICES
FINANCE DIVISION

March 24, 2011

Ms. Maki,
1022 Sumac Circle
Salisbury, Md 21804

Re: Letter dated March 23, 2011

Ms. Maki,

This letter is in regards to your letter dated March 23, 2011, regarding payment of \$85.00 on your account. As discussed the water bill must be paid in full by April 4, 2011 at 4:30 to avoid cut off. The remaining past due amount is \$297.35.

We have received your information in regards to requesting a refund; however, in order to qualify for a refund, the bill must be paid in full. Attached is our City Code detailing our refund policy.

If you have any additional questions, please feel free to contact me or my assistant, Gerri Moore at 410-548-3115.

Sincerely,

Pamela B. Oland
Pamela B. Oland
Director Internal Services

*paid in full
5/3/11*

Title 3

REVENUE AND FINANCE

Chapters:

3.04 Claims for Refunds

3.08 Personal Property Taxes

3.12 Admissions and Amusement Tax

3.16 Real Estate Taxes Paid Semiannually--Fees and Interest

3.18 Brownfields Property Tax Credit

3.20 Homeowner Conversion Tax Abatement Program

Chapter 3.04

CLAIMS FOR REFUNDS

Sections:

3.04.010 Compliance with provisions required.

3.04.020 Time limit for filing claim.

3.04.030 Form of claim--Contents.

3.04.040 Investigation and report concerning claim--Hearing.

3.04.050 Allowance or disallowance of claim--Notification.

3.04.060 Interest on claims allowed.

3.04.070 Refund prohibited when final assessment made.

3.04.080 Refund applied to outstanding charges, assessments or taxes of claimant.

3.04.010 Compliance with provisions required.

In the presentation of claims for refunds of city charges, assessments or taxes erroneously or mistakenly paid to the city, the provisions of this chapter shall be complied with.

(Prior code § 6-1)

3.04.020 Time limit for filing claim.

No claim for a refund under this chapter shall be allowed as to any charges, assessments or taxes paid more than three years prior to the filing of such claim for refund.

(Prior code § 6-2)

3.04.030 Form of claim--Contents.

All claims for refunds under this chapter shall be made in writing and addressed to the director of internal services. The claim shall specify the date of such erroneous payment and the amount thereof and shall

detail the reasons why the payment is believed to have been made erroneously. All such claims shall be verified by the affidavit of the claimant.

(Ord. 1992 (part), 2006: prior code § 6-3)

3.04.040 Investigation and report concerning claim--Hearing.

The director of internal services shall promptly make an investigation of any claim made under this chapter and shall submit a written report thereon to the council. Upon the receipt of such written report, the council shall hold a hearing on the claim in regard to which the report was filed.

(Ord. 1992 (part), 2006: prior code § 6-4)

3.04.050 Allowance or disallowance of claim--Notification.

If, after investigation and hearing in accordance with Section 3.04.040 of this chapter, the council shall determine that such claim is just and proper and that it should be allowed in whole or in part, the council shall notify the director of internal services, and the claim for refund shall be allowed; otherwise the same shall be disallowed. Notice of the action of the council in allowing or disallowing such claim for refund shall be given to the taxpayer making such claim by ordinary mail.

(Ord. 1992 (part), 2006: prior code § 6-5)

3.04.060 Interest on claims allowed.

Should a claim for refund made under the provisions of this chapter be granted in whole or in part, the council may allow interest on that portion of the claim ordered to be refunded; provided, that such erroneous payment was not due to any negligence on the part of the claimant.

(Prior code § 6-6)

3.04.070 Refund prohibited when final assessment made.

No refund under this chapter shall be made or approved in any case in which it appears that an assessment upon which taxes were levied and collected has become final and has not been modified on appeal as provided by law.

(Prior code § 6-7)

3.04.080 Refund applied to outstanding charges, assessments or taxes of claimant.

Should any claimant for refund under this chapter have any other charges, assessments or taxes open and due to the city, then any refund granted under the provisions of this chapter should be first applied to the payment of such other open and due charges, assessments or taxes.

(Prior code § 6-8)

Chapter 3.08

PERSONAL PROPERTY TAXES

Sections:

3.08.010 Director of internal services authorized to estimate assessments--Payment of estimated tax bills.

March 22, 2011

Dear Pam Owens,

I talked to Gerry Moore on the phone today and she and I discuss the situation that I am in with the water company and the recent Delinquent notice that I received. I told her that there is no way that I can pay a bill of 382.35 which I am not responsible for and I don't have the money to pay for it. I received a bill from the plumbing company of \$2,000.00 Which was reduce to \$1,740.00 for taking a plan offered by their company. I will pay the company \$85.00 which is my normal billing statement. Mr. Bryan Wilkens receive a copy of the plumbing bill. I am enclosing you one also. I will also show proof of my father passing and the amount of time that I was not home due to him being sick in PA. This was a 7 to 9 hour trip I made between Christmas eve and Feb 19. This cost me lots of money for gas and airfare for several trips . I live by myself and work every day and use very little water. I barely have money to meet my bills and I feel the company is showing no respect for an issue that is not my responsibility. I was out of town and came home and found my water shut off without a notice.

Enclosed you will find a check of 85.00 (that is all I have). Please let me know when the city council will be holding a date for my appearance. Please do not shut my water off. I am trying to do my best. I have excellent credit and I want to keep it that way.

Thank you,
Pat Maki
Ms. Pat Maki

Francis E. Shreve

Francis E. Shreve, age 96, of Union City, Pa., passed away peacefully on Sunday, February 13, 2011, in Broadmoor Manor in Pittsburgh Pa. He was the beloved husband of Maxine Shreve and was married for 72 years. Francis was the devoted father of Betty Hoffman, Bea Couch, Patricia Masi, Janet Day, Kenneth Shreve, Nancy Bernate, and Judith Gentry. He was the brother of the late Gladys Russell, Irene Shreve, and late brother, Rev. Ivan Shreve. He is survived by 15 grandchildren and 24 great-grandchildren.



Francis was born in Union City, Pa. and lived in the Canadohta Lake area all his life and was employed as a carpenter in Erie, Pa. He was a very dedicated father and husband; his family always came first. He was an avid fisherman and hunter.

Friends will be received at the **Robert M. Glenn Funeral Home Inc.**, Union City, Pa., Feb. 15, 2011 from 7:00 to 9:00 p.m. Funeral services will be held at the funeral home on Wednesday, Feb. 16, 2011 at 11:00 a.m.

Sign the guestbook at www.GoErie.com/obits

DATE 07/10/17
 MONTH DAY YEAR

JOB #

PLUMBER: Steve

INVOICE # 158



NAME: DANIELA MAIR
 ADDRESS: 1092 SUMMIT CR
 CITY: SPENCER STATE: MA ZIP: 01067
 PHONE: _____ ALTERNATE PHONE: _____
 EMAIL: _____
 Ben's Society Member? YES NO

(410) 629-0006
 (866) 867-5309
 www.benfranklinplumbing.com

REASON FOR CALL:

PLUMBING PEACE OF MIND STARTS HERE!

BEN'S SOCIETY MEMBER BENEFITS

- One Professional Safety Inspection, Leak Check and Water Heater Tune-up for your plumbing system annually.
- 15% Discounts on Service and Repairs
- Priority Scheduling - If you ever need service, you immediately go to the front of the line when scheduling your appointment.

I am ready to become a member and take advantage of the benefits immediately!

- Please Auto Draft my Credit/Debit Acct Monthly (First Month Due Today) = \$ _____
 I would like to pay an annual fee today = \$ _____

This invoice reflects a charge today for the Ben Franklin Society Membership

I decline the opportunity of a Ben Franklin Society at this time

MINIMUM SERVICE CHARGE AND PUNCTUAL PROMISE

	EXPRESS	RESERVED	STAND-BY	EMERGENCY
STANDARD RATE	\$99	\$49	\$39	\$129
BEN SOCIETY RATE	\$79	\$39	\$29	\$99

Appointment Time Window: _____ AM / PM to _____ AM / PM

Plumber's Arrival Time _____ AM / PM Punctual Promise Kept? YES NO

Straight Forward Pricing®

LEVEL	SERVICE DESCRIPTION	Done	Repair/Install Fee	STANDARD FEE	SOCIETY FEE
5	Major access, locate septic lid, per yard dig, 1 1/2" - 2" water pipe repair, C/O in yard, concrete/drywall removal (2x2), thaw pipes major, gas-valve, one-piece/vintage toilet rebuild, 1/2" - 1 1/2" gas leak (hard pipe) limited access, toilet flange (difficult), 1 1/2" - 4" cast iron/copper/galvanized, faucet stem rebuild (vintage), gas key shut-off, optima Sloan valve repair (1)	YES NO	\$429 QUANTITY = \$	\$429	\$365
4	Difficult access, water pipe repair 1" - 1 1/4", major W/H rebuild, pull/reset dishwasher, waste/overflow, pull/reset ped., thaw pipes minor, whole house filter, igniter assembly, W/H exp/tank (4.5gal.) winterize house (up to 3 bath), shower drain replacement, 1/2" - 1 1/2" gas leak (flex), whole house plumbing inspection, backflow testing 3"-8", Sloan valve repair (1), major toilet repair.	YES NO	\$299 QUANTITY = \$	\$299	\$254
3	Minor access, water pipe repair 3/4" - 1", pop-up assembly, PVC toilet flange, center outlet waste, end outlet waste, main water valve (1/2" - 1 1/2"), hose-bib, 2/3 handle faucet rebuild, waste/overflow trim, well pump pressure switch, well pump check valve, minor W/H rebuild, W/H exp. tank (2gal.), 3" - 4" pvc drain leak, t & p relief valve, (top) 1/2" - 3/4" boiler drain, thermocouple, backflow testing (up to 3") single handle tub/travi faucet rebuild post-temp.	YES NO	\$219 QUANTITY = \$	\$219	\$186
2	Limited access, locate leak major, supply stop, auger toilet, p-trap, repair toilet flange, pipe repair 1/4" - 1/2", toilet pull/reset, tub spout, drain repair under sink, basket strainer, minor toilet repair, minor faucet repair, 1 1/2" - 2" PVC drain leak, replace washer hose (2), shower arm/head (chrome), anode rod, stop and waste valve.	YES NO	\$149 QUANTITY = \$	\$149	\$127
1	Aerator, trap nut/washer, C/O plug, mechanic helper/assistant, plunge toilet, diagnose, locate leak minor, supply line, drain down, tail piece, white toilet seat, caulking repairs, toilet flapper/ball, toilet handle, water heater sediment removal, access panel (plastic), 4 point toilet tune up, pump gauge, special order part/fixture, minor adjustments, supply line, hanger or support, replace whole house filter.	YES NO	\$92 QUANTITY = \$	\$92	\$78

ADDITIONAL INSTALL: WASH NEW 1 CIS WATER SERVICE YES QUANTITY 1 = \$ 1700

ADDITIONAL INSTALL: YES QUANTITY = \$

ADDITIONAL INSTALL: YES QUANTITY = \$

Description of Work and Plumber's Comments: <u>49% CREDIT FROM URINAL VISIT</u>	Subtotal of Service Repairs \$ <u>1700</u>
	DEDUCTIONS THAT APPLY TODAY
	Coupons / Other Discounts \$ <u>(0)</u>
	Punctual Promise Missed \$ <u>(0)</u>
	TOTAL AFTER DISCOUNTS \$ <u>1700</u>
	TAX \$ <u>0</u>

All Repairs have a FULL 2 year parts and labor warranty unless otherwise specified
 See additional notes page and/or Plumbing Inspection Form for comments of work performed and warranty information

PAYMENT INFO Cash \$ Check Check # \$

March 09, 2011

Dear Pam Owens,

I am writing concerning a major water leak that occurred in my front yard. I am a resident at 1022 Sumac Circle, Salisbury, MD 21804. I received my last water bill approximately 2/04/11 and was devastated to see the amount \$764.10. Brian Wilkens did adjustment of \$364.14. Prior to this bill I had Benjamin Franklin plumbers come to the house to repair this huge water leak. When I return from a trip from PA my water was shut off and the water company said that I was losing 3 gallons a minute from the leak.

On Jan. 10, 2011 Benjamin Franklin plumbers installed a new 1" cts black poly water service. The service repair was \$ 1789.00. The water company inspected it when the work was completed.

My major issue is why am I obligated to pay a bill that was not my usage? If you look at my past water bills, I never had a water bill over \$85.00. I have proof and I think the water company also does of my last 8 years of payments. I average \$76.00 - 85.00 for a 3 months billing. During that 3 months I was not home for a month due to my Dad being ill in PA. I work every day and barely use a lot of water. I am the only person living at this residence.

I would appreciate it if you can give me my normal billing payment. I have been going through a lot of tragedy and cannot afford to pay something that I am not responsible for. If I can't get results I will take this information to the Better Business Bureau.

There are a lot of homeowners complaining of the water company leaving notes on their doors. Hopefully you can help me solve this issue.

Sincerely,
Ms. Maki
Ms. Maki



Carroll J. Nichols

**CITY OF SALISBURY
DEPARTMENT OF PUBLIC WORKS**

TO: Pamela B. Oland, Director of Internal Services
FROM: Teresa Gardner P.E., Director of Public Works
SUBJECT: High Water/Sewer Bill
DATE: January 12, 2011

The City Council has authorized the Department of Public Works to adjust high water/sewer bills, which resulted from leaking or broken pipes, plumbing malfunction or other non-beneficial use of water. The person responsible for the bill at the address listed below has satisfied us that the excessive bill was the result of a leaking or broken pipe or other plumbing malfunction and was able to make no use of the water thus allowing us to recommend an adjustment of 60% on the water and sewer portions of the increased consumption, if the increased consumption is 3 times the average for accounts with 500,000 gallons or less usage per quarter. For accounts over 500,000 gallons, usage must be 2 times the average. Also listed is information made available to us by the person responsible for the bill and the finance department showing the recent high bill, the historical consumption, documentation showing the cause and the bill for repairing the problem when applicable.

ADDRESS: 1022 Sumac Circle ACCT. NO. [REDACTED] BILL DATE 11/1/10

RECENT BILL	WATER	SEWER	TOTAL
17,000 gallons	\$ 54.40	\$ 113.90	\$ 168.30

AVERAGE USAGE from 7/27/09 to 7/26/10	WATER	SEWER	TOTAL
4,000 gallons (minimum bill)	\$ 21.39	\$ 44.62	\$ 66.01

INCREASED USAGE	WATER	SEWER	TOTAL
13,000 gallons	\$ 33.01	\$ 69.28	\$ 102.29

RECOMMENDED REDUCTION: \$ 19.81 ✓ \$ 41.57 ✓ \$ 61.38 ✓

Historical consumption was 4,000 gallons/quarter. Consumption 1 year ago was also 4,000 gallons. The higher number was used as average usage. Please adjust this bill in accordance with the above recommendation. Please endorse and return one copy to the Department of Public Works indicating that the bill has been adjusted as authorized by the City Council.

*done
1/12/11
GB*

PREPARED BY:

Brian E. Wilkins
 Brian E. Wilkins
 Customer Service

RECOMMENDED BY:

Newell W. Messick III
 Newell W. Messick III, P.E.
 Deputy Director 1-12-11

APPROVED BY:

John RRL 1/19/11
 Office of the Mayor

RECOMMENDED BY:

Pamela B. Oland
 Office of Finance

I N T E R

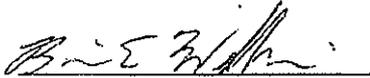
MEMO

O F F I C E

To: File
From: Brian E. Wilkins
Subject: Relief of Water Bill
Date: 1/12/2011

The property located at 1022 Sumac Circle had a plumbing malfunction, which has been resolved. Average usage during the prior year was 4,000 gallons. The usage one year ago was also 4,000 gallons. This is a minimum bill.

Brian E. Wilkins



Customer Service
City of Salisbury

Account Number Service	Customer Name Man Meter Number	Parcel By	Cd Read Date Time	Bill # Curr Read	Location Usage Repl Usage Charge Amt	Status Billed Amt
	MAXI, PATRICIA S	08030383			1022 SUMAC CIR	Active
1SB - 1 WATER SBY N	83341919		A 10/26/2010	234406 94	17 0 54.40	194.80
1SB - 1 WATER SBY N	83341919		A 07/26/2010	224145 77	6 <i>Average</i> 0 21.39	86.69
1SB - 1 WATER SBY N	83341919		A 04/26/2010	213873 71	4 0 21.39	86.69
1SB - 1 WATER SBY N	83341919		A 01/25/2010	203600 67	3 <i>4,000</i> 0 21.39	86.69
1SB - 1 WATER SBY N	83341919		A 10/28/2009	193278 64	4 0 21.39	86.69
1SB - 1 WATER SBY N	83341919		A 07/27/2009	182911 60	4 <i>One-Year</i> 0 18.93	79.17
1SB - 1 WATER SBY N	83341919		A 04/23/2009	172592 56	3 <i>4,000</i> 0 18.93	79.17
1SB - 1 WATER SBY N	83341919		A 01/23/2009	162297 53	3 0 18.93	79.17
1SB - 1 WATER SBY N	83341919		A 10/22/2008	152002 50	8 0 22.64	89.62
1SB - 1 WATER SBY N	83341919		A 07/22/2008	141698 42	8 0 19.68	82.02
1SB - 1 WATER SBY N	83341919		A 04/22/2008	131376 34	6 0 16.46	72.82
1SB - 1 WATER SBY N	83341919		A 01/23/2008	121100 28	6 0 16.46	72.82
1SB - 1 WATER SBY N	83341919		A 10/22/2007	110824 22	8 0 19.68	82.02
1SB - 1 WATER SBY N	83341919		A 07/23/2007	100537 14	6 0 16.46	72.82
1SB - 1 WATER SBY N	83341919		A 04/23/2007	90272 8	5 0 16.46	72.82
1SB - 1 WATER SBY N	83341919		A 01/26/2007	80053 3	3 3 16.46	72.82
1SB - 1 WATER SBY			I 11/29/2006	0	554 3 0	.00
1SB - 1 WATER SBY T	000000950		A 10/16/2006	69855 551	5 0 16.46	72.82
1SB - 1 WATER SBY T	000000950		A 07/14/2006	59645 546	5 0 16.46	72.82
1SB - 1 WATER SBY T	000000950		A 04/11/2006	49536 541	4 0 16.46	72.82
1SB - 1 WATER SBY T	000000950		A 01/17/2006	39512 537	7 0 17.22	75.08
1SB - 1 WATER SBY T	000000950		A 10/06/2005	29506 530	5 0 16.46	72.82
1SB - 1 WATER SBY T	000000950		A 07/18/2005	19636 525	5 0 16.46	72.82
1SB - 1 WATER SBY T	000000950		A 04/13/2005	9793 520	4 0 16.46	72.61
1SB - 1 WATER SBY T	000000950		A 01/20/2005	106 516	6 0 16.46	72.82
1SB - 1 WATER SBY			A 10/13/2004	9071224 510	6 0 .00	.00
1SB - 1 WATER SBY			A 07/21/2004	9071223 504	6 0 .00	.00
1SB - 1 WATER SBY			A 04/15/2004	9071222 498	5 0 .00	.00
1SB - 1 WATER SBY			A 01/09/2004	9071221 493	5 0 .00	.00
1SB - 1 WATER SBY			A 10/17/2003	9071220 488	5 0 .00	.00
1SB - 1 WATER SBY			A 07/07/2003	9071219 483	4 0 .00	.00
1SB - 1 WATER SBY			A 04/21/2003	9071218 479	6 0 .00	.00
1SB - 1 WATER SBY			A 12/27/2002	9071217 473	1 0 .00	.00
1SB - 1 WATER SBY			A 12/06/2002	9071216 472	0 0 .00	.00
1SB - 1 WATER SBY			A 12/06/2002	9071215 472	3 0 .00	.00
1SB - 1 WATER SBY			A 10/21/2002	9071214 469	9 0 .00	.00
1SB - 1 WATER SBY			A 07/22/2002	9071213 460	21 0 .00	.00
1SB - 1 WATER SBY			A 04/12/2002	9071212 439	12 0 .00	.00
1SB - 1 WATER SBY			A 01/16/2002	9071211 427	12 0 .00	.00
1SB - 1 WATER SBY			A 10/15/2001	9071210 415	13 0 .00	.00
1SB - 1 WATER SBY			A 07/18/2001	9071209 402	15 0 .00	.00
1SB - 1 WATER SBY			A 04/17/2001	9071208 387	6 0 .00	.00
1SB - 1 WATER SBY			A 01/18/2001	9071207 381	11 0 .00	.00
1SB - 1 WATER SBY			A 10/17/2000	9071206 370	12 0 .00	.00
1SB - 1 WATER SBY			A 07/19/2000	9071205 358	11 0 .00	.00
1SB - 1 WATER SBY			A 04/13/2000	9071204 347	15 0 .00	.00
1SB - 1 WATER SBY			A 01/19/2000	9071203 332	15 0 .00	.00
1SB - 1 WATER SBY			A 10/13/1999	9071202 317	12 0 .00	.00
1SB - 1 WATER SBY			A 07/16/1999	9071201 305	19 0 .00	.00
1SB - 1 WATER SBY			A 04/13/1999	9071200 286	10 0 .00	.00
1SB - 1 WATER SBY			A 01/15/1999	9071199 276	13 0 .00	.00

01/12/2011 13:13
bwilkins

CITY OF SALISBURY, MD
UB Account Customer Inquiry Report

PG 1
ubcsting

Customer [REDACTED] Owner [REDACTED]
 Cust MAKI, PATRICIA S Bill Addr Tel
 Owner MAKI, PATRICIA S 1022 SUMAC CIR
 Loc 1022 SUMAC CIR SALISBURY, MD 21804
 Rt/Bk 06 Dist SB Type RS Parcel 08030383
 Acct Created 02/01/2005 Stat A
 Last Bill 11/01/2010 194.80 Last Cust Chg 12/06/2002
 Last Pmt 12/15/2010 198.94 Group Billing N

S E R V I C E S

Charge	Last Rd	T	Last Usq	Current	Delinq	Int/Pen	Total Bal
1SB	94	A	17	.00	.00	.00	.00
2SB	0	A	17	.00	.00	.00	.00
4TRA				.00	.00	.00	.00
5BRF				.00	.00	.00	.00
7BRF				.00	.00	.00	.00
7SP				.00	.00	.00	.00
7TR				.00	.00	.00	.00
7WP				.00	.00	.00	.00
7WP				.00	.00	.00	.00
				.00	.00	.00	.00

** END OF REPORT - Generated by Brian Wilkins **

DATE 01/10/11
MONTH DAY YEAR

JOB # 204429

PLUMBER: Steve

INVOICE # 1657



(410) 629-0006
(866) 867-5309
www.benfranklinplumbing.com

NAME PATRICIA MAH
ADDRESS 1022 SUMMIT CR
CITY SALISBURY STATE MD ZIP 21804
PHONE _____ ALTERNATE PHONE _____
EMAIL _____
Ben's Society Member? YES NO

REASON FOR CALL:

PLUMBING PEACE OF MIND STARTS HERE!

BEN'S SOCIETY MEMBER BENEFITS
 • One Professional Safety Inspection, Leak Check and Water Heater Tune-up for your plumbing system annually.
 • 15% Discounts on Service and Repairs
 • Priority Scheduling - If you ever need service, you immediately go to the front of the line when scheduling your appointment.

I am ready to become a member and take advantage of the benefits immediately!
 Please Auto Debit my Credit/Debit Card Monthly (First Month Due Today) = \$ _____
 I would like to pay an annual fee today = \$ _____

This invoice reflects a charge today for the Ben Franklin Society Membership
 I decline the opportunity of a Ben Franklin Society at this time.

MINIMUM SERVICE CHARGE AND PUNCTUAL PROMISE

	EXPRESS	RESERVED	STAND-BY	EMERGENCY
STANDARD RATE	\$99	\$49	\$39	\$129
BEN SOCIETY RATE	\$79	\$39	\$29	\$99
	CUSTOMER'S INITIALS	CUSTOMER'S INITIALS	CUSTOMER'S INITIALS	CUSTOMER'S INITIALS

Appointment Time Window: _____ AM / PM to _____ AM / PM
 Plumber's Arrival Time _____ AM / PM Punctual Promise Kept? YES NO

LEVEL	SERVICE DESCRIPTION	Done	REPAIR/INSTALL FEE	SOCIETY FEE
5		YES	\$429	\$365
4	Difficult access, water pipe repair 1"-1 1/4", major WH rebuild, pull/reset dishwasher, waste/overflow, pull/reset pad, thaw pipes minor, whole house filter, ignitor assembly, WH exp./tank (4.5gal.) winterize house (up to 3 bath), shower drain replacement, 1/2" - 1 1/2" gas leak (flex), whole house plumbing inspection, backflow testing 3"-8", Sloan valve repair (1), major toilet repair.	YES	\$299	\$254
3		YES	\$219	\$186
2	Limited access, locate leak major, supply stop, auger toilet, p-trap, repair toilet flange, pipe repair 1/2" - 1/2", toilet pull/reset, tub spout, drain repair under sink, basket strainer, minor toilet repair, minor faucet repair, 1 1/2" - 2" PVC drain leak, replace washer hose (2), shower arm/head (chrome), anode rod, stop and waste valve.	YES	\$149	\$127
1		YES	\$92	\$78

ADDITIONAL INSTALL: INSTALL NEW 1" CPB WATER SERVICES YES NO QUANTITY / = \$ 8000 / 1700

ADDITIONAL INSTALL: YES NO QUANTITY = \$

Description of Work and Plumber's Comments:
49th CREDIT FROM FRIEND VISIT

All Repairs have a FULL 2 year parts and labor warranty unless otherwise specified
 See additional notes page and/or Plumbing Inspection Form for comments of work performed and warranty information

PAYMENT INFO: Cash \$ _____ Check Check # _____ \$ _____
 Credit Card \$ _____ CARD TYPE MC Visa AMEX Disc OTHER AUTHORIZATION # _____
 CARD NUMBER _____ Exp. Date _____ MONTH YEAR _____ Security Code _____

3rd Party Finance \$ _____ Total Amount Paid \$ _____

Subtotal of Service Repairs	\$ 1700 ⁰⁰
Coupons / Other Discounts	-\$ (0)
Punctual Promise Missed	-\$ (0)
TOTAL AFTER DISCOUNTS	\$ 1700 ⁰⁰
TAX	\$ 0
SERVICE / TRAVEL FEE (from above)	\$ 0
BEN SOCIETY CLUB FEE (from above)	\$ 89
Total Amount Due	\$ 1789 ⁰⁰
Total Paid Today	\$ 1740 ⁰⁰
Balance Due Upon Completion	\$

I hereby authorize you to proceed with the work at the Straight Forward Price of \$ 1740⁰⁰
 ACCEPTANCE OF WORK PERFORMED: I acknowledge satisfactory completion of the above described work and that the premises has been left in satisfactory condition. I understand that if my check does not clear, I am liable for the check and any charges from the bank. I agree to pay 1.5% per month for past due contracts (minimum charge \$35). In the event that collection efforts are initiated against me, I will pay for all associated fees at the posted rates as well as all collection fees and reasonable attorney fees. I agree that the amount set forth in this space is final.
 WORK PERFORMED TO MY SATISFACTION
 PLUMBER'S ACKNOWLEDGEMENT: Prior to the customer entering into the contract, I have discussed the nature of the service and cost and I have given a copy of the contract to the customer. All work I have done has been in compliance with company standards and workmanship to meet or exceed building codes when applicable.
 PERFORMED WORK TO CUSTOMERS SATISFACTION
 I WOULD LIKE TO RECEIVE TELEPHONE CALLS FROM BENJAMIN FRANKLIN ON MY HOME PHONE THAT DELIVER PRE-RECORDED MESSAGES AND PROVIDE SPECIAL SALES OFFERS: Customer's Initials _____

BEN FRANKLIN SOCIETY SAVINGS TODAY \$
YOUR WATER PRESSURE TODAY IS:
 DANGER PSI _____
 NOTE: High water pressure can be harmful to your plumbing system and to some sensitive appliances. It is one of the main causes for clogged and broken plumbing systems. It can void the warranty of certain plumbing repairs and installation of the new plumbing fixtures.
 © 2008 Copyright Clockwork Horse Services, Inc. All rights reserved.
 License# MD 7462 / DE 693

10135 Pin Oak Drive
 Berlin, MD 21811

**CITY OF SALISBURY
DEPARTMENT OF PUBLIC WORKS**

TO: Pamela B. Oland, Director of Internal Services
FROM: Tercsa Gardner P.E., Director of Public Works
SUBJECT: High Water/Sewer Bill
DATE: February 9, 2011

The City Council has authorized the Department of Public Works to adjust high water/sewer bills, which resulted from leaking or broken pipes, plumbing malfunction or other non-beneficial use of water. The person responsible for the bill at the address listed below has satisfied us that the excessive bill was the result of a leaking or broken pipe or other plumbing malfunction and was able to make no use of the water thus allowing us to recommend an adjustment of 60% on the water and sewer portions of the increased consumption, if the increased consumption is 3 times the average for accounts with 500,000 gallons or less usage per quarter. For accounts over 500,000 gallons, usage must be 2 times the average. Also listed is information made available to us by the person responsible for the bill and the finance department showing the recent high bill, the historical consumption, documentation showing the cause and the bill for repairing the problem when applicable.

ADDRESS: 1022 Sumac Circle ACCT. NO. [REDACTED] BILL DATE 2/1/11

RECENT BILL	WATER	SEWER	TOTAL
74,000 gallons	\$ 236.80	\$ 495.80	\$ 732.60

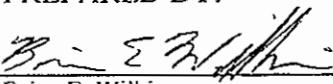
AVERAGE USAGE from 7/27/09 to 7/26/10	WATER	SEWER	TOTAL
4,000 gallons (minimum bill)	\$ 21.39	\$ 44.62	\$ 66.01

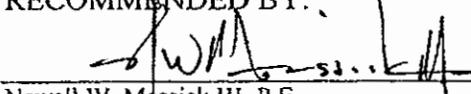
INCREASED USAGE	WATER	SEWER	TOTAL
70,000 gallons	\$ 215.41	\$ 451.18	\$ 666.59

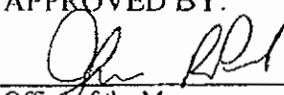
RECOMMENDED REDUCTION: \$ 129.25 ✓ \$ 270.71 ✓ \$ 399.96 ✓

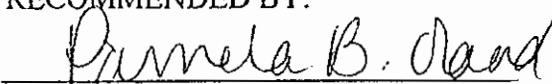
*done
2/23/11
JB*

Historical consumption was 4,000 gallons/quarter. Consumption 1 year ago was 3,000 gallons. The higher number was used as average usage. Please adjust this bill in accordance with the above recommendation. Please endorse and return one copy to the Department of Public Works indicating that the bill has been adjusted as authorized by the City Council.

PREPARED BY:

 Brian E. Wilkins
 Customer Service

RECOMMENDED BY:

 Newell W. Messick III, P.E.
 Deputy Director 2-10-11

APPROVED BY:
 2/16/11
 Office of the Mayor

RECOMMENDED BY:

 Office of Finance

I N T E R

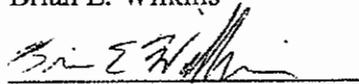
MEMO

O F F I C E

To: File
From: Brian E. Wilkins
Subject: Relief of Water Bill
Date: 2/9/2011

The property located at 1022 Sumac Circle had a plumbing malfunction, which has been resolved. This is a second adjustment to one problem that crossed into the next billing cycle. Average usage during the prior year was 4,000 gallons. The usage one year ago was 3,000 gallons. The higher number is used as expected usage. This is a minimum bill.

Brian E. Wilkins



Customer Service
City of Salisbury

02/07/2011 14:38
bwilkins

CITY OF SALISBURY, MD
UB Consumption History Report

PG 1
ubcnsing

Account Number	Customer Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage Repl Usage Charge Amt Billed Amt	
	MAKI, PATRICIA S	08030383	1022 SUMAC CIR	Active
1SB - 1 WATER SBY N	83341919	A 01/24/2011	74 0 236.80	764.10
1SB - 1 WATER SBY N	83341919	A 10/26/2010	17 0 34.59	194.80
1SB - 1 WATER SBY N	83341919	A 07/26/2010	6 0 21.39	86.69
1SB - 1 WATER SBY N	83341919	A 04/26/2010	4 0 21.39	86.69
1SB - 1 WATER SBY N	83341919	A 01/25/2010	3 0 21.39	86.69
1SB - 1 WATER SBY N	83341919	A 10/28/2009	4 0 21.39	86.69
1SB - 1 WATER SBY N	83341919	A 07/27/2009	4 0 18.93	79.17
1SB - 1 WATER SBY N	83341919	A 04/23/2009	3 0 18.93	79.17
1SB - 1 WATER SBY N	83341919	A 01/23/2009	3 0 18.93	79.17
1SB - 1 WATER SBY N	83341919	A 10/22/2008	8 0 22.64	89.62
1SB - 1 WATER SBY N	83341919	A 07/22/2008	8 0 19.68	82.02
1SB - 1 WATER SBY N	83341919	A 04/22/2008	6 0 16.46	72.82
1SB - 1 WATER SBY N	83341919	A 01/23/2008	6 0 16.46	72.82
1SB - 1 WATER SBY N	83341919	A 10/22/2007	8 0 19.68	82.02
1SB - 1 WATER SBY N	83341919	A 07/23/2007	6 0 16.46	72.82
1SB - 1 WATER SBY N	83341919	A 04/23/2007	5 0 16.46	72.82
1SB - 1 WATER SBY N	83341919	A 01/26/2007	3 3 16.46	72.82
1SB - 1 WATER SBY		I 11/29/2006	0 0 0.00	.00
1SB - 1 WATER SBY T	000000950	A 10/16/2006	5 0 16.46	72.82
1SB - 1 WATER SBY T	000000950	A 07/14/2006	5 0 16.46	72.82
1SB - 1 WATER SBY T	000000950	A 04/11/2006	4 0 16.46	72.82
1SB - 1 WATER SBY T	000000950	A 01/17/2006	7 0 17.22	75.08
1SB - 1 WATER SBY T	000000950	A 10/06/2005	5 0 16.46	72.82
1SB - 1 WATER SBY T	000000950	A 07/18/2005	5 0 16.46	72.82
1SB - 1 WATER SBY T	000000950	A 04/13/2005	4 0 16.46	72.61
1SB - 1 WATER SBY T	000000950	A 01/20/2005	6 0 16.46	72.82
1SB - 1 WATER SBY		A 10/13/2004	9071224 6 0 0.00	.00
1SB - 1 WATER SBY		A 07/21/2004	9071223 6 0 0.00	.00
1SB - 1 WATER SBY		A 04/15/2004	9071222 5 0 0.00	.00
1SB - 1 WATER SBY		A 01/09/2004	9071221 5 0 0.00	.00
1SB - 1 WATER SBY		A 10/17/2003	9071220 5 0 0.00	.00
1SB - 1 WATER SBY		A 07/07/2003	9071219 4 0 0.00	.00
1SB - 1 WATER SBY		A 04/21/2003	9071218 6 0 0.00	.00
1SB - 1 WATER SBY		A 12/27/2002	9071217 1 0 0.00	.00
1SB - 1 WATER SBY		A 12/06/2002	9071216 0 0 0.00	.00
1SB - 1 WATER SBY		A 12/06/2002	9071215 3 0 0.00	.00
1SB - 1 WATER SBY		A 10/21/2002	9071214 9 0 0.00	.00
1SB - 1 WATER SBY		A 07/22/2002	9071213 21 0 0.00	.00
1SB - 1 WATER SBY		A 04/12/2002	9071212 12 0 0.00	.00
1SB - 1 WATER SBY		A 01/16/2002	9071211 12 0 0.00	.00
1SB - 1 WATER SBY		A 10/15/2001	9071210 13 0 0.00	.00
1SB - 1 WATER SBY		A 07/18/2001	9071209 15 0 0.00	.00
1SB - 1 WATER SBY		A 04/17/2001	9071208 6 0 0.00	.00
1SB - 1 WATER SBY		A 01/18/2001	9071207 11 0 0.00	.00
1SB - 1 WATER SBY		A 10/17/2000	9071206 12 0 0.00	.00
1SB - 1 WATER SBY		A 07/19/2000	9071205 11 0 0.00	.00
1SB - 1 WATER SBY		A 04/13/2000	9071204 15 0 0.00	.00
1SB - 1 WATER SBY		A 01/19/2000	9071203 15 0 0.00	.00
1SB - 1 WATER SBY		A 10/13/1999	9071202 12 0 0.00	.00
1SB - 1 WATER SBY		A 07/16/1999	9071201 19 0 0.00	.00
1SB - 1 WATER SBY		A 04/13/1999	9071200 10 0 0.00	.00

02/07/2011 14:38
bwilkins

CITY OF SALISBURY, MD
UB Account Customer Inquiry Report

PG 1
ubcsting

Acct ██████████ Customer ██████████ Owner ██████████
Cust MAKI, PATRICIA S Bill Addr Tel
Owner MAKI, PATRICIA S 1022 SUMAC CIR
Loc 1022 SUMAC CIR SALISBURY, MD 21804 SALISBURY, MD 21804
Rt/Bk 06 Dist SB Type RS Parcel 08030383
Last Bill 02/01/2011 764.10 Acct Created 02/01/2005 Stat A
Last Pmt 12/15/2010 198.94 Last Cust Chg 12/06/2002
Group Billing N

S E R V I C E S							
Charge	Last Rd	T	Last Usq	Current	Delinq	Int/Pen	Total Bal
1SB	168	A	74	236.80	.00	.00	236.80
2SB	0	A	74	495.80	.00	.00	495.80
4TRA				19.00	.00	.00	19.00
5BRF				7.50	.00	.00	7.50
7BRF				.00	.00	.00	.00
7SP				.00	.00	.00	.00
7TR				.00	.00	.00	.00
7WP				.00	.00	.00	.00
7WP				.00	.00	.00	.00
9TO				5.00	.00	.00	5.00
				764.10	.00	.00	764.10

** END OF REPORT - Generated by Brian Wilkins **

DATE 01/10/11 MONTH DAY YEAR

JOB # 204429

PLUMBER: Steve Dwyer

INVOICE # 1657



(410) 629-0006
(866) 867-5309
www.benfranklinplumbing.com

NAME DARLIA MAH
 ADDRESS 1022 SUMAC CR
 CITY SALISBURY STATE MD ZIP 21804
 PHONE _____ ALTERNATE PHONE _____
 EMAIL _____
 Ben's Society Member? YES NO

REASON FOR CALL:

PLUMBING PEACE OF MIND STARTS HERE!

BEN'S SOCIETY MEMBER BENEFITS:
 - One Professional Safety Inspection, Leak Check and Water Heater Tune-up for your plumbing system annually.
 - 15% Discounts on Service and Repairs
 - Priority Scheduling - If you ever need service, you immediately go to the front of the line when scheduling your appointment.

I am ready to become a member and take advantage of the benefits immediately!

- Please Auto Debit my Credit/Debit Card Monthly (First Month Due Today) = \$ _____
 I would like to pay an annual fee today = \$ _____

This invoice reflects a charge today for the Ben Franklin Society Membership

I decline the opportunity of a Ben Franklin Society at this time

MINIMUM SERVICE CHARGE AND PUNCTUAL PROMISE

	EXPRESS	RESERVED	STAND-BY	EMERGENCY
STANDARD RATE	\$99	\$49	\$39	\$129
BEN SOCIETY RATE	\$79	\$39	\$29	\$99
	CUSTOMER'S INITIALS	CUSTOMER'S INITIALS	CUSTOMER'S INITIALS	CUSTOMER'S INITIALS

Appointment Time Window: _____ AM / PM to _____ AM / PM
 Plumber's Arrival Time: _____ AM / PM Punctual Promise kept? YES NO

Straight Forward Pricing Done Repair/Install Fee

LEVEL	SERVICE DESCRIPTION	STANDARD FEE	SOCIETY FEE
5	Difficult access, water pipe repair 1"-1 1/4", major WH rebuild, pull/reset dishwasher, waste/overflow, pull/reset pot, thaw pipes minor, whole house filter, igniter assembly, WH exp tank (4.5gal) winterize house (up to 3 bath), shower drain replacement, 1/2" - 1 1/2" gas leak (flex), whole house plumbing inspection, backflow testing 3'-6", Sloan valve repair (1), major toilet repair.	\$429	\$365
4	Difficult access, water pipe repair 1"-1 1/4", major WH rebuild, pull/reset dishwasher, waste/overflow, pull/reset pot, thaw pipes minor, whole house filter, igniter assembly, WH exp tank (4.5gal) winterize house (up to 3 bath), shower drain replacement, 1/2" - 1 1/2" gas leak (flex), whole house plumbing inspection, backflow testing 3'-6", Sloan valve repair (1), major toilet repair.	\$299	\$254
3	Difficult access, water pipe repair 1"-1 1/4", major WH rebuild, pull/reset dishwasher, waste/overflow, pull/reset pot, thaw pipes minor, whole house filter, igniter assembly, WH exp tank (4.5gal) winterize house (up to 3 bath), shower drain replacement, 1/2" - 1 1/2" gas leak (flex), whole house plumbing inspection, backflow testing 3'-6", Sloan valve repair (1), major toilet repair.	\$149	\$127
2	Limited access, locate leak major, supply stop, auger toilet, p-trap, repair toilet flange, pipe repair 1/4" - 1/2", toilet pull/reset, tub spout, drain repair under sink, basket strainer, minor toilet repair, minor faucet repair, 1 1/2" - 2" PVC drain leak, replace washer hose (2), shower arm/head (chrome), anode rod, stop and waste valve.	\$92	\$78
1	Standard access, locate leak major, supply stop, auger toilet, p-trap, repair toilet flange, pipe repair 1/4" - 1/2", toilet pull/reset, tub spout, drain repair under sink, basket strainer, minor toilet repair, minor faucet repair, 1 1/2" - 2" PVC drain leak, replace washer hose (2), shower arm/head (chrome), anode rod, stop and waste valve.	\$92	\$78

ADDITIONAL INSTALL: INSTALL NEW 1" CTS WATER SERVICES YES NO QUANTITY 1 = \$ 800

ADDITIONAL INSTALL: YES NO QUANTITY = \$ 1700

ADDITIONAL INSTALL: YES NO QUANTITY = \$

Description of Work and Plumber's Comments:
49th CREDIT FROM FRIDAY VISIT

All Repairs have a FULL 2 year parts and labor warranty unless otherwise specified
 See additional notes page and/or Plumbing Inspection Form for comments of work performed and warranty information

PAYMENT IN FULL Cash \$ _____ Check Check # _____ \$ _____
 Credit Card \$ _____ CARD TYPE MC Visa AMEX Disc OTHER AUTHORIZATION # _____
 CARD NUMBER _____ EXPIRES MONTH YEAR SECURITY CODE _____
 3rd Party Finance \$ _____ Total Amount Paid \$ _____

Subtotal of Service Repairs	\$ 1,700 ⁰⁰
Coupons / Other Discounts	-\$ (0)
Punctual Promise Missed	-\$ (0)
TOTAL AFTER DISCOUNTS	\$ 1,700 ⁰⁰
TAX	\$ 0
SERVICE / TRAVEL FEE (from above)	\$ 0
BEN SOCIETY CLUB FEE (from above)	\$ 89 ⁰⁰
Total Amount Due	\$ 1,789 ⁰⁰
Total Paid Today	\$ 1,740 ⁰⁰
Balance Due Upon Completion	\$

I hereby authorize you to proceed with the work at the Straight Forward Price of \$ 1,740⁰⁰ Customer's Signature

ACCEPTANCE OF WORK PERFORMED: I acknowledge satisfactory completion of the above described work and that the premises has been left in satisfactory condition. I understand that if my check does not clear, I am liable for the check and any charges from the bank. I agree to pay 17.5% per month for past due contracts (minimum charge \$35). In the event that collection efforts are initiated against me, I will pay for all associated fees at the posted rates as well as all collection fees and reasonable attorney fees. I agree that the amount set forth in this space "Total Amount Due" is the total upfront price I have agreed to.

WORK PERFORMED TO MY SATISFACTION Customer's Signature

PLUMBER'S ACKNOWLEDGEMENT: Prior to the customer entering into the contract, I have discussed the nature of the service and cost and I have given a copy of the contract to the customer. All work I have done has been in compliance with company standards for workmanship, manner, to building codes when applicable.

PERFORMED WORK TO CUSTOMERS SATISFACTION Plumber's Signature

I WOULD LIKE TO RECEIVE TELEPHONE CALLS FROM BENJAMIN FRANKLIN ON MY HOME PHONE THAT DELIVER PRERECORDED MESSAGES AND PROVIDE SPECIAL SALES OFFERS: Customer's Initials

BENJAMIN FRANKLIN SOCIETY SAVINGS TODAY \$

YOUR WATER PRESSURE TODAY IS:

DANGER PSI

NOTE: High water pressure can be harmful to your plumbing system and is a serious safety hazard. It is one of the main reasons for certain plumbing related malfunctions. It can void the warranty of certain plumbing related malfunctions of the non-plumbing fixtures.

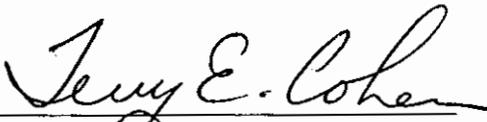
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September 12, 2011

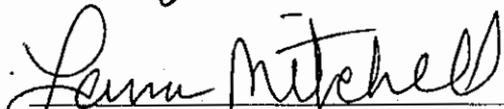
In accordance with §SC2-4 of the Salisbury City Charter, the undersigned members of the Salisbury City Council, representing a majority of the Council, hereby call a Special Meeting to be held on Monday, September 19, 2011 in Conference Room 306 of the City/County Government Office Building (125 N. Division Street).

The Special Meeting will be held at 4:00 p.m. to conduct a claim for refund hearing.

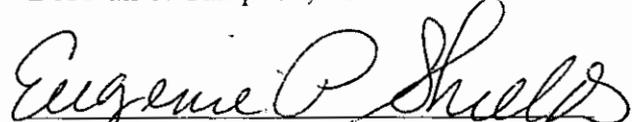


Terry E. Cohen, Council President

Deborah S. Campbell, Vice President



Councilwoman Laura Mitchell



Councilwoman Eugenie P. Shields

Councilman Timothy K. Spies