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CITY OF GARDNER
MASSACHUSETTS 01440-2630

OFFICE OF THE
CITY COUNCIL



WARD 1 COUNCILLOR
David Thibault-Muñoz

WARD 2 COUNCILLOR
Dana M. Heath

WARD 3 COUNCILLOR
Paul G. Tassone

WARD 4 COUNCILLOR
Karen G. Hardern

WARD 5 COUNCILLOR
Alek H. Dernalowicz, Esq.

January 27, 2026

PUBLIC SERVICE COMMITTEE MEETING

Date: Friday, January 30, 2026
Time: 8:15 a.m.
Location: DPW Office 50 Manca Drive

ANNOUNCEMENT - Any person may make a video or audio recording of an open session of a meeting, or may transmit the meeting through any medium, subject to reasonable requirements of the chair as to the number, placement and operation of equipment used so as not to interfere with the conduct of the meeting. Any person intending to make such recording shall notify the Chair forthwith. All Documents referenced or used during the meeting must be submitted in duplicate to the Clerk of the Committee, pursuant to the Open Meeting and Public Records Law. All documents shall become part of the official record of the meeting.

AGENDA

- I. Review and Approval of Minutes dated December 12, 2025
- II. Water/Sewer Appeals
 - 38 Foster Court (on schedule to appear in February-currently out of country)
 - 838 West Broadway
 - 197 Nichols Street
 - 15 Albion Street (requested to be removed from agenda)
 - 142 Nichols Street
- III. Pole Petition
 - 11754 – High Street – National Grid to Relocate 2 Jointly Owned Poles on High Street beginning at a point approximately 10’ feet south of the centerline of the intersection of High Street and Newton Street and continuing approximately 120’ feet in an east direction. Relocating P30 and P31 on High Street to alleviate clearance issues to new construction being built on Newton Street.
- IV. Department Updates
 - Public Works/Sewer/Water – Dane Arnold, DPW Director
 - Survey/Engineering – Rob Oliva, City Engineer
 - Conservation Commission – Justin Enright, Conservation Agent
- V. Councillor Requests
- VI. Adjournment

NOTICE: The listing of Agenda items are those reasonably anticipated by the Chairman which may be discussed at the meeting. Not all items listed may in fact be discussed and other items not listed may also be brought up for discussion to the extent permitted by law.

CITY COUNCIL OF GARDNER

Judy Mack
Councillor Judy Mack
Chairman, Public Service Committee

The meeting of the Public Service Committee was held in the office of the DPW, 50 Manca Drive at 8:00 am.

Members Present: Councilor Craig R. Cormier, Acting Chairman; Councilor Karen G. Hardern; Christine Harty, Executive Coordinator

Attendees: Dane Arnold, DPW Director; Rob Oliva, City Engineer; Justin Enright; Conservation Agent

CALL TO ORDER

Councilor Craig R. Cormier called the meeting to order at 8:15 am.

OPEN MEETING RECORDING

ANNOUNCEMENT – any person may make a video or audio recording of an open session of a meeting, or may transmit the meeting through any medium, subject to reasonable requirements of the chair as to the number, placement and operation of equipment used so as not to interfere with the conduct of the meeting. Any person intending to make such a recording shall notify the chair forthwith. All documents referenced or used during the meeting must be submitted in duplicate to the Secretary of the Committee, pursuant to the Open Meeting and Public Records Law. All documents shall become part of the official record of the meeting.

ACCEPTANCE OF MINUTES

Motion to accept the minutes of the meeting dated November 25, 2025, as written.

Motion made by Councilor Karen Hardern, second by Craig R. Cormier to accept the minutes. Roll Call vote: Councilor Karen Hardern yes, Councilor Craig R. Cormier yes. Motion passes.

WATER/SEWER APPEALS

38 Foster Court, Property owner, not present for appeal.

838 West Broadway, Property is represented by Cori Owen and Asiya Peerade.

The following information is reviewed with the committee by the representatives of property. High use has been detected at property since January 2025; property consumption has been reviewed for many months with extensive efforts by the facility to identify the issue. The facility has had licensed plumbers in, internal maintenance inspections, dye testing with the DPW and daily readings by facility staff. No Leaks identified, with minimal if any usage overnights and weekends.

Dane addresses committee with the following review of appeal. Meter data shows fluctuating but consistently elevated usage (approximately 60-130 hundred cubic feet per day). Issue is occurring downstream the meter indicating a problem within the property. Toilets identified as the likely cause, such as intermittent running, flapper/handle issues. The city does not currently have the manpower or a system to provide day to day alerts. To purchase such a system would cost a couple million dollars, costs passed onto residents, of whom few would benefit.

The following steps are agreed upon with the Director and representatives of property:

- Property will provide detailed daily usage logs to /DPW.
- DPW will review logs and continue to monitor usage.
- Appeal to be revisited in January.

100 Mechanic Street, property is represented for appeal by Matthew Perenzin and Eric Bienvenu.

Presentation is made to the committee via photographs giving visual of the significant improvements made to ball field through volunteer effort and community support. This was the first year the irrigation system was used, resulting in significant water bills, in total exceeding 2,800.00. Organization does not dispute charges but expresses concern of financial impact. Organization operates on limited budget, relying heavily on volunteers and sponsors. Irrigation of the field improves field safety, playability, and overall conditions for youth participants.

Discussion of committee confirms the organization's nonprofit status. Billings under appeal are for water consumption only, no sewer charges billed. There is no existing precedence for capping water bills regarding nonprofit organizations. Question is raised to discuss relief of charges with City Solicitor. Further discussion suggesting possible cap of \$2,500.00. Interest of the outstanding balance to be frozen pending legal review.

Motion made by Councilor Karen Hardern, to consult the City Solicitor regarding the legality of placing a cap on water usage charges for nonprofit irrigation use, suggesting a cap of \$2,500.00. Interest of the outstanding balance to be frozen pending legal review.

Motion made by Councilor Karen Haredern, second by Craig R. Cormier to accept the motion. Roll Call vote: Councilor Karen Hardern yes, Councilor Craig R. Cormier yes. Motion passes.

15 Albion Street- Property Owner, not present for appeal.

DEPARTMENT UPDATES

Dane Arnold:

- Salt Shed
 - Completed and under budget by ~75,000
 - Deliveries of salt have begun, shed is about half full
 - Remote controlled slide gate to be installed
- Winter Operations
 - Plow trucks, sanders, salt trucks set to go.
 - Mayor has approved the DPW to use monies, previously unused portion of funds for salt shed, to purchase two used cabin chassis. Replacing the salters on the two 1988 salt trucks.
- Leachate Pump Station
 - Under construction now, with winter set in, will not finalize until spring.
 - Project approved by council, was 800K, came in just under budget.
- Paving
 - Completed approximately 95%.
 - Bit of work left on Pearl Street. Also have looming, seeding, and driveway tie-ins left, will complete in the spring.
 - Great job by staff considering late allocation of funds from state.
- Crystal Lake Roof
 - Roof replacement is completed, just under budget.

- DPW Facility
 - New alarm system installed at DPW garage, previous had gone down.
- Staffing
 - Water/Sewer foreman position filled following a retirement in September.

Rob Oliva

- Safe Streets and Roads for All Grant (Vision Zero Plan)
 - Contacts have been finalized, nearly two years since application.
 - Consultant is reviewing the project schedule.
 - The first phase will focus on development of a Vision Zero Plan.
 - There will be public input and formation of a committee chosen by the mayor.
 - The project is fully grant funded by the Federal Highway Administration and the state, no City match.
- Rail Trail Project
 - The state increased the grant award due to increased consultant charges, agreeing it was a worthy project. City match is 51K.
 - Consultants are working on the environmental permits as part of the 100% design, this will include conservation, state permits and Army Corp of Engineers.
- The Capital Improvement Plan
 - Requests were due today. Will be putting together a list of all department requests.
 - Committee meeting will be scheduled
 - This year will be a bit different, requesters will come in, presenting their projects directly to the committee.
- Updated active grants
 - Safe Streets and Roads for All, 287K project
 - Mass Trails (140 Pedestrian Bridge), ~260K

Justin Enright:

- Two Notices of Intent are under review: one pending DPW review, comments and/or concerns.
- A Certificate of Compliance was issued for a residence on Acadia Road following built to improve specifications from earlier in the year.
- MWCC Old Duck Pond Dam Project
 - Awaiting correspondence from engineers as they have begun excavation for inserting culvert.
 - Which will inevitably remove dam from Office of Dam Safety jurisdiction.
- Certificates of Compliance are being prepared, with representatives looking for release of clients from orders of conditions, and site visits to be scheduled.
- Keyes Road Culvert Project
 - Grant funding efforts continue, MVP grant submission planned for April.
 - Community Culvert Grant application also in works, with potential to offset half of the projected \$2 million project costs.
 - Have call later today with grant writer for status update on submission of application.

REPORTS AND REQUESTS FROM COUNCILORS

Councilor Karen G. Hardern: Extends thanks to the Department for all their hard work.

Councilor Craig R. Cormier: None

Motion to adjourn, Motion made by Councilor Karen Hardern, second by Councilor Craig Cormier to adjourn the meeting at 8:59 am. Roll Call vote: Councilor Karen Hardern yes, Craig Cormier yes. Motion passes.

Meeting adjourned.

Next meeting scheduled as needed.

All documents submitted at this meeting are stored in the office of the DPW, 50 Manca Drive, for any review.

Respectfully submitted:

Christine M. Harty, Executive Coordinator

1/30/26

838 West Broadway

- 1/18/23 Kamstrup meter installed
- 1/30/25 High use card sent 26649 CF consumed
- 3/10/25 Appointment to check for leaks high use detected. Kamstrup detected leaks for 21 in the last 30 days. Dye test was performed at the appointment and no issues were found.
- 3/13/25 Toilets checked and no issues. The water operator did notice staining on the staff bathroom indicative of having been adjusted.
- 4/10/25 High use card sent 26938 CF used.
- 7/2/25 Usage is back to normal 5167 CF used.
- 7/31/25 First appeal meeting with city council.
- 9/30/25 Usage remains normal consumption at 3087 CF used.
- 12/2/25 Consumption is 6898 CF in 63 days.
- 12/5/25 Consumption is 191 CF used in 3 days.
- 12/8/25 Consumption is 399 CF used in 3 days.
- 1/14/26 Consumption is 1571 CF since 12/8/25

838 West Broadway

Log data

Readings Visualization

Period: Custom Start date: 9/7/2025 End date: 1/14/2026

A change to/from daylight saving time present in this view

Reading time Volume 1 Consumption (V1) Reading details

Meter: 25236960

Reading time	Volume 1	Consumption (V1)	Reading details
1/14/2026 8:11:34 AM	90976.762 ft3	196.479 ft3	
1/6/2026 10:34:24 AM	90790.285 ft3	300.938 ft3	
12/18/2025 12:41:02 PM	90489.345 ft3	210.460 ft3	
12/16/2025 8:26:28 AM	90278.885 ft3	844.709 ft3	
12/8/2025 1:57:15 PM	89434.176 ft3	28.609 ft3	
12/8/2025 11:19:50 AM	89405.567 ft3	398.967 ft3	
12/5/2025 9:58:23 AM	89006.600 ft3	190.601 ft3	
12/2/2025 7:19:19 AM	88815.999 ft3	961.763 ft3	
11/26/2025 11:06:19 AM	87854.236 ft3	627.692 ft3	
11/21/2025 7:13:37 AM	87226.544 ft3	2161.927 ft3	
11/7/2025 8:27:03 AM	85064.617 ft3	3125.822 ft3	
9/30/2025 12:07:45 PM	81938.795 ft3	21.202 ft3	
9/30/2025 7:49:50 AM	81917.593 ft3	728.436 ft3	
9/8/2025 8:22:32 AM	81189.157 ft3		

Historical data (12/31/2025)

Logged volume 1 90735.843 ft3
 Logged min. media temp. 42 F
 Logged average ambient temp. 57 F

Info codes active at reading time

Historical info codes

Leak has been recorded for 1 - 3 days within the last 30 days

Currently active info codes

Volume 1 90976.762 ft3
 Hour counter 28509 h

Mark as final reading

Delete readings

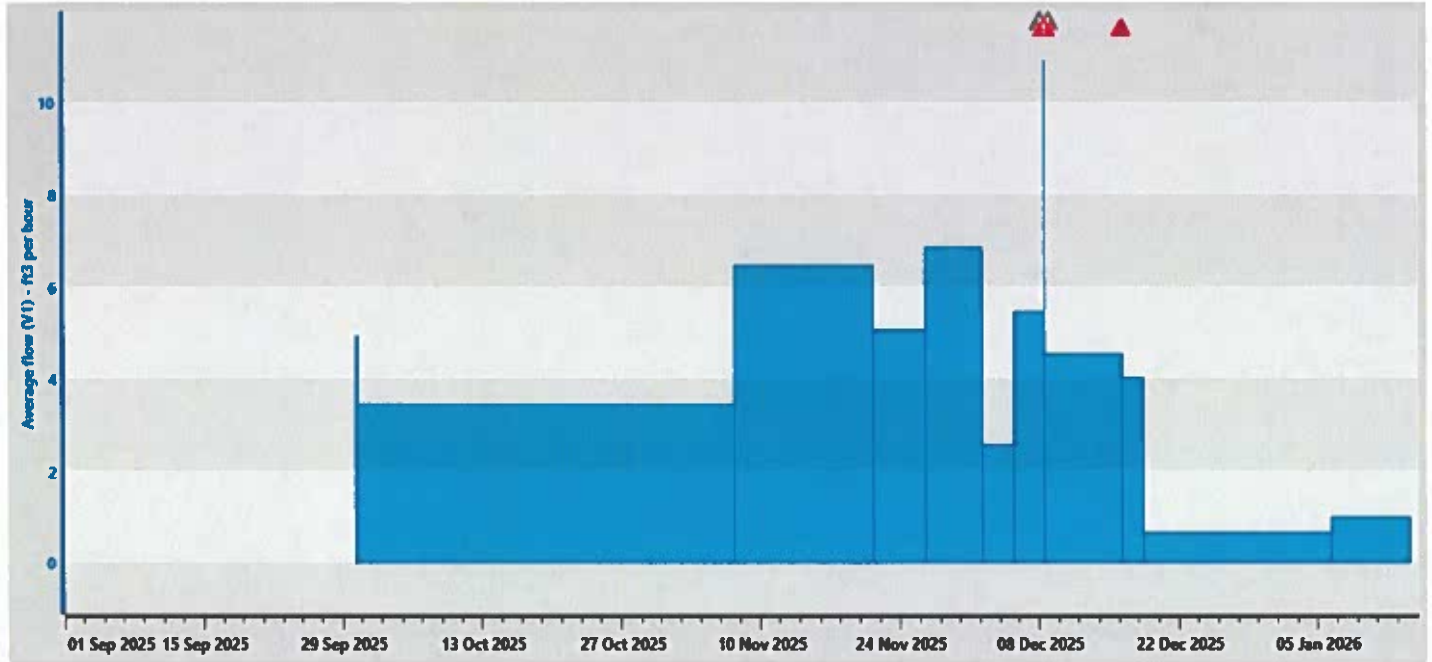
Close

Average flow (V1) report

Period: Monday, September 1, 2025 - Wednesday, January 14, 2026

Customer:
838 West Broadway

Customer number: 00901380838
Serial number: 25236960



Average flow (V1):

Reading time	Average flow (V1) - ft3 per hour
1/14/2026 8:11:34 AM	0.983
1/6/2026 10:34:24 AM	0.663
12/18/2025 12:41:02 PM	4.028
12/16/2025 8:26:28 AM	4.530
12/8/2025 1:57:15 PM	10.904
12/8/2025 11:19:50 AM	5.439
12/5/2025 9:58:23 AM	2.553
12/2/2025 7:19:19 AM	6.859
11/26/2025 11:06:19 AM	5.067
11/21/2025 7:13:37 AM	6.458
11/7/2025 8:27:03 AM	3.438
9/30/2025 12:07:45 PM	4.932
9/30/2025 7:49:50 AM	1.381

Info codes:

Reading time	Info codes active at reading time
12/16/2025 8:26:28 AM	Leak
12/8/2025 1:57:15 PM	Leak
12/8/2025 11:19:50 AM	Leak

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Account Customer Inquiry [GARDNER, MA] > Bill Inquiry: Single Bill View [GARDNER, MA] > UB Original Bill Inquiry [GARDNER, MA]

Bill header

Name	WELCH, JAMES & SANDRA, TRUSTEE	Bill #	49934236
Location	838 WEST BROADWAY	Bill date	11/03/2025
Account#	00901380838	Mail date	11/03/2025
	From	07/15/2025	To 10/15/2025

Detail

Charge	Read Date	Meter Number	R	Curr Read	Curr Usage	Billed usage	Charge Amt
100	09/30/2025	25236960	A	81917	3087	3087	200.66
200	09/30/2025				3087	3087	188.31

Projected penalties	Amounts
	Total charges 388.97
If paid after due date 12/03/2025	Past due .00
Penalty amt/percent .00	Interest due .00
Exclude charge code	Tax levy amt .00
Total due after due date .00	Paid amount 388.97
	Total due now .00

UB Consumption History Report

Account #	Customer	Name	Parcel	Location	Status	
Service	Man Meter #	Cd	Read Date	Usage Repl Usage Billed Usage	Days	
By	Bill#	Cur	Read	Charge Amt Billed Amt		
00901380838			678590WELCH, JAMES & SANDRA, TRUSTEEH170000500002	838 WEST BROADWAY	CURRENT	
100	1 KAM 25236960	A	09/30/2025	49934236 81,917 3,087 0 3,087 200.66	90	
100	1 KAM 25236960	A	07/02/2025	49927893 78,830 5,167 0 5,167 388.97	83	
100	1 KAM 25236960	A	04/10/2025	49921544 73,663 26,938 0 26,938 335.86	70	
100	1 KAM 25236960	A	01/30/2025	49915210 46,725 26,649 0 26,649 651.05	101	
100	1 KAM 25236960	A	10/21/2024	49908852 20,076 4,343 0 4,343 1,750.97	97	
100	1 KAM 25236960	A	07/16/2024	49902488 15,733 2,798 0 2,798 3,232.56	96	
100	1 KAM 25236960	A	04/11/2024	49896153 12,935 2,629 0 2,629 1,732.19	91	
100	1 KAM 25236960	A	01/11/2024	49889815 10,306 2,647 0 2,647 3,197.89	87	
100	1 KAM 25236960	A	10/16/2023	49883433 7,659 2,096 0 2,096 282.30	93	
100	1 KAM 25236960	A	07/15/2023	49877081 5,563 2,824 0 2,824 521.17	81	
100	1 KAM 25236960	A	04/25/2023	49870835 2,739 2,739 0 2,739 181.87	97	
100	1 KAM 25236960		01/19/2023	49870835 29,800 0 0 0 321.77	1	
100	1 KAM 25236960	A	01/18/2023	49864542 29,800 2,300 0 2,300 170.89	99	
100	1 KAM 25236960	A	10/11/2022	49858122 27,500 2,000 0 2,000 302.34	90	
100	1 KAM 25236960	A	07/13/2022	49851732 25,500 2,000 0 2,000 172.06	90	
100	1 KAM 25236960	A	04/14/2022	49845323 23,500 1,800 0 1,800 304.41	80	
100	1 KAM 25236960	A	01/24/2022	49839026 21,700 2,000 0 2,000 136.24	96	
100	1 KAM 25236960	A	10/20/2021	49832608 19,700 2,200 0 2,200 241.04	93	
100	1 KAM 25236960	A	07/19/2021	49826269 17,500 2,200 0 2,200 183.56	98	
100	1 KAM 25236960	A	04/12/2021	49819912 15,300 2,000 0 2,000 324.76	89	
100	1 KAM 25236960	A	01/13/2021	49813637 13,300 1,900 0 1,900 178.04	91	
100	1 KAM 25236960	A	10/14/2020	49807314 11,400 2,100 0 2,100 314.99	96	
100	1 KAM 25236960	A	07/10/2020	49801008 9,300 600 0 600 149.50	94	
100	1 KAM 25236960	A	04/07/2020	49794741 8,700 1,700 0 1,700 264.50	89	
100	1 KAM 25236960	A	01/09/2020	49788602 7,000 1,600 0 1,600 130.00	93	
						230.00
						130.00
						112.68
						202.68
						125.20
						225.20
						137.72
						247.72
						137.72
						247.72
						120.00
						220.00
						114.00
						209.00
						126.00
						231.00
						45.00
						75.00
						97.24
						182.24
						91.52
						171.52

UB Consumption History Report

Account #	Service	Man	Meter #	Customer	Name	Cd	Read Date	By	Bill#	Parcel	Usage	Repl	Usage	Location	Charge Amt	Status
															Billed Amt	Days
00901380838				678590	WELCH, JAMES & SANDRA, TRUSTEE	H170000500002								838 WEST BROADWAY		CURRENT
100	1	KAM	25236960		A	10/08/2019			49780434	5,400	2,000		0	2,000	114.40	98
															214.40	
100	1	KAM	25236960		A	07/02/2019			49774117	3,400	1,500		0	1,500	85.80	91
															160.80	
100	1	KAM	25236960		A	04/02/2019			49767899	1,900	1,000		0	1,000	52.60	77
															102.60	
100	1	KAM	25236960		A	01/15/2019			49759597	900	900		0	900	47.34	123
															192.34	
100	1	KAM	25236960			11/24/2015			49759597	10,100	0		0	0	47.34	1
															192.34	
100	1	KAM	25236960		A	11/23/2015			49675568	10,100	0		0	0	39.45	126
															57.45	
100	1	KAM	25236960		A	07/20/2015			49669451	10,100	0		0	0	39.45	94
															57.45	
100	1	KAM	25236960		A	04/17/2015			49663364	10,100	0		0	0	39.45	94
															55.85	
100	1	KAM	25236960		A	01/13/2015			49655207	10,100	0		0	0	39.45	96
															55.85	
100	1	KAM	25236960		A	10/09/2014			49649173	10,100	0		0	0	39.45	79
															55.85	

** END OF REPORT - Generated by Brittany Ellis **

No to
per 504

009-01380838

WELCH, JAMES & SANDRA
838 WEST BROADWAY

W/S

Corey
1/30/25 978-516-8401

Reg#25236960

Mtr#25236960

KAMSTRUP

3/4"

26,149 cf used
leak has been recorded for
more than 21 days w/in
the last 30 days
5/19- see attached
paperwork
owner stated leaky
toilet has been repaired

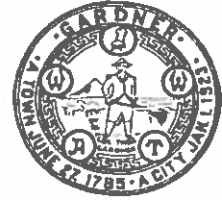
DATE							
01/18/23						0	New Meter Set
3/10/25		7	2	8	0	0	(A) 26,075 cf used since 1/30/25
3/13/25		7	2	9	1	4	(A) - 90 cf - 10x backflow
3/17/25		7	2	9	7	3	(A) - 59 cf
3/18/25		7	3	0	1	8	(A) - 45 cf
3/19/25		7	3	0	7	1	(A) - 53 cf
4/10/25		7	3	6	6	3	(A) H/w 26,938 cf used
7-2-25		7	9	8	3	0	
7-28-25		7	9	8	8	7	
9-8-25		8	1	2	8	9	
9-30-25		8	1	9	1	7	

Department of Public Works

Water/Sewer Dept.

50 Manca Drive

987-630-8195



WORK ORDER REQUEST

Date: 3/11/25

Appointment Date: 3/13/25 - JC

Time: 1:00 am pm

Owner: Corey/James

Address: 838 West Broadway

Billing Address: _____

Phone: 978-516-8401-Corey

Email: _____

Description: **Water** **Sewer**

Extremely high use. Reading taken on 3/11/25 72824 indicates another 26,099 cf used in the matter of 43 days.

Toilets were checked and no issues. Kamstrup Reg#25236960 Size: 3/4 installed 1/18/23

Time Arrived on Job: _____ am pm

Personnel on Site (w/ hours):

MIKE T

Actions Taken / Solution:

* 5 Bath 1 out of service,
* NO problem found

Notes:

* I did notice staff bathroom toilet shows
stain, could have been adjusted.

Parts/Materials Used:

Completion Date: _____ **Time:** _____ am pm **Initials:** _____

Resident Signature: MIKE T
(If Required)

Date: _____

Ultrasonic

25236960

Water Meter



flowIQ® 2100

Type No: 02U57C068UE 3/4" 32 GPM
Con: 0100200073383 Temp.: 33°F ... 140°F
IP68 MAF 250PSI Ver: 01





CALL 1-888-648-6466
FOR RENTALS & SALES INFO

21150612

Ultrasonic

Water Meter

25236960



2022

flowIQ® 2100

Type No: 02057C068UE 3/4" 32 GPM

Con: 0100200023383 Temp.: 33°F ... 140°F

1/2" GPM MAP 250PSI Ver: D1

NSF/ANSI 61

danfoss

Department of Public Works

Water/Sewer Dept.

50 Manca Drive

987-630-8195



WORK ORDER REQUEST

Date: 3/3/2025

Appointment Date: 3/10/2025 MR **Time:** 1:00 am pm

Owner: Corey **Address:** 838 W. Broadway

Billing Address: PO 361 Hubbardston Ma 01452

Phone: 978-516-8401 **Email:** _____

Description: Water Sewer

Per Donna please check for leaks

KAMSTRUP Reg# 25236960 Size: 3/4

Time Arrived on Job: 1:00 am pm *High use 26,649 CF used*

Personnel on Site (w/ hours):
RB
SH
Leak recorded for more than 21 days w/in last 30 days

Actions Taken / Solution:
Checked for leaks. Dye test all toilets and no issues

Notes:
Read # 0728
(24075 CF)

Parts/Materials Used:

Completion Date: 3/10/25 **Time:** 1:15 am pm **Initials:** RB + SH

Resident Signature: _____ **Date:** _____
(If Required)

Department of Public Works
Water/Sewer Dept.
50 Manca Drive
987-630-8195



WORK ORDER REQUEST

Date: 1/18/23

Appointment Date: 1/18/23 Time: 11:30 am pm

Owner: _____ Address: 838 West Broadway

Billing Address: _____

Phone: _____ Email: _____

Description: Water Sewer

Change out water meter

Time Arrived on Job: 11:30 am pm

Personnel on Site (w/ hours):
RB
SH

Actions Taken / Solution:
Changed out water meter

Notes:

Parts/Materials Used:
New 3/4 Kamstrup # 25236960
Old 3/4 Meter # 83577840 Read # 0298

Completion Date: 1/18/23 Time: 11:45 am pm Initials: RB+SH

Resident Signature: _____ Date: _____
(If Required)

Chris Harty

From: Chris Harty
Sent: Tuesday, January 27, 2026 11:10 AM
To: 'asiya peerzade'
Cc: '123grow.cor@gmail.com'; 'welchjam93@gmail.com'; Dane Arnold; Brittany Ellis
Subject: RE: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

Good morning,

Just a reminder of our meeting scheduled this Friday, January 30, 2026, at 8:15 am, here at the DPW Office, 50 Manca Drive, Gardner MA.

Thank you

Christine Harty

Executive Coordinator

Department of Public Works

From: Chris Harty
Sent: Tuesday, January 13, 2026 2:49 PM
To: 'asiya peerzade' <asiya.peerzade@gmail.com>
Cc: 123grow.cor@gmail.com; welchjam93@gmail.com; Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>
Subject: RE: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

Good afternoon,

The PSC has scheduled a meeting for Friday, January 30, 2026, at 8:15 am, here at the DPW Office, 50 Manca Drive, Gardner MA. Please notify as possible if you are able to attend.

Thank you

Christine Harty

Executive Coordinator

Department of Public Works

From: asiya peerzade <asiya.peerzade@gmail.com>

Sent: Friday, December 5, 2025 10:12 AM

To: Chris Harty <charty@gardner-ma.gov>

Cc: 123grow.corri@gmail.com; welchjam93@gmail.com; Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>

Subject: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

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Good morning,

Thank you for letting us know. Cori and I will attend the meeting next Friday.

Thanks,

Asiya

On Fri, Dec 5, 2025 at 8:12 AM Chris Harty <charty@gardner-ma.gov> wrote:

Good morning,

The Public Service Committee has confirmed their next meeting will be this upcoming Friday, December 12th at 8:15 am. The meetings are held at the DPW office, 50 Manca Drive, Gardner, MA. I will add your appeal to the agenda. If you are unable to attend, please notify me at your earliest convenience.

Thank you

Christine Harty

Executive Coordinator

Department of Public Works

From: Chris Harty <charty@gardner-ma.gov>

Sent: Friday, November 14, 2025 10:00 AM

To: Cori Owen <123grow.cor@gmail.com>

Subject: Re: [EXTERNAL] Re: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

Good morning,

The previously scheduled tentative meeting for Tuesday, November 18 has been delayed. When a new date has been scheduled, I will reach out and notify.

Thank you

Christine Harty

Executive Coordinator

City of Gardner DPW

Christine Harty

Gardner DPW

From: Chris Harty

Sent: Wednesday, October 8, 2025 11:41:26 AM

To: Cori Owen <123grow.cori@gmail.com>

Subject: RE: [EXTERNAL] Re: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

Good morning,

The Public Service Committee is set to meet on Tuesday, November 18th at 8:15 am, [50 Manca Drive](#). At that time, the committee will revisit the appeal of your property located at 838 West Broadway. Please confirm this date and time works for you.

Thank you

Christine Harty

Executive Coordinator

Department of Public Works

From: Cori Owen <123grow.cori@gmail.com>

Sent: Wednesday, October 8, 2025 11:28 AM

To: Chris Harty <charty@gardner-ma.gov>

Cc: asiya peerzade <asiya.peerzade@gmail.com>

Subject: [EXTERNAL] Re: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

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Hi Chris,

I apologize for my absence. We had an unexpected staffing emergency at one of our schools. We would like to be placed on the agenda for the November Meeting.

On Tue, Oct 7, 2025 at 8:49 AM Chris Harty <charty@gardner-ma.gov> wrote:

Good morning,

The PSC met today. We are sorry you were unable to attend. Please advise if you are wishing to remain on the agenda for the next upcoming meeting this November.

Thank you

Christine Harty

Executive Coordinator

Department of Public Works

From: asiya peerzade <asiya.peerzade@gmail.com>

Sent: Friday, September 26, 2025 10:00 AM

To: Chris Harty <charty@gardner-ma.gov>

Cc: 123grow.cori@gmail.com; welchjam93@gmail.com

Subject: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

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Thanks Chris for the update

Asiya

On Fri, Sep 26, 2025 at 9:57 AM Chris Harty <charty@gardner-ma.gov> wrote:

Good morning,

I am writing in regard to the information I provided on September 16th for the upcoming October 2025 PSC meeting. The committee has rescheduled the meeting due to conflict. **The meeting has been moved up one week to the date of Tuesday, October 7th at 8:15 am.** At that time, the committee will revisit the appeal of your property located at 838 West Broadway. Please confirm this date and time works for you.

Sincerely,

Christine Harty

Executive Coordinator

Department of Public Works

From: Chris Harty

Sent: Tuesday, September 16, 2025 3:09 PM

To: James Welch <welchjam93@gmail.com>; asiya peerzade <asiya.peerzade@gmail.com>; Cori Owen <123grow.cor@gmail.com>

Subject: RE: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

Good afternoon,

The Public Service Committee met on Tuesday, September 9th regarding your appeal for 838 West Broadway. At that time, I conveyed the message and request from Cori Owen requesting an extension of the appeal to the next scheduled meeting. I am writing to inform all that a meeting has been scheduled for Tuesday, October 14th at 8:15 am, [50 Manca Drive](#). At that time, the committee will revisit the appeal of your property located at 838 West Broadway. Please confirm this date and time works for you.

Sincerely yours

Christine Harty

Executive Coordinator

Department of Public Works

From: Chris Harty <charty@gardner-ma.gov>

Sent: Saturday, September 6, 2025 5:54 PM

To: James Welch <welchjam93@gmail.com>; asiya peerzade <asiya.peerzade@gmail.com>; Cori Owen <123grow.cor@gmail.com>

Subject: Re: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

The meeting scheduled for 8:30 am on Tuesday, September 9th at [50 Manca Drive](#).

Thank you

Christine Harty

Christine Harty

Gardner DPW

From: James Welch <welchjam93@gmail.com>

Sent: Saturday, September 6, 2025 9:51:19 AM

To: Chris Harty <charty@gardner-ma.gov>; asiya peerzade <asiya.peerzade@gmail.com>; Cori Owen <123grow.cori@gmail.com>

Subject: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

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Hello Christine,

Yes, Ms. Cori Owen will be in attendance for the meeting; please confirm the time for the meeting.

Thank you,

James Welch

On Thu, Sep 4, 2025 at 1:01 PM Chris Harty <charty@gardner-ma.gov> wrote:

Good afternoon James,

On July 31st the Public Service Committee met with you regarding your water bill appeal for 838 West Broadway. At that a decision by the committee was made to inspect your property and follow-up with you at the next scheduled Committee meeting. On August 4th the water department inspected our location, finding another leak in a toilet.

I am writing to advise you of an upcoming meeting to be scheduled Tuesday, September 9th and offer you the opportunity to continue your appeal, should you wish to. If not, the committee will vote at that time to remove the prior appeal from the agenda.

Please advise me should you wish to attend.

Sincerely,

Christine Harty

Executive Coordinator

Department of Public Works

From: Dane Arnold <darnold@gardner-ma.gov>

Sent: Tuesday, August 5, 2025 1:57 PM

To: James Welch <welchjam93@gmail.com>

Cc: Mike Thompson <mthompson@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>; Paul Tassone <ptassone@gardner-ma.gov>; Karen G. Hardern <khardern@gardner-ma.gov>; Craig Cormier <ccormier@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>; Donna Fischer <dfischer@gardner-ma.gov>

Subject: RE: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

We are in the process of upgrading our meters to “drive by” and make reads. You have a new “drive by” capable meter. We looked into a fully Automated system, but the cost was prohibitive. Fitchburg went to Fully Automated Systems paying millions for the system. They are a much larger system that can absorb such cost a little easier than Gardner that is 3 times smaller. Fitchburg then increased their rates to pay for it and went from quarterly to monthly billing so the increase in water/sewer rates wasn't so apparent.

Thank You,

Dane E. Arnold

Director of Public Works

50 Manca Drive

Gardner, MA 01440

Phone: 978-630-8195

darnold@gardner-ma.gov

From: James Welch <welchjam93@gmail.com>

Sent: Tuesday, August 5, 2025 1:36 PM

To: Dane Arnold <darnold@gardner-ma.gov>

Cc: Mike Thompson <mthompson@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>; Paul Tassone <ptassone@gardner-ma.gov>; Karen G. Hardern <khardern@gardner-ma.gov>; Craig Cormier <ccormier@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>; Donna Fischer <[11](mailto:dfischer@gardner-</u></p></div><div data-bbox=)

ma.gov>

Subject: [EXTERNAL] Re: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

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I understand but as previously stated, The City of Gardner needs to step up and obtain the SAME technology as the City of Fitchburg has had for several years now; to monitor and notify it's customers of high usage electronically. Simply telling customers it's their responsibility is not acceptable, especially since every town employee is paid by it's taxpayers

On Tue, Aug 5, 2025 at 1:27 PM Dane Arnold <darnold@gardner-ma.gov> wrote:

James,

As I stated in the meeting, a leaking toilet can be sporadic. The handle may stick, or the float works sometimes, but not others. This doesn't mask the fact there is a leak still on your property.

Thank You,

Dane E. Arnold

Director of Public Works

[50 Manca Drive](#)

[Gardner, MA 01440](#)

Phone: 978-630-8195

darnold@gardner-ma.gov

From: James Welch <welchjam93@gmail.com>

Sent: Tuesday, August 5, 2025 1:17 PM

To: Dane Arnold <darnold@gardner-ma.gov>

Cc: Mike Thompson <mthompson@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>; Paul Tassone <ptassone@gardner-ma.gov>; Karen G. Hardern <khardern@gardner-ma.gov>; Craig Cormier <ccormier@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>; Donna Fischer <dfischer@gardner-ma.gov>

Subject: [EXTERNAL] Re: Request for an abatement for account # 009-01380838

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Hello Everyone,

I looked back at my notes and found that I had spoken with Jessica in your office (in person) on May 6th at 10am and she said "all normal readings."

On Tue, Aug 5, 2025 at 10:13 AM Dane Arnold <darnold@gardner-ma.gov> wrote:

Hi James

I received your email Friday and wanted to wait until the Water Department did another inspection of your property before I replied.

They determined that as expected, a toilet was found leaking. As I stated in the meeting, a 2 gallon a minute leak is 2880 gallons a day or 3.85 billing units = \$25 a day. It seems impossible, but it adds up fast and it needs to be corrected, or it will continue.

As far as the Public Service Committee, I copied Paul, who is a City Councilor and Chairman of the Committee at the end of the table and the other 2 members, Karen and Craig. The committee cannot discuss your appeal in an email, as it would be an open meeting violation, but I wanted to keep the committee in the loop.

I can't see how you feel the committee had made up its mind prior to the meeting, when they concluded to have the property investigated by a plumber to find the issue first and then come back before the committee for an appeal. Have you contacted a plumber? They typically do not make a decision on an abatement when the leak is still ongoing. Your appeal is still on the agenda; the interest has been frozen for any unpaid portion of your bill until this gets resolved.

The City does its best to try and relay to the property owner that there may be an issue, but you as the property owner, are responsible for the water and sewer use on your property. You received 2 high bills, the first 6 months ago, and about to receive a 3rd and have not hired a plumber to try and locate the leaks, which I stated in the beginning are most likely the toilets.

I cannot stress enough that you should hire a plumber and fix the toilets and look for other possibilities for leaks as soon as you can.

Thank You,

Dane E. Arnold

Director of Public Works

50 Manca Drive

Gardner, MA 01440

Phone: 978-630-8195

darnold@gardner-ma.gov

From: James Welch <welchjam93@gmail.com>

Sent: Monday, August 4, 2025 4:11 PM

To: Mike Thompson <mthompson@gardner-ma.gov>

Cc: Dane Arnold <darnold@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>

Subject: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] RE; Request for an abatement for account # 009-01380838

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I've yet to have a response to my e-mail sent on August 1st at 8am ?????

On Mon, Aug 4, 2025 at 1:33 PM Mike Thompson <mthompson@gardner-ma.gov> wrote:

Afternoon everyone.

I had Ron do the appointment today at the Daycare (check for leaks) he was able to locate another leak on one of the toilets.

Ron spoke with someone at the daycare and advised them that they should have the toilet fixed.

Thanks

Mike

Get [Outlook for iOS](#)

From: James Welch <welchjam93@gmail.com>

Sent: Friday, August 1, 2025 8:04:36 AM

To: Dane Arnold <darnold@gardner-ma.gov>

Cc: Mike Thompson <mthompson@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>

Subject: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] RE; Request for an abatement for account # 009-01380838

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Good Morning Dane,

I didn't understand the point of yesterday's meeting? The only person that had introduced themselves was you (in the lobby). The table was filled with individuals that did not introduce themselves or indicate the purpose of their attendance? The unknown individual at the opposite end of the table was clearly running the meeting AND had clearly made his unreasonable decision long before the meeting was conducted.

As previously stated, the City of Gardner has a responsibility to its residents and business owners to provide prompt and effective notification when there is high water usage. Therefore, the City of Gardner absolutely should have done the honorable and respectful

thing to do by abating the two excessive water bills in half; because to date, absolutely NO form of notification has ever been provided from the City of Gardner about the excessive water usage; especially as I stated the City of Fitchburg has an automated system that sends electronic notifications when high water usage is detected. However, absolutely NO ONE addressed my statement.

Please provide the name, title and position of the uncooperative individual at the opposite end of the table from me; as I plan to have a discussion with our elected officials.

For what it's worth, I do appreciate that you were friendly, kind and professional during yesterday's meeting. Thank you!

Respectfully,

James Welch

On Wed, May 21, 2025 at 12:05 PM Dane Arnold <darnold@gardner-ma.gov> wrote:

James,

We try our best to give a heads up when we learn of a high water usage at a property, but ultimately the water service and usage associated is the responsibility of the property owner.

When we have a date, we will let you know.

Thank You,

Dane E. Arnold, Director

Department of Public Works

50 Manca Drive

Gardner, MA 01440

978-630-8195

From: James Welch <welchjam93@gmail.com>

Sent: Wednesday, May 21, 2025 7:51 AM

To: Dane Arnold <darnold@gardner-ma.gov>

Cc: Mike Thompson <mthompson@gardner-ma.gov>; Jessica Charpentier <jcharpentier@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>

Subject: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] RE; Request for an abatement for account # 009-01380838

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Hello Dana,

The biggest issue is we never received notification that the water usage was consistently increased; as you know this is a business and not a residence; therefore, a system needs to be put in place to notify customers if/when water usage is elevated; waiting and hoping for a random/generic postcard to be delivered by the "snail-mail" US postal service is not adequate. In comparison, we have another commercial property in the City of Fitchburg and when we've had higher water usage, we receive electronic notification via e-mail "instantly". Therefore, the City of Gardner bears some of the responsibility for the excessive high water usage as we never received any notification except for the standard quarterly water bill that reflected the "WTF" reaction when we opened the bill.

Please move forward with coordinating/scheduling the meeting with the public service committee.

Thank you,

James Welch

On Tue, May 20, 2025 at 2:55 PM Dane Arnold <darnold@gardner-ma.gov> wrote:

Hi James

I spoke with Mike at the Water Department. The meter was not changed; it's a newer Kamstrup meter however. The usage has gone back to normal use.

Something happened at the property to cause the high usage. A leaking toilet is the most likely culprit.

If you go before the Public Service Committee, they are going to want some type of idea as to what caused the higher usage.

Thank You,

Dane E. Arnold, Director

Department of Public Works

50 Manca Drive

Gardner, MA 01440

978-630-8195

From: James Welch <welchjam93@gmail.com>

Sent: Tuesday, May 20, 2025 9:20 AM

To: Dane Arnold <darnold@gardner-ma.gov>

Cc: Mike Thompson <mthompson@gardner-ma.gov>; Jessica Charpentier <jcharpentier@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>

Subject: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] RE; Request for an abatement for account # 009-01380838

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Thank you Dane,

Let me know who and when I need to coordinate with the service committee in terms of the proposed reduction.

On Tue, May 20, 2025 at 9:17 AM Dane Arnold <darnold@gardner-ma.gov> wrote:

Mike

Can you please confirm meter was swapped out. Can you also give me your opinion as to what may have happened at the property.

You will still need to come before the Service Committee to make your appeal. I do not have the authority to issue a reduction without Council approval.

Thank You,

Dane E. Arnold, Director

Department of Public Works

[50 Manca Drive](#)

[Gardner, MA 01440](#)

978-630-8195

From: James Welch <welchjam93@gmail.com>

Sent: Tuesday, May 20, 2025 9:11 AM

To: Dane Arnold <darnold@gardner-ma.gov>

Cc: Mike Thompson <mthompson@gardner-ma.gov>; Jessica Charpentier <jcharpentier@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>

Subject: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] RE; Request for an abatement for account # 009-01380838

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Good Morning Dane,

Checking back in to see if Mike confirmed the meter was swapped out and an update on our abatement. Please advise.

Thank you,

James Welch

On Wed, May 7, 2025 at 9:52 AM Dane Arnold <darnold@gardner-ma.gov> wrote:

Mike

Can you please confirm the findings at the property and that the meter was swapped out.

Thank You,

Dane E. Arnold, Director

Department of Public Works

50 Manca Drive

Gardner, MA 01440

978-630-8195

From: James Welch <welchjam93@gmail.com>

Sent: Wednesday, May 7, 2025 9:47 AM

To: Dane Arnold <darnold@gardner-ma.gov>

Cc: Jessica Charpentier <jcharpentier@gardner-ma.gov>; Mike Thompson <mthompson@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>

Subject: [EXTERNAL] Re: [EXTERNAL] RE; Request for an abatement for account # 009-01380838

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Hello Mr. Arnold,

Yes, I would like to proceed with the abatement process. Please let me know when the date will be.

In terms of the property, you folks did come out for a leak inspection and I believe the meter was swapped out.

Thank you,

James Welch

On Wed, May 7, 2025, 9:39 AM Dane Arnold <darnold@gardner-ma.gov> wrote:

Hi James

We can certainly have the Water Department check the building for leaks. You can also have the meter tested, but in most if not all cases with meters, if they are faulty, they don't register usage. They typically don't speed up or jump.

In any case, if you choose to have the meter checked, there is a \$50 fee. If the meter is found defective, you are reimbursed, and the invoice is adjusted. If it is not found defective, the fee stands.

To appeal the invoice, you will need to go before the Public Service Committee and state your case. We do not have a meeting date and time but will let you know when it is.

They are going to want to know what happened to the water (leaking toilet, outdoor spigot, busted pipe for example).

Thank You,

Dane E. Arnold, Director

Department of Public Works

[50 Manca Drive](#)

[Gardner, MA 01440](#)

978-630-8195

From: James Welch <welchjam93@gmail.com>
Sent: Tuesday, May 6, 2025 5:39 PM
To: Dane Arnold <darnold@gardner-ma.gov>
Cc: Jessica Charpentier <jcharpentier@gardner-ma.gov>
Subject: [EXTERNAL] RE; Request for an abatement for account # 009-01380838

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Hello Mr. Arnold,

Our property located at 838 West Broadway is used for the care and education of children. We were shocked to see the water bill for the period (10/21/24-01/30/25 bill # 49915210) reflecting a total amount due of \$3,197.89. Furthermore, if that wasn't painful enough, we got hit with another astronomical bill for the period of (01/30/2025-04/10/2025 bill # 49921544) reflecting a total amount due of \$3,238.89. That's a combined total of \$6,436.78.

There has been some confusion as to if it was a running toilet or a defective water meter? Since I know the toilet was promptly repaired, I suspect it was a faulty water meter; that has been changed out.

Our account has always been in good standing. In addition, the childcare business certainly does not produce a high income similar to a high-priced law firm nor a plastic surgeon. Therefore, in light of the issue that appears to be rectified, I'm requesting a helpful financial consideration in abating both bills as stated above.

Respectfully,

James Welch

t) 978-257-1487

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Thank you,
Cori Owen
Regional Director
123 Grow Child Center Inc.
#978-928-1140

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1/30/26

197 Nichols Street

- 6/2/22 New Kamstrup meter installed.
- 8/19/25 High use card sent.
- 9/15/25 appointment to check for leaks. Mike and Dave determined all 3 toilets may have leaks.
- 9/29/25 Freeze on interest granted per Dane pending Public Service Committee Meeting.
- 12/2/25 Read 83126 1106 CF used in 22 days.
- 12/5/25 Read 83303 177 Cf used in 3 days.
- 12/8/25 Read 83473 170 CF used in 3 days.
- 1/23/26 Read 85859 2386 CF used Since 12/8/25 read.

197 Nichols Street

Period: Custom Start date: 9/1/2025 End date: 1/23/2026

A change to/from daylight saving time present in this view

Reading time	Volume 1	Consumption (V1)	Reading details
Meter: 25190300			
1/23/2026 8:16:45 AM	85359.675 ft3	525.779 ft3	
1/14/2026 10:42:30 AM	85333.896 ft3	465.166 ft3	
1/6/2026 10:52:57 AM	84868.730 ft3	962.776 ft3	
12/18/2025 12:32:14 PM	83905.954 ft3	101.251 ft3	
12/16/2025 8:42:35 AM	83804.703 ft3	321.306 ft3	
12/8/2025 2:08:16 PM	83483.397 ft3	10.150 ft3	
12/8/2025 11:26:10 AM	83473.247 ft3	169.717 ft3	
12/5/2025 9:42:09 AM	83303.530 ft3	176.648 ft3	
12/2/2025 7:37:29 AM	83126.882 ft3	303.039 ft3	
11/26/2025 11:01:11 AM	82823.843 ft3	254.296 ft3	
11/21/2025 7:55:00 AM	82569.547 ft3	549.234 ft3	

Volume 1 85859.675 ft3
 Hour counter 36664 h

Mark as final reading

Historical data (12/31/2025)
 Logged volume 1 84595.796 ft3
 Logged min. media temp. 39 F
 Logged min. ambient temp. 52 F

Currently active info codes

Info codes active at reading time

Historical info codes

Delete readings

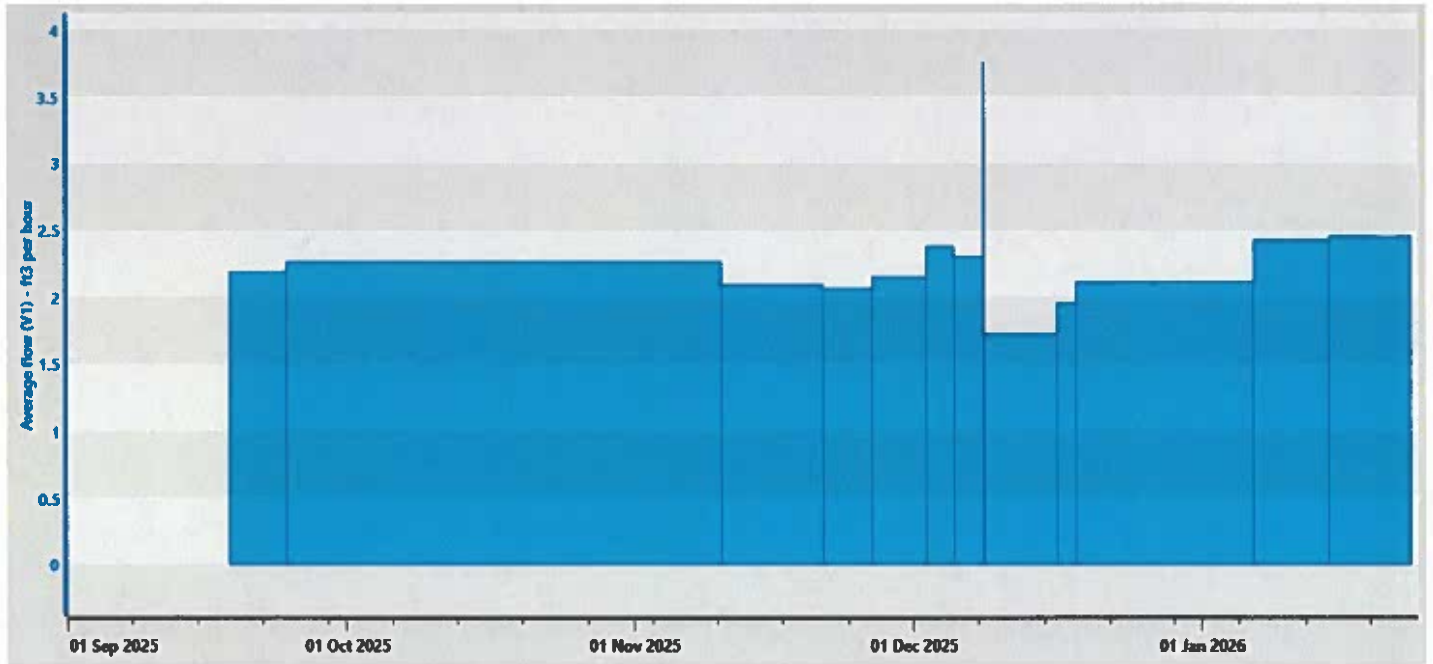
Close

Average flow (V1) report

Period: Monday, September 1, 2025 - Friday, January 23, 2026

Customer:
197 Nichols Street

Customer number: 01201810197
Serial number: 25190300



Average flow (V1):

Reading time	Average flow (V1) - ft3 per hour
1/23/2026 8:16:45 AM	2.462
1/14/2026 10:42:30 AM	2.425
1/6/2026 10:52:57 AM	2.119
12/18/2025 12:32:14 PM	1.954
12/16/2025 8:42:35 AM	1.722
12/8/2025 2:08:16 PM	3.757
12/8/2025 11:26:10 AM	2.302
12/5/2025 9:42:09 AM	2.385
12/2/2025 7:37:29 AM	2.155
11/26/2025 11:01:11 AM	2.066
11/21/2025 7:55:00 AM	2.101
11/10/2025 10:33:00 AM	2.266
9/24/2025 2:12:32 PM	2.189
9/18/2025 8:46:09 AM	2.065

← | 🔍 | A | U | C | B | F | P | R
 Back | Search | Acct Fields | Utilities | Consumption | Adj Bill Header | Adj Bill Detail | Penalties | Run-Commit

Account Customer Inquiry [GARDNER, MA] > Bill Inquiry: Single Bill View [GARDNER, MA] > UB Original Bill Inquiry [GARDNER, MA]

Bill header

Name	GAVIRNENI, ANISH & KEERTHI	Bill #	49935308
Location	197 NICHOLS STREET	Bill date	12/03/2025
Account#	01201810197	Mail date	12/03/2025
	From	08/06/2025	To 11/17/2025

Detail

Charge	Read Date	Meter Number	R	Curr Read	Curr Usage	Billed usage	Charge Amt
100	11/10/2025	25190300	A	82020	5285	5285	343.53
200	11/10/2025				5285	5285	322.39
700							216.00

Projected penalties

Amounts

		Total charges	881.92
If paid after due date	01/05/2026	Past due	3,724.73
Penalty amt/percent	.00	Interest due	.00
Exclude charge code		Tax levy amt	.00
Total due after due date	3,724.73	Paid amount	881.92
		Total due now	3,724.73

UB Consumption History Report

Account #	Service	Man	Meter #	Customer	Name	Read Date	By	Bill#	Parcel	Usage	Usage	Location	Charge Amt	Status
										Repl	Billed	Usage	Billed Amt	Days
01201810197				726702	GAVIRNENI, ANISH & KEERTHI				M220001400066			197 NICHOLS STREET		CURRENT
100	1	KAM	25190300	A	11/10/2025			49935308	82,020	5,285	0	5,285	343.53	98
100	1	KAM	25190300	A	08/04/2025			49928894	76,735	27,847	0	27,847	1,810.06	75
													881.92	
													3,724.73	

** END OF REPORT - Generated by Brittany Ellis **

UB Consumption History Report

Account #	Service	Man	Meter #	Customer #	Name Cd	Read Date	By	Bill#	Parcel Curr	Usage Rep	Usage Billed	Location Billed Usage	Charge Amt Billed Amt	Status Days
01201810197					708795	GOLLOSHI, EFTIONA			M220001400066			197 NICHOLS STREET		PAST
100	1	KAM	25190300		A	05/21/2025		49922558	48,888	3,055	0	3,055	198.58	99
100	1	KAM	25190300		A	02/11/2025		49916204	45,833	2,966	0	2,966	192.79	81
100	1	KAM	25190300		A	11/22/2024		49909856	42,867	3,558	0	3,558	231.27	102
100	1	KAM	25190300		A	08/12/2024		49903498	39,309	3,032	0	3,032	197.08	91
100	1	KAM	25190300		A	05/13/2024		49897137	36,277	3,045	0	3,045	197.93	96
100	1	KAM	25190300		A	02/07/2024		49890825	33,232	2,686	0	2,686	174.59	83
100	1	KAM	25190300		A	11/16/2023		49884446	30,546	3,066	0	3,066	199.29	92
100	1	KAM	25190300		A	08/16/2023		49878088	27,480	5,517	0	5,517	358.61	91
100	1	KAM	25190300		A	05/17/2023		49871847	21,963	7,530	0	7,530	489.45	98
100	1	KAM	25190300		A	02/08/2023		49865529	14,433	7,140	0	7,140	464.10	83
100	1	KAM	25190300		A	11/17/2022		49859168	7,293	3,970	0	3,970	258.05	99
100	1	KAM	25190300		A	08/10/2022		49852739	3,323	3,323	0	3,323	216.00	69
100	1	KAM	25190300			06/02/2022		49852739	290,725	0	0	0	216.00	18
100	1	KAM	25190300		E	05/15/2022		49846343	290,725	1,425	0	1,425	89.21	95
100	1	KAM	25190300		A	02/09/2022		49840026	289,300	100	0	100	46.95	96
100	1	KAM	25190300		A	11/05/2021		49833665	289,200	0	0	0	46.95	93
100	1	KAM	25190300		A	08/04/2021		49827258	289,200	2,800	0	2,800	175.28	90
100	1	KAM	25190300		A	05/06/2021		49820942	286,400	2,800	0	2,800	168.00	84
													479.00	

** END OF REPORT - Generated by Brittany Ellis **

Chris Harty

From: Anish Gavirneni <gavirneni.a@gmail.com>
Sent: Tuesday, January 13, 2026 8:03 AM
To: Chris Harty
Subject: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Abatement Request for High Water Bill - Anish Gavirneni 197 Nichols St

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That is perfect, I will be in attendance!

Thank you,
Anish

On Tue, Jan 13, 2026 at 7:59 AM Chris Harty <charty@gardner-ma.gov> wrote:

Good morning Anish,

The PSC has scheduled a meeting for Friday, January 30, 2026, at 8:15 am, here at the DPW Office, [50 Manca Drive, Gardner MA](#). Please let me know as soon as possible if you are able to attend.

Thank you!

Christine Harty

Executive Coordinator

Department of Public Works

From: Chris Harty

Sent: Tuesday, January 6, 2026 9:18 AM

To: 'Anish Gavirneni' <gavirneni.a@gmail.com>

Cc: Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>

Subject: RE: [EXTERNAL] Re: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Abatement Request for High Water Bill - Anish Gavirneni 197 Nichols St

Happy New Year Anish,

A January meeting has not been scheduled at this time. As soon as I am provided the information, I will reach out to you.

Thank you!

Christine Harty

Executive Coordinator

Department of Public Works

From: Anish Gavirneni <gavirneni.a@gmail.com>

Sent: Saturday, January 3, 2026 9:11 AM

To: Chris Harty <charty@gardner-ma.gov>

Cc: Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>

Subject: [EXTERNAL] Re: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Abatement Request for High Water Bill - Anish Gavirneni 197 Nichols St

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Hello Chris,

Happy New year and I hope you had a nice holiday week! Just wanted to follow up on when the January date would be scheduled so I can plan accordingly?

Best Regards,

Anish

On Fri, Dec 5, 2025 at 9:13 AM Chris Harty <charty@gardner-ma.gov> wrote:

Hi Anish,

I will be sure to notify you of the date in January as soon as it is determined. Thank you for responding.

Christine

Christine Harty

Executive Coordinator

Department of Public Works

From: Anish Gavirneni <gavirneni.a@gmail.com>

Sent: Friday, December 5, 2025 9:08 AM

To: Chris Harty <charty@gardner-ma.gov>

Cc: Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>

Subject: [EXTERNAL] Re: FW: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Abatement Request for High Water Bill - Anish Gavirneni 197 Nichols St

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Thank you for giving me an update on this Chris. Unfortunately I will not be able to attend as I will not return home until December 13th. Is there any chance I can be added on January's Agenda?

Thank you,

Anish

On Fri, Dec 5, 2025 at 6:54 PM Chris Harty <charty@gardner-ma.gov> wrote:

Good morning Anish,

I know you stated you would be out of the country until December 13th, but I wanted to be sure I notify you of our upcoming meeting in the event your situation has changed. The Public Service Committee has confirmed their next meeting will be this upcoming Friday, December 12th at 8:15 am. The meetings are held at the DPW office, [50 Manca Drive, Gardner, MA](#). I will add your appeal to the agenda. If you are unable to attend, please notify me at your earliest convenience.

Thank you

Christine Harty

Executive Coordinator

Department of Public Works

From: Chris Harty

Sent: Monday, October 20, 2025 7:56 AM

To: Anish Gavirneni <gavirneni.a@gmail.com>

Subject: RE: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Abatement Request for High Water Bill - Anish Gavirneni 197 Nichols St

Good morning Anish,

I can hold off for the November meeting and wait for the date of the December meeting. If that conflicts, we can review in January.

Thank you

Christine Harty

Executive Coordinator

Department of Public Works

From: Anish Gavirneni <gavirneni.a@gmail.com>

Sent: Friday, October 17, 2025 6:09 PM

To: Chris Harty <charty@gardner-ma.gov>; Dane Arnold <darnold@gardner-ma.gov>

Subject: [EXTERNAL] Re: FW: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Abatement Request for High Water Bill - Anish Gavirneni 197 Nichols St

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Hello Chris,

Just following up on this. Is there any way we can move this to another date? I will be traveling out of country with family from November 14th - December 13th.

Thank you,

Anish

On Fri, Oct 10, 2025 at 1:06 PM Anish Gavirneni <gavirneni.a@gmail.com> wrote:

Hello Chris,

Thank you so much for reaching out and scheduling this. Unfortunately I will be traveling out of country from November 13th and will return on December 13th. Can we please move this a little earlier or move to mid December? Apologies for the inconvenience.

Best Regards,

Anish

On Thu, Oct 9, 2025 at 12:43 PM Chris Harty <charty@gardner-ma.gov> wrote:

Good afternoon,

I am writing to inform you the Public Service Committee has scheduled a tentative meeting on Tuesday, November 18th at 8:15 am, here at the DPW Office, [50 Manca Drive](#). Should you wish to present your appeal to the committee I will add you to the agenda for that day. I look forward to hearing from you regarding your attendance for appeal

Thank you,

Christine Harty

Executive Coordinator

Department of Public Works

From: Dane Arnold <darnold@gardner-ma.gov>

Sent: Monday, October 6, 2025 9:52 AM

To: Anish Gavirneni <gavirneni.a@gmail.com>

Cc: Paul Tassone <ptassone@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>; Donna Fischer <dfischer@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>

Subject: RE: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Abatement Request for High Water Bill - Anish Gavirneni [197 Nichols St](#)

Hi Anish,

It will be sometime in November. A date and time has not been set up yet.

Thank You,

Dane E. Arnold

Director of Public Works

50 Manca Drive

Gardner, MA 01440

Phone: 978-630-8195

darnold@gardner-ma.gov

From: Anish Gavirneni <gavirneni.a@gmail.com>

Sent: Thursday, October 2, 2025 6:48 PM

To: Dane Arnold <darnold@gardner-ma.gov>

Cc: Paul Tassone <ptassone@gardner-ma.gov>; Chris Harty <charty@gardner-ma.gov>; Donna Fischer <dfischer@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>

Subject: [EXTERNAL] Re: [EXTERNAL] Re: [EXTERNAL] Abatement Request for High Water Bill - Anish Gavirneni [197 Nichols St](#)

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Thank you, Dane.

Just wanted to follow up to see if there has been any update on this front?

Best Regards,

Anish

On Mon, Sep 29, 2025 at 1:58 PM Dane Arnold <darnold@gardner-ma.gov> wrote:

Hi Anish

The interest will be frozen until the issue is resolved and a decision by the PSC is made.

Thank You,

Dane E. Arnold

Director of Public Works

50 Manca Drive

Gardner, MA 01440

Phone: 978-630-8195

darnold@gardner-ma.gov

From: Anish Gavirneni <gavirneni.a@gmail.com>

Sent: Monday, September 29, 2025 1:49 PM

To: Dane Arnold <darnold@gardner-ma.gov>

Subject: [EXTERNAL] Re: [EXTERNAL] Abatement Request for High Water Bill - Anish Gavirneni [197 Nichols St](#)

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Thank you for your quick response, Dane. It looks like it was likely that the third floor toilet had a leak which probably was causing water to continuously flow. I had a plumber come and tune every toilet in the house which resolved the issue. The meter is now reading as expected and the plumber also confirmed that there is no further leaking occurring. I am a little worried about the interest

on this water bill however. Due to the very high amount it will incur quite a high interest which is coming due on October 2nd. Until this is resolved may I please have a hold put on the interest?

Anish

On Mon, Sep 29, 2025 at 1:43 PM Dane Arnold <darnold@gardner-ma.gov> wrote:

Hi Anish

I have copied the Chairman of the Public Service Committee on this email. With his approval, we will put you on the next PSC agenda.

The PSC usually requests if you found and addressed the cause of the large water use before they issue a decision.

It sounds like you addressed the issue with the toilets. Were they leaking?

Thank You,

Dane E. Arnold

Director of Public Works

50 Manca Drive

Gardner, MA 01440

Phone: 978-630-8195

darnold@gardner-ma.gov

From: Anish Gavirneni <gavirneni.a@gmail.com>

Sent: Monday, September 29, 2025 1:31 PM

To: Dane Arnold <darnold@gardner-ma.gov>

Subject: [EXTERNAL] Abatement Request for High Water Bill - Anish Gavirneni [197 Nichols St](#)

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Hello Dane,

I hope you are doing well. I am reaching out because my last water bill was quite high for my house, (197 Nichols st) and was hoping to get some kind of abatement or help with this. I called City Hall a few weeks ago and they sent out an inspector to make sure everything was okay and he said that everything looks good. He suggested that perhaps the toilets may be leaking water so I brought in a plumber to “tune” all of the toilets in the house. Other than that he mentioned that there is no longer any potential for a leak and the problem has been resolved. I was told today when I called in to City Hall to reach out to you for a potential abatement on this as I received a bill for \$3700 for one quarter, which is a very high amount. I hope you can help me this as this bill is very high and I cannot pay this very easily.

Thank you,

Anish

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1/30/26

142 Nichols Street

- 1/24/25 Kamstrup meter installed
- 5/23/25 High use detected
- 9/2/25 High consumption 47704
- 10/6/25 Appointment to check for leaks. Leak found on one sink.
- 12/4/25 Request via email for abatement.
- 12/8/25 Read 75667 shows 4749 CF used in 28 days.
- 1/23/26 Read 85732 shows 10065 CF used since 12/8/25 read.

Readings

142 Nichols Street

Readings Visualization Log data

Period: Custom Start date: 1/23/2026 End date: 1/23/2026

A change to/from daylight saving time present in this view

Reading time	Volume 1	Consumption (V1)	Reading details
Meter: 55546464			
1/23/2026 8:16:33 AM	85732.27 ft3	590.16 ft3	
1/14/2026 10:42:15 AM	85342.11 ft3	343.82 ft3	
1/6/2026 10:52:20 AM	84998.29 ft3	6508.12 ft3	
12/18/2025 12:32:02 PM	78490.17 ft3	580.44 ft3	
12/16/2025 8:41:32 AM	77909.73 ft3	2241.86 ft3	
12/8/2025 2:07:42 PM	75667.87 ft3	4749.47 ft3	
11/10/2025 10:31:30 AM	70918.40 ft3		

Historical data (1/1/2026)

Currently active info codes

Volume 1 85732.27 ft3
Acoustic noise 16
Hour counter 11087 h

Logged volume 1 82206.98 ft3
Logged min. media temp. 40 F
Logged min. ambient temp. 48 F

Info codes active at reading time

Historical info codes

Leak has been recorded for 3 - 7 days within the last 30 days

Mark as final reading

Delete readings

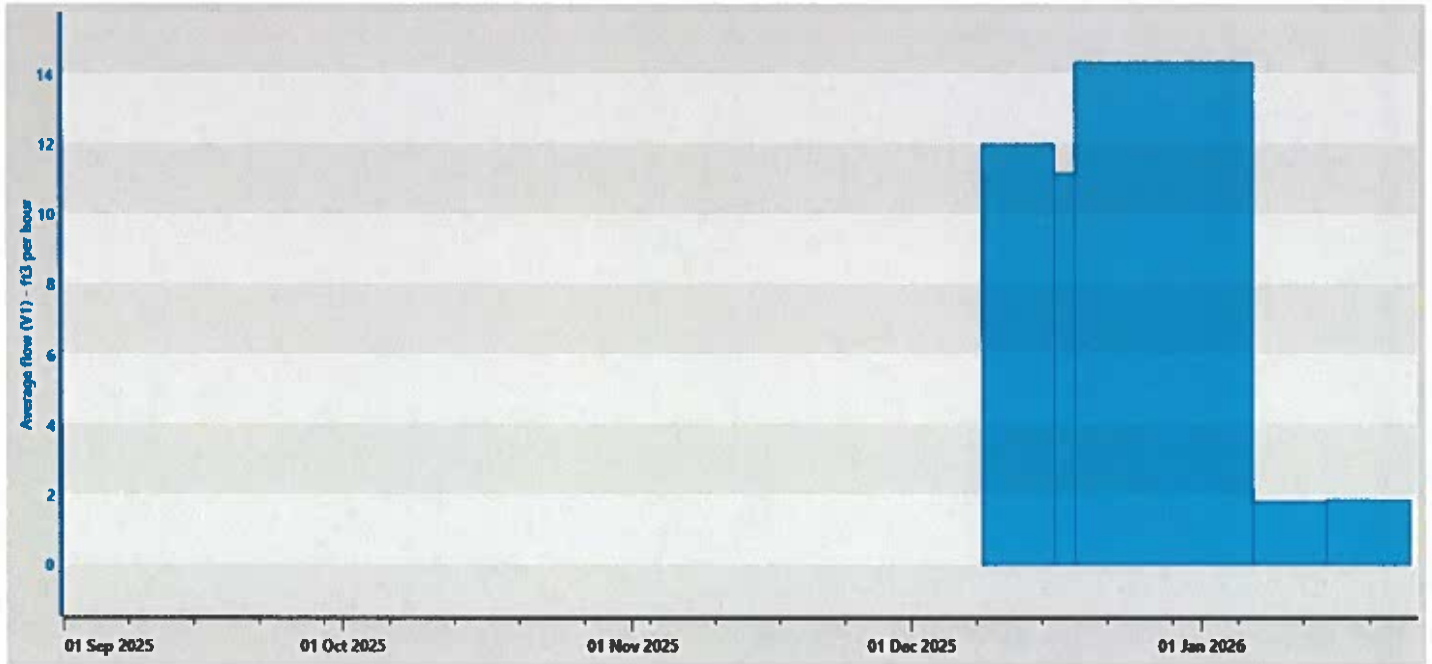
Close

Average flow (V1) report

Period: Monday, September 1, 2025 - Friday, January 23, 2026

Customer:
142 Nichols Street

Customer number: 01201810142
Serial number: 55546464



Average flow (V1):

Reading time	Average flow (V1) - ft3 per hour
1/23/2026 8:16:33 AM	1.827
1/14/2026 10:42:15 AM	1.792
1/6/2026 10:52:20 AM	14.324
12/18/2025 12:32:02 PM	11.196
12/16/2025 8:41:32 AM	12.017
12/8/2025 2:07:42 PM	7.030

← | Q | A | U | C | B | F | P | R
 Back | Search | Acct Fields | Utilities | Consumption | Adj Bill Header | Adj Bill Detail | Penalties | Run-Commit

Account Customer Inquiry [GARDNER, MA] > Bill Inquiry: Single Bill View [GARDNER, MA] > UB Original Bill Inquiry [GARDNER, MA]

Bill header

Name	MONTACHUSETT VETERANS OUTREACH	Bill #	49935299
Location	142 NICHOLS STREET	Bill date	12/03/2025
Account#	01201810142	Mail date	12/03/2025
	From 08/06/2025	To	11/17/2025

Detail

Charge	Read Date	Meter Number	R	Curr Read	Curr Usage	Billed usage	Charge Amt
100	11/10/2025	55546464	A	70918	6675	6675	433.88
200	11/10/2025				6675	6675	407.18

Projected penalties	Amounts
	Total charges 841.06
If paid after due date 01/05/2026	Past due 3,101.24
Penalty amt/percent .00	Interest due 76.13
Exclude charge code	Tax levy amt .00
Total due after due date 3,177.37	Paid amount 841.06
	Total due now 3,177.37

UB Consumption History Report

Account #	Service	Man	Meter #	Customer	Name Cd	Read Date	By	Bill#	Parcel Curr	Parcel Read	Usage	Repl Usage	Location Billed Usage	Charge Amt Billed	Amt	Status	Days
01201810142				603833MONTACHUSETT VETERANS					OUTREACHM220000900056				142 NICHOLS STREET			CURRENT	
100	1	KAM	55546464		A	11/10/2025		49935299	70,918		6,675		6,675	433.88		82	
														841.06			
100	1	KAM	55546464		A	08/20/2025		49928885	64,243		47,704		47,704	3,100.76		89	
														6,010.70			
100	1	KAM	55546464		A	05/23/2025		49922549	16,539		15,199		15,199	987.94		100	
														1,823.89			
100	1	KAM	55546464		A	02/12/2025		49916195	1,340		1,340	19,100	20,440	1,328.60		19	
														2,452.80			
100	1	KAM	55546464			01/24/2025		49916195	608,200		19,100	19,100	0	1,328.60		71	
														2,452.80			
100	1	KAM	55546464		A	11/14/2024		49909847	589,100		9,000		9,000	585.00		86	
														1,080.00			
100	1	KAM	55546464		A	08/20/2024		49903489	580,100		6,800		6,800	442.00		99	
														816.00			
100	1	KAM	55546464		A	05/13/2024		49897128	573,300		5,200		5,200	338.00		91	
														598.00			
100	1	KAM	55546464		A	02/12/2024		49890816	568,100		3,500		3,500	227.50		88	
														402.50			
100	1	KAM	55546464		A	11/16/2023		49884437	564,600		3,100		3,100	201.50		92	
														356.50			
100	1	KAM	55546464		A	08/16/2023		49878079	561,500		3,600		3,600	234.00		93	
														414.00			
100	1	KAM	55546464		A	05/15/2023		49871838	557,900		5,200		5,200	338.00		102	
														598.00			
100	1	KAM	55546464		A	02/02/2023		49865520	552,700		6,500		6,500	422.50		92	
														747.50			
100	1	KAM	55546464		A	11/02/2022		49859159	546,200		6,800		6,800	442.00		86	
														782.00			
100	1	KAM	55546464		A	08/08/2022		49852730	539,400		6,000		6,000	390.00		89	
														690.00			
100	1	KAM	55546464		A	05/11/2022		49846334	533,400		5,700		5,700	356.82		91	
														641.82			
100	1	KAM	55546464		A	02/09/2022		49840017	527,700		5,800		5,800	363.08		99	
														653.08			
100	1	KAM	55546464		A	11/02/2021		49833656	521,900		5,500		5,500	344.30		90	
														619.30			
100	1	KAM	55546464		A	08/04/2021		49827249	516,400		5,200		5,200	325.52		90	
														585.52			
100	1	KAM	55546464		A	05/06/2021		49820933	511,200		5,000		5,000	300.00		84	
														550.00			
100	1	KAM	55546464		A	02/11/2021		49814606	506,200		5,800		5,800	348.00		100	
														638.00			
100	1	KAM	55546464		A	11/03/2020		49808319	500,400		12,000		12,000	720.00		89	
														1,320.00			
100	1	KAM	55546464		A	08/06/2020		49802010	488,400		6,600		6,600	396.00		94	
														726.00			
100	1	KAM	55546464		A	05/04/2020		49795767	481,800		4,700		4,700	268.84		82	
														503.84			
100	1	KAM	55546464		A	02/12/2020		49789524	477,100		4,400		4,400	251.68		100	
														471.68			

Chris Harty

From: Stephanie Marchetti <smarchetti@veterans-outreach.org>
Sent: Wednesday, January 14, 2026 7:59 AM
To: Chris Harty
Cc: Dane Arnold; Brittany Ellis; Scott Anderson
Subject: [EXTERNAL] Re: request for abatement consideration

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Hello,
Myself and Scott Anderson (maintenance assistant) will attend.

Thanks,
Stephanie Marchetti, EdD
Executive Director

Montachusett Veterans Outreach Center
268 Central Street, Ste A
Gardner, MA 01440

Office Phone: (978) 630-7435

From: Chris Harty <charty@gardner-ma.gov>
Sent: Tuesday, January 13, 2026 2:57 PM
To: Stephanie Marchetti <smarchetti@veterans-outreach.org>
Cc: Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>
Subject: RE: request for abatement consideration

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Good afternoon,

The PSC has scheduled a meeting for Friday, January 30, 2026, at 8:15 am, here at the DPW Office, 50 Manca Drive, Gardner MA. Please let me know as soon as possible if you are able to attend.

Thank you

Christine Harty

Executive Coordinator

Department of Public Works

From: Stephanie Marchetti <smarchetti@veterans-outreach.org>

Sent: Monday, December 8, 2025 10:58 AM

To: Chris Harty <charty@gardner-ma.gov>

Cc: Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>

Subject: [EXTERNAL] Re: request for abatement consideration

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Hello,

After speaking with the facilities team, we will wait to come to the January meeting. Please let me know the date when you've got it!

Thanks,

Stephanie Marchetti, EdD

Executive Director

Montachusett Veterans Outreach Center

268 Central Street, Ste A

Gardner, MA 01440

Office Phone: (978) 630-7435

From: Chris Harty <charty@gardner-ma.gov>

Sent: Friday, December 5, 2025 8:55 AM

To: Stephanie Marchetti <smarchetti@veterans-outreach.org>
Cc: Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>
Subject: RE: request for abatement consideration

You don't often get email from charty@gardner-ma.gov. [Learn why this is important](#)

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Hi Stephanie,

You could postpone the appeal until our next meeting in January or as you indicated have another attend on December 12th to represent your property.

Thank you.

Christine Harty

Executive Coordinator
Department of Public Works

From: Stephanie Marchetti <smarchetti@veterans-outreach.org>
Sent: Friday, December 5, 2025 8:52 AM
To: Chris Harty <charty@gardner-ma.gov>
Cc: Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>
Subject: [EXTERNAL] Re: request for abatement consideration

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Thank you-- I am offsite at an event all day on the 12th. Is there any other option?

If not, I can see if our finance and facilities folks can come in my absence.

Stephanie Marchetti, EdD
Executive Director

Montachusett Veterans Outreach Center
268 Central Street, Ste A
Gardner, MA 01440

Office Phone: (978) 630-7435

From: Chris Harty <charty@gardner-ma.gov>
Sent: Friday, December 5, 2025 8:11 AM
To: Stephanie Marchetti <smarchetti@veterans-outreach.org>
Cc: Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>
Subject: RE: request for abatement consideration

You don't often get email from charty@gardner-ma.gov. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. My apologies, the meeting time begins as 8:15 am. Thank you.

From: Chris Harty
Sent: Friday, December 5, 2025 7:54 AM
To: 'smarchetti@veterans-outreach.org' <smarchetti@veterans-outreach.org>
Cc: Dane Arnold <darnold@gardner-ma.gov>; Brittany Ellis <bellis@gardner-ma.gov>
Subject: FW: request for abatement consideration

Good morning Stephanie,

The Public Service Committee has confirmed their next meeting will be this upcoming Friday, December 12th at 8:30 am. The meetings are held at the DPW office, 50 Manca Drive, Gardner, MA. I will add your appeal to the agenda. If you are unable to attend please notify me at your earliest convenience.

Thank you

Christine Harty

Executive Coordinator

Department of Public Works

From: Dane Arnold <darnold@gardner-ma.gov>
Sent: Thursday, December 4, 2025 3:27 PM
To: Stephanie Marchetti <smarchetti@veterans-outreach.org>

Cc: Chris Harty <charty@gardner-ma.gov>

Subject: RE: request for abatement consideration

Hi Stephanie

Let me look into this a little more and get back to you.

You are more than welcome to appeal your bill to the Public Service Committee. We don't have a hard date and time, maybe Friday 12th at 8:15, but not confirmed.

We will notify you when it is confirmed.

You would need to come to the Department of Public Works 50 Manca Drive to give you appeal. They will most likely ask where the water went. Meters don't speed up, they typically slow down over a period of time.

I'd still bet it's a toilet -maybe the handle sticks occasionally or a slow leak.

We recommend putting dye in the back of the tank a few times a week and let it sit.

If you come back and its in the bowl, you have a leak

Thank You,

Dane E. Arnold

Director of Public Works

50 Manca Drive

Gardner, MA 01440

Phone: 978-630-8195

darnold@gardner-ma.gov

From: Stephanie Marchetti <smarchetti@veterans-outreach.org>

Sent: Thursday, December 4, 2025 1:41 PM

To: Dane Arnold <darnold@gardner-ma.gov>

Subject: [EXTERNAL] request for abatement consideration

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CAUTION: This email originated from a sender outside of the City of Gardner mail system. Do not click on links or open attachments unless you verify the sender and know the content is safe.

Hi Dane,

I am wondering what the process is to request abatement for our most recent Nichols Street water bill, bill number is 49928885. This bill was \$6,010.70, which is significantly higher than average for us (attached are our 3 most recent bills, which show an average of about \$1785 per billing cycle).

MVOC's Director of Finance, Cindy Newsham, has spoken with Donna and Brittany in the water department each a few times and based on those conversations we did a thorough search around the property for leaks. This included conducting a dye test on all of our toilets, which showed no issues.

In October we also had someone from the water department come out and inspect the property with us, and besides one slow-dripping sink, we could not come up with any explanation. We have been tracking the water usage since receiving this bill, and our average use per day is 54.71. Even after fixing the leaking faucet, the use did not significantly change, with further confirms this wasn't the issue. Also attached is a spreadsheet our Maintenance Assistant has been keep to track things for the past few months, in case you'd like to take a look.

Everyone we've worked with at the water department has been very responsive and helpful, but it doesn't seem like any of us can figure out a reasonable explanation for this bill and it does cause a hardship on the organization. I appreciate any consideration you can give to this request!

Thank you,
Stephanie Marchetti, EdD
Executive Director

Montachusett Veterans Outreach Center
268 Central Street, Ste A
Gardner, MA 01440

Office Phone: (978) 630-7435

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CITY OF GARDNER
MASSACHUSETTS 01440-2630

OFFICE OF THE
CITY CLERK

Room 121, City Hall
Tel (978) 630-4058
Fax (978) 630-2589

NOTICE TO ABUTTERS

January 23, 2026

TO ABUTTERS AND OTHER INTERESTED PARTIES:

Pursuant to the provisions of M.G.L., c. 166, §22, you are hereby notified that a Public Hearing will be conducted on **MONDAY, FEBRUARY 2, 2026 at 7:30 o'clock P.M.** on the petition of Massachusetts Electric Company, d/b/a NATIONAL GRID and VERIZON NEW ENGLAND INC. for permission to excavate the public highways and to run and maintain underground electric conduits, together with such sustaining and protective fixtures as it may find necessary for the transmission of electricity, said underground conduits to be located substantially in accordance with the plan filed herewith marked:

11754 – High Street – National Grid to Relocate 2 Jointly Owned Poles on High Street beginning at a point approximately 10' feet south of the centerline of the intersection of High Street and Newton Street and continuing approximately 120' feet in an east direction. Relocating P30 and P31 on High Street to alleviate clearance issues to new construction being built on Newton Street.

A sketch of the proposed pole location is attached for your edification.

CITY COUNCIL OF GARDNER

By: TITI SIRIPHAN
City Clerk



ENGINEERING DEPARTMENT
CITY OF GARDNER
50 Manca Drive, Gardner MA 01440

Robert E. Oliva, City Engineer
Telephone (978) 630-8195
roliva@gardner-ma.gov

PROJECT REVIEW MEMORANDUM

To: George Tyros, City Council President
Cc: Dane Arnold, DPW Director
Titi Siriphan, City Clerk
From: Robert Oliva – City Engineer *REO*
Date: January 13, 2026
Project: National Grid City Council Petition – High Street
City Council Item #11754

National Grid has submitted a pole petition for removing two existing poles and replacing them with new poles in slightly different locations on High Street. This is required due to the construction of a new home on the corner of High and Newton Street. I have inspected the proposed locations, reviewed the petition application, and my only comment that is an existing street light on pole P30 will need to be relocated to the new P30.

nationalgrid

RECEIVED
2025 DEC 23 A 11:34
CITY CLERK'S OFFICE
GARDNER, MA

November 17, 2025

City of Gardner

To Whom It May Concern:

Enclosed please find a petition of NATIONAL GRID and VERIZON, covering joint NATIONAL GRID-VERIZON pole location(s)

If you have any questions regarding this permit please contact:

Please notify National Grid's Vincent LoGuidice of the hearing date / time at 978-255-5558 or Vincent.LoGuidice@NationalGrid.com.

If this petition meets with your approval, please return an executed copy to each of the above named Companies.

National Grid Contact: Vincent LoGuidice; 1101 Turnpike Street; North Andover, MA 01845

Very truly yours,

Zylmar Garcia
Name: Distribution Design Supervisor
Supervisor, Distribution Design

Enclosures

Questions contact – Evan Loosigian 774-823-5889

RECEIVED

PETITION FOR JOINT OR IDENTICAL POLE LOCATIONS

NOV 23 A 11:34

North Andover, Massachusetts

CITY CLERK'S OFFICE
GARDNER, MA

To the City Council
Of Gardner, Massachusetts

Massachusetts Electric Company d/b/a National Grid and Verizon New England, Inc requests permission to locate poles, wires, and fixtures, including the necessary sustaining and protecting fixtures, along and across the following public way:

High St - National Grid to Relocate 2 JO Poles on High St beginning at a point approximately 10' feet south of the centerline of the intersection of High St and Newton St and continuing approximately 120' feet in an east direction. Relocating P30 and P31 on High St to alleviate clearance issues to new construction being built on Newton St.

Location approximately as shown on plan attached

Wherefore it prays that after due notice and hearing as provided by law, it be granted a location for and permission to erect and maintain poles and wires, together with such sustaining and protecting fixtures as it may find necessary, said poles to be erected substantially in accordance with the plan filed herewith marked – High St – Gardner – Massachusetts.

No.# 31139440 November 17, 2025

Also for permission to lay and maintain underground laterals, cables, and wires in the above or intersecting public ways for the purpose of making connections with such poles and buildings as each of said petitioners may desire for distributing purposes.

Your petitioner agrees to reserve space for one cross-arm at a suitable point on each of said poles for the fire, police, telephone, and telegraph signal wires belonging to the municipality and used by it exclusively for municipal purposes.

Massachusetts Electric Company d/b/a
NATIONAL GRID *Eylmar Garcia*

BY _____
Engineering Department

VERIZON NEW ENGLAND, INC.

BY _____
Manager / Right of Way

RECEIVED

2025 DEC 23 A 11: 34

CITY CLERK'S OFFICE
GARDNER, MA

ORDER FOR JOINT OR IDENTICAL POLE LOCATIONS

To the City Council - Gardner, Massachusetts

Notice having been given and public hearing held, as provided by law,
IT IS HEREBY ORDERED:

that Massachusetts Electric Company d/b/a National Grid and VERIZON NEW ENGLAND INC. (formerly known as NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY) be and they are hereby granted joint or identical locations for and permission to erect and maintain poles and wires to be placed thereon, together with such sustaining and protecting fixtures as said Companies may deem necessary, in the public way or ways hereinafter referred to, as requested in petition of said Companies dated the 17th day of November, 2025.

All construction under this order shall be in accordance with the following conditions:

Poles shall be of sound timber, and reasonable straight, and shall be set substantially at the points indicated upon the plan marked - High St - Gardner - Massachusetts

November 17, 2025. Filed with this order. WR # 31139440.

There may be attached to said poles by Massachusetts Electric Company d/b/a National Grid and Verizon New England Inc. such wires, cables, and fixtures as needed in their business and all of said wires and cables shall be placed at a height of not less than twenty (20) feet from the ground.

The following are the public ways or part of ways along which the poles above referred to may be erected, and the number of poles which may be erected thereon under this order:

High St - National Grid to Relocate 2 JO Poles on High St beginning at a point approximately 10' feet south of the centerline of the intersection of High St and Newton St and continuing approximately 120' feet in an east direction. Relocating P30 and P31 on High St to alleviate clearance issues to new construction being built on Newton St.

Also for permission to lay and maintain underground laterals, cables, and wires in the above or intersecting public ways for the purpose of making connections with such poles and buildings as each of said petitioners may desire for distributing purposes.

I hereby certify that the foregoing order was adopted at a meeting of the
of the City/Town of _____, Massachusetts held on the _____ day of _____ 20 .

Massachusetts City/Town Clerk. _____
20 .

Received and entered in the records of location orders of the City/Town of

Book Page

Attest:
City/Town Clerk

I hereby certify that on _____ 20____, at _____ o'clock, M
at _____ a public hearing was held on the petition of
Massachusetts Electric Company d/b/a National Grid and VERIZON NEW ENGLAND, INC.

for permission to erect the poles, wires, and fixtures described in the order herewith recorded, and
that we mailed at least seven days before said hearing a written notice of the time and place of said
hearing to each of the owners of real estate (as determined by the last preceding assessment for
taxation) along the ways or parts of ways upon which the Company is permitted to erect
poles, wires, and fixtures under said order. And that thereupon said order was duly adopted.

City/Town Clerk.

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Board or Council of Town or City, Massachusetts

CERTIFICATE

I hereby certify that the foregoing is a true copy of the location order and certificate of
hearing with notice adopted by the _____ of the City of _____
Massachusetts, on the _____ day of _____ 20____, and recorded with the
records of location orders of the said City, Book _____, Page _____. This certified copy
is made under the provisions of Chapter 166 of General Laws and any additions thereto or
amendments thereof.

Attest:
City/Town Clerk

DO NOT USE THIS SPACE FOR ANYTHING

