

**Town of Hillsborough Water & Sewer Commission
January 27, 2026 Meeting Minutes**

The meeting was called to order at 6:00 p.m. Present were Commissioners Dave Lewis and Dana Clow; and Penny Griffin, Water and Sewer Administrator.

Also, in attendance was Sandra Moulton.

1. Sandy Moulton, resident of 56 Bible Hill Road, approached the Commission to discuss the November 2025 issued water bill for the property which had a usage reading much higher than they historically use and to request the Commissioners write off the \$189.11 overage as an error due to their usage history. Ms. Moulton provided a letter from the property owner, Kayla Kokal, authorizing Ms. Moulton to speak with the Commission on her behalf as she was unable to attend the meeting. Ms. Moulton explained that she had first contacted the Commissioner's office in November 2025 after receiving the bill to request an explanation for the high reading as she believes there is no way they used that much water. At that time, Penny Griffin had suggested that they look for possible leaks or a leaking toilet. It was also offered to have an operator go to the home to review and discuss the issue with her. Operator Alex Mellen went to the property and met Ms. Moulton. At that time, Mr. Mellen took a new meter reading, and the usage was back within the historical normal range of usage. Ms. Moulton believes there was an issue with the meter that caused the high reading as she states they found no leaks, didn't repair anything and the usage is back within the normal usage. Commissioner Dana Clow stated that a third-party meter test had been offered to Ms. Moulton to see if that was the issue and Ms. Moulton had declined. Ms. Moulton agreed but stated she had been told that if the meter tested within limits, she would be responsible for the \$300 test fee and she did not want to do that. The Commissioners explained that per the water meter readings the water went through the meter and based on the determination not to test the meter, the Commission has to assume the readings are correct which means the property owner is therefore liable for the water bill. Commissioner Clow provided an example that a typical silent, slow leak toilet can waste 50 to 100 gallons per day. Ms. Moulton stated that she is very disappointed in the Commissioners decision not to waive the fees. She requested an extension to be able to pay the balance. Penny Griffin explained that on February 1 all unpaid balances get transferred to the Tax Collector in a lien warrant; all outstanding balances must be included. Mrs. Griffin explained that the Tax Collector will collect on these accounts before any Lien process happens and the Tax Collector will mail notices prior to that process beginning, therefore she will have some time to pay the Tax Collector.

6:45 pm Sandy Moulton left the meeting.

2. Water and Sewer Change of Use/Occupancy applications for 21 School Street were reviewed.

The Commissioners approved the Water Change of Use application as submitted.

The Sewer Change of Use/Occupancy application was reviewed. The Commission determined the proposed use category of recreation on Table 1008-1, of the New Hampshire Code of Administrative Rules, Chapter Env-Wq 1000 does not increase the current approved discharge so there is no System Development Charge. Commissioner Dana Clow motioned to approve the water and sewer Change of Use applications as submitted. Commissioner Dave Lewis seconded the motion. All voted in favor.

3. The group reviewed and discussed recommended MAHL and Local Limits proposed by Underwood Engineers and NHDES. The Commissioners agreed to have Underwood Engineers proceed with the next steps to finalize them and get them updated in the Sewer Ordinance.
4. The Commissioners reviewed and finalized the Commissioners statement to be printed in the Town Report.
5. The group reviewed and discussed the proposed water budget. They also reviewed and discussed the need for a rate increase. Water usage was down for 2025 as we billed a total of \$886,492, \$21,408 below last year's budget of \$907,900. If water usage and water rates for 2026 remain at 2025 levels, we would anticipate a projected shortfall of \$68,866 for the 2026 proposed budget of \$955,359. The group noted that an 8% increase would be needed. The last increase was in 2024. Commissioner Dave Lewis motioned to approve the proposed 2026 water budget of \$955,359.00 and implement an 8% water rate increase on all billing tiers beginning with the February 2026 1st Issue billing. Commissioner Dana Clow seconded the motion. All voted in favor.

The group discussed creating a water rate increase notification letter to be inserted with the February bills. All agreed to provide a link and instructions to the New Hampshire Water & Wastewater Rates Dashboard at <https://dashboards.efc.sog.unc.edu/nh> for customers to review for rate comparison.

6. The group reviewed and discussed the proposed sewer budget. Commissioner Dana Clow motioned to approve the proposed 2026 sewer budget of \$1,316,360.00 and implement the previously noticed 25% sewer rate increase, as explained with the asset management plan, beginning with the February 2026 1st Issue billing. Commissioner Dave Lewis seconded the motion. All voted in favor.
7. The Commissioners reviewed and authorized the following:
 - a) 2025 AP Voucher #2A W=\$8,604.36 S=\$24,287.48
 - b) 2026 AP Voucher #2 W= \$27,900.90 S= \$37,628.85
 - c) Timecards
 - d) Meeting Minutes

Commissioner Dave Lewis motioned to adjourn the meeting. Commissioner Dana Clow seconded the motion. All voted in favor.

Meeting adjourned at 8:25 pm

Respectfully submitted,

Penny Griffin, Administrator

Water and Sewer Commissioners Meeting Minutes
Approved by:

Date:

Peter Mellen, Chairman

Dana Clow

Dave Lewis
Water and Sewer Commissioners