PAWTUCKET WATER SUPPLY BOARD

The 447th meeting of the Pawtucket Water Supply Board met on October 13th, 2026 at 5:00 PM

William Masuck called the meeting to order at 5:00 PM.

PWSB Members Present

William Masuck, Chairperson – present

James Bradford, Vice Chairperson – present

Robert Benson – present

Roberto Moreno – present

Mark Theroux – not present

Jeannine Bourski – not present

PWSB Staff Present

James DeCelles - Chief Engineer

Russell Houde – Assistant Chief Engineer

Katie Peters – Executive Project Manager

Christopher Collins – Source Water Manager

Joe Keough - Attorney

Public Attendees

None

4. Consent Agenda

Brief discussion about the continued wholesaling of water to Cumberland and the potential for an interconnection with Lincoln.

A motion to approve the Consent Agenda was made by James Bradford and seconded by Roberto Moreno.

Roll Call Taken:

William Masuck - Yes

Robert Benson – Yes

James Bradford – Yes

Roberto Moreno – Yes

APPROVED

5A. Billing System Purchase

PWSB recommended that the Pawtucket Purchasing Board authorize the purchase and installation of the Muni-Link billing system under the HGAC cooperative purchasing agreement. The annual cost of the system will be $92,621 and the implementation/data conversion will be a one-time fee of $78,000.

The installation of Muni-Link would also bring our billing software to cloud based solution that is hosted, monitored, updated, and patched by Neptune. We would have a state-of-the-art billing system that was designed for the sole purpose of utility billing and no longer be reliant on outdated software with outdated hardware and operating system that only a few people know how to operate and maintain.

A motion to recommend that the Purchasing Board authorize the purchase and installation of the Muni-Link utility billing system was made by Robert Benson and seconded by James Bradford.

Roll Call Taken:

William Masuck - Yes

Robert Benson – Yes

James Bradford – Yes

Roberto Moreno – Yes

APPROVED

5B.a. Billing Adjustment Request - 57 Rosemont Ave, Pawtucket

The customer, Mr. Matthew Guertin, is requesting the $200 termination/reconnection charge be waived. He believes he was not properly notified of the pending termination. Mr. Guertin's meter was due to be updated. After several letters, and a door tag, on August 19, 2026, the service was terminated. The customer's tenant called and the meter was updated and service restored later that

afternoon.

Based upon a review of the facts and in accordance with PWSB policy it is recommended not to grant the adjustment to this account.

Motion to deny the bill adjustment was made by James Bradford and seconded by Roberto Moreno.

Roll Call Taken:
William Masuck - Yes
Robert Benson – Yes
James Bradford – Yes
Roberto Moreno – Yes
APPROVED

5B.b. Bill Adjustment Request – 52 Manton St, Pawtucket

The customer, Mr. Helio Pereira, is looking for relief from his water bill. He is hoping for some relief from a high-water bill. There was abnormal consumption for the months of July, August and September at their rental property. A running toilet was probably the problem. Consumption for October is back to normal.

Based upon a review of the facts and in accordance with PWSB policy it is recommended not to grant the adjustment to this account.

Motion to deny the bill adjustment was made by James Bradford and seconded by Robert Benson.

Roll Call Taken:
William Masuck - Yes
Robert Benson – Yes
James Bradford – Yes
Roberto Moreno – Yes
APPROVED

Next scheduled meeting is November 10th, 2026.

A motion to adjourn was made by James Bradford and seconded by Robert Benson.

Meeting adjourned at 5:18 pm.

Certified by PAWTUCKET WATER SUPPLY BOARD, recorded by kp

William Masuck, Chairperson