TOWN OF CHESHIRE

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OFFICE OF THE BOARD OF SELECTMEN

Board of Selectmen

Meeting Minutes – October 3, 2023

Pursuant to a notice duly filed with the Town Clerk, a meeting of the Board of Selectmen was held in person at 191 Church Street (Cheshire Community House) on Tuesday October 3, 2023, at 6:30 PM

Board of Selectmen Members Present: Shawn McGrath, Chair
Jason Levesque, Vice Chair
Ray Killeen, Member
Ron DeAngelis, Member
Michelle Francesconi, Member

Others Present: Jennifer Morse, Town Administrator; Corey McGrath, Facilities Manager; Lynn Melchiori; Cheryl Maguire; Bob Tetlow; Christine Emerson; Sandra Sloane; Peter Traub; Art Kaufman; Liseann Karandisecky, HLD Prudential Committee Chair; Val Tyska; Alred Tyska; Jane Giard; Rebecca Herzog

Summary of Votes:

- Vote to keep Veteran/War Memorials at the Town Hall Common 3-1-1
- Vote to approve the consent agenda minus the minutes which were tabled 5-0
- Vote to approve $5,815 from ARPA funds for a new town website 5-0
- Vote to approve the estimate from Applied Water Shed Sciences 5-0
- Vote to hire Bailey DeSanti as Facilities Maintenance Technician 5-0
- Vote to change the title of Council on Aging Director to Senior Cener Director 5-0
- Vote to change the title of COA Meals Coordinator to Senior Center Meals Coordinator 5-0
- Vote to adjourn at 7:31 p.m. 5-0

S. McGrath opened the meeting at 6:30 p.m.

Veteran Memorial Discussion – Val Tyska Petition

S. McGrath stated that the board had a conversation about moving the monuments after the idea was brought forth, at the end of the initial conversation it was noted that input from the community would be sought when the board was ready to continue the discussion..

A motion was made by M. Francesconi and seconded by R. Killeen to keep the war memorials in their current location.

Discussion: J. Levesque asked if the motion took it off the table for the future, it was discussed that topics can always come back to the board for discussion. There was discussion on War Memorial that would address all veterans lost in war, including the civil war at the Community House.
Roll Call Vote: R. DeAngelis -Abstain; R. Killeen – Yes; J. Levesque – Yes; M. Francesconi – Yes; S. McGrath - No
Motion Carries: 3-1-1

Val Tyska presented a petition signed by ninety-three residents "we the undersigned, definitely oppose the removal of the Cheshire War Memorials from the Twon Hall Common to the Community House", she stated that the Town Common is a beautiful area and to move and possibly damage the monuments would be unacceptable, noting that people feel this is an important topic.

M. Francesconi spoke about the reasons why the idea was discussed which included the Memorial Day parade route and the safety concerns with Route 8 especially for the children riding bikes. There was further discussion on the parade route and the number of structures on the commons including monuments, benches, utility poles, trees etc.

Art Kaufman stated that he did not want to see the Memorial Day ceremony moved to the Community House as suggested. This topic of the Memorial Day Parade will take place at a future meeting.

Consent Agenda

- Minutes - September 19, 2023 - Tabled
- Warrants PR 24-07; AP 24-08
- Youth Center – Facilities Request Form – Cafeteria for Halloween Party

A motion was made by J. Levesque and seconded by R. DeAngelis to approve the Consent Agenda minus the minutes.
Roll Call Vote: R. DeAngelis – Yes; R. Killeen – Yes; J. Levesque – Yes; M. Francesconi – Yes; S. McGrath- Yes
Motion Carries: - 5-0

Discussion/Decision Items

a. ARPA Fund Request – New Town Website

The Town Administrator and Municipal Clerk participated in a demonstration from TownWeb last week, after reviewing other web platforms they are recommending TownWeb for the new website. The website will be built and ready to go live in early February. The new website will be more user friendly for residents and visitors as well as for staff. The annual cost of the website is the same as the current platform.

A motion was made by S. McGrath and seconded by M. Francesconi to allocate up to $5,815 for the new town website hosted by TownWeb.
Roll Call Vote: R. DeAngelis – Yes; R. Killeen – Yes; J. Levesque – Yes; M. Francesconi – Yes; S. McGrath- Yes
Motion Carries: - 5-0

b. HLD – Lake Management Study

The Town Administrator shared that the estimate for the first phase of a lake management study and correspondence between the vendor and HLD President Liseann Karandisecky were in the packet. Also shared was the balance of the deweeding funds allocated as an earmark in the FY22 Governors budget, the total remaining is $14,132.71.

A motion was made by S. McGrath and seconded by J. Levesque to accept the Lake Management Proposal from Applied Watershed Sciences.

Discussion: There was discussion regarding the short- term and long-term management plan, the same weed problems year after year,and the weed study being a band aid. Liseann was asked how old the current lake management plan is and she stated 20+ years old and the plan mainly addressed ownership. She was asked if the HLD voted to move forward with the estimate, she acknowledged that they did. R. DeAngelis asked why they are coming to the town now to release the funds when they haven't in the past, there was discussion about the harvester and the funds. R. DeAngelis further stated the HLD members made the decision and moved forward with the harvesting of weed, the town should have been part of that decision and then spoke about the HLD begin a district and being governed by their bylaws, he felt that they should be applying for their own funds or dissolve the district and have it all under the umbrella of the town. S. McGrath acknowledged that mistakes were made in the past, that this is the first step to correct the process. It was suggested that the Board of Selectmen set up a meeting to discuss process with the HLD moving forward.

Roll Call Vote: R. DeAngelis – Yes; R. Killeen – Yes; J. Levesque – Yes; M. Francesconi – Yes; S. McGrath- Yes
Motion Carries: - 5-0

c. Facilities Position – Bailey DiSanti

A motion was made by S. McGrath and seconded by J. Levesque to hire Bailey DiSanti as Facilities Maintenance Technician.
Roll Call Vote: R. DeAngelis – Yes; R. Killeen – Yes; J. Levesque – Yes; M. Francesconi – Yes; S. McGrath- Yes
Motion Carries: - 5-0

d. Council on Aging/Senior Center Director & Meals Coordinator Title Changes

The Town Administrator shared that she sought input from the Council on Aging regarding the change in titles for Senior Center staff. They would like for the title of Van Driver to remain Council on Aging since it is on the side of the van. The Town Administrator said that this is the perfect time for a change in title with the name change of the building, the ongoing wage/salary study and for clarification between the Senior Center and the role of the Council on Aging as an advisory board.

A motion was made by R. DeAngelis and seconded by S. McGrath to change the title of the Senior Center staff to Senior Center Director and Senior Center Meals Coordinator.
Roll Call Vote: R. DeAngelis – Yes; R. Killeen – Yes; J. Levesque – Yes; M. Francesconi – Yes; S. McGrath- Yes
Motion Carries: - 5-0

e. Pickleball Rules and Regulations

The Town Administrator shared that input was sought from avid Pickleball players and S. McGrath, the draft rules and regulations were in the packet. The pickleball court must cure for a few more weeks, lines can then be painted, it will then need to be sealed prior to use. Reservations will be handled through a new app or the town website, not by the Senior Center Director. The rules and regulations will be posted to on the website and at the court.

Town Administrator Updates

a. Town Officials Meeting - The Town Officials meeting is scheduled for Wednesday October 11, 2023, at 7:00PM responses have been very slow, a reminder will be emailed out to all board/committees/departments this week.

b. Stafford Green Site Visit Correspondence - The Town Administrator shared that she was in contact with Stafford Green there is no language within the decision requiring a yearly inspection, however the board would like to do a site visit in the coming weeks to check on the odor mitigating steps that are in place. The police chief is working directly with the company to check on the status of security. Cheryl McGuire was present and confirmed that they would be happy to have visitors in small groups, harvesting is almost completed.

c. Ambulance Exploratory Group - The Town Administrator explained that group has been put together to explore the towns options for ambulance services. The group is made up of Shawn McGrath (BOS), John Tremblay (Finance), Tom Francesconi (Fire, EMT), Mike Alibozek (Police), Corey Swistak (EMD, Fire, EMT) and Corey McGrath (EMS). The group will be talking to local ambulance services including Adams, Northern Berkshire, Lanesborough and exploring town operated services. The group will report back to the Board of Selectmen prior to the budget season.

d. Town Offices to Community House Update - The Assessors floor is complete, and the counter almost done, she should be ready to move over by the middle of the month. Spectrum was on site Monday and the last piece is equipment which is expected to happen in the next week.

Announcements from Board Members - None

Public Comment

Barry Emery suggested that a resolution should be obtained by the Town through the House of Representatives thanking Bob and Diane Hitter for their many years of service to the Town by serving on the Historical Commission.

Adjournment

A motion was made by S. McGrath and seconded by M. Francesconi to adjourn the meeting at 7:31 p.m.
Roll Call Vote: R. DeAngelis – Yes; R. Killeen – Yes; J. Levesque – Yes; M. Francesconi – Yes; S. McGrath- Yes
Motion Carries: - 5-0

Respectfully Submitted:
Jennifer Morse
Town Administrator
October 6, 2023

Document List

1. Agenda - October 3, 2023
2. Facilities Use Form - Youth Center Halloween Party
3. Townweb Proposal
4. Applied Watershed Sciences Estimate
5. Municipal Aggregation Program Information

Approved: October 17, 2023

TOWN OF CHESHIRE

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Board of Selectmen

Meeting Agenda – October 3 2023
6:30 PM

Cheshire Community House – Meeting Room
(former Cheshire Elementary School)
Entrance is at the West End of the Building at the ramp

1. Open Regular Meeting Introductions and Pledge of Allegiance
2. Veteran Memorial Discussion – Val Tyska Petition
3. Consent Agenda
   a. Minutes - September 19, 2023
   b. Warrants, PR 24-07, AP 24-08
   c. Youth Center – Facilities Use Form – Cafeteria for Halloween Party
4. Discussion/Decision Items
   a. ARPA Fund Request – New Town Website
   b. HLD – Lake Management Study using De-weeding funds
   c. Facilities Position - Bailey DiSanti
   d. Council on Aging/Senior Center Director, Meals Coordinator Title Change Vote
   e. Pickleball Court Rules/Regulations
   f. Historical Commission Resignations – Bob and Diane Hitter
5. Town Administrator Updates
   a. Town Officials Meeting
   b. Stafford Green Site Visit Correspondence
   c. Ambulance Exploratory Group
   d. Town Offices to Community House Update
6. Announcements from Board Members
7. Public Comment
8. Any other business not anticipated 48 hours prior to the meeting.

Submitted by: Jennifer Morse – Town Administrator

Posted: 9/28/2023 @ 8:00 a.m.

POSTED IN ACCORDANCE WITH THE PROVISIONS OF MGL 30A §§18-25.

TOWN FACILITIES REQUEST FORM

Please read the instructions prior to filling out the facility use form.

1. Print your name, address, and a telephone number at which you can be reached during 8:30 a.m. to 4:00 p.m.
2. Check the facility or facilities you wish to use.
3. Requested use – please be specific as to the nature of the use and/or if you are representing a specific league or organization.
4. Special circumstances – (a) address needs which may not be currently available, i.e. need for tent, chairs, bleachers, decorations, etc. (b) give an estimated attendance which is needed to determine such things as crowd control and parking
5. Provisions for cleanup – there is no charge for normal field maintenance such as mowing grass. However, if you plan on decorating or placing items on the field, lining the field, the town will assess a fee if town workers are required to provide the service to restore the facility to its original state.

If there are no conflicts with other activities or fees assessed, the Town Administrator, or its representative, will make every effort to authorize this request within three (3) business days. If a conflict is determined or fees are required, this request will be presented at the next meeting of the Board of Selectmen. Special meetings can be arranged for extenuating circumstances.

Applicant name: Youth Center Inc

Address: 191 Church Street **Town/City:** Cheshire **State:** MA

Telephone: 743-3550 **EMAIL:** mcarpenter@youthcenterinc.org

Facility Requested:

X Cheshire School (Café)

___ Cheshire School Field

___ Little League Field, School Street

___ Cheshire Senior/Community Center

___ Town Hall Park

___ Street(s) (Specify:_____)

___ Other (Specify:)

TOWN FACILITIES REQUEST FORM

Date(s) of Use: October 26, 2023

Hour(s) of Use: Event 6-8 (set up the night before or morning of)

Requested Use: (please be specific as to the nature of the event)
Halloween Party

Special Circumstances: (i.e., chairs on lawn, decorations at gazebo, tents, etc.)

Number of Participants/Attendees: 100

Provisions for Cleanup: (a fee will be assessed if none provided)

This application will not be processed without the following information. Liability insurance is required by our insurance carrier.

Insurance:

Name of Insured: _____

Policy number or Insurer: _____

Policy Expiration Date: _____

Alcoholic beverages are not allowed on premises unless a special license has been obtained from the Board of Selectmen. Do you want to obtain a special license? ___ Yes ___ No

Special Fees:

Town Common Use for non-residents:	$ 10.00
Daytime Field use (6 hours maximum):	$ 50.00
Nighttime Field use:	$ 75.00
Police Officers x ___ (per patrol person)	$ _____

Field Maintenance (Subject to town policy) $ _____

The Town of Cheshire allows "free" use of its facilities to:

- Non-profit town affiliated functions (i.e. youth/high school sports programs, league field day, etc.), provided the non-profit organization provides proof of its status as a non-profit.
- Town residents: (i.e. weddings at the town common, etc.)

RULES GOVERNING USE OF TOWN FACILITIES

1. **Absolutely No Alcohol** to be consumed on premises unless a special license has been obtained from the Board of Selectmen.
2. **No alterations** to structures or grounds.
3. **Property must be kept clean** and returned in clean, useable form.
4. ***Events and activities must be conducted in a well-controlled, responsible manner.***

I/We hereby, by myself, heirs, executors, administrators and officials, release and hold harmless the Town of Cheshire from all liability arising out of my/our use of the town facilities as requested above. I/We accept responsibility for damages to the property.

I/We waive and release any and all rights and claims for damages I/We or my/our guests may have against the town of Cheshire for injuries as a consequence of my/our use of the town facilities.

Applicant Signature Monica Carpenter Date: 9/13/23

Applicant Name (Printed) Monica Carpenter Date: 9/13/23

Facilities Manager ☑ **Approve** ☐ **Disapprove**

Signature: [signature] Date: 09-21-2023

Comments: _____

Town Administrator ☒ **Approve** ☐ **Disapprove**

Signature: [signature] Date: 9-21-23

Comments: _____

Board of Selectmen ☐ **Approve** ☐ **Disapprove**

Signature: _____ Date: _____

Comments: _____

Online Solutions to Make Your Life Easier



TOWNWEB® **Proposal for a Website & Communication Platform**

Prepared for

TOWN OF CHESHIRE

Town of Cheshire
80 Church St
Cheshire, Massachusetts, 01225

Dear Jennifer,

Thank you for reaching out to us regarding your new municipal website needs. We appreciate the opportunity to assist you in this important endeavor.

At your municipality, you and your staff are tasked with sharing important information with your local residents. You need to keep them informed and engaged.

A municipal website is ***the tool* to accomplish this**. You need something that is professional-looking, easy to use, and effective in communicating with your constituents. Town Web offers the perfect solution to achieve this!

By choosing Town Web, you can take advantage of a website that is also a powerful communication tool. It is a website and software platform designed specifically for local government.

Our platform makes it easy for you to post official news and notices, community & government events, along with other department-related data. This means the activities within your other departments, such as Public Works, Zoning & Planning, Parks & Recreations, etc. can also be communicated to your local constituents.

Three things that set our solution apart from other municipal web development companies you may be evaluating:

1. Our *sole focus, from the moment we wake up until we go back to sleep,* is to **make your municipal life easier.** We make it easy for you to go in and post things. We make it easy for your residents to get the information they need. While your residents can always find the information on our website, we go a step further.
   We provide you with a Communication Platform. This means your residents can have these posts and updates sent directly to them via email or text message. Plus, it can all be posted on social media...all without any extra effort on your side!

2. Our Digital Online Solution provides a **user-friendly digital platform** for citizens to interact with their government. This platform features electronic versions of your commonly used forms. It also comes with a citizens' payment portal. This way all of your municipal services and fees can be paid online with a credit card. This innovative solution streamlines the interaction between the government and its citizens, delivering the *level of service they expect and deserve* in a post-pandemic world.

3. With our **white glove service**, you will receive exceptional support from our dedicated and friendly team. They are available 24/7 to assist with both your website and communication tool. *This comprehensive service means you do not need to burden your IT staff.* You can rely on the Town Web staff. We handle the creation of forms, workflows, and payment portals for you. This provides you with a seamless and stress-free experience.

We would like the Town of Cheshire to take advantage of the benefits of a professional, easy-to-use, and effective municipal website and communication tool. The following pages in this proposal will show you more about the benefits you and your staff will get from Town Web.

Discover how our platform can simplify your municipal life, streamline communication with your constituents, and provide a user-friendly digital platform for online services and payments!

We also provide a detailed quote for the cost to implement this solution for your municipality. Please contact me or Chris to answer any questions. We both would love to help you take the first step towards a more efficient and effective municipal website and communication tool.

Sincerely,

Peter Stanko

New Client Coordinator with Town Web

peter@townweb.com | chris.astrella@heygov.com | Toll-Free: 877-995-TOWN (8696)

THIS PROPOSAL OUTLINES THE BENEFITS OF TOWN WEB FOR THE TOWN OF CHESHIRE

The way municipalities communicate with their residents has drastically changed in the past two decades. Our team has interviewed many dozens of city administrators and town clerks.

We learned that it was easier to communicate the happenings and official notices of a municipality in the late 90s. By publishing the official notices in the local newspaper and running the loop of the video recordings on the local cable access television station, everybody would know what was going on. However, things have changed.

Newspapers aren't the primary source of news like they were in the 20th century. Municipalities needed to stay current with modern methods of communication. This includes using newer technology, like text messaging, emails, and various social media avenues.

The channels of communication have multiplied. The demographics of your citizens have become more diverse. Millennials prefer to consume information differently from the Baby Boomer generation.

The challenge of local government is to provide information to **ALL** their constituents. Even if they're considered *"digital dinosaurs"* and want everything on paper and want to write checks. Or if they're *"digital natives"* and want the same information, but accessible on their phone and paying with a credit card.

Or somewhere in between for the rest.

This is precisely the challenge that your website vendor needs to solve for you. Town Web is uniquely positioned to solve this problem in a way that saves you and your staff time. Plus, it provides an online citizen portal that your citizens deserve.

The current challenge facing many local governments is the difficulty of effectively communicating with their constituents. Many current municipal websites are outdated, difficult to navigate, and lack the necessary tools to keep the local residents informed and engaged.

We hear from countless others who also have problems maintaining a municipal website independently. It's cumbersome and overly complex. Still, many others do not get the type of support or assistance they expect to be successful in maintaining the website.

This problem is even more pressing in a post-pandemic world, where citizens are increasingly expecting digital services and communication from their government. The lack of an effective website and communication tool means that local governments are not able to effectively share news and notices, community and government events, and other department-related data. This has led to a decrease in the effectiveness of public services and an overall lack of engagement with local residents.

THIS IS WHERE TOWN WEB'S ONLINE DIGITAL SOLUTION HELPS YOU AND YOUR STAFF TREMENDOUSLY

Project Scope

Below are the steps of the website and communication platform's project scope. Also included is an individual extra option for an **Elite Web Design package**. To make the process smooth and streamlined, we recommend that your organization appoint a single person to be our designated point of contact. This person should be the individual who we can work with for coordinating any meetings, and who has the authority to approve all design and project approvals for the project milestones.



Estimated Timeline

Depending on the quantity of content and the chosen layout and style of the website, the project can take between eight to 12 weeks.

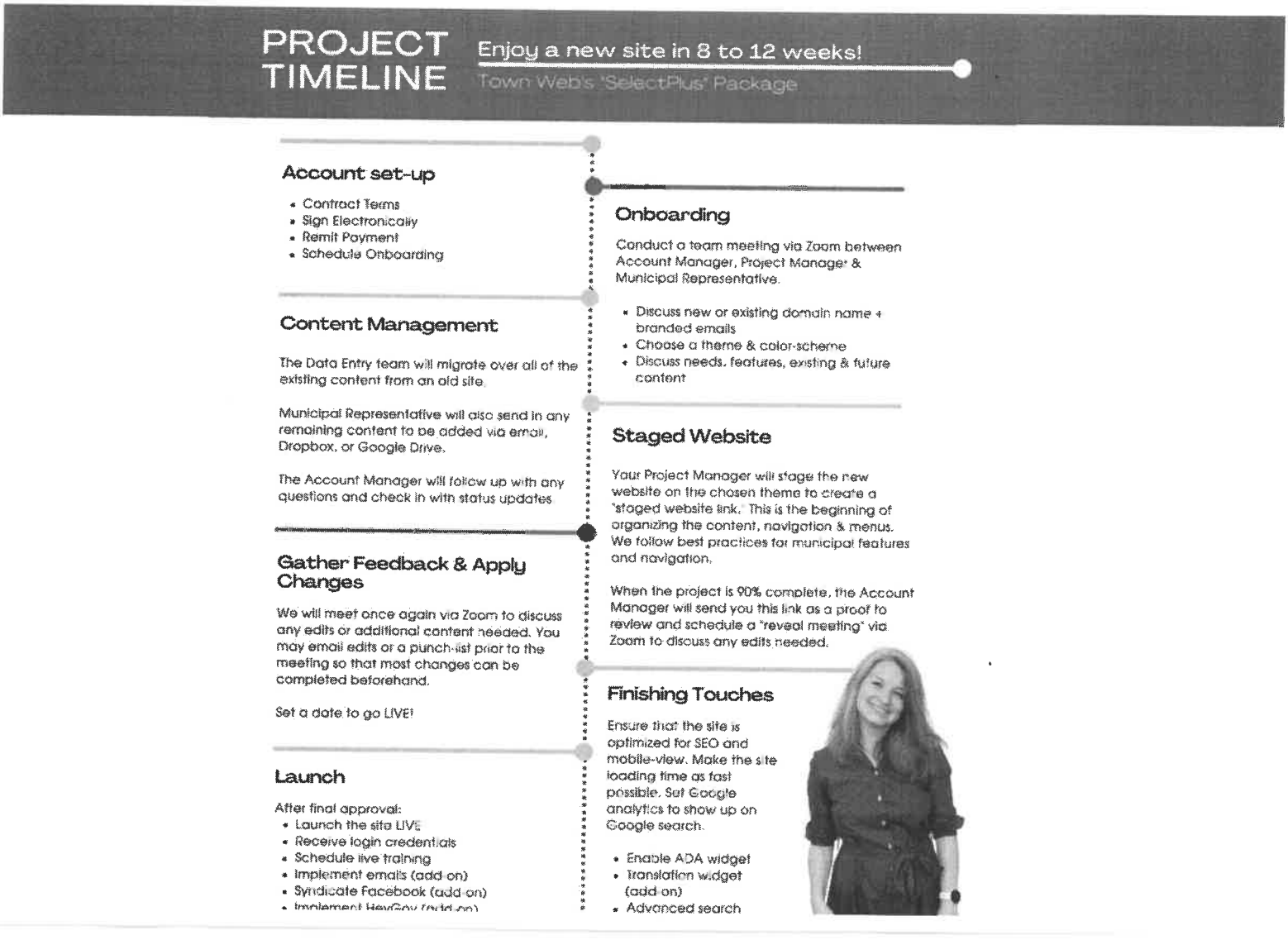
The timeline for the Elite Web Design package adds an additional three to eight weeks to the project, depending on how quickly design sign-off is provided by your app.

The timeline for our Online Digital Solution add-on can be an additional four to eight weeks, depending on the number of departments involved and the number of forms you wish to have implemented.

TOWN WEB'S WEBSITE COMMUNICATION PLATFORM

We approach our projects in two distinct stages, each designed to address specific needs and deliver comprehensive solutions. The first stage focuses on the development of a website and communication platform, while the second stage revolves around the implementation of online modules to support government digitalization efforts. **Stage 1 includes:**

1. Designing and developing a website layout and user interface
2. Creating and integrating content such as text, images, videos, and other multimedia
3. Setting up and configuring website hosting and domain name (including a new dot.gov domain name
4. Setting up and configuring new email addresses
5. Optimizing a website for search engine visibility
6. Setting up contact forms, analytics, and other interactive features
7. Writing custom scripts and code for specialized needs
8. Enhancing website security and protection from malware
9. Testing and debugging the website for usability, compatibility, and responsiveness
10. Website training
11. Go Live and website handoff



TOWN WEB'S ONLINE DIGITAL SOLUTION

For projects that include Town Web's entire Online Digital Solution, a set of additional steps come into play. These steps are executed concurrently with the project scope mentioned above and are handled by our expert team. **Stage 2 includes:**

Building Customized Forms:

- Create customized forms tailored to your municipality's specific services and needs
- Gather necessary information and enable online submissions for efficient processing

Reservation System Development:

- Design and develop a reservation system for municipal facilities and parks and recreation amenities.
- Enable residents to easily book and reserve these resources through your website.

QR Code Generation:

- Generate QR codes for remote payments, such as boat launch permits, facility rentals, and pool passes.
- Enable residents to make secure and convenient payments using their mobile devices.

Workflow Implementation:

- Establish workflows for approvals, notifications, and tracking of each form submission.
- Automate processes to streamline internal operations and enhance efficiency.

Secure Payment System Integration:

- Integrate a secure payment system and payment portal for online transactions.
- Ensure the confidentiality and security of residents' financial information.

Plugin and Widget Development:

- Develop plugins and widgets to embed forms and payment portals seamlessly within your website.
- Enhance the user experience by providing easy access to online services.

Accounting and Billing Integration:

- Connect the payment portal with your accounting and billing package.
- Streamline financial processes and facilitate accurate record-keeping.

Comprehensive Training and Support:

- Provide comprehensive training to familiarize you and your team with the integrated solution.
- Ensure you have the necessary knowledge to manage and utilize the system effectively.

Seamless Integration:

- Seamlessly integrate Town Web's Online Digital Solution within your new website.
- Ensure a cohesive and consistent user experience throughout your online platforms.

Ongoing Technical Support and Updates:

- Offer continuous technical support to address any issues or questions that arise.
- Provide regular updates to keep the solution up to date with the latest features and security measures.

By separating our projects into two stages and offering the option of Town Web's Online Digital Solution, we provide a comprehensive approach to meet your municipality's evolving needs. Whether you require a professional website and communication platform or seek to leverage advanced digital modules, we have the expertise and dedication to deliver solutions that empower your government to thrive in the digital age.

ELITE DESIGN PACKAGE

For municipalities that select the Elite Web Design Package, we provide additional steps in the project's scope of work. This includes more extensive branding and design work:

1. Branding and styling design
2. Selection of premium typography/fonts
3. Development of a UX/UI (User Experience/User Interface) style guide for desktop and mobile
4. Custom illustration or iconography
5. Custom page design for the homepage
6. Custom theme design for the department homepages
7. Custom image and illustration selection
8. Custom coding of the page and theme designs into website CMS

Discovery
Week 1

Meet via Zoom with our Creative Director. We discuss in detail your target audience and website goals.

Developing
Weeks 5-10

We send mockup files to our development team for development. Internal pages will be designed based on the homepage style. The inside pages share the same top navigation menu, background, style, and page footer. The Data Entry team will migrate over all of the existing content from an old site. We do theme-testing to make sure the design works across all platforms, devices and browser types.

Staging
Weeks 15-19

Project Manager will stage the new website to create a "staged website link." This is the beginning of organizing the content, navigation & menus. We follow best practices for features and friendly navigation.

Launching
Week 20

After final approval:

Design
Weeks 2-4

We will create 3 high-fidelity mockups of the homepage. Designed with mobile and desktop layout in mind. We will incorporate ideas, colors, photographs and typography that was discussed in the initial design interview.
Included are three (3) rounds of small design changes to make your homepage look perfect. We work on the layout, colors and typography to ensure an intuitive, yet informative design. Once a mockup is approved, we code the custom theme based on the design.

Feedback
Weeks 11-14

We will meet once again via Zoom to discuss any edits or additional content needed. You may email edits or a punch-list prior to the meeting so that most changes can be completed beforehand. Set a date to go LIVE, unless a set date is predetermined.

Finishing
Week 20

Ensure that the site is optimized for SEO and mobile-view. Make the site loading time as fast possible. Set Google analytics to show up on Google search.

- Enable ADA widget
- Translation widget

Design Concept and Approach

The design concept and approach for the new website for the municipality follow a user-centric design approach. Our goal is to create a website that is easy to use and understand for all users, regardless of their background or level of technical understanding.

The design will be modern and contemporary in its look and feel while remaining highly functional and organized. It will also be mobile-friendly since a sizable and growing chunk of your municipality's demographics will be Millennials. They will want to take advantage of a solution that is mobile-optimized.

Therefore our focus will be on creating a website that is aesthetically pleasing, while also being intuitive and easy to navigate, whether viewed on a desktop or on a mobile device or tablet. Plus, it will be ADA-compliant.

WEBSITE AND COMMUNICATION PLATFORM

Our lowest cost option for a new website and communication platform is to select from one of our readily available themes. Each of these is already designed, which saves on the cost of development and deployment. They can each be customized for your municipality by applying a new color scheme to the template and adding photographs provided by your organization. Once the project is approved, you'll work with your Project Manager and Account Manager to select a theme.

ELITE WEB DESIGN PACKAGE

For a bespoke web design option, you can select the Elite Web Design Package as an option. You will get the "full service" for a new custom web design. This means you will also be working directly with our branding team.

This extra work includes special meetings focused specifically on design. They also include facilitated Discovery and Branding exercises that you and your stakeholders are expected to attend to give their thoughts and inspiration.

These sessions are truly a lot of fun, with a lot of engagement both from our design and branding team and also from your side. It's considered a really enjoyable portion of the design portion of a new web design project.

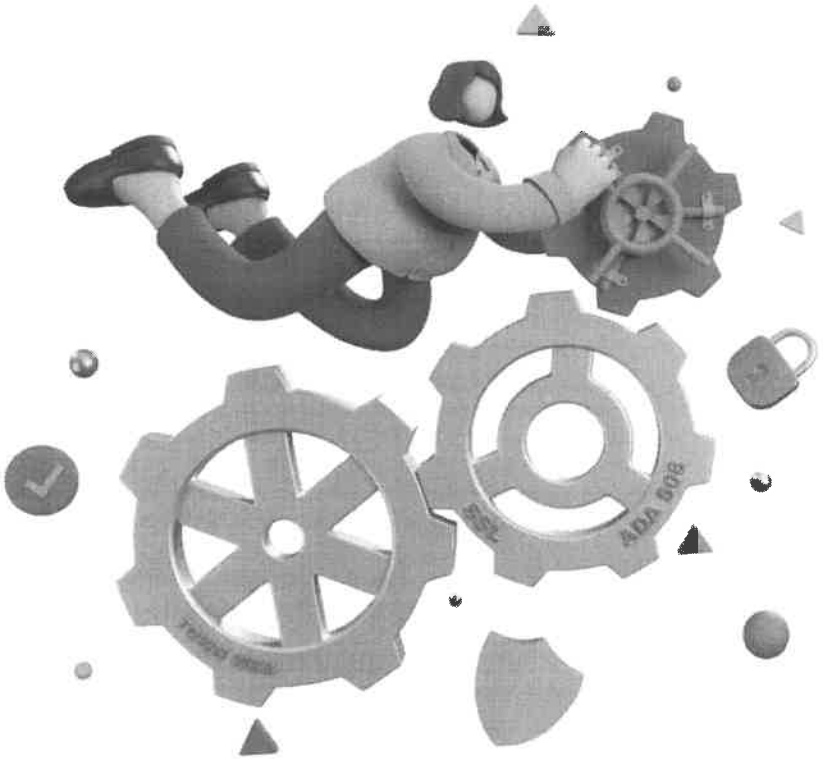
Many attendees have said time and time again "This was a lot more fun than I expected!"

These meetings guide the creation of your custom UX/UI (User Experience/User Interface) for the website. The same team will create a new style guide. The style guide will be used for the development of the desktop and mobile experiences of your new website. Our approach is an iterative process where you and your staff can provide feedback.

All work from the design and branding requires custom coding and theme development for the CMS.

Technical Overview

One of the biggest advantages you have with choosing Town Web is that we take care of the technical needs. You don't need to consume the resources of your internal or contract IT staff. We manage and maintain the infrastructure for the service and products that we deliver to you.



WEBSITE COMMUNICATION PLATFORM

We include all the hardware and software to manage your new Website and Communication Platform. The below list includes everything we manage and maintain on your behalf.

- Domain name management (including annual renewal)
- DNS (domain name service) service management, including MX (mail server) records
- Server maintenance (dedicated server or cloud servers)
- CMS (Content Management Service) Web hosting with a 99.9% uptime guarantee
- Database hosting
- Media file hosting (PDFs, images, and other related content)
- Site backups (including core website CMS files, media files, and database files) on a separate cloud server
- SSL (secure socket layer) certificates
- API (Application Programming Interface)

As part of our White Glove Service, you receive 24/7 Tier 1 technical support should any issues arise.

All of these requirements must be met in order to ensure that your new website is secure, reliable, and accessible to all users.

TOWN WEB'S ONLINE DIGITAL SOLUTION

Town Web's Online Digital Solution is a comprehensive suite of government tools designed to streamline municipal processes and reduce administrative workload. With our solution, we facilitate the transition from traditional paper-based systems to efficient online platforms, saving valuable time for municipal staff. Our platform acts as a centralized hub, connecting citizens, departments, and local businesses onto one digital platform for seamless information flow.

By utilizing Town Web's Online Digital Solution, you can digitize forms, licenses, and applications, eliminating the need for manual paperwork. The submitted information can easily and securely traverse your entire organization, improving communication and data accessibility. Moreover, our solution includes a convenient payment portal, enabling you to collect credit card payments for municipal fees and services online, in person, and remotely. To enhance user experience, the forms, licenses, and applications built with Town Web's Online Digital Solution can be seamlessly embedded within your website. This integration allows for streamlined data collection and provides a user-friendly interface for citizens and businesses to submit information and make payments. With our solution, you can consolidate these essential functionalities within your website, simplifying the online experience for your constituents.

Additionally, we offer the "White-Glove" Service as part of our comprehensive package. Our experienced team will provide personalized onboarding assistance and support, working side-by-side with your staff and department heads. This "Done With You Service" ensures a smooth transition and empowers your team to leverage the full potential of Town Web's Online Digital Solution.

With Town Web's Online Digital Solution, you gain a powerful toolkit to digitize processes, streamline communication, and optimize efficiency within your municipality. Our solution brings together the necessary components for effective online governance, empowering your municipality to thrive in the digital era.

Current Accounting and Utility Billing Integrations:

- Banyon Data
- Caselle / CivicSystems
- GovPayNow
- MuniciPay
- Workhorse Software



Many Municipal Vendors and IT Staff have mentioned how open and easy-going it was to work with the Town Web tech team.

Website and Communication Platform

THE DASHBOARD

(THE PART THAT YOU AND YOUR STAFF WILL ACCESS REGULARLY)

The Dashboard is the administration area of a municipal website. This is where you and your municipal staff can manage the content of your website. It contains all the easy-to-use elements required to keep your residents informed.



- **Content Management System (CMS):** A CMS allows you to create, edit, and publish content on the website. This includes posts, pages, images, files and other images.
- **User Management:** You'll be able to manage and assign roles to different users with varying levels of access to the administration area
- **Site Navigation:** A site navigation system allows staff to manage the website's menu structure and create new pages or sections as needed
- **Media Library:** A media library is a central repository for all media files used on the website, including documents and images
- **Meeting Repository:** This is a subset of the Media Library and it's focused specifically on storing documents for your municipal meetings. All agendas, agenda packets, and meeting minutes are contained in this section
- **Department & Personnel Management:** This is the "who's who" at your municipality. Each person can be a member of a department. You can easily manage a directory of your municipality by the department. It's like building an official org chart
- **Subscribers:** Your residents and interested parties can subscribe to get notifications of the topics and news that they're most interested in. They also get to choose how they want to receive notifications (as in text, email, or social media posts)
- **Calendar of Events:** Each meeting and its related documents can be linked and embedded in the day's calendar of that event. Likewise, community events and other notices can be added and viewable within the calendar. It's also possible to include facility rentals/bookings in the calendar through our Online Digital Solution
- **Emergency Alerts:** This is the specific section to use when there is the need for a specific department to make an immediate post that is delivered and visible to all residents
- **Social Media Integration:** There are many channels for people to stay notified about the happenings of your municipality. Our software makes it easy to draft a message and blast it out through various social media channels



Click the rectangle to play the embedded video in the online version of the proposal!

OR:

Scan the QR Code - it will take you to YouTube to see the video on your smartphone:

THE WEBSITE

(THE PART THAT YOUR RESIDENTS WILL VIEW)

The Web is the administration area of a municipal website. This is where you and your municipal staff can manage the content of your website. It contains all the easy-to-use elements required to keep your residents informed.

1. Your residents will have access to a modern website and communication platform
2. It will be built to be mobile-friendly and ADA compliant
3. One of the greatest advantages is that they can Subscribe to notifications
4. This lets the pick and choose the categories and topics they want to get notified about
5. They can also select how they get notified, either as a text message or email
6. Plus, these same notifications can be viewed on social media
7. With a Town Web website and Communication Platform, your residents stay informed

ELITE WEB DESIGN PACKAGE

THE DESIGN PROCESS

For a visually enhanced website, we'll work with you and your stakeholders on a new design. This starts with facilitated Discovery and Branding exercises which you and your stakeholders are expected to attend to give their thoughts and inspiration.

We will be working on the UX/UI (User Experience/User Interface) of the website and brand it to your municipality's personality.

We work on the specific aspects of typography/fonts. We'll create custom illustrations or iconography to provide elements of more personality and uniqueness.

We create an appealing new design for your homepage. And also spend a great deal of time building your new pages for your department.

You'll get a Style Guide that can be used throughout other marketing materials, including for social media posts, your letterhead, and other branding.

Town Web's Online Digital Solution - Modules

Town Web's Online Digital Solution is a digital cloud-based software platform with a payment portal that offers various capabilities and services as described below. It's built to help municipalities reduce their workload and save time by moving their systems online. In order to make it more accessible and understandable to our customers, we've divided it into modules, and branded them all as "HeyGov"

A large benet of a Town Web's Online Digital Solution is how it connects various people, departments, and citizens onto one digital platform. At a basic level, it provides tools to draft, edit, and manage documents. The forms, licenses, and applications that are built with it can be embedded within your website. The forms can be tied to your payment system, allowing for seamless payments to be collected with each form and facilitating your bookkeeping.

HEYLICENCE

HeyGov digitizes and implements a transfer and ow process of your paperwork. With the HeyLicense Module, you can receive, and process any type of municipal form, license, application, or other document such as dog licenses, building permits, operators licenses, boat launch permits, and land use applications. When your citizens and local businesses are all out for their forms, licenses, and other documents, their submitted information can more easily ow throughout your entire organization. The HeyGov solution means that your "paperwork" will now be digital. Information flows and routes efficiently through your organization will custom-built workflow rules.

HEYGOV PAY

You also get to use HeyGov's payment portal and start collecting credit card payments through the HeyGov Pay Module. Municipal fees and payments can be collected online, in person, and remotely. Collected payments can reconcile directly with your Utility Billing or Accounting software for easy reconciliation.

HEYRESERVE

Should you wish to make your city more accessible for community or personal activities, HeyReserve Module allows your constituents and/or visitors to book city amenities such as park shelters and pavilions. Constituents and/or visitors are also able to review town rules, and policies, pay fees, and more.

HEY311

Hey311 enhances communication between citizens and your city. The platform provides a user-friendly interface for citizens to submit service requests and report non-emergency issues to the city. Your city can manage and respond to these requests efficiently, ensuring that all requests are tracked, assigned, and resolved in a timely manner.

THE ADMIN AREA

(FOR YOU AND YOUR STAFF)

As administrative users of the HeyGov section, you'll be able to manage all of the below information from within the Admin dashboard viewable at *https://app.heygov.com*

- **Department Management:** You can add and manage different departments.
- **User Management:** You'll be able to manage the user roles of staff members in their respective department
- **License & Form Management:** You can create, edit, and manage forms, licenses, and permit applications using a drop & drag editor
- **Workflow Management:** Each form, license, or application can have a custom workflow added
- **Bank Account Management:** You can manage which bank account is used for each department
- **Payment Logic:** You can set the fees for each form/application with various combinations (e.g. non-resident fees, deposit fees, etc.)
- **Licencing & Forms Portal:** View all license and form applications, from draft to in progress, to "completed"
- **Payment Portal:** You can view all bills generated and paid
- **Citizens Portal:** You can view a list of all personnel who have filled out forms, and applications, make payments, or submitted 311 issues
- **311 Issue Tracker:** You can view and manage all reported issues & questions submitted by residents



Click the rectangle to play the embedded video in the online version of the proposal!

OR:

Scan the QR Code - it will take you to YouTube to see the video on your smartphone:

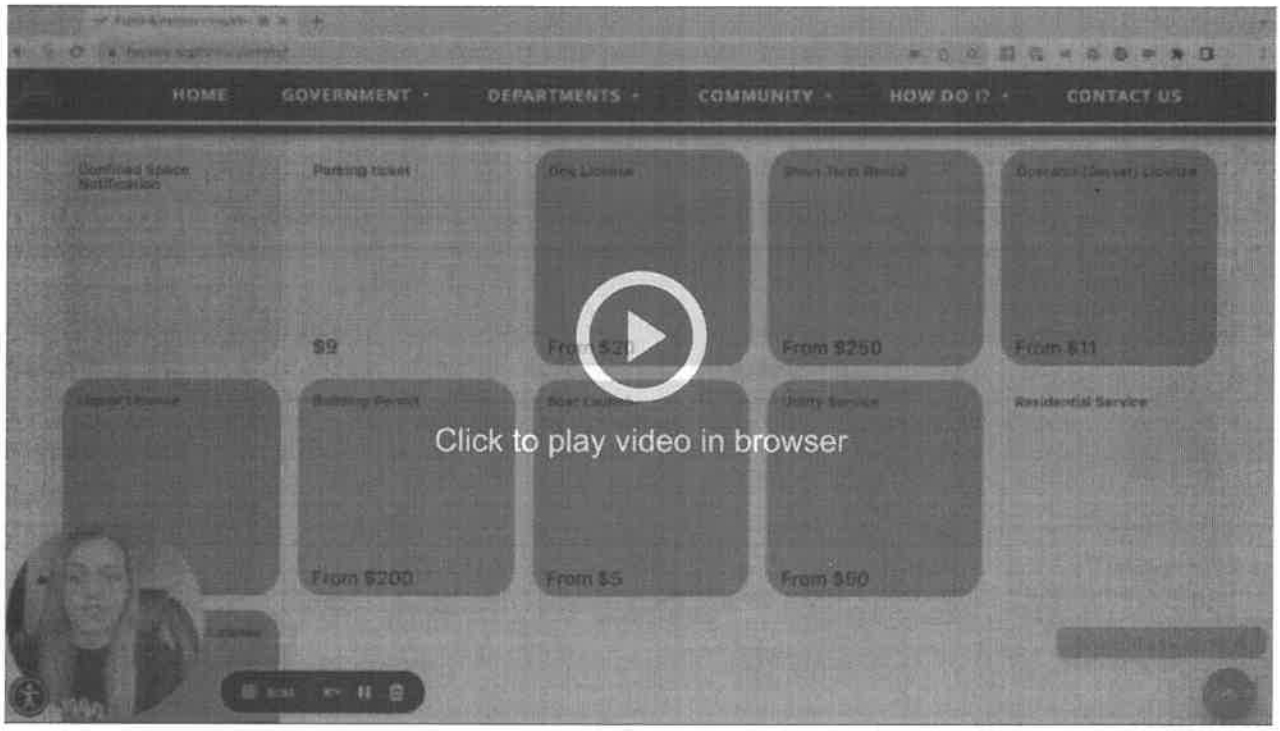
THE FRONT END

(FOR YOUR RESIDENTS)

On the front end, your residents will have access to a widget that is embedded on your site for them to report any issues or ask questions as part of the "311" service.

Residents can also access the citizen services and payment portal from within your website. We embed each form, license, and permit application onto the relevant page(s) within your municipal website.

Furthermore, they also have access to their citizen portal by logging into their account at *https://app.heygov.com*. Plus they can also use the iOS or Android apps, which are downloadable from the App Store and Android Play Store, respectively.



Click the rectangle above to play the embedded video in the online version of the proposal!

OR:

Scan the QR Code - it will take you to YouTube to see the video on your smartphone:

How we go the extra mile to make your life easier

We want to make you successful. We want you and your staff to get more done with less effort.
We already provide you with White Glove Service.
You and your team will already have access to 24/7 tech support.

You might be thinking, *"What else could we get that shows we go the extra mile?"*
I am so glad you asked. Because there is even more! I'll list what they are below each section.

TOWN WEB'S ONLINE DIGITAL SOLUTION

Content Migration is Done For You.
When you choose to switch over to a Town Web, we'll do the entire content migration for you. You don't have to lift a finger! (or click a mouse, for that matter)

Free Website Redesign Every Three Years.
Technology changes. The design comes and goes out of style. We want to show that we're committed to a long-lasting relationship with you. You'll get the benefits of this commitment with a free website redesign every three years. This is a tremendous value for you and your residents. It ensures you are continually updated with the latest design trends and functionality.

Website Search.
A big feature that our current customers love is having an on-page web search engine. It's so good that many of your residents can use it to find what they're looking for instead of calling you!

Ability to Make Edits on Your Own.
Another thing that many of our new clients like having is the ability to edit page content on their own. Apparently, other systems prevent them from editing their own website. We don't lock you out. You have the freedom to make the needed website edits. But of course, you can *always* depend on us to help you whenever you want, because that's what White Glove Service is for.

Designing Pages for Tourism, Economic Development, and Business.
Several of our clients are focused on tourism. Larger organizations have Economic Development. And many others want to provide a listing directory of all local area businesses. Working with Town Web, we make this possible. These sections are included when you choose Town Web as your local government website and communication platform vendor.

Done-For-You Form Building.
So many times while onboarding new clients, they tell us they were sold on the "done-for-you" form-building service we offer. After all, we feel it's our duty. We're committed to saving your time and reducing the burden that your IT staff would have in supporting a technology solution.

We decided early on to always help new clients get up and running right away. The way to do this is to build the forms for you. We know how to do it. We can do it quickly. And heck, if you want to see how we do it, we'll be happy to record a video walk-through of how we build each of your forms.

Custom Integrations with your Accounting Package and/or Utility Billing Software.
We don't agree with "vendor lockdown". We've seen this with several other companies. Our stance is to "play nice" with other municipal software vendors. We want you, after all, to save time.

Because of this, we are committed to doing a 2-way API sync or file swap of payment details to/from Town Web to/from your Accounting Package or Utility Billing Software.

Branded Email Addresses (Optional)

Introducing our Branded Email Addresses, a comprehensive email solution powered by Google Workspace. As a Google Certified Partner, we are proud to offer this tailored service specifically designed for municipalities. In partnership with Jatheon, a trusted provider of email archiving solutions, we ensure seamless communication, data retention compliance, and enhanced productivity.

RELIABILITY OF EMAIL SERVICE

Google Workspace is an enterprise-level solution of Gmail, and is a leader in email services. It is known primarily for its reliable, uninterrupted email access to many millions of users worldwide. Its resilient infrastructure is trusted by numerous industries, including also government bodies. With Google Workspace, your municipality can rely on a consistent, high-quality service that guarantees seamless communication at all times.

UNPARALLELED SECURITY AND SPAM FILTERING

Experience the unparalleled security and reliability of Google Workspace. Its advanced technologies offer robust data protection, including encryption and cutting-edge spam and phishing detection, to keep your municipality's sensitive information safe. With features like Safe Browsing and two-step verification, Google Workspace provides an all-inclusive secure platform trusted by governments worldwide.

DATA RETENTION COMPLIANCE THROUGH JATHEON EMAIL ARCHIVING

Comply with data retention regulations effortlessly through our partnership with Jatheon. Their comprehensive email archiving solution captures, indexes, and securely stores all inbound and outbound emails. Simplify compliance with data retention requirements and easily retrieve archived emails when needed.

AMPLE STORAGE FOR YOUR MUNICIPALITY'S EMAILS

Enjoy ample storage capacity for your municipality's emails and files with our Branded Email Addresses powered by Google Workspace. Say goodbye to storage limitations and have peace of mind knowing that you have generous storage space for your business-related data. Store, manage, and access your information efficiently and effortlessly.

MOBILE ACCESSIBILITY FOR PRODUCTIVITY ON THE GO

Stay connected and productive from anywhere with the mobile accessibility of our Branded Email Addresses. Access your emails, documents, and calendars on any device, including smartphones and tablets. Remain responsive and productive, even when you are away from your desk or out in the field.

Google



Website and Communication Platform Pricing Details

THE WEBSITE AND COMMUNICATION PLATFORM SETUP AND SUPPORT DETAILS

The setup is a one-time fee. It is the cost to build your site and is discounted with a three-year hosting agreement.

You will work with an Account Manager and Project Manager in real time for the design of your new municipal website. During the Onboarding Meeting, you will be shown all of our pre-built municipal themes from our design library. You get to select one, which we customize for you. We will customize the menu items, and the quick links and will custom design a banner based on the photographs you provide.

Included in your Website and Communication Platform setup fee:

- If you have an existing site, **we migrate all your old website content**
- You collaborate in real-time with a **dedicated Account Manager and Project Manager**

You can have:

- **Unlimited** number of pages and menu items
- **Unlimited** department pages with FAQs
- **Departmental-level** contact-us forms
- **Unlimited** Minutes & Agendas categories
- **Unlimited** Quick Links
- **Unlimited** FAQs
- **Unlimited** calendars
- Agendas **linked to calendar**
- **Super menu** with dropdown
- Free **Social Media Syndication**
- **Dedicated elections page** with events
- **Multi-page** business directory
- **Mobile-responsive** design
- Residents can **subscribe to emails and/or text messaging**
- Face-to-face meetings over Zoom, our easy-to-use video conferencing service
- Your new site launched about four weeks from your Onboarding Meeting

The following are included in Town Web's hosting, maintenance, and support package:

- **A zero-cost website redesign every three years!**
- **24x7 technical support** that is "All-You-Can-Eat"
- Send us content, and we will upload it for you at no charge
- Get your own login and password so you can make updates to the site on your own
- **24x7 website monitoring**
- **Guaranteed response time in less than 4 hours**
- Technical and security updates are applied automatically
- Nightly website backups stored off-site
- 12-month backup retention
- Immediate website restores (if ever needed)
- One-on-one training
- **Unlimited** training and re-training
- Access to our **free training and support library**

Town of Cheshire Proposed Pricing

Description	Price	Qty	Total
Setup fee			$2,500
Hosting, Maintenance, and Unlimited Support			$3,300/year
Town Web's Online Digital Solution (LITE) Hey 311 - Citizens Engagement & Reporting App			$0 Included Free!
☐ **Town Web's Online Digital Solution (FULL PACKAGE)** Can be checked/unchecked in the online version of the proposal; Can be divided into independent modules			$3,700/year
• Hey311 - Citizens Engagement & Reporting App • HeyGov Pay - Collect Online Payments (unlimited forms) • HeyLicense - Online Digital Forms (unlimited forms and workflows) • HeyReserve - Online Bookings for Facility Rentals (unlimited venues)			
☐ **Branded Email Addresses** Powered by Google and Jatheon Archiving	$216/year	1	$216/year
☐ **Elite Web Design Package**			$9,500
Domain Name Management The annual renewal fee for a .com, .org, .net, .us			$15/year
TOTAL			**$5,815**

The term of the contract is for three years.

The 1st year's fee: $5,815.00
The 1st year's fee will be invoiced the day after the proposal is signed, and is due 60 days after invoicing.

The 2nd year's fee: $3,315.00
The 2nd year's fee will be invoiced 12 months after the Website and Communication Platform goes live.

The 3rd year's fee: $3,315.00
The 3rd year's fee will be invoiced 24 months after the Website and Communication Platform goes live.

Town of Cheshire Signature Page

At Town Web Design, LLC, we want to make sure that the Town of Cheshire's new digital solutions be the last municipal digital solution that you'll ever need. You can be proud that your residents, tourists, and visitors will never say your municipal services are outdated.

By signing this quote, you will get everything listed in the Pricing Details section of the proposal.

The four big benefits to you include:

1. **Website and Communication Platform**
   Your residents can gain 100% transparency in municipal decision-making by elected officials. They can stay up-to-date on topics that are important to them. They will be able to get instant notifications whenever categories they've subscribed to have new items posted.
2. **Payment Solution that Reduces Your Workload**
   Town Web's Online Digital Solution is the world's most advanced payment platform for local government. It allows anything to be paid using any funding source through any device. Our solution is built to slash the administrative workloads of busy staff across America. Likewise, it provides the convenience that millions of demanding citizens want to have.
3. **24x7 Technical Support that is "All-You-Can-Eat"**
   Your municipal staff at the Town of Cheshire will love having us as your website provider because they will be able to rely on us for anything related to your website. All it takes is a call, email, or chat message (including Facebook Messenger) and we can help them with their question or issue, and for no additional charges, we can even post or edit something on their behalf. This type of support will save you and your staff time and money.
4. **A No-Cost Website Redesign Every Three Years**
   Prior to your third year of hosting with us, we'll schedule a meeting with you to discuss new ideas for your site's new design. We will incorporate the latest & greatest design standards that have evolved over the next following three years so that your new site three years from today will be modern, practical, and up-to-date.

SIGNATURE
Jennifer Morse

Jennifer Morse, Town of Cheshire, Town Administrator

To accept this quote, you can electronically sign it above, or sign and fax it to 321-600-9008. Once we have a signed copy, we will email you an invoice. Once the invoice is paid, your Account Manager Angi will contact you to schedule your Onboarding meeting!

Jennifer Morse

From: Liseann Karandisecky <Liseann.Karandisecky@hoosaclakedistrict.com>
Sent: Wednesday, September 27, 2023 12:34 PM
To: Jennifer Morse
Subject: Fwd: lake visit

Jen here is the email that goes with the formal estimate

---------- Forwarded message ---------
From: **Hillary Kenyon** <[redacted]>
Date: Wed, Sep 27, 2023 at 11:37 AM
Subject: Re: lake visit
To: Liseann Karandisecky <Liseann.Karandisecky@hoosaclakedistrict.com>

Yes. And the formal estimate as well. Thank you for asking.

Hillary Kenyon, M.S.
Limnologist/Soil Scientist, Certified Lake Manager
Applied Watershed Sciences, LLC

> On Sep 27, 2023, at 11:03 AM, Liseann Karandisecky <Liseann.Karandisecky@hoosaclakedistrict.com> wrote:
>
> Can I share this email with Jen Morse Town Administrator?
> I am looking to see if we can use state funds to pay this now.
>
> On Tue, Sep 26, 2023 at 9:55 AM Hillary Kenyon Garovoy <[redacted]> wrote:
> Hi Liseann,
> I just sent you a formal estimate for a lake visit (with key tasks) and a budget to assemble a formal Hoosac Lake Aquatic Plant Management Plan.
> I've had to switch around my schedule a lot over the past two weeks due to weather and some family conflicts. Apologies for the low communication.
> I imagine as it gets later in the season that the untreated plants have started to die back but a visit now should still be quite telling about the management that occurred this past year. I'd expect to utilize the video and drone photos in my analysis and I will spend some time reviewing all that material before the visit.
> Is the lake still experiencing bad smells and/or small shoreline cyanobacteria blooms or mats of accumulating plants?
> Let me know if HLD / Town of Cheshire would like to proceed with this work as soon as possible. I envision being able to review historical information, perform a public survey/gather community perspectives, and draft a plant management plan between Feb 1st to April 1st 2024. Would this timeline work for your community? I may be able to start on it sooner, but I wanted to provide a conservative timeline. I envision the plan to be malleable enough to guide you all through decision-making despite large fluctuations in aquatic plant coverages over the years (as treatments proceed and priorities shift slightly). I'm free today for a call if you would like.

Thank you.

Hillary Kenyon Garovoy, M.S.
Limnologist, Plant & Soil Scientist, & Certified Lake Manager #17-07M
Applied Watershed Sciences, LLC

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Liseann Karandisecky
Prudential Committee Chairman
Hoosac Lake Restoration/Preservation District (HLD)
P.O. Box #146
Cheshire, MA. 01225
MOBILE: (413) 347-7164
E-MAIL:Liseann.Karandisecky@hoosaclakedistrict.com

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Cheshire, MA. 01225
MOBILE: (413) 347-7164
E-MAIL:Liseann.Karandisecky@hoosaclakedistrict.com

ESTIMATE

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86 Sherman St
Norwich, CT 06360

appliedwatershedsciences@gmail.com
+1 (203) 848-4610
Hillary Kenyon, M.S.

APPLIED WATERSHED SCIENCES LLC

Liseann Karandisecky

Bill to
Liseann Karandisecky
Hoosac Lake Recreation and Preservation District
P.O. Box #146
Cheshire, MA 01225

Ship to
Liseann Karandisecky
Hoosac Lake Recreation and Preservation District
P.O. Box #146
Cheshire, MA 01225

Estimate details
Estimate no.: 1023
Estimate date: 09/18/2023

	Product or service		Amount
1.	**Field Visit** Service date: 10/11/2023 Field visit to Hoosac Lake to conduct the following activities: 1. Evaluate the mechanically harvested areas from 2023 work 2. Perform limited exploratory sediment depth probing in several key areas with past extreme plant density. 3. Explore options for 2024 invasive species and excessive plant growth management in key areas. 4. Document reoccurring problematic areas (from our perspective) and visit sites that HLD designates as the most concerning from public perspective. Note that this is not a quote for a formal full-lake aquatic plant survey, which would require more than one full day. A full-lake aquatic plant survey is recommended for roughly early July 2024 to inform management options later in the season.	1 unit × $2,200.00	$2,200.00
2.	**Consulting services** Service date: 02/01/2024 Review of historical information, client communications, and consulting services leading to a written formal Hoosac Lake Aquatic Plant Management Plan that incorporates community goals and a strategic process for decision-making and success evaluation over time. This plan can be incorporated into an eventual full Lake Management Plan (which requires additional information about water quality, watershed management, historical management, and community goals).	23 hrs × $165.00	$3,795.00

Total **$5,995.00**

Pickle Ball Courts Rules and Regulations

These rules and regulations exist for the purpose of maintaining the Pickleball Courts and providing an opportunity for all to use them. Each participant is asked to cooperate and assist in enforcing them.

Use of the Pickleball Courts shall be subject to control by the Cheshire Board of Selectmen

The Town of Cheshire assumes no liability for injuries to people who are on the Town premises or for damage to any equipment or property. Play at your own risk.

All players are expected to wear proper attire and tennis shoes. Street shoes and sandals are not allowed. Be aware that the court surface may be slippery.

NO children under the age of eighteen (18) years unless supervised by an adult.

NO bicycles, tricycles, skateboards, roller blades, skates, scooters, baby carriages, baby strollers or pets are allowed.

No food, glass or alcoholic beverages.

Sitting or leaning on the nets is damaging to the nets and net straps and is prohibited.

Reservations are highly recommended and supersede walk-on play. If a time slot is unreserved, walk-on play is welcomed. However, if other walk-ons are waiting, please rotate play with others.

Reservations are requested at _____

DRAFT

FOR IMMEDIATE RELEASE
September 29, 2023

CONTACT: Jennifer Morse,
Town Administrator
413-743-1690 ext. 18
Mark Cappadona
508-485-5858 ext. 3

CHESHIRE ENERGY PROGRAM ANNOUNCES NEW RATE

CHESHIRE, MA – The Town of Cheshire has signed a twenty-four month contract with its current supplier, Dynegy Energy Services. Beginning with the November 2023 meter reads, the Cheshire Community Choice Power Supply Program will have a new rate of $0.15051 per kWh.

For Cheshire residents and businesses who are enrolled in the Town's Program, the current rate of $0.09950 per kWh will expire with the November 2023 meter reads and the new rate of $0.15051 per kWh will take effect. This represents an increase of $31 per month on the supply side of the bill given average usage of 600 kWh. However, this new rate is approximately 17 percent lower than National Grid's recently announced Residential Basic Service rates of $0.18213 per kWh. Residents with National Grid can expect to see an average monthly savings of $19 through July 2024*. Eversource's rates will change on January 1, 2024 and should be known in late-November. Historically, Eversource's winter rates have been higher than their summer rates.

"We recognize that electricity rates overall have increased markedly over the past three years," said Jennifer Morse, Cheshire Town Administrator. "Yet we are still able to offer rates that are not only stable but will offer savings to our residents this winter."

Cheshire launched its electricity program in May 2016 in an effort to develop an energy program that would be stable and affordable. From inception through May 2023, the Program has saved residents and small businesses over $1.8 million in electricity costs as compared to Basic Service.

It is important to note that no action will be required by individual consumers. This change will be seen on the December 2023 bills. All accounts currently enrolled in the Program will see the new rate under the "Supply Services" section of their monthly bill.

The Cheshire Community Choice Power Supply Program has no fees or charges. However, anyone switching from a contract with a third-party supplier may be subject to penalties or early termination fees charged by that supplier. Ratepayers should verify terms before switching.

Basic Service rates change twice a year or more, depending on rate class. As a result, the aggregation rate may not always be lower than the Basic Service rate. The goal of the aggregation is to deliver savings over the life of the program against Basic Service. However, such savings and future savings cannot be guaranteed.

National Grid has several programs to help income-eligible families and customers needing special assistance meet their energy needs. To learn more visit nationalgridus.com/MA-Home/Bill-Help/Payment-Assistance-Programs.

Eversource customers who meet certain means criteria can qualify to receive a discount on their electric bills. To learn more, please visit eversource.com/content/residential/account-billing/payment-assistance/discount-rate.

Residents may also visit colonialpowergroup.com/cheshire or call (866) 485-5858 ext. 1 to learn more about Cheshire's Community Choice Power Supply Program or to opt-in or opt-out.

**Normally, the term would be through April 2024 but this is a transition term. The Massachusetts Department of Public Utilities issued an Order on September 1, 2023 that requires National Grid change its residential and small business Basic Service periods to February through July and August through January. This is expected to mitigate large seasonal changes in Basic Service electricity supply prices and differences across electric distribution companies. [See mass.gov/news/dpu-orders-schedule-changes-to-basic-service-rates.]*

Colonial Power Group

ABOUT COLONIAL POWER GROUP: *Based in Marlborough, Mass., Colonial Power Group is the leading aggregation-consulting firm in Massachusetts. Colonial Power has been working with local governments since 2002 in the design, implementation and management of municipal aggregation programs.*

**********PUBLIC NOTICE**********

THE TOWN OF CHESHIRE'S
COMMUNITY CHOICE POWER SUPPLY PROGRAM
CONSUMER NOTIFICATION

The Town of Cheshire is announcing that **Dynegy Energy Services** ("Dynegy") has been selected as the supplier for its Community Choice Power Supply Program ("Program"). Dynegy will provide electric power supply for all consumers participating in Cheshire's Program. This notice is intended to tell you about this Program for electric power supply. In accordance with state law, it also informs you of your rights and options if you choose not to participate in the Program.

YOU WILL NOT NOTICE ANY CHANGE IN YOUR ELECTRICITY SERVICE. You will continue to see Dynegy printed under the "Supply Services" section of your monthly bill. You will continue to receive one bill from National Grid. You will continue to send your payments to National Grid for processing. National Grid will continue to respond to emergencies, read meters and maintain the distribution and transmission lines. Reliability and quality of service will remain the same. Furthermore, you will continue to have all existing consumer rights and protections.

NEW RATES AND TERMS

	Cheshire's Program* **(Supply Services Only)**	**National Grid Basic Service (Supply Services Only)**
Rate		
Residential	$0.15051 per kWh	$0.18213 per kWh
Commercial/Streetlight	$0.15051 per kWh	$0.17262 per kWh
Industrial	$0.15051 per kWh	$0.21015 per kWh
Renewable Energy Content	Meets Massachusetts renewable energy requirements	Meets Massachusetts renewable energy requirements
Duration	**November 2023 – November 2025** *[Rates apply to service beginning and ending on the days of the month that your meter is read in your service area.]*	**November 1, 2023 – July 31, 2024**** *[Residential and Small Commercial rates change every 6 months. Large Commercial and Industrial rates change every 3 months.]*
Exit Terms	**NO CHARGE**	May receive a reconciliation charge or credit *[Industrial G-2 & G-3 only]*

**Rate includes Consultant Fee of $0.001 per kWh to facilitate Cheshire's Community Choice Power Supply Program.*
**Rate may increase as a result of a change in law that results in a direct, material increase in costs during the term of the contract.*
***Per D.P.U. 23-50-A Order issued September 1, 2023 (see mass.gov/news/dpu-orders-schedule-changes-to-basic-service-rates).*

PARTICIPATING CONSUMERS will start benefiting from the aggregation rate beginning on the day of the month in November 2023 that their meter is read. This date varies by service area. Your meter reading date is shown on your bill.

IF YOU ARE A BASIC SERVICE CONSUMER WHO HAS BEEN MAILED A NOTIFICATION you do not need to take any action to participate. You will be automatically enrolled. If you do not wish to participate, please follow the instructions specified.

IF YOU WISH TO JOIN THIS PROGRAM you may OPT-IN at colonialpowergroup.com/cheshire **OR** call Dynegy at (866) 220-5696 and ask to be enrolled. If you are currently contracted with your own competitive supplier, you should confirm with them that you will not incur any early termination fees or penalties for leaving their supply.

IF YOU DO NOT WISH TO PARTICIPATE you must OPT-OUT at colonialpowergroup.com/cheshire, click the OPT-OUT button and follow the instructions specified **OR** call Dynegy at (866) 220-5696.

TO ACCESS NATIONAL GRID'S BASIC SERVICE RATES please visit:

- Residential Rates – nationalgridus.com/media/pdfs/billing-payments/electric-rates/ma/resitable.pdf.
- Commercial Rates – nationalgridus.com/media/pdfs/billing-payments/electric-rates/ma/commtable.pdf.
- Industrial Rates – nationalgridus.com/media/pdfs/billing-payments/electric-rates/ma/indtable.pdf.

Basic Service rates change twice a year or more, depending on rate class. As a result, the aggregation rate may not always be lower than the Basic Service rate. The goal of the aggregation is to deliver savings over the life of the Program against National Grid Basic Service. However, such savings and future savings cannot be guaranteed.

Colonial Power Group, Inc. is an energy consulting company chosen on a competitive basis by the Town of Cheshire to facilitate the Community Choice Power Supply Program. For more detailed information, call us toll-free at (866) 485-5858 ext. 1.