

**TOWN OF ASHLAND
BOARD OF SELECTMEN
WORK SESSION
MONDAY, OCTOBER 21, 2019 at 6:30 p.m.
ASHLAND WATER & SEWER CONFERENCE ROOM – 6 COLLINS ST.**

- I. PLEDGE OF ALLEGIANCE**
- II. CALL TO ORDER**
- III. PUBLIC COMMENT (Agenda items only)**
- IV. APPROVAL OF MINUTES**
 - a. BOS meeting(s); 10/7/2019; 10/9/2019; 10/15/2019
- V. NEW BUSINESS**
 - a. Ashland Water – Asset Management Plan Public Education Workshop
 - i. Jessica Richard, Woodard & Curran
 - ii. Sharon Nall, P.E., Supervisor, Wastewater Engineering Bureau, NHDES
 - b. Ashland Hazard Mitigation Plan – Board of Selectmen adopting updated plan
- VI. SELECTBOARD ITEMS**
 - a. Town Manager updates
 - b. Board of Selectmen project list
 - c. CRF Road Improvement Expenditure – Leavitt Hill Rd.
- VII. PUBLIC COMMENT (Agenda items only)**
- VIII. NON-PUBLIC SESSION**
- IX. ADJOURN**

Posted on 10/18/2019 at the Town Office building and town website

The Ashland Board of Selectmen reserve the right to enter nonpublic session when necessary according to the provisions of RSA 91-A. Any person with a disabling condition who wishes to attend this public meeting and needs to be provided reasonable accommodations to participate, please contact the Ashland Town Office at 603-968-4432 so accommodations can be made. It is asked that such requests be made with prior notice.

1 **III. NEW BUSINESS**

- 2 a. **Ashland Parks & Recreation donation** – Parks & Rec. Director Barney received a
3 donation of an AC unit from Squam Lake Plumbing and Heating. Estimated value of
4 the unit with parts and labor is \$5,332. AC unit to be installed at the Booster Club.
5 Director Barney to hire an electrician to complete the wiring from main panel to the
6 outdoor unit. Board voted and accepted the donation.
7

8 **MOTION:** Selectman Sharps

9 *To accept the donation of an AC unit from Squam Lake Plumbing and Heating.*

10 **SECOND:** Selectman Barney

11 **DISCUSSION:** N/A

12 **VOTE:** 4-0

13 **MOTION PASSED**

- 14
15 b. **Ashland Parks & Recreation – Other Business:**

- 16 i. **Tennis/Basketball courts;** Selectman Sharps asked Director Barney about
17 paving the tennis/basketball courts. Director Barney mentioned proposing the
18 expense be paid through a warrant article.
19 ii. **Playground donations;** Director Barney said that donations for the new
20 playground are still being accepted through AARA.
21 iii. **Halloween Kids Night;** Director Barney announced that the Halloween Kids
22 Night Out will be on Friday, October 25th from 6 p.m. to 8:30 p.m. and cost \$5
23 per person.
24

- 25 c. **Ashland Town Library – “Little Free Library;”** Ashland Library Trustee Mardean
26 Badger presented to the Board a request from the Ashland Library Trustees to install a
27 “Little Free Library” in Memorial Park. The Little Free Library will be built to
28 resemble the Ashland Covered Bridge and be approximately 2 feet by 2 feet. The
29 Little Free Library will a place where the community can exchange free books. A
30 goal of this project is to encourage reading. Board approved the project.

- 31 i. **“Little Free Pantry”** – the Library Trustees have also started a “Little Free
32 Pantry” project that is like the book exchange. Inside the town library the
33 Library Trustees installed a pantry where people can take perishable items.
34 Donations are being accepted. List of acceptable items is posted on the town
35 website.
36

37 **MOTION:** Selectman Sharps

38 *To allow the “Little Free Library” be installed in Memorial Park.*

39 **SECOND:** Selectman Barney

40 **DISCUSSION:** N/A

41 **VOTE:** 4-0

42 **MOTION PASSED**

- 1 d. **Ashland Water user charge and rate change announcement** – Town Manager
2 Smith read the memo to Ashland Water customers about the recent decision to
3 increase the user charge \$5 and change the water rate to \$6.35/per 100 cubic feet.
4 Announcement read;

5
6 *Dear Ashland Water Customers,*

7
8 *Effective November 1, 2019 the Ashland Water user charge will increase \$5 and the*
9 *new water rate will be \$6.35/per 100 cubic feet. The increase in these charges was*
10 *determined based upon a rate study completed by Woodard & Curran Engineers,*
11 *which included extensive research and data analysis about the Ashland Water*
12 *Department. The rate study determined an increased user and rate change was*
13 *necessary to generate revenue to support the Water Department operational budget,*
14 *maintenance costs, capital reserve goals, and improve our infrastructure that needs*
15 *critical upgrades. Overall, this increased revenue will help our ability to deliver*
16 *quality service that meets your expectations. We thank you for your business. Please*
17 *feel free to contact Ashland Water if you need further information or clarification.*

18
19 *Sincerely,*
20 *Charles Smith*
21 *Town Manager*
22 *On behalf of the Ashland Board of Selectmen*

- 23
24 e. **Ashland Building Inspector/Code Enforcement Officer Consultant Agreement** –
25 Town Manager Smith forwarded the Board a consulting agreement with “Olde
26 Bostonian Construction Services” to provide services with the town’s Building
27 Inspector/Code Enforcement position. Agreement was previously reviewed by town
28 counsel. Consultant agreed to the recommended changes. Board requested that Code
29 Enforcement be added as part of the service. Board agreed to allow the Town
30 Manager to move forward with the agreement.

31
32 **IV. SELECTBOARD ITEMS**

- 33 a. **Ashland Electric Department (AED)** – the Town of Littleton, Massachusetts has
34 agreed to donate their old meters next year to AED. Donation was arranged by the
35 town’s consultant Dick Joyce.
36 b. **Next Select Board’s meeting** – Selectman Barney requested to change the start time
37 for the next Board meeting on Wednesday, October 9th from 4 p.m. to 3 p.m. Board
38 agreed to change.

39
40 **V. ADJOURNED** – Board adjourned their meeting at 7:04 p.m.

41
42 *Town Manager Charles Smith wrote these meeting minutes on October 8, 2019.*

**ASHLAND BOARD OF SELECTMEN
WORK SESSION MEETING
TUESDAY, OCTOBER 15, 2019
ASHLAND WATER & SEWER CONFERENCE ROOM
3:00 P.M.**

I. CALL TO ORDER – the Chairman of the Ashland Board of Selectmen Frances Newton called this meeting to order at 3 p.m. with Vice Chairman Kathleen DeWolfe, Selectman Leigh Sharps, Selectman Case Barney, and Selectman Eli Badger all present. Town Manager Charles Smith was also present.

II. ASHLAND TOWN LIBRARY OPERATING BUDGET – the Ashland Town Library Trustees, Alice Staples, David Ruell, and Mardean Badger presented the requested 2020 budget for the Ashland Town Library. The library budget was primarily flat funded for next year, overall requested increase from the prior year budget was \$3,198. Trustees mentioned to the Board that the library building has maintenance issues. By the end of the year the Board will meet with the Trustees on how to address the overall limitations the library building has on the department. Board moved the library requested budget and default budget.

MOTION: Vice Chairman DeWolfe

To recommend the Ashland Town Library budget at \$72,726.

SECOND: Selectman Sharps

VOTE: 5-0

MOTION PASSED

MOTION: Selectman Sharps

To recommend the Ashland Town Library default budget at \$68,528.

SECOND: Selectman Barney

VOTE: 5-0

MOTION PASSED

III. ASHLAND PARKS & RECREATION BUDGETS – town Parks & Rec Director Ann Barney presented the 2020 requested budget for the department, campground, summer/vacation program, and the after-school program.

- a. **Parks & Rec budget** – overall increase from the prior year budget was \$1,494. Line item increases were in wages, preemployment background checks, and crack filling the tennis and basketball courts. The courts need repairs. Director Barney received estimates of over \$30,000 to fix all three courts. Board and Director Barney discussed the possibility of proposing a warrant article to change the Town Building Maintenance Capital Reserve Fund to include grounds, this would allow the Board to expend on maintenance and repairs of town parks.

MOTION: Selectman Sharps

To recommend the Ashland Parks & Recreation budget at \$51,705.

SECOND: Vice Chairman DeWolfe

VOTE: 4-0-1 (Selectman Barney abstained)

MOTION PASSED

1
2 **MOTION:** Selectman Sharps
3 *To recommend the Ashland Parks & Recreation default budget at \$49,820.*
4 **SECOND:** Vice Chairman DeWolfe
5 **VOTE:** 4-0-1 (Selectman Barney abstained)
6 **MOTION PASSED**
7

- 8 b. **Parks & Rec Campground** – the campground budget was reduced \$2,709 as the
9 campground electricity expense will no longer be administered by the Park & Rec
10 Director, instead at the start of the new year seasonal campers will be billed directly from
11 Ashland Electric.
12

13 **MOTION:** Vice Chairman DeWolfe
14 *To recommend the Ashland Parks & Rec Campground budget at \$7,230.*
15 **SECOND:** Selectman Sharps
16 **VOTE:** 5-0
17 **MOTION PASSED**
18

19 **MOTION:** Selectman Sharps
20 *To recommend the Ashland Parks & Rec Campground default budget at \$7,230.*
21 **SECOND:** Selectman Barney
22 **VOTE:** 5-0
23 **MOTION PASSED**
24

- 25 c. **Parks & Rec Summer/Vacation Programs** – Director Barney requested the wages for
26 lifeguard and camp counselors be increased. Director Barney said the state average wage
27 for these positions was \$11.27 to \$12.03/Hr., the town offers between \$8.50 to \$9/Hr.
28 Director Barney also explained the increases are for life safety at the beach as she would
29 like to expand the hours of the lifeguards. Director Barney talked with the board about
30 putting a raft back at the beach and buying a life safety board for the lifeguards on duty.
31

32 **MOTION:** Selectman Sharps
33 *To recommend the Ashland Parks & Rec Summer/Vacation Programs budget at \$55,649.*
34 **SECOND:** Selectman Barney
35 **VOTE:** 4-1
36 **MOTION PASSED**
37

38 **MOTION:** Selectman Sharps
39 *To recommend the Ashland Parks & Rec Summer/Vacation Programs default budget at*
40 *\$46,130.*
41 **SECOND:** Vice Chairman DeWolfe
42 **VOTE:** 5-0
43 **MOTION PASSED**
44

- 45 d. **Parks & Rec After School Program** – Director Barney reported that the program has
46 three staff members who help with about 45 kids enrolled in the program. Total
47 enrollment fluctuates depending on the day of the week. Director Barney requested an
48 increase of \$675 from the prior year budget.
49

1
2 **MOTION:** Selectman Sharps
3 *To recommend the Ashland Parks & Rec After-School Program budget at \$20,344.*
4 **SECOND:** Selectman Barney
5 **VOTE:** 5-0
6 **MOTION PASSED**

7
8 **MOTION:** Selectman Barney
9 *To recommend the Ashland Parks & Rec After-School Program default budget at*
10 *\$19,669.*
11 **SECOND:** Selectman Sharps
12 **VOTE:** 5-0
13 **MOTION PASSED**

- 14
15 e. **Parks & Rec Community Activities** – this section of the budget covers the utility
16 expenses at Memorial Park. No recommended changes.

17
18 **MOTION:** Selectman Barney
19 *To recommend the Ashland Parks & Rec Community Activities budget at \$661.*
20 **SECOND:** Selectman Sharps
21 **VOTE:** 5-0
22 **MOTION PASSED**

23
24 **MOTION:** Vice Chairman DeWolfe
25 *To recommend the Ashland Parks & Rec Community Activities default budget at \$661.*
26 **SECOND:** Selectman Barney
27 **VOTE:** 5-0
28 **MOTION PASSED**

- 29
30 **IV. NONPUBLIC SESSION** – at 4:28 p.m. Chairman Newton made a motion to enter nonpublic
31 session under RSA 91-A:3, II (l) with the motion being seconded by Selectman Sharps – All
32 members of the board voted in favor to enter nonpublic session. Board reconvened to public
33 session at 4:36 p.m. and made the following vote:

34
35 **MOTION:** Selectman Barney
36 *To unseal the nonpublic session meeting minutes from September 27, 2019.*
37 **SECOND:** Selectman Sharps
38 **VOTE:** 5-0
39 **MOTION PASSED**

- 40
41 **V. NEXT MEETING(S)** – the Board has a work session scheduled for 6 p.m. on Monday, October
42 21st and scheduled their next budget meeting for Thursday, October 24th at 3 p.m. Both meetings
43 are at the Ashland Water & Sewer Conference Room.

- 44
45 **VI.** Meeting adjourned at 4:37 p.m. Town Manager Smith wrote these minutes on October 16, 2019.



Town Manager Updates – October 2019

Town Manager update reports are monthly reports that contain a compilation of department information. To keep the Board of Selectmen apprised of the Town's recent activities these updates are provided to the Board prior to their meeting. Providing these reports in advance allow the opportunity to ask questions of the administration and answer questions from their constituents.

LIBRARY – Director Weinberg



*Ashland Town
Library*

Library Cards: 12 new library cards were issued in September.

Circulation: Patrons checked out 722 items and 89 downloadable audio and eBooks last month.

News/Events: Book Group will meet on Monday, October 28th at 7pm to discuss the book "Educated" by Tara Westover. Halloween story time will be held on Tuesday, October 29th at 3pm. The library would appreciate donations of candy to hand out to Ashland Elementary School students during their annual Halloween parade.

"It is what you read when you don't have to that determines what you will be when you can't help it." ~ Oscar Wilde

PARKS & RECREATION – Director Barney

- I am still using the NH Food Bank for health affordable snacks and drinks for the kids in the After-School Program. I go to Manchester once a month to pick up the snacks.
- The After-School Program has 41 kids signed up with an average of 27 per day.
- The first Kids Night Out will be October 25th from 6-8:30. The cost is \$5 per child. There will be games, activities, snacks and each child will get a small pumpkin to decorate and take home. Costumes are encouraged but optional.
- The lines at the beach have been taken in. The snack shack has been cleaned out and the power and water will be turned off October 21st when the campground and bathhouse are closed for the season.

POLICE DEPARTMENT – Chief Ulwick



Dispatched Service Calls	361
Incidents	101
Arrests	8
Warrants	1
Accidents	7
Citation/Warnings	58
Parking Tickets	1

- Officer Moretto is well into his field training and we are looking forward to getting him on the road and putting all his new skills to work for the community.
- The PD has a new pickup truck as a special services vehicle. It has already been put to use on a number of occasions and proven to be a very useful tool for the department.
- Halloween is right around the corner and there are a couple of items to note. The Ashland Elementary School will be doing their tour around town on Halloween around 1pm. If you are driving in the area please use extra caution for our little ghouls and goblins. Trick or Treating for the town will be on Halloween from 5pm-7pm, again, please use caution while driving in the area. The PD will be participating in a Trunk or Treat event at the Ashland Community Church so please come visit the Chief there and not at the PD this year.
- As this report is presented in October, I want to remind residents that the winter parking ban shall go into effect on November 1, 2019 so vehicles will be ticketed on side street if left between 1am-5am. If this occurs during a storm event, the vehicle will likely be towed if it is inhibiting plowing operations. This does include the Mechanic Street and Memorial Park parking lots.

FIRE DEPARTMENT – Chief Heath



Total Calls	41
Medical Emergencies	30
Fire/Rescue Calls	8
Motor Vehicle	2
Accidents	
Service Calls	1

- During September, the daytime crew responded to 21 of the 41 emergencies for the month. The average response time, (from tone to leaving the station), was 1.58 minutes. There was one ambulance transport for the month. The per diem crews continue to complete projects, and on a daily basis conduct truck checks, station maintenance, and training. Per Diem staff has continued with the hose testing and have begun repainting hydrants in town. The various colored caps on the hydrants serve as indicators for the hydrant capacity and are based on test results on each hydrant.
- Regular department training during September involved deploying and extending attack and back-up lines. EMS training involved a review of the NH Bureau of EMS protocols for; Stroke,

including screening and patient care at the EMT, AEMT, and Paramedic levels. The protocol for Post Resuscitative Care of adult and pediatric patients was also covered.

- The Hazard Mitigation Plan was reviewed and has been approved by FEMA. Paperwork has been submitted to the Board of Select for acceptance of the plan, which will allow us to start the reimbursement process for the HSEM grant that funded this project. Reimbursement for the VFA Grant has been received.
- Life Safety Code inspections continue for both assembly and rental occupancies. NFIRS reports for September were reviewed and sent to the State Fire Marshal's Office. Deputy Bousquet completed quality assurance reviews of all TEMSIS reports for medical incidents. Life Safety Code inspections continue for both assembly and rental occupancies. NFIRS reports for August were reviewed and sent to the State Fire Marshal's Office. Deputy Bousquet has completed quality assurance reviews of all TEMSIS reports for medical incidents.

WATER AND SEWER DEPARTMENT – Superintendent Cross

Please find enclosed the monthly operations for the Water and Wastewater Facilities for the month of September 2019.

MAINTENANCE

- Mowing at all facilities
- Brush and Field mowing at Water Plant, Water Tower
- Mow grass and brush around all lagoons
- Clean all exteriors at River Street Pump Stations
- Repairs to Water Plant roof
- Take up old asphalt from parking lot at Wastewater Plant with extensive help from DPW
- Repairs to main gate at Wastewater Plant
- Raise sewer manhole covers and water gate valve boxes on Highland Street for paving
- Repair water curb boxes on School Street and Levitt Hill Road

PLANT ACTIVITIES

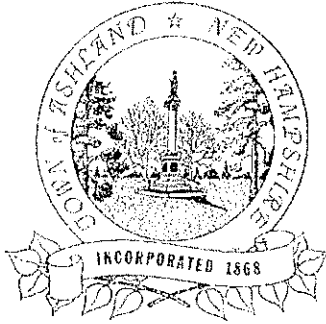
- Complete all permit required lab testing
- Monthly Bacteria, pH and Alkalinity tests for Water System
- DES dam inspection and plant inspection at Wastewater Plant

ASHLAND ELECTRIC DEPARTMENT

- Outages/ Call-Ins
 - Collins St - Surge Arrestor blew
 - RTE. 3 - Pole fell over (broke 1 pole and 3 cross-arms)
 - RT. 175 - Tree fell (outage was isolated to 1 customer)
 - Sanborn Rd - Massive tree uprooted and fell on lines
 - Highland St - Spring St outage caused fuse to blow
 - Spring St - Dead-end bell blew up
- Meter Reading
- Memory Lane job (NHEC assistance) This was so we could isolate a requested outage while a tree company cut some trees down.
- De-energized Memory Ln & Rereads for billing & Pole Data
- Transfer Station Pole framed
- Prepped for Jenness Lane & Transfer of Transfer Station Job
- Storm Repairs

DEPARTMENT OF PUBLIC WORKS – DPW Director Moore

- The Base coat of paving has been completed at the Transfer Station. The topcoat will be installed October 22nd. I want to thank the public for their patience as there were many delays.
- The Scales have been installed and initial training will occur on October 22nd. The scales will not be out in service until our attendants are certified.
- The dirt section of Leavitt hill road was ditched and graded for winter; this completes all of our dirt roads. We rebuilt one catch basin and corrected some drainage on the paved section of that road to prepare for paving. We also installed riser rings.
- Paving of Leavitt Hill was completed on October 16th. We can finally consider that project completed.
- We moved on to preparing the Transfer Station road for pavement which required several loads of Ledge pack to build up the base properly. The road was then graded and compacted. We also installed a new culvert to redirect water on that road.
- We completed the approach ramps for the scale and finished the required site work before paving.
- We will now be moving into fall cleanup, work on that equipment has started.
- We continue minor repairs to our roads as needed however cold patch for potholes is only available in bag form. Bulk cold patch will not be available until late October. We will plan in filling all potholes when it becomes available.



Project List – October 2019

ASHLAND PROPERTIES/LW PACKARD MILL SITE

Description: Brownfields study of property at former mill site in town – Ashland Properties/LW Packard Mill Site. Feasibility grant with CDFA to study the intend use of the building.

Project Start Date: February 2016

Updates:

Previous: Warren Street Architects, Nobis Engineering, Fire Department, DPW, Town Manager, all had a walkthrough at the property on Wednesday, September 11th. Town now waits for the report from Warren Street Architects. (9/12/19).

Current: Warren Street Architects to present feasibility report at the Board of Selectmen November 4th meeting. (10/18/19)

THOMPSON STREET/HIGH STREET/SMITH HILL ROAD RECONSTRUCTION; WATER & SEWER REPLACEMENT

Description: Replace water and sewer lines and road reconstruction

Project Start Date: June 2016

Updates:

Previous: DPW received alternative quotes for constructing the project, reducing the distance of the project would reduce the cost, as would removing the replacement of the water/sewer lines. Options sent to the Board for consideration (8/16/19).

Current: No updates

NHDOT – TRANSPORTATION ALTERNATIVES PROGRAM (TAP) GRANT

Description: Reconstruction of sidewalk and crosswalks along Main St. US Rte. 3/25; approx. 0.6 miles.

Project Start Date: September 2016

Updates:

Previous: Waiting for the approval of the right of way submission by NH DOT.

Current: Engineer, town counsel, and town assessor working on right of way revisions submitted by NHDOT. (10/18/19)

NH LAND & COMMUNITY HERITAGE INVESTMENT PROGRAM (LCHIP)

Description: Matching grant with LCHIP to provide a Historic Structure Report (HSR) on the Town Office building. HSR is a “road map for rehabilitating and reuse of the building, that provides a detailed and comprehensive analysis of the building and pays particular attention to its future reuse.”

Project Start Date: June 2016

Updates:

Previous: Draft from Williams Architects to be ready in September for LCHIP review and input before finalizing. (7/15/19)

Current: Williams Architects to present Historic Structure Report at November 4th Board of Selectmen meeting. (10/18/19)

TOWN PARCEL AUDIT - GEOGRAPHIC INFORMATION SYSTEM (GIS) MAPPING

Description: Installation of a web-based GIS system for parcel mapping and utility infrastructure

Project Start Date: March 2015

Updates:

Previous: CAI technology has completed the preliminary phase of the project (preliminary, inventory/index and plan scanning, record research) and will start the parcel compilation phase of the project.

Current: Project on hold until December 2019 for further CRF funding.

WHIPPLE HOUSE

Description: Comprehensive building status report provided by newly formed Heritage Commission along with deeds, leases and associated warrant articles. Town owned building in need of significant maintenance & repair work.

Project Start Date: December 2016

Updates:

Previous: Board of Selectmen sent memo to AHS terminating the lease agreement (8/20/19).

Current: No updates

TOWN PERSONNEL POLICY

Description: Review and update of the town personnel policy

Project Start Date: May 2018

Updates:

Previous: tabled until 2019; to coincide with negotiations of new CBA.

Current: No updates.



**Town of Ashland
Board of Selectmen
Agenda Report
October 17, 2019**

To: Board of Selectmen

From: Craig Moore

Subject: Paving of the Town portion of Leavitt Hill Road,

Background: The paving of this section of road approximately 800 ft. was not originally in the agreement between Sippican Partners and the town.

Recommended Motion: Motion to approve \$10,895.74 to pave from the stop sign at the beach to the 1st. fire hydrant on Leavitt Hill Rd. To be charged to CRF 01-4915-30-500 HWY Road Improvements.

Fiscal Impact: \$10,895.74



PO Box 175 563 S. Main St.
Franklin, NH 03235

VISIT OUR WEBSITE RDPavingInc.com



IN GOD WE TRUST

Phone: (603) 934-6745
Fax: (603) 934-2999
Email: info@rdpavinginc.com

Invoice Number: 5333
Invoice Date: Oct 15, 2019

To:
Town of Ashland 20 Highland St Ashland, NH 03217

Job:
Leavitt Hill Rd Ashland, NH

Customer ID	Customer PO # or Name	Payment Terms	
1805		Net 30 Days	
Sales Rep Name	Customer Contact Name	Job Date	Due Date
Jeff M. Twarog	Craig Moore		11/14/19

Quantity	Item	Description	Unit Price	Amount
30.00	Tons	3/8" Shim paved on Leavitt Hill Rd 10/9/19.	91.71	2,751.30
60.00	Tons	3/8" Overlay paved on Leavitt Hill Rd 10/9/19.	91.71	5,502.60
10.00	Tons	Handwork on Bathhouse Area on 10/9/19.	140.00	1,400.00
2.00	Tons	Patching around Catch Basin on 10/9/19.	140.00	280.00
4.00	Tons	Paved Widening on 10/9/19.	91.71	366.84
85.00	Ln. Ft.	85 LF of Berm on 10/9/19.	7.00	595.00

Subtotal	10,895.74
Sales Tax	
Total Invoice Amount	10,895.74
Payment/Credit Applied	
TOTAL	10,895.74

Check/Credit Memo No:

FINANCE CHARGE OF 2 1/2% PER MONTH, ANNUAL PERCENTAGE RATE 30% WILL BE ADDED TO ACCOUNTS 30 DAYS PAST DUE. INTEREST WILL BE COMPOUNDED MONTHLY. IF NECESSARY THE ACCOUNT WILL BE TURNED OVER FOR COLLECTION WITH COLLECTION COSTS PAID BY THE CUSTOMER.