



177 - 6/17/26

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
GLENCLIFF HOME

Lori A. Weaver  
Commissioner

L. Todd Bickford  
Executive Director

393 HIGH STREET, PO BOX 76, GLENCLIFF, NH 03238  
603-989-3111 Fax: 603-989-3040  
TDD Access: 1-800-735-2964 www.dhhs.nh.gov

May 29, 2026

Her Excellency, Governor Kelly A. Ayotte  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services (DHHS), Glencliff Home (GH) to make a one-time **Retroactive** unencumbered payment in the amount of \$15,627.81 to Milton CAT (Vendor #174087), Londonderry, NH for repairs to two of the generators connected to the electrical generation system, effective upon Governor and Executive Council approval. 100% General Funds.

Funding is available in the following account for FY-26:

- 05-95-091-910010-7892 Glencliff Home, Maintenance.
- 048-500226 Contractual Maintenance Buildings and Grounds.

**EXPLANATION**

This request is **Retroactive** due to the emergent need to complete repairs to the Generators to maintain electricity on campus.

Beginning in January, Generator #1 experienced a reverse power fault detected by the switchgear control system, causing the generator to be taken offline. Power-Up Generator, the contracted vendor, was contacted and responded by identifying and repairing a loose wire. However, the issue persisted. When contacted again, Power-Up Generator advised GH staff to contact Milton CAT directly, as the problem appeared to involve the generator controls, which require proprietary repair services. Milton CAT subsequently completed the necessary repairs, and the generator was returned to service. Approximately three weeks later, Generator #3 began dropping offline with a loss-of-field alarm. The generator also started running roughly, emitting blue smoke, and producing excessive fan noise. Power-Up Generator was again contacted and responded by installing a new battery charger and battery; however, these repairs did not resolve the issue. When contacted a second time, Power-Up Generator again advised GH staff to contact Milton CAT directly for further diagnosis and repair.

Approval of this request will allow the Department to pay the invoice for the emergency work.

Respectfully Submitted,

*Lori A. Weaver* for:

Lori A. Weaver  
Commissioner



# SERVICE INVOICE

INVOICE NUMBER SINV0100476  
 INVOICE DATE 1/22/2026  
 PO NUMBER

**BILL TO**  
 Glenclyff Home For Elderly  
 PO Box 76  
 Glenclyff, NH 03238  
 USA

**SHIP TO**  
 Glenclyff Home For Elderly  
 393 High St  
 Glenclyff, NH 03238  
 Glenclyff, NH 03238  
 USA

SERVICE CALL	INVOICE ACCOUNT	ORDER ACCOUNT	STORE	SALESPERSON	PAGE	
CSR1076874	2682750	2682750	Scarborough	Noyes, Randy	1 of 3	
MAKE	MODEL	SERIAL NUMBER	CUSTOMER EQUIPMENT NUMBER	MILTON CAT EQID	SMU	DIVISION
AA	D150	N6D00419		EQ268763	7373.9	Engine
QTY	TRANS	DESCRIPTION	UNIT PRICE	EXTENDED PRICE		

## 01 REPLACE WITH NEW - FUEL INJECTION PUMP

Customer complaint: Replace Injection Pump  
 Resultant damage: na  
 Cause of failure: Fuel Injection pump solenoid sticking  
 Repair process comments: 1/9/25 The switchgear control had sensed reverse power to the #1 generator and took it offline. Found the engine ECM had recorded a low fuel rail pressure event. I went through the diagnostic procedures which include installing a fuel sight glass and pressure gauge to the low-pressure fuel system. The priming bulb began to leak so I replaced it with one provided by the operator from their stock. It was noted that the fuel pressure was dropping off so I ran a bypass line to the tank with no improvement. Further analysis revealed the engine was dropping RPM prior to the pressure loss. Use ET to monitor the fuel rail pressure and it appeared to be dropping off first. Checked the relief valve and found no evidence it was releasing pressure. Performed the injection pump solenoid test and it reported "OK" through every cycle. There were no coded other than the low rail pressure. The unit engine became hard to start. When the system load reduced the operator was able to shut down the other unit in the room, I performed the solenoid test and even though ET reported no faults I could hear no clicking from the solenoid. I checked the circuit to the solenoid and found no problems. I ordered a new pump.  
 1/13/25 Removed filter arrangement and plugged solenoid connector into the new pump. Tested with ear against the solenoid and heard the click. I could not hear it on the original pump. I went through the disassemble and assembly procedure required to replace the pump. Once complete I tested the engine offline with no faults. I cleared the event logs on the controls. The unit is left in automatic and will be put online at the operators discretion.

### Parts

1	10R7660	C R Pump	2,678.81	2,678.81
1	10R7660CC	C R Pump- Core Charg	1,367.25	1,367.25
-1	10R7660WC	C R Pump- Worn Core	1,367.25	-1,367.25
1	2258019	Gasket-Pump-	35.00	35.00
1	2258287	Gasket-Cover	99.14	99.14
1	3342932	Seal-O-Ring	16.03	16.03
1	6293279	Grease-Petro	18.71	18.71
4	6V9189	Locknut	0.68	2.72

### Labor

Total Labor 3,232.00

Continued

To ensure proper credit, please detach this portion and return with remittance.

Glenclyff Home For Elderly  
 PO Box 76  
 Glenclyff, NH 03238  
 USA

Please make checks payable to:

**Southworth-Milton, Inc.**  
**P.O. Box 3851**  
**Boston, MA 02241-3851**

FED ID.# 02-0258444



Customer Number: 2682750  
 Invoice Date: 1/22/2026  
 Agreement Number: SINV0100476

Amount Due: 7,595.92

Amount Enclosed:

Check here for change of address.  
 Please print the change on the back and return with remittance.



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INVOICE DATE 1/22/2026

PO NUMBER

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SERVICE CALL	INVOICE ACCOUNT	ORDER ACCOUNT	STORE	SALESPERSON	PAGE	
CSR1076874	2682750	2682750	Scarborough	Noyes, Randy	2 of 3	
MAKE	MODEL	SERIAL NUMBER	CUSTOMER EQUIPMENT NUMBER	MILTON CAT EQID	SMU	DIVISION
AA	D150	N6D00419		EQ268763	7373.9	Engine
QTY	TRANS	DESCRIPTION	UNIT PRICE	EXTENDED PRICE		

**Miscellaneous**

1	Environmental Services	132.51	132.51
		-----	
		Total Segment Parts	2,850.41
		Total Segment Labor	3,232.00
		Total Segment Miscellaneous	132.51
		<b>Segment 01 Total:</b>	<b>6,214.92</b>
		-----	

**50 TRAVEL TO/FROM - GENERATOR**

Customer complaint: Replace Injection Pump  
 Resultant damage: na  
 Cause of failure:  
 Repair process comments: TRAVEL

**Labor**

Total Labor 1,126.00

Continued

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**Southworth-Milton, Inc.**  
**P.O. Box 3851**  
**Boston, MA 02241-3851**

FED ID.# 02-0258444



Customer Number: 2682750  
 Invoice Date: 1/22/2026  
 Agreement Number: SINV0100476

Amount Due: 7,595.92

Amount Enclosed:

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SERVICE CALL	INVOICE ACCOUNT	ORDER ACCOUNT	STORE	SALESPERSON	PAGE	
CSR1076874	2682750	2682750	Scarborough	Noyes, Randy	3 of 3	
MAKE	MODEL	SERIAL NUMBER	CUSTOMER EQUIPMENT NUMBER	MILTON CAT EQID	SMU	DIVISION
AA	D150	N6D00419		EQ268763	7373.9	Engine
QTY	TRANS	DESCRIPTION	UNIT PRICE	EXTENDED PRICE		

**Miscellaneous**

60	VNHMMileage	Mileage	4.25	255.00
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Total Segment Parts	0.00
Total Segment Labor	1,126.00
Total Segment Miscellaneous	255.00
<b>Segment 50 Total:</b>	<b>1,381.00</b>

Total Invoice Parts	\$2,850.41
Total Invoice Labor	\$4,358.00
Total Invoice Miscellaneous	\$387.51

Thank you for doing business with Milton CAT! We value and appreciate your business. If your experience didn't meet your expectations, please call us at 207-885-8000. You may be contacted for a survey about your experience. Your feedback is important to us.

We are not responsible for damage, breakage, or delay after we have taken transportation company's receipt. Interest, at legal rates will be charged on the amount of this invoice after its maturity. Gaskets and "O" rings are non-returnable. Other items are returnable only by prior authorization and in resalable condition.

Milton CAT is an equal opportunity employer and federal contractor or subcontractor. Consequently, the parties agree that, as applicable, they will abide by the requirements of 41 CFR 60-1.4(a), 41 CFR 60-300.5(a) and 41 CFR 60-741.6(a) and that these laws are incorporated herein by reference. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. These regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability. The parties also agree that, as applicable, they will abide by the requirements of Executive Order 13496 (29 CFR Part 471, Appendix A to Subpart A), relating to the notice of employee rights under federal labor laws.

Pay This Amount	7,595.92
Credit Amount	

Payment Terms: Charge - Net10 Prox

**Do You Want Electronic Billing? Send Request To ElectronicInvoicing@MiltonCAT.com**

To ensure proper credit, please detach this portion and return with remittance.



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 PO Box 76  
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 USA

Customer Number: 2682750  
 Invoice Date: 1/22/2026  
 Agreement Number: SINV0100476

Please make checks payable to:

Amount Due:   
 Amount Enclosed:

**Southworth-Milton, Inc.**  
 P.O. Box 3851  
 Boston, MA 02241-3851

Check here for change of address. Please print the change on the back and return with remittance.



# INVOICE PROPOSAL

**PROPOSAL NUMBER** INP1329317  
**PROPOSAL DATE** 2/11/2026  
**PO NUMBER**

**BILL TO**  
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SERVICE CALL		INVOICE ACCOUNT		ORDER ACCOUNT		STORE		SALESPERSON		PAGE
CSR1074869		2682750		2682750		Londonderry		Cate, Mack		1 of 3
MAKE	MODEL	SERIAL NUMBER	CUSTOMER EQUIPMENT NUMBER		MILTON CAT EQID	SMU	DIVISION			
AA	D150	N6D00419			EQ268763	7314	Engine			
QTY	TRANS	DESCRIPTION				UNIT PRICE		EXTENDED PRICE		

**01 PERFORM - INSPECTION**

Customer complaint: Customer States running rough, blue smoke, loud noise at fan  
 Resultant damage: none.  
 Cause of failure: none  
 Repair process comments: Performed pre work inspection

<b>Parts</b>						
2	4C6388	Tubing		10.20	20.40	
<b>Labor</b>						
		Total Labor			122.50	
<b>Miscellaneous</b>						
1		Environmental Services		5.02	5.02	
					Total Segment Parts	20.40
					Total Segment Labor	122.50
					Total Segment Miscellaneous	5.02
					<b>Segment 01 Total:</b>	<b>147.92</b>

**02 TROUBLESHOOT - ENGINE**

Customer complaint: Customer States running rough, blue smoke, loud noise at fan  
 Resultant damage: Rough running.  
 Cause of failure: ECM

Repair process comments: Arrived onsite and inspected unit. They were currently running on this generator cause the rental they had in place shutdown. Once we got the rental back up and running I was able to shut this engine down. Connected with ET and pulled codes. Had all six injectors not responding codes. All the codes had came in at the exact same time. Unlikely they all failed and more likely due to faulty ECM. Was able to obtain and remain ECM off one of there decommissioned generators. Pulled ECM replacement and PSR from currently ECM. Installed remain ECM and installed configuration file previously removed. Checked fluids when I had the unit shutdown. Started and ran unit and ensured all codes cleared. Placed unit back in auto. Customer placed unit back online. Monitored for a while. No codes returned. Engine running smoothly, no abnormal smoke observed from exhaust and not abnormal sounds from the fan.

Proceeded to work on #3 generator with fellow tech to get that back online. This unit had major chafing occurring on the generator output conductors, sensing wires and CT wiring. Multiple wires down to copper, CT's worn through to the copper coil within. Pulled all the wiring apart. Had to replace all the output conductors with new 4/0 cable including new ends. Replaced CT's and repaired the remainder of the wiring with heat shrink. Put unit back together. Test ran and set initial output voltage to 480. Made fine adjustment to voltage at the switchgear. Placed unit in auto and brought unit online with the other two generators. Monitored for a while to ensure no issues. Customer will leave this generator online and report back to us. Picked up, completed paperwork.

**CONTINUED**



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SERVICE CALL		INVOICE ACCOUNT		ORDER ACCOUNT		STORE		SALESPERSON		PAGE
CSR1074869		2682750		2682750		Londonderry		Cate, Mack		2 of 3
MAKE	MODEL	SERIAL NUMBER	CUSTOMER EQUIPMENT NUMBER		MILTON CAT EQID	SMU	DIVISION			
AA	D150	N6D00419			EQ268763	7314	Engine			
QTY	TRANS	DESCRIPTION				UNIT PRICE		EXTENDED PRICE		

**Labor**  
 Total Labor 2,841.00

**Miscellaneous**  
 1 Environmental Services 116.48 116.48

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Total Segment Parts 0.00  
 Total Segment Labor 2,841.00  
 Total Segment Miscellaneous 116.48

**Segment 02 Total: 2,957.48**

**03 TROUBLESHOOT - FAN**

**Miscellaneous**  
 1 Environmental Services 0.00 0.00

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Total Segment Parts 0.00  
 Total Segment Labor 0.00  
 Total Segment Miscellaneous 0.00

**Segment 03 Total: 0.00**

**50 TRAVEL TO/FROM - GENERATOR**

**Labor**  
 Total Labor 1,046.50

CONTINUED

**Milton**

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SERVICE CALL		INVOICE ACCOUNT		ORDER ACCOUNT	STORE	SALESPERSON	PAGE
CSR1074869		2682750		2682750	Londonderry	Cate, Mack	3 of 3
MAKE	MODEL	SERIAL NUMBER	CUSTOMER EQUIPMENT NUMBER	MILTON CAT EQID	SMU	DIVISION	
AA	D150	N6D00419		EQ268763	7314	Engine	
QTY	TRANS	DESCRIPTION			UNIT PRICE	EXTENDED PRICE	

**Miscellaneous**

60	VNHMMileage	Mileage	4.25	255.00
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Total Segment Parts	0.00
Total Segment Labor	1,046.50
Total Segment Miscellaneous	255.00

**Segment 50 Total: 1,301.50**

<b>Total Invoice Parts</b>	<b>20.40</b>
<b>Total Invoice Labor</b>	<b>4,010.00</b>
<b>Total Invoice Miscellaneous</b>	<b>376.50</b>

<b>Proposal Amount</b>	<b>4,406.90</b>
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Terms: Charge - Net10 Prox



# INVOICE PROPOSAL

**PROPOSAL NUMBER** INP1329320  
**PROPOSAL DATE** 2/11/2026  
**PO NUMBER**

**BILL TO**  
 Glenclyff Home For Elderly  
 PO Box 76  
 Glenclyff, NH 03238  
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SERVICE CALL		INVOICE ACCOUNT		ORDER ACCOUNT	STORE	SALESPERSON		PAGE
CSR1074817		2682750		2682750	Londonderry	Cate, Mack		1 of 2
MAKE	MODEL	SERIAL NUMBER	CUSTOMER EQUIPMENT NUMBER		MILTON CAT EQID	SMU	DIVISION	
AA	D150	N6D02355			E23773	49739.9	Engine	
QTY	TRANS	DESCRIPTION				UNIT PRICE	EXTENDED PRICE	

## 02 TROUBLESHOOT - ACTION ALARM

Customer complaint: Customer states that #3 unit keeps dropping out with a loss of field alarm.

Resultant damage: None

Cause of failure: Suspected generator output voltage was not being regulated in correspondence with the buss.

Repair process comments: The unit has accumulated approximately 13,000 hours of prime power operation since the last time this same complaint was addressed and now has nearly 50,000 hours of total prime power operation without an engine or alternator overhaul. On January 5, 2025, once the rental generator was placed back online, diagnostics began. Generator #3 had been rejected by the switchgear due to a loss-of-field alarm, which typically indicates reactive power flow or a leading power factor. Previous occurrences of this issue were related to a loss of voltage control between the switchgear and the generator. Inspection revealed that both the control and sensing wiring were significantly worn, and the generator leads—including the leads running to the breaker—were deteriorated to the point of exposing bare conductors, posing a serious risk of catastrophic failure. Initial repair efforts were started; however, it was determined that the wiring could not be adequately repaired with the materials available on site. Arrangements were made to return the following day with the necessary materials and tooling, and the facility was left operating on Generators #1 and #2 with the rental unit retained as backup. On January 6, 2025, repairs were completed, including replacement of the generator-to-breaker connection wiring and insulation of the generator leads where required. A worn CT set was replaced using components removed from another out-of-service unit on site, and the voltage regulator was also replaced. The removed regulator was provided to the system operator as an emergency spare. After programming the controls to match the new CT ratios and adjusting generator voltage to match the bus, Generator #3 was returned to service in parallel with the other two units. The operator plans to operate all three generators in parallel during daytime hours and reduce to two overnight. Because previous loss-of-field faults occurred within a 24-hour window, the operator will monitor performance; if no issues arise within the next 24 hours, the system will return to its standard redundancy of two generators during the day and one at night.

<b>Labor</b>	Total Labor		2,731.50
<b>Miscellaneous</b>			
1	Environmental Services	111.99	111.99
		Total Segment Parts	0.00
		Total Segment Labor	2,731.50
		Total Segment Miscellaneous	111.99
		<b>Segment 02 Total:</b>	<b>2,843.49</b>

## 50 TRAVEL TO/FROM - GENERATOR

<b>Labor</b>	Total Labor	526.50
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CONTINUED



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SERVICE CALL		INVOICE ACCOUNT		ORDER ACCOUNT		STORE		SALESPERSON		PAGE
CSR1074817		2682750		2682750		Londonderry		Cate, Mack		2 of 2
MAKE	MODEL	SERIAL NUMBER	CUSTOMER EQUIPMENT NUMBER		MILTON CAT EQID	SMU	DIVISION			
AA	D150	N6D02355			E23773	49739.9	Engine			
QTY	TRANS	DESCRIPTION				UNIT PRICE		EXTENDED PRICE		

**Miscellaneous**

60	VNHMMileage	Mileage	4.25	255.00
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Total Segment Parts	0.00
Total Segment Labor	526.50
Total Segment Miscellaneous	255.00

**Segment 50 Total: 781.50**

Total Invoice Parts	0.00
Total Invoice Labor	3,258.00
Total Invoice Miscellaneous	366.99

<b>Proposal Amount</b>	<b>3,624.99</b>
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Terms: Charge - Net10 Prox