



157 - 10/21/26

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

September 30, 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 **retroactive** one-time unencumbered payment in the amount of \$196,935.50 to Wind River Environmental, LLC (Vendor #259847), Bow, NH for emergency repairs of approximately 500 feet of sewer lines, effective to June 15, 2026, upon Governor and Executive Council approval. 100% General Funds.

Funding is available in the following account for State Fiscal Year 2027:

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 collapsed and deteriorated sewer lines on campus. The initial repair work began on June 15th and took approximately three weeks to complete. During the course of the initial work, additional lines were found to require repair, expanding the scope of the initial project, resulting in additional costs and extending the overall project timeline. The final repairs were completed on August 28th, 2026.

In mid-May Glencliff Home began having trouble with a sewer line backing up in the LaMott building, which affected the Dietary, Housekeeping and Medical Records Departments. Glencliff Home's Maintenance staff attempts to clear the line were unsuccessful. Wind River Environmental, LLC was contacted to assess the problem and identified a partial collapse of the sewer line. Wind River was able to temporarily reopen the line and restore flow; however, a permanent repair was necessary to address the underlying failure. Given the urgent nature of the situation, Glencliff contacted three vendors capable of assessing the necessary repairs: Wind River Environmental, LLC, provided a quote of \$48,217, Trenchless Pipe Repair of NH, LLC provided a quote in the amount of \$49,750, however required Glencliff Home staff to jack hammer the concrete flooring along the pipeline area, and Bellemore Property Services who provided a quote of \$2,000 to conduct an inspection of the problem area only, with no guarantee of their ability to perform the emergent remediation necessary to address the concerns. Wind River was selected based on the lowest cost provided, their proposed plan to dig 4 access pits minimizing disruption to the Dietary Department's daily activities which minimized disruption to Glencliff's ability to meet the needs of the residents, and their availability to mobilize emergently and begin working on repairing the approximately 180 feet of sewer line.

During the repair, Wind River discovered that the affected line served substantially more of the campus than initially understood. In addition to Dietary and several bathrooms in the basement of the LaMott Building, sewer lines serving residential units in the LaMott and Brown Buildings also drained through the affected line.

Wind River traced & video-inspected the sewer line from Brown Building that ties into the line and identified additional deterioration, including sections where the bottom of the bituminous pipe was missing, although the line had not yet collapsed. This approximately 200-foot section runs beneath the lawn in front of the Brown Building and into the Tunnel outside the Warehouse. Based on these findings, L Todd Bickford, Executive Director, Glencliff Home and Ellen Lapointe, CEO, NH Hospital and Glencliff Home authorized expansion of the repair to include this section as this is the main sewer line from the Brown Building and to avoid additional costs later by redeploying equipment and re-digging access pits. This increased the anticipated project cost from **\$48,217 to \$95,615.50**.

While Wind River was working on relining the line to Brown Building, the Dietary Department experienced another sewer backup. Wind River investigated and identified an additional line connected to a grease trap line that was blocked due to a partial collapse. In order to maintain the proper operation of the wastewater and grease-management system and to maintain sanitary conditions and reduce health and safety risks, Glencliff leadership determined that this additional repair also required immediate completion. Based on these findings, L Todd Bickford, Executive Director, Glencliff Home and Ellen Lapointe, CEO, NH Hospital and Glencliff Home authorized the repair to this line. This section of pipe was smaller in diameter than the pipe in the other two repairs, requiring more access pits to be dug creating a larger cost per foot repair cost. The additional work increased the total project cost from **\$95,615.50 to \$196,935.50** and was completed on August 28th.

The project scope expanded as additional deteriorated and partially collapsed sewer lines were identified, ultimately requiring approximately 500 feet of repairs at a total cost of \$196,935.50. Final costs invoiced for each section were at or below Wind River's estimates. Pre- and post-project video inspection confirmed the need for the repairs and demonstrated that the completed improvements are expected to provide reliable, long-term service.

Approval of this request will allow the Department to pay the invoices for the emergency sewer repairs completed at Glencliff Home.

Respectfully Submitted,

 For:

Lori A. Weaver
Commissioner



WINDRIVER
A Wind River Environmental Company

Wind River Environmental LLC.
2 Thibeault Drive
Bow NH 03304

Invoice

Customer Number: 2266283_1173801

Questions: 978-841-5000

BILL TO

Glenclyff House
P.O. Box 76
Glenclyff, NH 03238

JOB SITE

PROJECT - Project- 393 High Street - Glenclyff
393 High Street
Cameron Randall
Glenclyff NH 03238

Service Date: 19-Jun-2026	Invoice Number: 7384458	Order Number: 0228105878
P.O. Number:	Invoice Date: 01-Jul-2026	Order Date: 12-Jun-2026

Quantity	Service Type	Amount	Tax
1.00	Pipe-C-CIPP Liner	\$47,765.50	\$0.00
1.00	Energy Charge	\$50.00	\$0.00
Technician Comments: Phase 1 liner installed per contract.			

Subtotal Non Tax	Subtotal Taxed	Tax	Subtotal	Adjustment	Payments	Payment Terms	Amount Due
\$47,815.50	\$0.00	\$0.00	\$47,815.50		\$0.00	Due on Receipt	\$47,815.50

TO VIEW AND PAY ONLINE GO TO: <http://wrenvironmental.billtrust.com> USE THE ENROLLMENT CODE: ZDR GDM QZF

Please detach here and return the bottom portion with your payment.

From:

Glenclyff House
P.O. Box 76
Glenclyff, NH 03238

Customer #	Order Number	Invoice Number	Invoice Date	Amount Due
2266283_1173801	0228105878	7384458	01-Jul-2026	\$47,815.50

We accept the following credit cards within 30 days of the invoice date. Wind River Environmental will appear on your credit card statement for this transaction. For questions please visit www.wrenvironmental.com/policies



Remit To:

Wind River Environmental LLC.
P.O. Box 22074
New York, NY 10087-2074

22074 000007384458 000002266283 0004781550 4



Wind River Environmental LLC.
2 Thibault Drive
Bow NH 03304

Invoice

Customer Number: 2266283_1173801
Questions: 978-841-5000

BILL TO

Glenclyff House
P.O. Box 76
Glenclyff, NH 03238

JOB SITE

PROJECT - Project- 393 High Street - Glenclyff
393 High Street
Cameron Randall
Glenclyff NH 03238

Service Date: 02-Jul-2026	Invoice Number: 7400906	Order Number: 0228106491
P.O. Number:	Invoice Date: 03-Aug-2026	Order Date: 26-Jun-2026

Quantity	Service Type	Amount	Tax
1.00	Pipe-C-CIPP Liner	\$47,750.00	\$0.00
1.00	Energy Charge	\$50.00	\$0.00
Technician Comments: Completed lining project as agreed.			

Subtotal Non Tax	Subtotal Taxed	Tax	Subtotal	Adjustment	Payments	Payment Terms	Amount Due
\$47,800.00	\$0.00	\$0.00	\$47800.00		\$0.00	Due on Receipt	\$47,800.00
TO VIEW AND PAY ONLINE GO TO:		http://wrenvironmental.billtrust.com		USE THE ENROLLMENT CODE:		ZDR GDM QZF	

Please detach here and return the bottom portion with your payment.

From:

Glenclyff House
P.O. Box 76
Glenclyff, NH 03238

Customer #	Order Number	Invoice Number	Invoice Date	Amount Due
2266283_1173801	0228106491	7400906	03-Aug-2026	\$47,800.00

We accept the following credit cards within 30 days of the invoice date. Wind River Environmental will appear on your credit card statement for this transaction. For questions please visit www.wrenvironmental.com/policies



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Wind River Environmental LLC.
P.O. Box 22074
New York, NY 10087-2074

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Wind River Environmental LLC.
2 Thibeault Drive
Bow NH 03304

Invoice

Customer Number: 2266283_1173801
Questions: 978-841-5000

BILL TO

Glenclyff House
P.O. Box 76
Glenclyff, NH 03238

JOB SITE

PROJECT - Project- 393 High Street - Glenclyff
393 High Street
Cameron Randall
Glenclyff NH 03238

Service Date: 31-Aug-2026	Invoice Number: 7478750	Order Number: 0228108437
P.O. Number:	Invoice Date: 01-Sep-2026	Order Date: 07-Aug-2026

<u>Quantity</u>	<u>Service Type</u>	<u>Amount</u>	<u>Tax</u>
1.00	Energy Charge	\$50.00	\$0.00
1.00	Pipe-C-CIPP Liner	\$101,270.00	\$0.00
Technician Comments: Pipeline install completed per contract.			

Subtotal Non Tax	Subtotal Taxed	Tax	Subtotal	Adjustment	Payments	Payment Terms	Amount Due
\$101,320.00	\$0.00	\$0.00	\$101,320.00		\$0.00	Due on Receipt	\$101,320.00

TO VIEW AND PAY ONLINE GO TO: <http://wrenvironmental.billtrust.com> USE THE ENROLLMENT CODE: ZDR GDM QZF

Please detach here and return the bottom portion with your payment.

From:

Glenclyff House
P.O. Box 76
Glenclyff, NH 03238

Customer #	Order Number	Invoice Number	Invoice Date	Amount Due
2266283_1173801	0228108437	7478750	01-Sep-2026	\$101,320.00

We accept the following credit cards within 30 days of the invoice date. Wind River Environmental will appear on your credit card statement for this transaction. For questions please visit www.wrenvironmental.com/policies



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Wind River Environmental LLC.
P.O. Box 22074
New York, NY 10087-2074

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