

# **CITY OF ST. HELENS UTILITIES**



265 Strand Street

St. Helens, OR 97051

Phone: 503-397-6272

Email: [jamiee@ci.st-helens.or.us](mailto:jamiee@ci.st-helens.or.us) or [dawnr@ci.st-helens.or.us](mailto:dawnr@ci.st-helens.or.us)

## **REQUEST FOR BILLING LEAK ADJUSTMENT FORM**

The City of St. Helens Utilities has a policy of issuing partial adjustments for water leaks that are repaired by customers in a timely manner. Adjustments issued are based on your average usage for the same period in previous years. This average is deducted from the total consumption used during the time of the leak and an adjustment will be credited to your account.

## **DESCRIBE THE REPAIRS OR SPECIFIC CIRCUMSTANCE OF YOUR REQUEST**

The Armstrong World Industries - St. Helens site was notified by the City of St. Helens Water Dept on 7/19/23 of what appeared to be a water leak as indicated by a recent meter reading on the 10" fire suppression line supply off of Old Portland Road. AWI immediately asked for assistance in shutting off the water line supply while the issue was investigated. Acoustical testing of the line was conducted on 7/24/23 and the location of the leak was identified in a section of 8" line, approximately 10 feet underground. No sign of surface water was ever present making the leak impossible to discover without the acoustical equipment. A contractor was hired and the line was replaced on 8/1/23.

Beyond the fact that no surface water was ever present, AWI personnel do not have access to the vault along Old Portland Rd. It has a City of St. Helens Water Dept lock on it thus preventing AWI access to the piping, valving, and / or meter in the vault. Thus, at no time, could AWI have accessed/monitored the meter and noticed the unusual water flow.

AWI did everything in our power to promptly address the situation once the issue was brought to our attention. We kindly ask the City of St. Helens to reciprocate by adjusting the recent invoice (show in email chain below) back to a normalized level. Also, keep in mind that we were not notified until 7/19/23, which is 4 days after the statement below was calculated. As such, we would expect some excess usage to carryover to the July/Aug statement as well and would ask the City of St. Helens to proactively normalize that statement as well once it is calculated later this month.

Please see the accompanying files with this form (pics of repair, contractor invoice, and copies of emails to Mayor Scholl updating him throughout the repair process). Thank you.

**ACCOUNT #** 20-05707-000

**ACCOUNT NAME:** Armstrong World Industries

**PHONE NUMBER** (971)203-6965

**SERVICE ADDRESS:** 1645 Railroad Ave., St. Helens OR 97051

**MAILING ADDRESS:** 1645 Railroad Ave., St. Helens, OR 97051

x 

**WATER CLERK** \_\_\_\_\_

**From:** [Ronald S. Nonamaker](#)  
**To:** ["rscholl@sthelensoregon.gov"](mailto:rscholl@sthelensoregon.gov)  
**Subject:** RE: AWI water line update  
**Date:** Thursday, August 3, 2023 6:35:00 PM  
**Attachments:** [1690936508512.jpg](#)  
[image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[1690933081614.jpg](#)  
[1690934607450.jpg](#)

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Rick,

Good news! We were successful in completing the necessary repairs to the 8" underground water line at the AWI – St. Helens site. The line is back on and functioning properly with no leaks. The repair ended up being approx. 10 feet underground and required a contractor with the ability to install coffer walls and provide continuous confined space monitoring during the repair. It took us a couple of days to find the right contractor, but we did and successfully complete the repair on Tuesday, 8/1. A couple of pics are attached showing the work in the hole and the 4ft new section of pipe that was installed in the area of the line break.

Everything is back to normal and we have been monitoring the meter, which is no longer spinning, so we are good shape.

Timeline for the repair was as follows:

Notified by City of St. Helens Water Dept	7/19/2023
Water shutoff at Old Portland Road	7/19/2023
Accoustical testing of line - leak located	7/24/2023
Contractor identified/secured	7/26/2023
Repair completed	8/1/2023
Water line turned on at Old Portland Road	8/2/2023

The physical work is now complete, so it is time to address the Water Dept accounting. AWI is formally requesting that you advise the City Council of the special circumstances of this event and take the necessary steps to adjust the accounting back to AWI's normalized usage. There was no way AWI could have detected this leak prior to being notified by the Water Dept. The leak was 10 ft underground and never surfaced. We monitor the grounds daily with both AWI personnel and 3<sup>rd</sup> party security and at no time was the leak visible. As a matter of fact, in the previous email I sent over on Sun, 7/30, there are pictures of the area directly above the leak location prior to the repair and the ground is completely dry. No signs of water. In addition, the vault along Old Portland Rd, is kept locked by the City of St. Helens and AWI has no access to the piping, valving and/or meter in the vault. Again no way for us to monitor.

Now, once AWI was notified, we took immediate action. We asked for the water to be shutoff immediately at Old Portland Rd then pulled in resources to locate the leak and repair it ASAP, and paid a premium to get the resources onsite in a timely manner.

AWI did everything in our power to promptly address the situation once the issue was brought to our attention. We kindly ask the City of St. Helens to reciprocate by adjusting the recent invoice (shown in email chain below) back to a normalized level. Also, keep in mind that we were not notified until 7/19/23, which is 4 days after the statement below was calculated. As such, we would expect some excess usage to carryover to the July/Aug statement as well and would ask the City of St. Helens to proactively normalize that statement as well once it is calculated later this month.

We appreciate your assistance Rick and look forward to hearing from you.

Ron

**Ronald S. Nonamaker, P.E.**  
Principal Electrical Engineer



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**From:** Ronald S. Nonamaker  
**Sent:** Sunday, July 30, 2023 6:49 PM  
**To:** [rscholl@sthelensoregon.gov](mailto:rscholl@sthelensoregon.gov)  
**Subject:** AWI water line update

Rick,

Just a quick note to provide a few updates since we last spoke concerning the underground water line on the AWI property located at 1645 Railroad Ave, St. Helens.

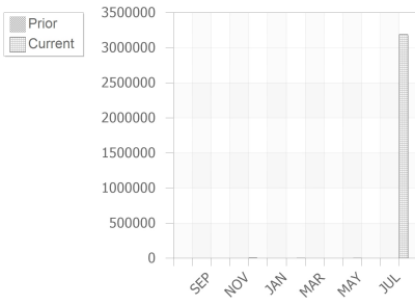
- The 10" fire suppression main water supply line was successfully isolated by closing the shutoff valve in the City of St. Helens vault located along Old Portland Rd. The meter department assisted with this task. Thank you.
- AWI hired American Leak Detection and they used their sophisticated search equipment to help identify the location of the leaking/burst pipe last week.
- The leak is in an 8" line behind our Bldg# 18, buried 12-15 ft underground. The location of the underground leak has been marked on the ground in BLUE and with a safety cone. Please see attached pictures. Take notice of the ground in the areas at the exact location and surrounding areas. No sign of moisture. The depth of this pipe (12 to 15ft down) prevented ANYONE from knowing there was an active leak until the Water Dept called. We have a Caretaker and onsite security who performed multiple daily rounds right through this area over the past month and not once was anything observed or heard that was out of the ordinary. Elsewhere on the site, where the pipe is MUCH closer to the surface, I am sure this would be been identified fairly quick. In this case, the depth worked against it.
- Due the depth, a special excavation company had to be found who was qualified to work on the AWI site. Repair will require an excavator, shoring/coffers, confined space monitoring, etc. We found the right contractor and signed an agreement with them last week. They are scheduled to be on the St. Helens site to access the underground line and make the necessary repairs this coming week (Tues, 8/1 and Wed, 8/2).
- We hope to finish up Wed and be ready to restore 10" water supply line service to the site shortly thereafter.
- Will keep you posted.
- Once the dust settles (literally), I will be in touch later this week to discuss next steps to resolve the outstanding invoice at the Water Dept. Our monthly avg for this account is approx. \$30. You can see the total this month was \$146,410.86. As you offered during our phone call, I would appreciate you

addressing this topic with the appropriate City Council members so that the Water Dept is authorized to excuse this 1x special event and reset our account balance back to its normal range. AWI has been a very good business partner with the City of St. Helens for over 30 years, and even as we exit at some point in the future, we are working hard to find a new owner that will continue to support the local community and grow opportunities on the site for many years to come. We appreciate your continued support and assistance to make this happen.

Armstrong World Industries			1645 Railroad Ave		20-05707-000	
Status	Service Dates		# Days	Bill Date	Due Date	Penalty Date
	From	To				
Active	6/15/2023	7/15/2023	30	7/24/2023	8/10/2023	8/21/2023

PREVIOUS BALANCE	\$28.76
PAYMENTS	(\$28.76)
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
<b>PAST DUE AMOUNT</b>	<b>\$0.00</b>

METER #	CURRENT READING	PREVIOUS READING	USAGE		
584C	6,375,000	3,185,500	3,189,500	Water-Comm-Fixed	11.37
				Water-Com-Usage	146,382.10
				Storm Fixed	14.39
				Public Safety	3.00
				<b>CURRENT BILL</b>	<b>\$146,410.86</b>
				<b>AMOUNT DUE</b>	<b>\$146,410.86</b>
				AMOUNT DUE AFTER 08/20/2023	\$146,435.86



Ron

**Ronald S. Nonamaker, P.E.**  
Principal Electrical Engineer



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# RIVER CITY

ENVIRONMENTAL INC.



24 Hour Service

7 Days A Week

River City Environmental, Inc.  
P. O. Box 30087  
Portland, OR 97294

Phone: 503-252-6144

## BILL TO

Armstrong  
1645 Railroad Avenue  
St. Helens, OR 97051 USA

INVOICE  
328398754

INVOICE DATE  
Aug 01, 2023

## JOB ADDRESS

Armstrong  
1645 Railroad Avenue  
St. Helens, OR 97051 USA

**Completed Date:** 8/1/2023

**Technician:** Chase Meyer

**Technician:** Christian Gonzalez

**Technician:** Derik Rabetoy

**Technician:** Jessie Lindsay

**Technician:** Marco Sagrero

**Technician:** Zach Deibel

**Payment Term:** COD

**Due Date:** 8/1/2023

## DESCRIPTION OF WORK

Made 4 ft repair to 8" fire line using new schedule 40 pipe and 2 alpha romacs. Turned water back on and tested for leaks. No leaks present. Excavation will backfill.

TASK	DESCRIPTION	QTY	PRICE	TOTAL
EXCMOBE	Mobilization	1.00	\$500.00	\$500.00
C1DUMPTRUCK	Dump Truck up to 10 YD - Scheduled	20.00	\$125.00	\$2,500.00
C Support Vehicle Per Day	Support Vehicle Per Day	2.00	\$195.00	\$390.00
Utility Trailer	Utility Trailer Per Day	2.00	\$200.00	\$400.00
EXCLRGEX	Large Excavator	20.00	\$400.00	\$8,000.00
EXCFOREMAN	Foreman	20.00	\$120.00	\$2,400.00
C1LABOR	Service Technician	20.00	\$115.00	\$2,300.00
C1-Plumber	Plumber Service	8.00	\$175.00	\$1,400.00

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## Materials

MATERIAL	DESCRIPTION	QUANTITY	YOUR PRICE	YOUR TOTAL
MATERIALS	MATERIALS - Shoring Trench Box	1.00	\$2,340.00	\$2,340.00

POTENTIAL SAVINGS	\$0.00
SUB-TOTAL	\$20,230.00
TOTAL DUE	\$20,230.00
BALANCE DUE	<b>\$20,230.00</b>





Location of AWI underground water leak. No visible signs of water at surface level.



Wide angle view of AWI underground water leak. No visible signs of water at surface level.





Contractor excavating down to the water line on 8/1/23



Contractor replacing 4 ft section of 8 in underground pipe, approx. 10 ft down. Coffers walls installed and continuous air monitoring conducted to ensure worker safety during the repair.





New 4 ft section of pipe installed to repair leak on 8/1/23. Line tested. No leaks.



Repair complete on 8/1/23. Excavation area filled and graded.