

From: [Dawn Richardson](#)
To: [Kathy Payne](#); [Lisa Scholl](#)
Subject: Leak Adjustment Request for Council
Date: Thursday, December 4, 2025 4:30:45 PM
Attachments: [image001.png](#)
[doc11117620251203162510.](#)

Good afternoon,

Customer Richard Brine is requesting a leak adjustment for 135 N 7th St. His leak occurred in February for \$6419.17 and March for \$2633.23. The property remained vacant for some time after the leak occurred, however it has since been fixed and he is ready to have service restored.

I have attached Richards submitted documentation.

- If we were to a full adjustment for the two months it would come out to \$8892.95
- If we were to a standard adjustment for the two months it would come out to \$6968.51 (this is our standard water adjustment with a full sewer adjustment since his leak did not go down/affect the sewer)

Please let me know if you need anything else for the 12/17 council meeting.

Thank you!

Dawn Richardson

Administrative Billing Specialist

City of St. Helens

Ph: 503-397-6272

www.sthelensoregon.gov



4. BILLING ADJUSTMENTS

Misread Meters

If a meter is misread, the City will refund any/all late fees and re-read the meter and adjust the bill accordingly for that period.

Leak Adjustments

- a) The water leak adjustment form is available on the City's website and at the Utility Billing counter. This form must be completed within 45 days of the billing date in question.
- b) The water leak adjustment form must be accompanied by a 3rd party statement (plumbing service, etc.) that says a leak was present and repaired and/or receipts for leak repair materials if completed by the homeowner.
- c) If the water leak adjustment is not approved by Utility Billing staff, Finance Director, or City Administrator, the customer will receive notification from the City with a specific reason why from the Finance Director. A customer can request an appeal process with City Council during a public meeting. If the water leak is approved, the City will use the customer's average seasonal usage for the previous 3 years as a base for consumption. If the customer does not have enough history to complete this, the City will use the previous one to three consecutive months of consumption to calculate the leak and volume adjustment amount. Once approved, the leak adjustment amount will be credited back to the customer's account and the customer will be notified by the City.
- e) The minimum credit issued will be \$15.00.

CITY OF ST. HELENS UTILITIES



275 Strand Street
St. Helens, OR 97051
Phone: 503-397-6272

Email: utilitybilling@sthelensoregon.gov

REQUEST FOR LEAK ADJUSTMENT

The City of St. Helens Utilities has a policy of issuing partial adjustment 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 50% of the water overage will be credited to your account.

DESCRIBE THE REPAIRS OR SPECIFIC CIRCUMSTANCE OF YOUR REQUEST

~~At first I was mortified, then as time went by, I calmed down.~~
~~Now, I am at the point of resignation. I owe the City \$9103.23.~~
~~\$\$\$9,103.23, which represents 45,890 cubic feet of water. It went~~
~~under the house and apparently soaked into the soil. Please refer~~
~~to the billing for the period of 1-15 thru 2-15 2025 in particular~~
~~the Sewer-res-usage charge of \$3607.32 and the same charge for~~
~~the period of 2-15 thru 3-15 2025 for approximately \$2,000.00~~

I am requesting the my total obligation be reduced by \$5,600.00
as I did not use that aspect of my service (the water did not go
down the drain) ACCOUNT # 22-01536-003

ACCOUNT NAME: Richard Brine

PHONE NUMBER

SERVICE ADDRESS: 135 North 7th Street

MAILING ADDRESS:

SIGNATURE: 

I have had Northwest Plumbing come out twice for an expense of
\$1,190.00 since September when the line was fixed. The second
time to fix a leaky faucet and make the drain compliant.
I have attached copies of the billing and pictures of the pipe
replaced. The 45,000 ~~gallons~~ cubic feet did not go out the sewer



Northwest Plumbing Services
PO Box 492
St. Helens, Oregon 97051
503-366-1323

BILL TO

Lance Brine
135 N 7th
Saint Helens, OR 97051 USA

INVOICE
38277954

INVOICE DATE
9/2/2025

JOB ADDRESS

Lance Brine
135 N 7th
Saint Helens, OR 97051 USA

Completed Date 9/2/2025

Customer PO #

Payment Term Due Upon Receipt

Due Date 9/2/2025

DESCRIPTION OF WORK

Northwest Plumbing Services (NWPS) repaired a leak in the galvanized water pipe located in the crawlspace.

TASK	DESCRIPTION	QTY	PRICE	TOTAL
1HOURLABOR	First Hour of Labor - Minimum Service Charge	1.00	\$185.00	\$185.00
LABOR PLB	Labor - Plumbing	2.00	\$185.00	\$370.00
MATERIAL	DESCRIPTION	QUANTITY	PRICE	TOTAL
988725	UPONOR LF4525050 1/2" PROPEX PEXXMNPT BRASS	1.00	\$4.42	\$4.42
39662	UPONOR Q4690512 1/2" PROPEX RING WHT	2.00	\$0.25	\$0.50
916612	UPONOR Q4775075 3/4"X1/2" PROPEX PLS PLASTIC COUPLING	1.00	\$3.16	\$3.16
86552	UPONOR Q4777575 3/4" PROPEX PLS PLASTIC COUPLING	1.00	\$1.76	\$1.76
86559	UPONOR Q4760750 3/4" PROPEX PLS PLASTIC 90 ELBOW	2.00	\$2.22	\$4.44
39664	UPONOR Q4690756 3/4" PROPEX RING	7.00	\$0.49	\$3.43
14151	UPONOR F1060750 3/4"X300' COIL AQUAPEX PIPE	7.00	\$0.91	\$6.37
236899	UPONOR F1040500 1/2"X100' COIL AQUAPEX PIPE, SOLD BY THE FOOT	0.01	\$48.60	\$0.49
4179	3/4" CTS X 3/4"- 6' WALL PREGLUE & SLIT FOAM PIPE INSULATION (R-4.7) IMCOA 6IL068078 (78DT)	10.00	\$1.69	\$16.90

PAYMENT



Northwest Plumbing Services
PO Box 492
St. Helens, Oregon 97051
503-366-1323

BILL TO

Lance Brine
135 N 7th
Saint Helens, OR 97051 USA

INVOICE
39965890

INVOICE DATE
11/24/2025

JOB ADDRESS

Lance Brine
135 N 7th
Saint Helens, OR 97051 USA

Completed Date 11/24/2025
Customer PO #
Payment Term Due Upon Receipt
Due Date 11/24/2025

DESCRIPTION OF WORK

Northwest Plumbing Services (NWPS) brought lav sink drain up to code, replaced the pop-up assembly on the lav sink, and supplied and installed one new Delta 100 kitchen faucet.

TASK	DESCRIPTION	QTY	PRICE	TOTAL
1HOURLABOR	First Hour of Labor - Minimum Service Charge	1.00	\$185.00	\$185.00
LABOR PLB	Labor - Plumbing	1.25	\$185.00	\$231.25
MATERIAL	DESCRIPTION	QUANTITY	PRICE	TOTAL
2798	1-1/2" ABS DWV SAN TEE	1.00	\$2.36	\$2.36
9218	1-1/2" ABS DWV LONG TURN 90	1.00	\$2.84	\$2.84
1968	1-1/2" ABS DWV 45	2.00	\$1.46	\$2.92
1053169	DEARBORN A9703WBG 1-1/2" P-TRAP ABS / BAGGED WITH TRUE BLUE WASHERS & REVERSIBLE J-BEND	1.00	\$2.14	\$2.14
4089	DEARBORN A9793E 1-1/2"X16" ABS DBL SLIP JOINT EXT TUBE	1.00	\$3.17	\$3.17
5960	EZ FLOW 10901 CP BRS POP UP ASSEMBLY	1.00	\$22.98	\$22.98
1006474	DELTA 100-DST 3 HOLE KITCHEN FAUCET 1.8 GPM	1.00	\$141.00	\$141.00

PAYMENT

Paid On	Type	Memo	Amount
11/25/2025	Check		\$593.66

LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Dawn Richardson

Date Filled Out: 11/26/25

Customer Name: Richard Brine

Account #: 22-01536-003

Date of Bill: 2/15/2025 (STANDARD)

Enter Billing Specifics:		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
RESIDENTIAL		Water	Consumption	2,752.71	45,890	5.9985 Residential
		Water	Fixed	12.05		
		Water	Utility Assist	-		No
		Sewer	Consumption	3,607.32	45,890	7.8608 Consumption
		Sewer	Fixed	20.12		Standard Fixed
		Public Safety	Fixed	10.00		
		Storm	Fixed	16.97	-	
Original Bill Amount =				6,419.17		

<u>Previous Years Average</u>			<u>LEAK ADJUSTMENT (50% Leak Amount)</u>				
<u>Month / Year</u>	<u>Consumption</u>		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
1/15/25	103		Water	Consumption	1,372.16	22,875	5.9985
12/15/24	190						
2/15/24	129						
Average =	141		Sewer	Consumption	3,596.23	45,749	7.8608
					4,968.39		

Adjustment Dollars: 4,968.39 Adj Water Volume 22,875 Adj Sewer Volume 1,305	Notes: Using last year and two months before leak for average as customer does not have a full 3 years of history. Northwest Plumbing went out to fix leak in galvanized pipe and also replaced faulty faucet. Calculated half of the water overage and full sewer since leak went into the ground and not our sewer system.
Finance Director Authorization & Date Above	
Entered By & Date Above	

LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Dawn Richardson

Date Filled Out: 11/26/25

Customer Name: Richard Brine

Account #: 22-01536-003

Date of Bill: 3/15/2025 (STANDARD)

Enter Billing Specifics:		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
RESIDENTIAL		Water	Consumption	1,114.10	18,573	5.9985 Residential
		Water	Fixed	12.05		
		Water	Utility Assist	-		No
		Sewer	Consumption	1,459.99	18,573	7.8608 Consumption
		Sewer	Fixed	20.12		Standard Fixed
		Public Safety	Fixed	10.00		
		Storm	Fixed	16.97	-	
Original Bill Amount =				2,633.23		

<u>Previous Years Average</u>			<u>LEAK ADJUSTMENT (50% Leak Amount)</u>				
<u>Month / Year</u>	<u>Consumption</u>		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
1/15/25	103		Water	Consumption	552.40	9,209	5.9985
12/15/24	190						
3/22/24	176						
Average =	156		Sewer	Consumption	1,447.72	18,417	7.8608
			2,000.12				

Adjustment Dollars: 2,000.12	Notes: Using last year and two months before leak for average as customer does not have a full 3 years of history. Northwest Plumbing went out to fix leak in galvanized pipe and also replaced faulty faucet. Calculated half of the water overage and full sewer since leak went into the ground and not our sewer system.
Adj Water Volume 9,209	
Adj Sewer Volume 1,305	
Finance Director Authorization & Date Above	
Entered By & Date Above	

LEAK ADJUSTMENT REQUEST - Residential

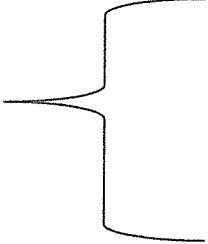
Prepared By: Dawn Richardson

Date Filled Out: 11/26/25

Customer Name: Richard Brine

Account #: 22-01536-003

Date of Bill: 2/15/2025 (FULL)

Enter Billing Specifics:		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
RESIDENTIAL		Water	Consumption	2,752.71	45,890	5.9985 Residential
		Water	Fixed	12.05		
		Water	Utility Assist	-		No
		Sewer	Consumption	3,607.32	45,890	7.8608 Consumption
		Sewer	Fixed	20.12		Standard Fixed
		Public Safety	Fixed	10.00		
		Storm	Fixed	16.97	-	
Original Bill Amount =				6,419.17		
<u>Previous Years Average</u>		<u>LEAK ADJUSTMENT (50% Leak Amount)</u>				
<u>Month / Year</u>	<u>Consumption</u>	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
1/15/25	103	Water	Consumption	2,744.25	45,749	5.9985
12/15/24	190					
2/15/24	129					
Average =	141	Sewer	Consumption	3,596.23	45,749	7.8608
				6,340.48		
Adjustment Dollars: 6,340.48		Notes: Using last year and two months before leak for average as customer does not have a full 3 years of history.				
Adj Water Volume 45,749						
Adj Sewer Volume 1,305						
Finance Director Authorization & Date Above						
Entered By & Date Above						

LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Dawn Richardson

Date Filled Out: 11/26/25

Customer Name: Richard Brine

Account #: 22-01536-003

Date of Bill: 3/15/2025 (FULL)

Enter Billing Specifics: RESIDENTIAL	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>	
	Water	Consumption	1,114.10	18,573	5.9985 Residential	
	Water	Fixed	12.05			
	Water	Utility Assist	-		No	
	Sewer	Consumption	1,459.99	18,573	7.8608 Consumption	
	Sewer	Fixed	20.12		Standard Fixed	
	Public Safety	Fixed	10.00			
	Storm	Fixed	16.97	-		
Original Bill Amount =			2,633.23			
<u>Previous Years Average</u>			<u>LEAK ADJUSTMENT (50% Leak Amount)</u>			
<u>Month / Year</u>	<u>Consumption</u>	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
1/15/25	103	Water	Consumption	1,104.74	18,417	5.9985
12/15/24	190					
3/22/24	176					
Average =	156	Sewer	Consumption	1,447.73	18,417	7.8608
				2,552.47		
Adjustment Dollars: 2,552.47			Notes: Using last year and two months before leak for average as customer does not have a full 3 years of history.			
Adj Water Volume 18,417						
Adj Sewer Volume 1,305						
Finance Director Authorization & Date Above						
Entered By & Date Above						