

From: [Dawn Richardson](#)
To: [Kathy Payne](#); [Lisa Scholl](#)
Cc: [Jamie Ford](#)
Subject: Leak Adjustment Request
Date: Monday, October 20, 2025 4:08:28 PM
Attachments: [image001.png](#)

Good afternoon,

I have a leak adjustment request that will need council approval. The adjustment is for apartments under Regency Management at 2375 Columbia Blvd. They had a very large leak in July and August due to multiple running toilets. Normally the bills for this apartment are between \$5000-\$7000 per month and the months with the leaks were \$12,287.68 and \$12,596.81

They have provided the required documentation and are requesting a full adjustment which would come out to a credit of -\$10823.35.

If we were to apply our standard adjustment that would come out to a total credit of - \$5411.68.

Please let me know if you need any more information to have this reviewed during the 11/5/25 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.

LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Dawn Richardson

Date Filled Out: 10/16/25

Customer Name: Regency Management

Account #: 21-03985-001

Date of Bill: 07/15/25

Enter Billing Specifics:		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>	
RESIDENTIAL		Water	Consumption	5,623.17	99,099	5.6743	Residential
		Water	Fixed	168.70			
		Water	Utility Assist	-			No
		Sewer	Consumption	5,875.58	99,099	5.9290	Consumption
		Sewer	Fixed	281.68			Standard Fixed
		Public Safety	Fixed	140.00			
		Storm	Fixed	198.55	-		
Original Bill Amount =				12,287.68			
<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>	
7/15/24	44,930	Water	Consumption	2,658.86	46,858	6.1701	
7/15/23	75,025						
7/15/22	36,768						
Average =	52,241	Sewer	Consumption	2,778.21	46,858	8.4901	
				5,437.07			
Adjustment Dollars: 5,437.07		Notes: Customer contacted leak detection company after high bills. Discovered multiple leaking flapper valves on toilets. Fixed and receipt provided by The Leak Detectives.					
Adj Water Volume 46,858							
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: 10/16/25

Customer Name: Regency Management

Account #: 21-03985-001

Date of Bill: 08/15/25

Enter Billing Specifics: RESIDENTIAL	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>	
	Water	Consumption	5,617.66	96,193	5.8400 Residential	
	Water	Fixed	173.60			
	Water	Utility Assist	-		No	
	Sewer	Consumption	6,156.26	96,193	6.3999 Consumption	
	Sewer	Fixed	304.22		Standard Fixed	
	Public Safety	Fixed	144.20			
	Storm	Fixed	200.77	-		
Original Bill Amount =			12,596.71			
<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>
8/15/24	46,917	Water	Consumption	2,569.94	44,006	6.1701
8/15/23	72,108					
8/15/22	37,536					
Average =	52,187	Sewer	Consumption	2,816.34	44,006	8.4901
				5,386.28		
Adjustment Dollars: 5,386.28		Notes: Customer contacted leak detection company after high bills. Discovered multiple leaking flapper valves on toilets. Fixed and receipt provided by The Leak Detectives.				
Adj Water Volume 44,006						
Adj Sewer Volume 1,305						
Finance Director Authorization & Date Above						
Entered By & Date Above						

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

Multiple high bills prompted a leak inspection.

8/28/25 inspection indicated a leak

9/3/25 inspection identified leak

9/3/25 scheduled inspection with public works, never heard back from them.

ACCOUNT # 21-03985-001

ACCOUNT NAME: Regency Management, Inc

PHONE NUMBER 503-644-5251 x116

SERVICE ADDRESS: 2375 Columbia Blvd

MAILING ADDRESS: PO Box 1459 Beaverton, OR 97075

SIGNATURE: [Signature]

* Bin attached

INVOICE

The Leak Detectives LLC
PO Box 1505
Battle Ground, WA 98604

office@nwleakdetectives.com
+1 (360) 798-5698
http://nwleakdetectives.com



Regency Management

Bill to
Beaverton
OR
97075

Ship to
Beaverton
OR
97075

Invoice details

Invoice no.: 4765
Invoice date: 09/03/2025
Due date: 10/03/2025

#	Date	Product or service	Description	Qty	Rate	Amount
1.	08/28/2025	Call Out Fee - Residential		1	\$135.00	\$135.00
2.	08/28/2025	Labor - Residential		1	\$120.00	\$120.00
3.	09/03/2025	Labor - Residential		2	\$120.00	\$240.00

Total **\$495.00**

Ways to pay



Note to customer

Inspection at property address:
2375 Columbia Blvd
St Helens, OR 97051

8/28/25

Observed water meter to indicate constant usage of 0.75 GPM. This could be a leak underground or inside a unit.

Survey of water lines with sonic leak detection equipment found no leaks. Follow up survey will be required in which the water is shut off at the meter and the pipes are charged with air to locate an underground leak. Access will need to be gained to each of the units to assess and turn off toilets and water heaters.

9/3/25

A failed fill valve in a toilet in ground floor bathroom of unit 14 was discovered during unit inspections. When this toilet is shut off the meter for the complex stops turning. This indicates no additional constant leaks at toilets or on pipes underground.

Noted multiple leaking flapper valves on toilets. This would lead to