

From: [Jamie Ford](#)
To: [Kathy Payne](#); [Lisa Scholl](#); [John Walsh](#)
Cc: [Dawn Richardson](#)
Subject: Full Leak Adjustment Request
Date: Tuesday, April 30, 2024 11:19:38 AM
Attachments: [image001.png](#)
[Salisbury Full Adjustment Request.pdf](#)

Good Morning,

Dustin Salisbury reached out regarding a Full Leak Adjustment. He found that he had a leak at his 3 story Duplex. During the freeze, the customer found pipes had frozen and split in approximately 20 different areas, causing a significant loss of water. Those splits happened in: Valves, Tees, Couplers, Toilet, on Main, and above ground where it enters the crawl space. Repairs were \$2,200.00 and he will be re-piping during the summer to prevent further issues. Repair receipt is attached in the packet above. The leak had been active for 2 billing cycles (02/15 & 03/15). He is seeking a full adjustment for the months affected by the leak. I informed him, per our policy, that any adjustment above \$1,000.00 would require Council Approval and he would need to request that adjustment in writing (attached in packet above).

Dustin's account began 09/16/2022 and his average monthly bill prior to the leak was \$141.46.

The months he is requesting an adjustment for, are as follows:

DATE	ADJUSTMENT AMOUNT
02/15/2024	\$ 4,467.94
03/15/2024	\$ 1,543.24
TOTAL ADJUSTMENT OF:	\$ 6,011.18

Thank you,

..Jamie Ford..

Administrative Billing Specialist
City of St. Helens
503-397-6272

275 Strand Street, St. Helens, OR 97051
www.sthelensoregon.gov | jford@sthelensoregon.gov



Jamie Ford

From: Jamie Ford
Sent: Tuesday, April 30, 2024 10:55 AM
To: 'Salisbury's email'
Subject: RE: [External] Leak Adjustment Request

Good Morning, Dustin.

We have received your written request for the City Council to review at tomorrow's meeting. Once their determination is affirmed, I will inform you of the status directly.

If you have any questions in the meantime, please feel free to reach out to me.

Thank you,

..Jamie Ford..

Administrative Billing Specialist

City of St. Helens

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275 Strand Street, St. Helens, OR 97051

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From: Salisbury's email <salisburys.in.idaho@gmail.com>
Sent: Tuesday, April 30, 2024 10:52 AM
To: Jamie Ford <jford@sthelensoregon.gov>
Subject: Re: [External] Leak Adjustment Request

Yes, thank you Jamie, I am requesting a full refund of the overage due to multiple leaks cause by the temps in the teens back in January, right after the enter was read. The leaks being in the crawl space where no one goes and the renter being on the 2nd floor made it impossible to hear the water spraying out. We couldn't hear the water until we were well into the crawl space.

I am happy to pay the normal water bill, I just cannot afford a huge bill from that kind of leakage that was sudden and unnoticed.

Thank you for your consideration to this,
Dustin Salisbury

On Mon, Apr 29, 2024 at 9:42 AM Jamie Ford <jford@sthelensoregon.gov> wrote:

Good Morning, Dustin.

Just following up on the leak adjustment to request a full refund. If you could please submit a written request directly to this email as soon as possible, I will get this submitted to the City Council to review this Wednesday, May 1st.

Thank you,

..Jamie Ford..

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

www.sthelensoregon.gov | jford@sthelensoregon.gov



From: Jamie Ford

Sent: Tuesday, April 23, 2024 2:42 PM

To: Salisbury's email <salisburys.in.idaho@gmail.com>

Subject: RE: [External] Leak Adjustment Request

Good Afternoon, Dustin.

If you would like, you can respond directly to this email chain and request your full refund. Just begin the email with: "To Whom It May Concern" and I will submit it as your written request.

Thank you,

..Jamie Ford..

Administrative Billing Specialist

City of St. Helens

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275 Strand Street, St. Helens, OR 97051

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From: Salisbury's email <salisburys.in.idaho@gmail.com>

Sent: Tuesday, April 23, 2024 2:11 PM

To: Jamie Ford <jford@sthelensoregon.gov>

Subject: Re: [External] Leak Adjustment Request

Hi Jamie, I was intending to seek the full adjustment from the beginning since the bill was so outrageous. I didn't know I needed a written statement or I would have done that at the beginning, I will make up a written statement asap so we can make it for the 5/1 deadline

On Tue, Apr 23, 2024 at 11:08 AM Jamie Ford <jford@sthelensoregon.gov> wrote:

Good Morning, Dustin.

I have assessed your Leak Adjustment for the months of February and March. Just to reiterate some information we've discussed prior; The Water Utility Department can only refund up to 50% of the leak amount. For example: Leak is \$1,000.00 we can refund up to \$500.00. Also, any Adjustment over the amount of \$1,000.00 will need Council Approval. (Your adjustment will need to be approved by the City Council – the next council meeting will be May 1st)

FEBRUARY ADJUSTMENT:

50% Water Adjustment: \$1,105.75

100% Sewer Adjustment: \$2,256.49

MARCH ADJUSTMENT:

50% Water Adjustment: \$381.93

100% Sewer Adjustment: \$779.41

TOTAL ADJUSTMENT OF:

\$4,523.58

If you are seeking a **FULL ADJUSTMENT**, *we will need a written request from you* to the City Council to submit with the leak adjustment paperwork we currently have. If you were to seek a FULL Adjustment, your total adjustment for Water would be:

FEBRUARY:

\$2,211.47

MARCH:

\$763.85

TOTAL (FULL) ADJUSTMENT OF:

\$6,011.18

Please let me know how you would like to move forward as soon as possible. Once I hear back from the Council, I will reach out to you regarding their determination. If you have any questions or concerns, please feel free to reach out to me at any time. 😊

Thank you,

..Jamie Ford..

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

www.sthelensoregon.gov | jford@sthelensoregon.gov



CITY OF ST. HELENS UTILITIES



265 Strand Street

St. Helens, OR 97051

Phone: 503-397-6272

Email: jamiee@ci.st-helens.or.us or 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 property is basically a 3-story old duplex. The middle level is vacant without much heat or electricity. The crawlspace is about 6' high and is storage for my rental supplies but has no heat or electricity either. Evidently, during the cold snap in January, the pipes froze and split in about 20 different places, including valves, tees, couplers, toilet on main, and just above the ground where it enters the crawlspace. Current repairs were \$2,200. Must re-pipe the rest this summer to fix future issues.

ACCOUNT # 23-00171-002

ACCOUNT NAME: Dustin Salisbury

PHONE NUMBER 360-200-3287

SERVICE ADDRESS: 280 St. Helens St. St. Helens OR 97051

MAILING ADDRESS: 3310 Tahama st. Columbia City 97018

X _____

WATER CLERK Jamie Ford

My Handyman

Date: 3/29/24


Agreement to do work

Location of work: 280 St. Helens St.

Scope of Work:

- | | |
|--|--------|
| 1: Emergency Repair of broken and leaky water lines. | \$3200 |
| 2. Replace rusty/corroded pipes/repipe crawlspace & main floor piping to Pex | \$2600 |

Total: \$5800
Pd. in full

Homeowner Signature: 

LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Jamie Ford

Date Filled Out: 04/23/24

Customer Name: Dustin Salisbury

Account #: 23-00171-002

Date of Bill: 03/15/24

Enter Billing Specifics: RESIDENTIAL	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
	Water	Consumption	768.07	13,649	5.6273 Duplex
	Water	Fixed	23.42		
	Water	Utility Assist			No
	Sewer	Consumption	783.70	13,649	5.7418 Consumption
	Sewer	Fixed	37.46		Standard Fixed
	Public Safety	Fixed	20.00		
	Storm	Fixed	33.58	-	
Original Bill Amount =			1,666.23		
<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>
01/15/2024	48	Water	Consumption	381.93	6,787
12/15/2023	90				
11/15/2023	86	Sewer	Consumption	779.41	13,574
Average =	75				
		1,161.35			
Adjustment Dollars:	1,161.35	Notes: Customer has a 3 story Duplex. During the freeze, the customer found pipes had frozen and split in approximately 20 different areas, causing a significant loss of water. Those splits happened in: Valves, Tees, Couplers, Toilet, on Main, and above ground where it enters the crawl space. Repairs were \$2,200.00 and will have to repipe during the summer to prevent further issues. Repair receipt is attached and due to limited account history, I used the 3 reads prior to the leak to assess a consumption average.			
Adj Water Volume	6,787				
Adj Sewer Volume	1,305				
Finance Director Authorization & Date Above					
Entered By & Date Above					

LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Jamie Ford

Date Filled Out: 04/23/24

Customer Name: Dustin Salisbury

Account #: 23-00171-002

Date of Bill: 02/15/24

Enter Billing Specifics: RESIDENTIAL	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
	Water	Consumption	2,215.69	39,374	5.6273 Duplex
	Water	Fixed	23.42		
	Water	Utility Assist			No
	Sewer	Consumption	2,260.78	39,374	5.7418 Consumption
	Sewer	Fixed	37.46		Standard Fixed
	Public Safety	Fixed	20.00		
	Storm	Fixed	33.58	-	
Original Bill Amount =			4,590.93		
<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>
01/15/2024	48	Water	Consumption	1,105.75	19,650
12/15/2023	90				5.6273
11/15/2023	86	Sewer	Consumption	2,256.49	39,299
Average =	75				5.7418
		3,362.23			
Adjustment Dollars: 3,362.23		Notes: Customer has a 3 story Duplex. During the freeze, the customer found pipes had frozen and split in approximately 20 different areas, causing a significant loss of water. Those splits happened in: Valves, Tees, Couplers, Toilet, on Main, and above ground where it enters the crawl space. Repairs were \$2,200.00 and will have to repipe during the summer to prevent further issues. Repair receipt is attached and due to limited account history, I used the 3 reads prior to the leak to assess a consumption average.			
Adj Water Volume 19,650					
Adj Sewer Volume 1,305					
Finance Director Authorization & Date Above					
Entered By & Date Above					



CITY OF ST. HELENS
 PO Box 35147 #2748
 SEATTLE, WA 98124-5147
 (503) 397-6272
 sthelensoregon.gov



Account Number	23-00171-002
AMOUNT DUE	Previous Balance Owed
\$6,257.16	\$4,590.93
Due Date	Previous Balance Due Date
4/10/2024	3/31/2024
Amount Enclosed	

CITY OF ST. HELENS
 P.O. BOX 35147 #2748
 SEATTLE, WA 98124-5147

Dustin Salisbury
 3310 Tahoma St
 COLUMBIA CITY, OR 97018

There will be a charge on all returned checks.
 Please return this portion with your payment.
 When paying in person, please bring both portions of this bill.

23001710020000006257160000006282165

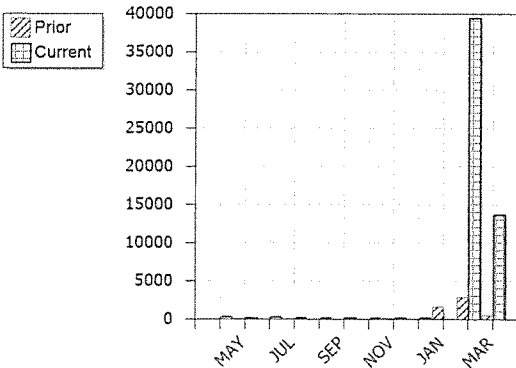
CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name		Service Address			Account Number	
Dustin Salisbury		280 St Helens St			23-00171-002	
Status	Service Dates			Bill Date	Due Date	Penalty Date
	From	To	# Days			
Active	2/15/2024	3/15/2024	29	3/22/2024	4/10/2024	4/21/2024

PREVIOUS BALANCE	\$4,590.93
PAYMENTS	\$0.00
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$4,590.93

METER #	CURRENT READING	PREVIOUS READING	USAGE	
13202576	120,844	107,195	13,649	Water-Duplex-Fixed 23.42
				Water-Duplex-Usage 768.07
				Sewer-Duplex-Fixed 37.46
			13,649	Sewer-Duplex-Usage 783.70
				Storm Fixed 33.58
				Public Safety 20.00
				CURRENT BILL \$1,666.23

AMOUNT DUE	\$6,257.16
AMOUNT DUE AFTER 04/20/2024	\$6,282.16



Full Water Adjustment = \$ 763.85
 Full Sewer Adjustment = \$ 779.41



CITY OF ST. HELENS
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Account Number	23-00171-002
AMOUNT DUE	Previous Balance Owed
\$4,590.93	\$0.00
Due Date	Previous Balance Due Date
3/10/2024	2/29/2024
Amount Enclosed	

ASAP

81
087403



Dustin Salisbury
 3310 Tahoma St
 Columbia City, OR 97018-9789

CITY OF ST. HELENS
 P.O. BOX 35147 #2748
 SEATTLE, WA 98124-5147

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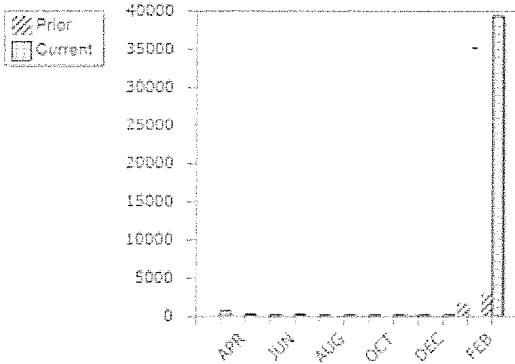
23001710020000004590930000004615938

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name		Service Address			Account Number	
Dustin Salisbury		280 St Helens St			23-00171-002	
Status	Service Dates			Bill Date	Due Date	Penalty Date
	From	To	# Days			
Active	1/15/2024	2/15/2024	31	2/23/2024	3/10/2024	3/21/2024

PREVIOUS BALANCE	\$119.61
PAYMENTS	(\$119.61)
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$0.00

METER #	CURRENT READING	PREVIOUS READING	USAGE		
13202576	107,195	67,821	39,374	Water-Duplex-Fixed	23.42
				Water-Duplex-Usage	2,215.69
				Sewer-Duplex-Fixed	37.46
			39,374	Sewer-Duplex-Usage	2,260.78
				Storm Fixed	33.58
				Public Safety	20.00
				CURRENT BILL	\$4,590.93
				AMOUNT DUE	\$4,590.93
				AMOUNT DUE AFTER 03/20/2024	\$4,615.93



Full Water Adjustment = \$ 2,211.47
 Full Sewer Adjustment = \$ 2,256.49