

From: [Jamie Ford](#)
To: [John Walsh](#); [Kathy Payne](#); [Lisa Scholl](#)
Cc: [Dawn Richardson](#)
Subject: Full Leak Adjustment Request
Date: Tuesday, March 26, 2024 10:47:31 AM
Attachments: [image001.png](#)
[LTM LEAK ADJUSTMENT REQUEST.pdf](#)

Good Morning,

Chhiu Kuy Lim and her husband Jake Wakeman reached out regarding a Leak Adjustment. They found that they had a connection problem in one of their pipes as well as a crack that was causing a continuous leak. The leak was active for 2 billing cycles, beginning in February, and was fixed in March by Caliber Builders Inc. – Caliber Builders assessed and repaired the water line. Their Labor included new fittings and/or valves on the existing water line, draining water, removing water, and releasing pressure as needed. Replacement of petcock and opening of the main water line to check for leaks. Their invoice came to a total of \$2,250.00 (receipt in attached packet).

When processing the adjustments for these customers, the adjustment totals I calculated for 50% of the Leak Amount came to a total of \$1,717.70 which would have left the customers a balance of \$1,950.06. However, the Customers are seeking a **full** adjustment for the months affected by the leak. I informed them, per our policy, that any adjustment above \$1,000.00 would require Council Approval and they would need to request that adjustment in writing (attached in packet above).

Chhiu's account began 08/28/2007 and her average monthly bill prior to the leak was \$91.09.

The adjustment amounts are as follows:

DATE	ADJUSTMENT AMOUNT
03/15/2023	\$ 1,217.70
02/15/2023	\$ 2,217.70
CUSTOMER SEEKING FULL ADJUSTMENT	\$ 3,435.40
OF:	

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: Dawn Richardson
Sent: Monday, March 25, 2024 3:53 PM
To: Jamie Ford
Subject: FW: Full Leak Adjustment Credit Request

Dawn Richardson
Administrative Billing Specialist
City of St. Helens
Ph: 503-397-6272
www.sthelensoregon.gov



From: Jake Wakeman <jwakeman@rdus.com>
Sent: Monday, March 25, 2024 11:19 AM
To: Jamie Edwards <jedwards@sthelensoregon.gov>; Dawn Richardson <drichardson@sthelensoregon.gov>
Subject: [External] Full Leak Adjustment Credit Request

Good morning,

On Thursday, 3/21/24, I turned in a form for leak adjustment credit request along with an invoice for the repairs. Because of the slow but constant nature of the leak and the prolonged length of it before it was remedied, the original request only covers a small portion of what is now an over \$3,000 bill. We are a single income family of four (myself, my wife and my two young daughters), so I am requesting a Full Leak Adjustment Credit and hopefully the City Council will approve during their next meeting to alleviate the remainder of the over usage cost due to the leak that was occurring. The invoice and original leak adjustment should be on file for reference. Please let me know if there is anything else I need to provide to better the chances of getting this request approved.

Address of service:
404 N. 12th St.
St. Helens, OR 97051

Account #: 22-01371-000

Phone # on Record: (503) 410-0780

Thanks,
Jake Wakeman
RADIUS RECYCLING
12005 N. Burgard Way
Portland, OR 97203
503.793.3104 (m) jwakeman@rdus.com

LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Jamie Ford

Date Filled Out: 03/22/24

Customer Name: Chhiu Kuy Lim

Account #: 22-01371-000

Date of Bill: 03/15/24

Enter Billing Specifics: RESIDENTIAL	<table style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>System Name</u></th> <th style="text-align: left;"><u>Detail</u></th> <th style="text-align: right;"><u>Amount</u></th> <th style="text-align: right;"><u>Volume</u></th> <th style="text-align: right;"><u>Rate</u></th> </tr> </thead> <tbody> <tr> <td>Water</td> <td>Consumption</td> <td style="text-align: right;">1,240.38</td> <td style="text-align: right;">21,278</td> <td style="text-align: right;">5.8294 Residential</td> </tr> <tr> <td>Water</td> <td>Fixed</td> <td style="text-align: right;">11.71</td> <td></td> <td></td> </tr> <tr> <td>Water</td> <td>Utility Assist</td> <td></td> <td></td> <td style="text-align: right;">No</td> </tr> <tr> <td>Sewer</td> <td>Winter Avg</td> <td style="text-align: right;">23.49</td> <td style="text-align: right;">321</td> <td style="text-align: right;">7.3192 Winter Avg</td> </tr> <tr> <td>Sewer</td> <td>Fixed</td> <td style="text-align: right;">18.73</td> <td></td> <td style="text-align: right;">Standard Fixed</td> </tr> <tr> <td>Public Safety</td> <td>Fixed</td> <td style="text-align: right;">10.00</td> <td></td> <td></td> </tr> <tr> <td>Storm</td> <td>Fixed</td> <td style="text-align: right;">16.79</td> <td style="text-align: center;">-</td> <td></td> </tr> <tr> <td colspan="2" style="text-align: right;">Original Bill Amount =</td> <td colspan="4" style="text-align: right;">1,321.10</td> </tr> </tbody> </table>	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>	Water	Consumption	1,240.38	21,278	5.8294 Residential	Water	Fixed	11.71			Water	Utility Assist			No	Sewer	Winter Avg	23.49	321	7.3192 Winter Avg	Sewer	Fixed	18.73		Standard Fixed	Public Safety	Fixed	10.00			Storm	Fixed	16.79	-		Original Bill Amount =		1,321.10			
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LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Jamie Ford

Date Filled Out: 03/22/24

Customer Name: Chhiu Kuy Lim

Account #: 22-01371-000

Date of Bill: 02/15/24

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CITY OF ST. HELENS UTILITIES



265 Strand Street

St. Helens, OR 97051

Phone: 503-397-6272

Fax: 503-397-3490

Email: utilitybilling@sthelensoregon.gov

REQUEST FOR BILLING LEAK ADJUSTMENT FORM

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. Generally, we expect customers to repair leaks within 10 days of discovery or notification. 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 loss will be credited to your account.

DESCRIBE THE REPAIRS OR SPECIFIC CIRCUMSTANCE OF YOUR REQUEST

After receiving water bill in excess of \$2,000. we called plumber in to check for any broken pipes or leaks. It was found to be a connection problem at a pipe section as well as a small crack that was causing a small but continuous leak at all times. Once found, we had the plumber get necessary repairs done to mitigate the leak. Looking back, we did notice a small reduction of water pressure, but not to the extent of anything that was broken or leaking.

ACCOUNT # 22-01371-000

ACCOUNT NAME: Chhia Kuy Lim

PHONE NUMBER 503-410-0780 (Jake)

SERVICE ADDRESS: 404 N. 12th St. St. Helens OR 97051

MAILING ADDRESS: 404 N. 12th St. St. Helens, OR. 97051

x

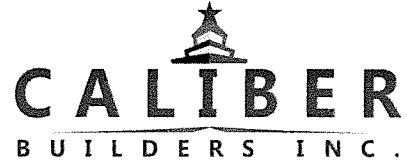
WATER CLERK

Jamie Ford

INVOICE

Caliber Builders Inc - NV
7450 W Cheyenne Ave Ste 103
PMB 1141
Las Vegas, NV 89129

info@caliberbuildersinc.com
+1 (702) 766-0677
caliberbuildersinc.com



Chhiu Kuy Kao

Bill to
Chhiu Kuy Kao
404 N. 12th St
St. Helens, OR 97051

Ship to
Chhiu Kuy Kao
404 N. 12th St
St. Helens, OR 97051

Invoice details

Project Name: Plumbing Repairs

Invoice no.: 4730
Terms: Within 5 days
Invoice date: 02/26/2024
Due date: 03/02/2024

#	Date	Product or service	Qty	Rate	Amount
1.		Materials and Labor Assess and repair water line. Labor includes new fittings and/or valves on the existing water line, draining water, remove water, and release pressure as needed. Replace the petcock and open the main water line to check for leaks. Invoice includes service call fee of \$250.	1	\$2,250.00	\$2,250.00
2.		OR CCB 166881			\$0.00
3.		Sales 03/05 Payment by check received!			-\$2,250.00
Thank you for your business.					
Total					\$0.00

Ways to pay



Note to customer

Payment terms:
DEPOSIT: for scheduling, \$1,000 or 10% of the total contract price, whichever is less.
START DATE: 50% of the balance after the deposit will be due.
BALANCE: Balance to be paid upon completion.
*If the total invoice is less than \$1,000, the total balance will be due upon completion.

NRS 624.520: Payment may be available from the Residential Recovery Fund if you are damaged financially by a project performed on your residence pursuant to a contract, including