

From: [Dawn Richardson](#)
To: [Kathy Payne](#); [Lisa Scholl](#)
Subject: Leak Adjustment
Date: Wednesday, March 27, 2024 10:19:28 AM
Attachments: [image001.png](#)
[doc08608220240327100105.pdf](#)
[Cora Adams.pdf](#)

Good morning,

Please see the attached leak adjustment for a credit of -\$1141.08. Customer is elderly and had a very high bill due to a mainline break during the freeze. Her normal bills are around \$40.00 per month and most of the time she stays elsewhere with her son, not at home.

Please let me know if you need anything else.

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



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

Broken water line. Mainline break right where it
Replaced water line. Comes into house.
Replaced with parts from Ace by himself.

ACCOUNT # 21-04579-000

ACCOUNT NAME: Cora Adams

PHONE NUMBER 509 630 8130

SERVICE ADDRESS: 1095 N. Col. River Hwy St. Helens OR 97051

MAILING ADDRESS: _____

x [Signature]
WATER CLERK _____

* pw turned water on to make sure leak has been fixed. They confirmed it has.

THANK YOU FOR SHOPPING AT
ACE HARDWARE - ST. HELENS
(503) 366-1363

03/12/24 1:12PM JA 601 SALE

44875 1 ST \$6.99 ST N
PIPE SCH40 1/2"X10P END \$6.99
43104 4 EA .99 EA N
COUPLE 1/2" SXS SCH40 \$3.96
43116 1 EA \$1.39 EA N
ADAPTR SCH40 1/2SL1/2MPT \$1.39
49088 1 EA \$6.99 EA N
CEMENT PVC 40Z \$6.99

SUB-TOTAL:\$ 19.33 TAX: \$.00
DISCOUNT: TOTAL: \$ 19.33
BC AMT: \$ 19.33

BK CARD#: XXXXXXXXXXXX6900
MID:****3013 TID:**1319
AJTH: 031208 AMT: \$ 19.33
Host reference #:355553 Bat#1854

TransactionID: 464072727284754
Validation Code: MT4L
TID:401319
TRANS TYPE: PURCHASE
PAYMENT TYPE: Credit Card

Chip Read
CARD TYPE:VISA EXPR: XXXX
ATD : A0000000031010
TVR : 8080008000
IAD : 0601120360A000
TSI : 6800
ARC : 00
MODE : Issuer
CVM :
Name : VISA DEBIT
ATC :00C2
AC : 389821E3C9F6E8BF
TxnID/ValCode: 464072727284754 MT4L

Bank card USD\$ 19.33



====> JRNL# D55553/6
CUST NO: *9

THANK YOU TERRY D CHURCH
FOR YOUR PATRONAGE

LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Dawn Richardson
 Customer Name: Cora Adams
 Account #: 21-04579-000

Date Filled Out: 03/13/24
 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	2,286.58	39,225	5.8294 Residential
	Water	Fixed	10.95		
	Water	Utility Assist			No
	Sewer	Consumption	-		Consumption
	Sewer	Fixed			Standard Fixed
	Public Safety	Fixed	9.35		
	Storm	Fixed	15.71	-	
Original Bill Amount =			2,322.59		
<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>
02/15/2023	31	Water	Consumption	1,141.08	19,575
01/15/2023	52				5.8294
02/15/2021	144				
Average =	76	Sewer	Consumption		
		<u>1,141.08</u>			
Adjustment Dollars: 1,141.08		Notes: Customer had broken mainline right before the house. Replaced with parts from Ace, receipts provided and PW confirmed leak has been fixed.			
Adj Water Volume 19,575					
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	21-04579-000
AMOUNT DUE	Previous Balance Owed
\$2,563.09	\$240.50
Due Date	Previous Balance Due Date
3/8/2024	
Amount Enclosed	

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

Cora Adams
 1018 Murray Dr W
 The Dalles, OR 97058-4548

**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.**

21045790000000002563090000002563094

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

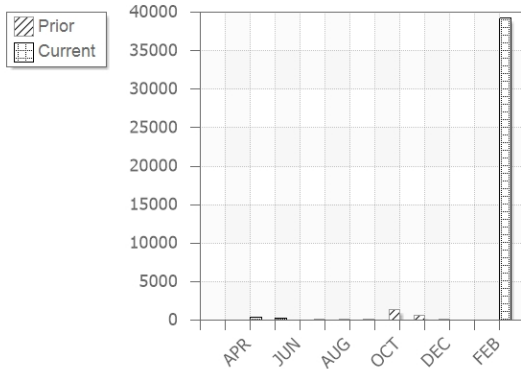
Name		Service Address			Account Number	
Cora Adams		695 N Columbia River Hwy			21-04579-000	
Status	Service Dates			Bill Date	Due Date	Penalty Date
	From	To	# Days			
Disconnect	1/15/2024	2/13/2024	29	2/22/2024	3/8/2024	

**** FINAL BILL ****

PREVIOUS BALANCE	\$140.50
PAYMENTS	\$0.00
ADJUSTMENTS	\$75.00
PENALTIES	\$25.00
PAST DUE AMOUNT	\$240.50

METER #	CURRENT READING	PREVIOUS READING	USAGE
10203059	79,887	40,662	39,225

Water-Res-Fixed	10.95
Water-Res-Usage	2,286.58
Storm Fixed	15.71
Public Safety	9.35
CURRENT BILL	\$2,322.59
AMOUNT DUE	\$2,563.09
	\$2,563.09



ONLINE PAYMENTS MAY BE DONE AT: <https://www.sthelensoregon.gov/>. OR PLEASE CALL 1-833-259-4016 TO PAY BY PHONE

THIS IS YOUR FINAL BILL FOR SERVICE