

From: [Dawn Richardson](#)
To: [Kathy Payne](#); [Lisa Scholl](#)
Cc: [Jamie Ford](#)
Subject: Leak Adjustment Request
Date: Tuesday, November 4, 2025 10:20:47 AM
Attachments: [image001.png](#)
[doc11018420251104093107.pdf](#)

Please see attached for council approval at the 11/19/25 meeting. The customer at 196 S River St (Yachts Land-Homeowners Association) has requested a leak adjustment for July and August billings. The total adjustment would come out to a total credit of -\$3873.83

The leak has since been fixed and receipts were provided.

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
Customer Name: Yachts Land
Account #: 23-04281-000

Date Filled Out: 11/03/25
Date of Bill: 07/22/25

Enter Billing Specifics: RESIDENTIAL	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>	
	Water	Consumption	3,545.11	59,100	5.9985	Residential
	Water	Fixed	12.05			
	Water	Utility Assist	-			No
	Sewer	Winter Avg	-	-	8.4907	Winter Avg
	Sewer	Fixed	-			Standard Fixed
	Public Safety	Fixed	10.00			
	Storm	Fixed	16.97	-		
Original Bill Amount =			3,584.13			

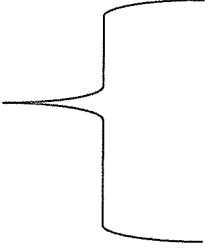
<u>Previous Years Average</u>		<u>LEAK ADJUSTMENT (50% Leak Amount)</u>				
<u>Month / Year</u>	<u>Consumption</u>	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
7/15/24	7,580	Water	Consumption	1,618.60	26,984	5.9985
7/15/23	4,970					
7/15/22	2,850					
Average =	5,133	Sewer	Winter Avg			-
				1,618.60		

Adjustment Dollars: 1,618.60 Adj Water Volume 26,984 Adj Sewer Volume 1,305	Notes: Customer had multiple leaks fixed by Nick Clark Masonry. They installed new shut off and fixed hose bib that was snapped off. Secured water lines with hangers. Receipt provided.
Finance Director Authorization & Date Above	
Entered By & Date Above	

LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Dawn Richardson
Customer Name: Yachts Land
Account #: 23-04281-000

Date Filled Out: 11/03/25
Date of Bill: 06/24/25

Enter Billing Specifics:		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
RESIDENTIAL		Water	Consumption	4,750.81	79,200	5.9985 Residential
		Water	Fixed	12.05		
		Water	Utility Assist	-		No
		Sewer	Winter Avg	-	-	8.4907 Winter Avg
		Sewer	Fixed	-		Standard Fixed
		Public Safety	Fixed	10.00		
		Storm	Fixed	16.97	-	
Original Bill Amount =				4,789.83		
<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>
6/15/24	5,960	Water	Consumption	2,255.23	37,597	5.9985
6/15/23	4,570					
6/15/22	1,490					
Average =	4,007	Sewer	Winter Avg			-
				2,255.23		
Adjustment Dollars: 2,255.23 Adj Water Volume 37,597 Adj Sewer Volume 1,305		Notes: Customer had multiple leaks fixed by Nick Clark Masonry. They installed new shutoff and fixed hose bib that was snapped off. Secured water lines with hangers. Receipt provided.				
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

RECEIVED
OCT 31 2025
CITY OF ST. HELENS

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

The Marina was notified by the HOA that there is excessive water usage for billing dates 6/24 thru 7/22. The marina contracted Nick Clark Masonry to locate and repair the leaks on 7/27. Repair invoice is attached.

ACCOUNT # 23-04281-000

ACCOUNT NAME: Yachts Landing Homeowners Assoc

PHONE NUMBER

SERVICE ADDRESS: 196 S. River St.

MAILING ADDRESS: PO Box 1501 St Helens 97051

SIGNATURE: Pat Olson Treasurer HOA

Nick S Clark Masonry Inc.
Po Box 1455
Clatskanie, Oregon 97016
Phone: (503) 996-1313
Fax: (503) 728-2441
Email: nick.clark@csnet.net

Bill To

Yahts Landing Dock Work
St Helens, Or 97051

Payment Terms	Due upon receipt
Invoice #	105
Date	07/26/2025
Business / Tax #	license#182004

Description	Total
Water repair	\$600.00

For repairs to water system. Installed new shut off on 40ft dock. Also fixed hose bid that was snapped off. Then secured the water lines with hangers.

Subtotal	\$600.00
Total	\$600.00

YACHTS LANDING MARINA ASSOC		2-2606/710	104
P.O. BOX 1501			
SAINT HELENS, OR 97051-0908		DATE	7/27/25
PAY TO THE ORDER OF	NICK CLARK MASONRY	\$	600 ⁰⁰
	Five hundred dollars no/100		
		DOLLARS	1
BMO	BMO Bank N.A. Chicago, Illinois		
MEMO	INV#105		