

From: [Jamie Ford](#)
To: [Kathy Payne](#); [Lisa Scholl](#); [John Walsh](#)
Cc: [Dawn Richardson](#)
Subject: Full Leak Adjustment Request
Date: Tuesday, May 21, 2024 1:21:03 PM
Attachments: [image001.png](#)
[CRFC.pdf](#)

Good Morning,

Columbia City Foursquare Church reached out regarding a Full Leak Adjustment. They found that they had a leak from an unusually high Billing Cycle. CCFC called Northwest Plumbing Services & The Leak Detectives. NWPS repaired a break in the 2-1/2" water main located in the concrete sidewalk in front of the building. Repairs were \$567.67. Repair receipt is attached in the packet above. The leak affected 2 billing cycles (04/15 & 05/15). They 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 he would need to request that adjustment in writing (attached in packet above).

Columbia City Foursquare Church's account began 03/21/2010 and his average monthly bill prior to the leak was \$570.51.

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

DATE	FULL ADJUSTMENT AMOUNT
04/15/2024	\$ 1,578.25
05/15/2024	\$ 1,101.90
TOTAL ADJUSTMENT OF:	\$ 2,680.15

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



LEAK ADJUSTMENT REQUEST - Residential

Prepared By: Jamie Ford

Date Filled Out: 05/21/24

Customer Name: Columbia River Foursquare Church

Account #: 21-09686-000

Date of Bill: 05/15/24

Enter Billing Specifics:		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
RESIDENTIAL		Water	Consumption	485.48	10,270	4.7272 Residential
		Water	Fixed	11.71		
		Water	Utility Assist			No
		Sewer	Consumption	662.94	10,270	6.4551 Consumption
		Sewer	Fixed	18.73		Standard Fixed
		Public Safety	Fixed	10.00		
		Storm	Fixed	483.55	-	
Original Bill Amount =				1,672.41		
<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>
05/15/2023	320	Water	Consumption	235.18	4,975	4.7272
05/15/2022	320					
05/15/2021	320	Sewer	Consumption	642.28	9,950	6.4551
Average =	320					
				877.46		
Adjustment Dollars: 877.46		Notes:				
Adj Water Volume 4,975		Columbia City Foursquare Church reached out regarding a Full Leak Adjustment. They found that they had a leak from an unusually high Billing Cycle. CCFC called Northwest Plumbing Services. NWPS repaired a break in the 2-1/2" water main located in the concrete sidewalk in front of the building. Used the last 3 years to aquire consumption average.				
Adj Sewer Volume 1,305						
Finance Director Authorization & Date Above						
Entered By & Date Above						

LEAK ADJUSTMENT REQUEST - Residential

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Date Filled Out: 05/21/24

Customer Name: Columbia River Foursquare Church

Account #: 21-09686-000

Date of Bill: 04/15/24

Enter Billing Specifics: RESIDENTIAL	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
	Water	Consumption	686.86	14,530	4.7272 Residential
	Water	Fixed	11.71		
	Water	Utility Assist			No
	Sewer	Consumption	937.91	14,530	6.4550 Consumption
	Sewer	Fixed	18.73		Standard Fixed
	Public Safety	Fixed	10.00		
	Storm	Fixed	483.55	-	
Original Bill Amount =			2,148.76		
<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>
04/15/2023	790	Water	Consumption	331.53	7,013
04/15/2022	390				
04/15/2021	330	Sewer	Consumption	905.42	14,027
Average =	503				
			1,236.96		
Adjustment Dollars:	1,236.96	Notes:			
Adj Water Volume	7,013	Columbia City Foursquare Church reached out regarding a Full Leak Adjustment. They found that they had a leak from an unusually high Billing Cycle. CCFC called Northwest Plumbing Services. NWPS repaired a break in the 2-1/2" water main located in the concrete sidewalk in front of the building. Used the last 3 years to aquire consumption average.			
Adj Sewer Volume	1,305				
Finance Director Authorization & Date Above					
Entered By & Date Above					

Jamie Ford

From: Melissa <melissa@crfoursquare.com>
Sent: Tuesday, May 7, 2024 2:50 PM
To: Jamie Ford; Tim Rotter
Subject: Leak adjustment request
Attachments: Leak adjustment form and docs 2024.pdf

Hello Jamie,

I have completed the utilities adjustment form and am including supporting documents of leak location, and plumbers repair as well as the bill with the increased water usage. I would like to request a full refund of the excess water usage due to the water main leak on our account for Columbia City Foursquare Church.

A typical bill for this time of year is between \$400-\$600 in a month and this statement is for usage of \$2148.78, which is an increase of around \$1550. We would like to have the extra usage adjusted as we have already had the leak located and repaired as quickly as possible.

If you have any questions please let me know.

Thank you,

Melissa Schoen

melissa@crfoursquare.com
Administrative Assistant, Bookkeeper
Columbia River Foursquare Church
503-397-0069

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

Received phone call from city on 4/18/24 about high water usage.
Had leak detection completed on 4/22/24.
Had main water shut off when building not in active use.
Repairs completed 5/1/24 by NW Plumbing Services.
Return to normal water use.

Request full refund of obvious water use due to water main failure. Typical bill for this time of year is between \$400-\$600.00

Thank You, Mike Benji, Area

ACCOUNT # 21-09686-000

ACCOUNT NAME: Columbia City Foursquare Church

PHONE NUMBER 503-397-0069

SERVICE ADDRESS: 555 Commons Dr St. Helens OR 97051

MAILING ADDRESS: SAME

X _____

WATER CLERK

Jamie Ford

INVOICE

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

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



Columbia River Foursquare Church

Bill to

Columbia River Foursquare Church
555 Commons Dr
St Helens
OR
97051

Ship to

Columbia River Foursquare Church
555 Commons Dr
St Helens
OR
97051

Invoice details

Invoice no.: 3970
Terms: Net 30
Invoice date: 04/22/2024
Due date: 05/22/2024

#	Date	Product or service	Description	Qty	Rate	Amount
1.		Call Out Fee - Commercial		1	\$50.00	\$50.00
2.		Labor - Commercial		2	\$200.00	\$400.00

Total \$450.00

Ways to pay



Payment -\$450.00

Note to customer

Located leak on waterline servicing building near bike rack. Marked location with blue paint. If the leak is not within 2 feet of the marked spot, I will refund \$350 or return at no additional cost.

Balance due \$0.00

Paid in Full



Northwest Plumbing Services
 PO Box 492
 St. Helens, Oregon 97051
 503-366-1323

BILL TO
 Columbia River Foursquare
 555 Commons Drive
 St. Helens, OR 97051 USA

INVOICE 27103561	INVOICE DATE May 01, 2024
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JOB ADDRESS
 Columbia River Foursquare
 555 Commons Drive
 St. Helens, OR 97051 USA

Completed Date: 5/1/2024
Payment Term: Due Upon Receipt
Due Date: 5/1/2024

DESCRIPTION OF WORK

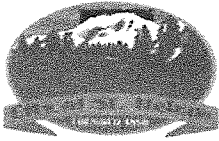
Northwest Plumbing Services (NWPS) repaired a break in the 2-1/2" PVC water main, located in the concrete sidewalk in front of the building.

TASK	DESCRIPTION	QTY	PRICE	TOTAL
1HOURLABOR	First Hour of Labor - Minimum Service Charge	1.00	\$200.00	\$200.00
LABOR JP	Labor - Plumbing	1.50	\$175.00	\$262.50

Materials

MATERIAL	DESCRIPTION	QUANTITY	YOUR PRICE	YOUR TOTAL
Misc Mat	2-1/2" PVC S80 90	4.00	\$18.20	\$72.80
Misc Mat	2-1/2" PVC S80 MIP	1.00	\$24.31	\$24.31
Misc Mat	2-1/2" PVC S80 Pipe	2.00	\$4.03	\$8.06

SUB-TOTAL	\$567.67
TOTAL DUE	\$567.67
BALANCE DUE	\$567.67



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

Account Number	21-09686-000
AMOUNT DUE	Previous Balance Owed
\$2,137.66	\$11.12-
Due Date	Previous Balance Due Date
5/10/2024	4/30/2024
Amount Enclosed	
PAID BY AUTO PAY	

4094
089867



Columbia City Foursquare Church
 555 Commons Dr
 Saint Helens, OR 97051-3739

*request to reduce bill
 leaf adjustment form → email
 w/copy of receipts -*

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

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.

21096860000000002137660000002162661

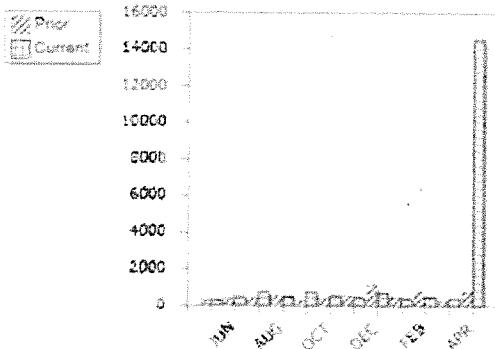
CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name		Service Address			Account Number	
Columbia City Foursquare Church		555 Commons Dr			21-09686-000	
Status	Service Dates			Bill Date	Due Date	Penalty Date
	From	To	# Days			
Active	3/15/2024	4/15/2024	31	4/23/2024	5/10/2024	5/21/2024

PREVIOUS BALANCE	(\$11.12)
PAYMENTS	\$0.00
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
CREDIT BALANCE	(\$11.12)

METER #	CURRENT READING	PREVIOUS READING	USAGE	
10511615	68,230	53,700	14,530	Water-Comm-Fixed 11.71
				Water-Com-Usage 686.86
				Sewer-Com-L-Fixed 18.73
			14,530	Sewer-Com-L-Usage 937.93
				Storm Fixed 483.55
				Public Safety 10.00
				CURRENT BILL \$2,148.78
				AMOUNT DUE \$2,137.66

PAID BY AUTO PAY



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