

**From:** [Jamie Ford](#)  
**To:** [Kathy Payne](#); [Lisa Scholl](#)  
**Cc:** [John Walsh](#); [Gloria Butsch](#); [Dawn Richardson](#)  
**Subject:** Broadleaf Arbor (Leak Adjustment Request)  
**Date:** Tuesday, January 20, 2026 2:07:30 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[Broadleaf Arbor Adjustment Request.pdf](#)

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Good morning,

Broadleaf Arbor submitted a Leak Adjustment request that will require City Council review. All documents are attached with Full and Partial Adjustment amounts included.

Broadleaf Arbor's account has been active since 09/15/2023. Since beginning their account on 09/15/2023 we have issued 11 Late Fees, 0 Late Fee Reversals and 0 Leak Adjustments. First contact regarding this adjustment process was with Adrienne Thomas on 11/25/2025. After multiple follow up attempts to acquire information, it was brought to my attention that Adrienne no longer works for this company. Doug Willis followed up with a receipt from United Fire on January 8<sup>th</sup>, 2026. After reviewing, the receipt showed a service date of 09/26/2025. Because this receipt showed a service date outside of the 45-day submission window, my initial email was to inform Broadleaf Arbor that the request was denied due to the Leak Adjustment Guideline Requirements not being met.

A request for additional review was submitted by Teresa Sanches to Finance Director, Gloria Butsch to review, and upon request from Gloria, is to be submitted to City Council for Approval/Denial.

A **Partial** Adjustment on this account would be as follows:

08/15 Water	\$7,495.64
08/15 Sewer	\$8,217.60
09/15 Water	\$5,895.48
09/15 Sewer	\$6,460.80
<b>Total Partial Adjustment</b>	<b>\$28,069.52</b>

A **Full** Adjustment on this account would be as follows:

08/15 Water	\$14,991.28
08/15 Sewer	\$16,435.20
09/15 Water	\$11,790.96
09/15 Sewer	\$12,921.60
<b>Total Full Adjustment</b>	<b>\$56,139.04</b>

Please let me know if any additional information is required.

Thank you,

*..Jamie Ford..*

Administrative Billing Specialist  
City of St. Helens  
503-397-6272  
275 Strand Street, St. Helens, OR 97051  
[www.sthelensoregon.gov](http://www.sthelensoregon.gov) | [jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)



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**From:** Gloria Butsch <[gbutsch@sthelensoregon.gov](mailto:gbutsch@sthelensoregon.gov)>  
**Sent:** Monday, January 12, 2026 12:15 PM  
**To:** Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>; Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>  
**Cc:** John Walsh <[jwalsh@sthelensoregon.gov](mailto:jwalsh@sthelensoregon.gov)>; Dawn Richardson <[drichardson@sthelensoregon.gov](mailto:drichardson@sthelensoregon.gov)>  
**Subject:** RE: [External] Leak Adjustment Form and Guidelines

Jamie,

Please include her mail with the leak documentation when submitting for the Council meeting.

Thank you,  
*Gloria*  
Gloria Butsch, CPFO  
Finance Director  
**City of St Helens**  
503-366-8227

*"Alone we can do so little; together we can do so much" – Helen Keller*

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**From:** Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>  
**Sent:** Monday, January 12, 2026 11:41 AM  
**To:** Gloria Butsch <[gbutsch@sthelensoregon.gov](mailto:gbutsch@sthelensoregon.gov)>; Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>  
**Cc:** John Walsh <[jwalsh@sthelensoregon.gov](mailto:jwalsh@sthelensoregon.gov)>; Dawn Richardson <[drichardson@sthelensoregon.gov](mailto:drichardson@sthelensoregon.gov)>  
**Subject:** Re: [External] Leak Adjustment Form and Guidelines

Dear City of St. Helens City Council,

I am writing to formally request an appeal regarding the denial of a leak adjustment for the billing periods of August 22, 2025, and September 23, 2025.

The repair receipt is dated September 26, 2025. While the request falls outside the standard 45-day

submission window, the delay was the result of circumstances beyond our control during a transition in property management and related communication challenges.

A leak adjustment request was initially submitted on November 25, 2025, by the previous Community Manager. On that same date, a request was made for the repair invoice from United Fire. A follow-up was sent on December 3, 2025, due to no response. It later became apparent that the necessary follow-through was not completed prior to the manager's departure, which contributed to the delay in obtaining the required documentation.

On January 7, 2026, we were notified by the City that additional information was required to process the request and that the deadline to submit the documentation was January 9, 2026. Upon receiving this notice, we acted immediately and submitted the requested receipt on January 8, 2026, within the timeframe provided.

We respectfully ask that the Council consider these circumstances and approve the appeal for a leak adjustment. The delay was not due to disregard of City requirements, but rather to staffing changes and difficulties accessing documentation during the transition. Once the issue was identified, it was addressed promptly.

Thank you for your time and consideration. Please let me know if any additional information is needed.

Sincerely,  
Teresa Sanchez

**Teresa Sanchez** (She/Her)  
Community Manager

**Broadleaf Arbor**  
2250 Gable Road | St. Helens, OR 97051  
PH 503.781.2290 | Fax: 503-961-8022  
TTY 711 [jbroadleafarbor@gres.com](mailto:jbroadleafarbor@gres.com)

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**From:** Gloria Butsch <[gbutsch@sthelensoregon.gov](mailto:gbutsch@sthelensoregon.gov)>  
**Sent:** Monday, January 12, 2026 8:11 AM  
**To:** Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>; Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>  
**Cc:** John Walsh <[jwalsh@sthelensoregon.gov](mailto:jwalsh@sthelensoregon.gov)>; Dawn Richardson <[drichardson@sthelensoregon.gov](mailto:drichardson@sthelensoregon.gov)>  
**Subject:** RE: [External] Leak Adjustment Form and Guidelines

Good morning,

If you want to appeal, please let Jamie know and she will submit the paperwork to be put on the Council agenda. You should provide her with a letter to go with the leak paperwork explaining why you're appealing and why the submission was late. All paperwork needs to be received by the City Recorder by Wednesday, January 14 to make it on the next meeting. It will be discussed at the Council work session. Their next

meeting is on January 21<sup>st</sup>. The work session begins at 3 pm.

*Gloria*

Gloria Butsch, CPFO

Finance Director

**City of St Helens**

503-366-8227

*“Alone we can do so little; together we can do so much” – Helen Keller*

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**From:** Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>

**Sent:** Saturday, January 10, 2026 12:11 PM

**To:** Gloria Butsch <[gbutsch@sthelensoregon.gov](mailto:gbutsch@sthelensoregon.gov)>; Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>

**Cc:** John Walsh <[jwalsh@sthelensoregon.gov](mailto:jwalsh@sthelensoregon.gov)>; Dawn Richardson <[drichardson@sthelensoregon.gov](mailto:drichardson@sthelensoregon.gov)>

**Subject:** Re: [External] Leak Adjustment Form and Guidelines

Gloria, thank you for your help. Can I ask you what the process is for that. I am new here to the area and am not up to speed on how the city works.

Thank you,

Teresa

**Teresa Sanchez** (She/Her)

Community Manager

**Broadleaf Arbor**

2250 Gable Road | St. Helens, OR 97051

PH 503.781.2290 | Fax: 503-961-8022

TTY 711 [|broadleafarbor@gres.com](mailto:broadleafarbor@gres.com)

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**From:** Gloria Butsch <[gbutsch@sthelensoregon.gov](mailto:gbutsch@sthelensoregon.gov)>

**Sent:** Thursday, January 8, 2026 2:07 PM

**To:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>; Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>

**Cc:** John Walsh <[jwalsh@sthelensoregon.gov](mailto:jwalsh@sthelensoregon.gov)>; Dawn Richardson <[drichardson@sthelensoregon.gov](mailto:drichardson@sthelensoregon.gov)>

**Subject:** RE: [External] Leak Adjustment Form and Guidelines

Hi Teresa,

Because this is well beyond the 45-day submission requirements, you would need to appeal to the City Council.

Thank you,

*Gloria*

Gloria Butsch, CPFO

Finance Director

**City of St Helens**

503-366-8227

*“Alone we can do so little; together we can do so much” – Helen Keller*

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**From:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>

**Sent:** Thursday, January 8, 2026 2:01 PM

**To:** Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>; Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>

**Cc:** Gloria Butsch <[gbutsch@sthelensoregon.gov](mailto:gbutsch@sthelensoregon.gov)>

**Subject:** RE: [External] Leak Adjustment Form and Guidelines

I am unable to adjust anything beyond what the Leak Adjustment Guidelines allow, but you can submit this to the Finance Director, Gloria Butsch to request an additional review.

[gbutsch@sthelensoregon.gov](mailto:gbutsch@sthelensoregon.gov)

Thank you,

*..Jamie Ford..*

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

[www.sthelensoregon.gov](http://www.sthelensoregon.gov) | [jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)



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**From:** Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>

**Sent:** Thursday, January 8, 2026 1:50 PM

**To:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>; Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>

**Subject:** Re: [External] Leak Adjustment Form and Guidelines

Are we able to submit this for City Council review or is this officially denied?

Sincerely,

**Doug Willis**

Area Manager  
503-802-3559

[Doug.Willis@gres.com](mailto:Doug.Willis@gres.com)

GUARDIAN

Office: 320 NW 23<sup>rd</sup> Avenue, Portland, OR 97210  
Mailing: PO Box 5668, Portland, OR 97228  
[gres.com](http://gres.com)

---

**From:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>

**Sent:** Thursday, January 8, 2026 1:33 PM

**To:** Doug Willis <[doug.willis@gres.com](mailto:doug.willis@gres.com)>; Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>

**Subject:** RE: [External] Leak Adjustment Form and Guidelines

Hi Doug,

It looks like this receipt is from 09/26/2025. And it appears that the leak effected the billing dates: 08/22/2025 & 09/23/2025.

Unfortunately, this will not qualify for an adjustment as it is beyond the 45-day requirement for submission.



## **Leak Adjustment Guidelines**

**A leak adjustment may be granted when ALL of the following conditions are present:**

- >Customer notifies the City of St. Helens Utility Billing Department of an excessive utility bill that may be related to a leak.**
- >Water consumption exceeds the customer's average monthly usage or twice the average monthly usage over the previous 12-month period**
- >Leak occurred on the customer's side of the meter**
- >Plumber's receipt or other proof confirms the leak was repaired**
- >A Leak Adjustment Form must be completed within 45 days of the billing date in question by the customer and turned in with required documentation noted above.**

**However, no adjustments will be granted where any of the following situations exist:**

- >Usage above the customer's average monthly consumption is due to seasonal usage such as watering of sod, gardening, filling swimming pools, or whirlpools, washing vehicles, etc.**
- >Leak was caused by a third party from whom the customer is able to recover their costs. Examples include, but are not limited to, theft, vandalism, negligence, and construction damage, unoccupied or vacant properties.**
- >When leak continues for two (2) or more months, there will be no adjustment for the third or subsequent months.**
- >The meter at said property has been accessed, tampered with, or turned on/off by anyone other than a City of St. Helens employee and that action results in a loss of water.**
- >A leak adjustment was issued within the past two (2) years for the same premise.**
- >A leak adjustment is not submitted within 45 days of the billing date in question.**

**Calculating Leak Adjustments?**

- >Utility Billing staff will use your previous 3 year's usage during the time period to estimate an "average" which will be used to justify any possible leak adjustment.**
- >The minimum leak adjustment is \$15.00**
- >The maximum leak adjustment is \$1,000 unless there are extenuating circumstances. An adjustment request for over \$1,000 is required to receive approval from the City Council according to Administrative Rules.**

Please feel free to reach out if you have any questions.

Thank you,

*..Jamie Ford..*

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

[www.sthelensoregon.gov](http://www.sthelensoregon.gov) | [jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)



---

**From:** Jamie Ford

**Sent:** Thursday, January 8, 2026 1:21 PM

**To:** 'Doug Willis' <[doug.willis@gres.com](mailto:doug.willis@gres.com)>; Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>

**Subject:** RE: [External] Leak Adjustment Form and Guidelines

Thank you, Doug.

Once your adjustment is complete, I will reach out to you via email regarding your adjustment amount.

Thank you,

*..Jamie Ford..*

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

[www.sthelensoregon.gov](http://www.sthelensoregon.gov) | [jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)



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**From:** Doug Willis <[doug.willis@gres.com](mailto:doug.willis@gres.com)>  
**Sent:** Thursday, January 8, 2026 8:49 AM  
**To:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>; Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>  
**Subject:** Re: [External] Leak Adjustment Form and Guidelines

Attached is the invoice from United Fire for the Backflow Repairs.

Sincerely,

**Doug Willis**

Area Manager  
503-802-3559

[Doug.Willis@gres.com](mailto:Doug.Willis@gres.com)

**GUARDIAN**

Office: 320 NW 23<sup>rd</sup> Avenue, Portland, OR 97210  
Mailing: PO Box 5668, Portland, OR 97228  
[gres.com](http://gres.com)

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**From:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>  
**Sent:** Thursday, January 8, 2026 7:39 AM  
**To:** Doug Willis <[doug.willis@gres.com](mailto:doug.willis@gres.com)>; Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>  
**Subject:** RE: [External] Leak Adjustment Form and Guidelines

Good morning, Doug.

We already have a Leak Adjustment that's been submitted. All we need to process this adjustment is a copy of the receipt for repairs. I believe it's from United Fire?

Thank you,

*..Jamie Ford..*

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

[www.sthelensoregon.gov](http://www.sthelensoregon.gov) | [jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)



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**From:** Doug Willis <[doug.willis@gres.com](mailto:doug.willis@gres.com)>

**Sent:** Wednesday, January 7, 2026 8:24 PM

**To:** Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>; Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>

**Subject:** Re: [External] Leak Adjustment Form and Guidelines

Could you please forward the leak adjustment form for me to complete?

Sincerely,

**Doug Willis**  
Area Manager

503-802-3559

[Douglas.willis@gres.com](mailto:Douglas.willis@gres.com)

## GUARDIAN

Office: 320 NW 23<sup>rd</sup> Avenue, Portland, OR 97210

Mailing: PO Box 5668, Portland, OR 97228

[gres.com](http://gres.com)

---

**From:** Teresa Sanchez <[Teresa.Sanchez@gres.com](mailto:Teresa.Sanchez@gres.com)>

**Sent:** Wednesday, January 7, 2026 5:24:32 PM

**To:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>; Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>

**Cc:** Doug Willis <[doug.willis@gres.com](mailto:doug.willis@gres.com)>

**Subject:** Re: [External] Leak Adjustment Form and Guidelines

Doug has been in contact and will be handling this. It should be taken care of by Friday. Thank you.

Teresa

## Teresa Sanchez (She/Her)

Community Manager

### Broadleaf Arbor

2250 Gable Road | St. Helens, OR 97051

PH 503.781.2290 | Fax: 503-961-8022

TTY 711 [j.broadleafarbor@gres.com](mailto:j.broadleafarbor@gres.com)

---

**From:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>

**Sent:** Wednesday, January 7, 2026 3:27 PM

**To:** Broadleaf Arbor <[BroadLeafArbor@gres.com](mailto:BroadLeafArbor@gres.com)>

**Subject:** FW: [External] Leak Adjustment Form and Guidelines

Good afternoon,

I was informed via automatic reply that Adrienne Thomas no longer works for your company. She had submitted a leak adjustment request November 25<sup>th</sup> and we require additional information to be able to process this request. The deadline for this adjustment is 01/09/2026. If not received by then, we will file this request as “not applicable for adjustment”.

Thank you,

*..Jamie Ford..*

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

[www.sthelensoregon.gov](http://www.sthelensoregon.gov) | [jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)



---

**From:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>  
**Sent:** Wednesday, January 7, 2026 3:24 PM  
**To:** Adrienne Thomas <[Adrienne.Thomas@gres.com](mailto:Adrienne.Thomas@gres.com)>  
**Cc:** UtilityBilling <[utilitybilling@sthelensoregon.gov](mailto:utilitybilling@sthelensoregon.gov)>  
**Subject:** RE: [External] Leak Adjustment Form and Guidelines

Good afternoon, Adrienne.

I am reaching out to you regarding the below emails. We have requested that the invoice from United Fire be submitted before we can process any adjustments. As it is, Leak **Adjustment requests and all documentation must be submitted within 45 days**, or they are no longer applicable for an adjustment. Please reach out at your earliest convenience if you would still like this adjustment submitted. **We are at day 43**, so this requires immediate action to process before the adjustment is no

longer applicable.

Thank you,

*..Jamie Ford..*

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

[www.sthelensoregon.gov](http://www.sthelensoregon.gov) | [jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)



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**From:** Jamie Ford

**Sent:** Wednesday, December 3, 2025 3:33 PM

**To:** Adrienne Thomas <[Adrienne.Thomas@gres.com](mailto:Adrienne.Thomas@gres.com)>

**Cc:** UtilityBilling <[utilitybilling@sthelensoregon.gov](mailto:utilitybilling@sthelensoregon.gov)>

**Subject:** RE: [External] Leak Adjustment Form and Guidelines

Good afternoon, Adrienne.

I am just following up on an invoice request sent Nov. 25<sup>th</sup>. Once we receive the invoice from United Fire, we can submit your information for an adjustment.

Thank you,

*..Jamie Ford..*

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

[www.sthelensoregon.gov](http://www.sthelensoregon.gov) | [jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)



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**From:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>

**Sent:** Tuesday, November 25, 2025 4:13 PM

**To:** Adrienne Thomas <[Adrienne.Thomas@gres.com](mailto:Adrienne.Thomas@gres.com)>

**Cc:** UtilityBilling <[utilitybilling@sthelensoregon.gov](mailto:utilitybilling@sthelensoregon.gov)>

**Subject:** RE: [External] Leak Adjustment Form and Guidelines

Good afternoon, Adrienne.

We will also need the Invoice from United Fire. Once we have that, we can submit your information for an adjustment

Thank you,

*..Jamie Ford..*

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

[www.sthelensoregon.gov](http://www.sthelensoregon.gov) | [jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)



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**From:** Adrienne Thomas <[Adrienne.Thomas@gres.com](mailto:Adrienne.Thomas@gres.com)>  
**Sent:** Tuesday, November 25, 2025 4:08 PM  
**To:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>  
**Subject:** Re: [External] Leak Adjustment Form and Guidelines

Hello,

Please see attached.

Let me know if anything needs to be added. '

Best,

**Adrienne Thomas**

Senior Community Manager

**Broadleaf Arbor**

2250 Gable Rd., St Helens, OR 97051

Ph: 503-781-2290 | Fax: 503-961-8022 | TTY 711 | [Adrienne.Thomas@gres.com](mailto:Adrienne.Thomas@gres.com)

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**From:** Jamie Ford <[jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)>  
**Sent:** Tuesday, November 25, 2025 2:38 PM  
**To:** Adrienne Thomas <[Adrienne.Thomas@gres.com](mailto:Adrienne.Thomas@gres.com)>  
**Subject:** Leak Adjustment Form and Guidelines

Good afternoon,

Please complete the attached Leak Adjustment Form and return with a copy of any receipts pertaining to the fix of the leak.

Once received, we will submit for an adjustment.

Thank you,

*..Jamie Ford..*

Administrative Billing Specialist

City of St. Helens

503-397-6272

275 Strand Street, St. Helens, OR 97051

[www.sthelensoregon.gov](http://www.sthelensoregon.gov) | [jford@sthelensoregon.gov](mailto:jford@sthelensoregon.gov)



**LEAK ADJUSTMENT REQUEST - Residential**


Prepared By: Jamie Ford

Date Filled Out: 11/25/25

Customer Name: Broadleaf Arbor

Account #: 23-11282-001

Date of Bill: 08/15/25

<b>Enter Billing Specifics:</b>		<b>System Name</b>	<b>Detail</b>	<b>Amount</b>	<b>Volume</b>	<b>Rate</b>	
RESIDENTIAL		Water	Consumption	20,761.20	355,500	5.8400	Apartments
		Water	Fixed	2,963.60			
		Water	Utility Assist	-			No
		Sewer	Consumption	22,758.40	355,600	6.4000	Consumption
		Sewer	Fixed	5,193.47			Standard Fixed
		Public Safety	Fixed	2,461.70			
		Storm	Fixed	2,091.29	-		
<b>Original Bill Amount =</b>				<b>56,229.66</b>			
<b>Previous Years Average</b>		<b>LEAK ADJUSTMENT (50% Leak Amount)</b>					
<u>Month / Year</u> <u>Consumption</u>		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>	
07/15/2025   121,200		Water	Consumption	7,495.64	128,350	5.8400	
06/15/2025   103,800							
05/15/2025   71,400							
Average =   98,800		Sewer	Consumption	8,217.60	128,400	6.4000	
				<b>15,713.24</b>	<b>PARTIAL ADJ.</b>		
Adjustment Dollars: 15,713.24 Adj Water Volume   128,350 Adj Sewer Volume   1,305		<b>Notes:</b> Adrienne Thomas from Bradleaf Arbor reached out regarding a leak in the 6 inch fire backflow device stating that the "packing nut failed". United Fire was dispatched to "troubleshoot/repair leaking backflow" on 09/26/2025. This service cost to the customer totaled \$635.75. (invoice attached) - This customer does not have 3 years worth of history, so the 3 months prior to the leak was used to generate a consumption average.					
Finance Director Authorization & Date Above							
Entered By & Date Above							

**LEAK ADJUSTMENT REQUEST - Residential**

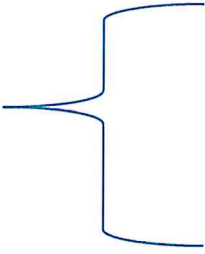
Prepared By: Jamie Ford

Date Filled Out: 11/25/25

Customer Name: Broadleaf Arbor

Account #: 23-11282-001

Date of Bill: 08/15/25

<b>Enter Billing Specifics:</b>		<b>System Name</b>	<b>Detail</b>	<b>Amount</b>	<b>Volume</b>	<b>Rate</b>
RESIDENTIAL		Water	Consumption	20,761.20	355,500	5.8400 Apartments
		Water	Fixed	2,963.60		
		Water	Utility Assist	-		No
		Sewer	Consumption	22,758.40	355,600	6.4000 Consumption
		Sewer	Fixed	5,193.47		Standard Fixed
		Public Safety	Fixed	2,461.70		
		Storm	Fixed	2,091.29	-	
<b>Original Bill Amount =</b>				<b>56,229.66</b>		
<b>Previous Years Average</b>		<b>LEAK ADJUSTMENT (50% Leak Amount)</b>				
<u>Month / Year</u> <u>Consumption</u>		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
07/15/2025   121,200		Water	Consumption	14,991.28	256,700	5.8400
06/15/2025   103,800						
05/15/2025   71,400		Sewer	Consumption	16,435.20	256,800	6.4000
Average =   98,800						
		<b>31,426.48   FULL ADJ.</b>				
Adjustment Dollars: 31,426.48 Adj Water Volume   256,700 Adj Sewer Volume   1,305		<b>Notes:</b> Adrienne Thomas from Bradleaf Arbor reached out regarding a leak in the 6 inch fire backflow device stating that the "packing nut failed". United Fire was dispatched to "troubleshoot/repair leaking backflow" on 09/26/2025. This service cost to the customer totaled \$635.75. (invoice attached) - This customer does not have 3 years worth of history, so the 3 months prior to the leak was used to generate a consumption average.				
Finance Director Authorization & Date Above						
Entered By & Date Above						

**LEAK ADJUSTMENT REQUEST - Residential**

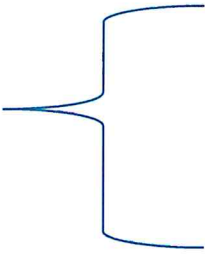
Prepared By: Jamie Ford

Date Filled Out: 11/25/25

Customer Name: Broadleaf Arbor

Account #: 23-11282-001

Date of Bill: 09/15/25

<b>Enter Billing Specifics:</b>		<b>System Name</b>	<b>Detail</b>	<b>Amount</b>	<b>Volume</b>	<b>Rate</b>
RESIDENTIAL		Water	Consumption	17,560.88	300,700	5.8400 Apartments
		Water	Fixed	2,963.60		
		Water	Utility Assist	-		No
		Sewer	Consumption	19,244.80	300,700	6.4000 Consumption
		Sewer	Fixed	5,193.47		Standard Fixed
		Public Safety	Fixed	2,461.70		
		Storm	Fixed	2,091.29	-	
<b>Original Bill Amount =</b>				<b>49,515.74</b>		
<b>Previous Years Average</b>		<b>LEAK ADJUSTMENT (50% Leak Amount)</b>				
<u>Month / Year</u> <u>Consumption</u>		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
07/15/2025   121,200		Water	Consumption	5,895.48	100,950	5.8400
06/15/2025   103,800						
05/15/2025   71,400		Sewer	Consumption	6,460.80	100,950	6.4000
Average =   98,800						
		<b>12,356.28   PARTIAL ADJ.</b>				
Adjustment Dollars: 12,356.28 Adj Water Volume   100,950 Adj Sewer Volume   1,305		<b>Notes:</b> Adrienne Thomas from Bradleaf Arbor reached out regarding a leak in the 6 inch fire backflow device stating that the "packing nut failed". United Fire was dispatched to "troubleshoot/repair leaking backflow" on 09/26/2025. This service cost to the customer totaled \$635.75. (invoice attached) - This customer does not have 3 years worth of history, so the 3 months prior to the leak was used to generate a consumption average.				
Finance Director Authorization & Date Above						
Entered By & Date Above						

**LEAK ADJUSTMENT REQUEST - Residential**

Prepared By: Jamie Ford

Date Filled Out: 11/25/25

Customer Name: Broadleaf Arbor

Account #: 23-11282-001

Date of Bill: 09/15/25

Enter Billing Specifics:		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
RESIDENTIAL		Water	Consumption	17,560.88	300,700	5.8400 Apartments
		Water	Fixed	2,963.60		
		Water	Utility Assist	-		No
		Sewer	Consumption	19,244.80	300,700	6.4000 Consumption
		Sewer	Fixed	5,193.47		Standard Fixed
		Public Safety	Fixed	2,461.70		
		Storm	Fixed	2,091.29	-	
<b>Original Bill Amount =</b>				<b>49,515.74</b>		
<b><u>Previous Years Average</u></b>		<b><u>LEAK ADJUSTMENT (50% Leak Amount)</u></b>				
<u>Month / Year</u> <u>Consumption</u>		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
07/15/2025   121,200		Water	Consumption	11,790.96	201,900	5.8400
06/15/2025   103,800						
05/15/2025   71,400						
Average =   98,800		Sewer	Consumption	12,921.60	201,900	6.4000
					<b>24,712.56</b>	<b>FULL ADJ.</b>
Adjustment Dollars: 24,712.56 Adj Water Volume   201,900 Adj Sewer Volume   1,305		<b>Notes:</b> Adrienne Thomas from Bradleaf Arbor reached out regarding a leak in the 6 inch fire backflow device stating that the "packing nut failed". United Fire was dispatched to "troubleshoot/repair leaking backflow" on 09/26/2025. This service cost to the customer totaled \$635.75. (invoice attached) - This customer does not have 3 years worth of history, so the 3 months prior to the leak was used to generate a consumption average.				
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

NOV 25 2025

CITY OF ST. HELENS

Email: [utilitybilling@sthelensoregon.gov](mailto: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

6 inch fire back-flow device, had a leak. Packing nut  
-failed.

Promptly fixed by using new bolt, United fire  
came to the property and repacked packing nut &  
cured the leak

ACCOUNT # 23-11282-001

ACCOUNT NAME: Broadleaf Arbor

PHONE NUMBER 503-781-2290

SERVICE ADDRESS: 2250 Gable Road, St Helens, OR

MAILING ADDRESS: 2250 Gable Road, St Helens, OR 97051

SIGNATURE: [Signature]

## **Leak Adjustment Guidelines**

A leak adjustment may be granted when ALL of the following conditions are present:

- > Customer notifies the City of St. Helens Utility Billing Department of an excessive utility bill that may be related to a leak.
- > Water consumption exceeds the customer's average monthly usage or twice the average monthly usage over the previous 12-month period
- > Leak occurred on the customer's side of the meter
- > Plumber's receipt or other proof confirms the leak was repaired
- > A Leak Adjustment Form must be completed by the customer and turned in with required documentation noted above.

However, no adjustments will be granted where any of the following situations exist:

- > Usage above the customer's average monthly consumption is due to seasonal usage such as watering of sod, gardening, filling swimming pools, or whirlpools, washing vehicles, etc.
- > Leak was caused by a third party from whom the customer is able to recover their costs. Examples include, but are not limited to, theft, vandalism, negligence, and construction damage, unoccupied or vacant properties.
- > When leak continues for two (2) or more months, there will be no adjustment for the third or subsequent months.
- > The meter at said property has been accessed, tampered with, or turned on/off by anyone other than a City of St. Helens employee and that action results in a loss of water.
- > A leak adjustment was issued within the past two (2) years for the same premise.

### **Calculating Leak Adjustments?**

- > Utility Billing staff will use your previous 3 year's usage during the time period to estimate an "average" which will be used to justify any possible leak adjustment.
- > The minimum leak adjustment is \$15.00
- > The maximum leak adjustment is \$1,000 unless there are extenuating circumstances. An adjustment request for over \$1,000 is required to receive approval from the City Council according to

**Administrative Rules**

**United Fire**  
4611 NE MLK Jr Blvd  
Portland, OR 97211  
Phone: 503-249-0771



## INVOICE

Invoice #: 00193651  
Invoice Date: 09/26/2025  
Due Date: 10/06/2025

# PAID

**Remit To:**

Account #: 009660100657  
ACH Routing #: 123 084 958  
Bank Name: First Citizens Bank  
Remittance information please send to [accounting@unitedfirepdx.com](mailto:accounting@unitedfirepdx.com)

**Bill To:**

**Guardian Management LLC**  
PO Box 149463  
Austin, TX 978714-8734

**Ship To:**

**Broadleaf Arbor**  
2250 Gable Road  
St. Helens, OR 97051

Message: Service call: Troubleshoot/Repair Leaking Backflow - Serviced 9/26/25

Purchase Order #	Terms:	Net 10	Due Date:	10/06/2025	
Item	Description	Quantity	Unit Price	Amount	
BFP-PK34	KENNEDY 3-4" OS&Y PACKING KIT	1	\$170.75	\$170.75	
HL-SS	Hours Labor,Sprinkler System	2	\$187.00	\$374.00	
SC	Service Call	1	\$91.00	\$91.00	
Subtotal				\$635.75	
Sales Tax				\$0.00	
Discount				\$0.00	
Total				\$635.75	

All credit card payments will be subject to a 3% fee. If you have any questions concerning your invoice, please contact [invoices@unitedfirepdx.com](mailto:invoices@unitedfirepdx.com).

Thank you for your business!