

Lisa Scholl

From: Jamie Ford
Sent: Friday, July 26, 2024 11:47 AM
To: Kathy Payne; Lisa Scholl; John Walsh
Cc: Dawn Richardson
Subject: Leak Adjustment Request
Attachments: Nezbeda Leak Adjustment.pdf

Good Morning,

Paul Nezbeda reached out regarding a Leak Adjustment. He found that they had a leak from an unusually high Billing Cycle. Paul called Trevor Rome Plumbing to do a leak detection and repair the leak. Repairs were \$2,500.00. Repair receipt is attached in the packet above. The leak mainly affected 2 billing cycles (06/15 & 07/15). He is seeking an adjustment for the months affected by the leak. I informed him, per our policy, that any adjustment above \$1,000.00 would require Council Approval.

Paul Nezbeda's account began 10/28/2002 and his average monthly bill prior to the leak was \$393.67. The months he is requesting an adjustment for, are as follows:

DATE	ADJUSTMENT AMOUNT
06/15/2024	\$ 838.12
07/15/2024	\$ 1,097.08
TOTAL ADJUSTMENT OF:	\$ 1,935.20

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: 07/26/24

Customer Name: Paul Nezbeda

Account #: 21-04228-000

Date of Bill: 07/15/24

Enter Billing Specifics: RESIDENTIAL	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
	Water	Consumption	662.22	12,009	5.5144 Apartments
	Water	Fixed	46.84		
	Water	Utility Assist	-		No
	Sewer	Consumption	662.96	12,009	5.5205 Consumption
	Sewer	Fixed	74.92		Standard Fixed
	Public Safety	Fixed	40.00		
	Storm	Fixed	67.16	-	
Original Bill Amount =			1,554.10		
<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>
07/15/2023	1,100	Water	Consumption	300.19	5,444
07/15/2022	1,283				
07/15/2021	981	Sewer	Consumption	796.89	10,888
Average =	1,121				
			1,097.08		
Adjustment Dollars: 1,097.08		Notes:			
Adj Water Volume 5,444		Customer had unusually high balance. He hired Crow Water Systems to detect and fix leak. Receipt attached. Used last 3 years for consumption average.			
Adj Sewer Volume 1,305					
Finance Director Authorization & Date Above					
Entered By & Date Above					

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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

ON JUNE 15TH 2024 TENANTS REPORTED LOSING WATER PRESSURE AND HAVING WATER LEAK. THE PLUMBER FIXED A LEAKING TIE AND STATED THAT THE CRAWLSPACE IS FLOODED.
ON JULY 1ST 2024 TENANTS REPORTED NO WATER PRESSURE AT ALL. I GOT BACK THE PLUMBER WHO FOUND OUT THE MAIN WATER LINE LEAKING BADLY. HE TIED IT OUT AND REPLACED IT. HE FIXED THE LEAK ON JULY 3RD 2024.

I ALREADY PAID \$1162 FOR WATER IN JUNE 2024

ACCOUNT # 21-04228-000

ACCOUNT NAME: PAUL NEBBEDA

PHONE NUMBER 503 319 4063

SERVICE ADDRESS: 2304 COLUMBIA BLVD St. Helens OR 97051

MAILING ADDRESS: 28180 SW HEATHERD SHARWOOD OR 97140
Paul Nebboda

X _____
WATER CLERK Jamiee



RECEIPT
For INVOICE #0000025

From: Trevor Rome Plumbing

CCB: 245650

Bill To: Paul Nezbeda

Item	Rate (excl. tax)	Quantity	Tax	Total
Leak at 2304 Columbia Blvd st Helen's OR 97051 called out for leak under building on June 22 Found a length of pipe spraying a significant amount of water. replaced with Pex pipe	\$1,250.00	1		\$1,250.00
Leak at 2304 Columbia Blvd st Helen's OR 97051 Called out to find leak on July 3rd found a substantial leak in the main line underground serving the building. cut out and replaced with pex pipe.	\$1,250.00	1		\$1,250.00
	Subtotal			\$2,500.00
	Total			\$2,500.00

Payment Method	Date	Amount
Check	7/18/2024	\$2,500.00