

## Lisa Scholl

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**From:** Jamie Ford  
**Sent:** Tuesday, July 23, 2024 11:25 AM  
**To:** Kathy Payne; Lisa Scholl; John Walsh  
**Cc:** Dawn Richardson  
**Subject:** Leak Adjustment Request  
**Attachments:** Melton.pdf

Good Morning,

Craig Melton reached out regarding a Leak Adjustment. They found that they had a leak from an unusually high Billing Cycle. Craig called Crow Water Systems to do a leak detection and repair the leak. Repairs were \$500.00. Repair receipt is attached in the packet above. The leak mainly affected 2 billing cycles (06/15 & 07/15). They are seeking an 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.

Craig Melton's account began 11/12/2009 and his average monthly bill prior to the leak was \$392.40. The months he is requesting an adjustment for, are as follows:

DATE	FULL ADJUSTMENT AMOUNT
06/15/2024	\$ 576.37
07/15/2024	\$ 507.85
<b>TOTAL ADJUSTMENT OF:</b>	<b>\$ 1,084.22</b>

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  
 Customer Name: Craig Melton  
 Account #: 21-03488-000

Date Filled Out: 07/23/24  
 Date of Bill: 07/15/24

Enter Billing Specifics:		<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
RESIDENTIAL	}	Water	Consumption	350.72	6,360	5.5144 Apartments
		Water	Fixed	46.84		
		Water	Utility Assist	-		No
		Sewer	Consumption	351.10	6,360	5.5205 Consumption
		Sewer	Fixed	74.92		Standard Fixed
		Public Safety	Fixed	40.00		
		Storm	Fixed	92.35	-	
<b>Original Bill Amount =</b>				<b>955.93</b>		

<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>
07/15/2023	1,480	Water	Consumption	138.96	2,520	5.5144
07/15/2022	1,010					
07/15/2021	1,470					
Average =	1,320	Sewer	Consumption	368.89	5,040	7.3192
				<b>507.85</b>		

Adjustment Dollars: 507.85 Adj Water Volume 2,520 Adj Sewer Volume 1,305	<b>Notes:</b> Customer had unusually high balance. He hired Crow Water Systems to detect and fix leak. Receipt attached. Used last 3 years for consumption average.
Finance Director Authorization & Date Above	
Entered By & Date Above	

**LEAK ADJUSTMENT REQUEST - Residential**

Prepared By: Jamie Ford  
 Customer Name: Craig Melton  
 Account #: 21-03488-000

Date Filled Out: 07/23/24  
 Date of Bill: 06/15/24

Enter Billing Specifics:  RESIDENTIAL	<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>
	Water	Consumption	383.80	6,960	5.5144 Apartments
	Water	Fixed	46.84		
	Water	Utility Assist	-		No
	Sewer	Consumption	384.23	6,960	5.5205 Consumption
	Sewer	Fixed	74.92		Standard Fixed
	Public Safety	Fixed	40.00		
	Storm	Fixed	92.35	-	
<b>Original Bill Amount =</b>			<b>1,022.14</b>		

<b>Previous Years Average</b>	
<u>Month / Year</u>	<u>Consumption</u>
06/15/2023	1,390
06/15/2022	940
06/15/2021	1,390
Average =	1,240

<b>LEAK ADJUSTMENT (50% Leak Amount)</b>					
<u>System Name</u>	<u>Detail</u>	<u>Amount</u>	<u>Volume</u>	<u>Rate</u>	
Water	Consumption	157.71	2,860	5.5144	
Sewer	Consumption	418.66	5,720	7.3192	
			<u>576.37</u>		

Adjustment Dollars:	576.37
Adj Water Volume	2,860
Adj Sewer Volume	1,305
Finance Director Authorization & Date Above	
Entered By & Date Above	

**Notes:**  
 Customer had unusually high balance. He hired Crow Water Systems to detect and fix leak. Receipt attached. Used last 3 years for consumption average.

# CITY OF ST. HELENS UTILITIES



265 Strand Street

St. Helens, OR 97051

Phone: 503-397-6272

Email: [jamiee@ci.st-helens.or.us](mailto:jamiee@ci.st-helens.or.us) or [dawnr@ci.st-helens.or.us](mailto: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

~~ENTERED~~ HAVE HAD HIGH WATER BILL FOR OVER A YEAR,  
HAD CHECKED ALL TOILETS, SINKS ETC.  
LAST MONTH BILL WAS OVER 1000.00, HIRED AMERICAN  
LEAK DETECTOR FOR FINDING LEAK. HIRED CROW  
WATER TO REPAIR LEAK

ACCOUNT # 21-03488-000

ACCOUNT NAME: CRAIG MECTON / DAVE COOMBS

PHONE NUMBER (503) 504-8680 / (503) 397-9060

SERVICE ADDRESS: 2560 COLUMBIA BLVD St. Helens OR 97051

MAILING ADDRESS: 58014 S. BREITELOR FLAT WARREN, OR. 97053

x Craig Mecton 7/8/2024  
WATER CLERK

K2ZM@msn.com

Crow Water Systems  
 PO Box 665  
 Scappoose, OR 97056

# Invoice

DATE	INVOICE #
7/1/2024	74443

<b>BILL TO</b>
Melton, Craig 58014 Bachelor Flat Rd. Warren, OR 97053

P.O. NO.	TERMS	DUE DATE
		7/1/2024

QTY	DESCRIPTION	RATE	AMOUNT
1	Labor for Jobs and Misc Expense to Repair Leak For Rental Property Located at 2560 Columbia Blvd St Helens OR 97051. Cracked 45 Degree Elbow	500.00	500.00

*pd. check #1796  
 7/5/24*

Notice: Unpaid balances are subject to 1.5% monthly finance charges and processing fees.

**Total** \$500.00

Phone #	Fax #	E-mail	Web Site
5035436326	(503) 543-6929	SERVICE@CROWWATER.COM	www.crowwater.com