

## UTILITY ACCOUNT HISTORY

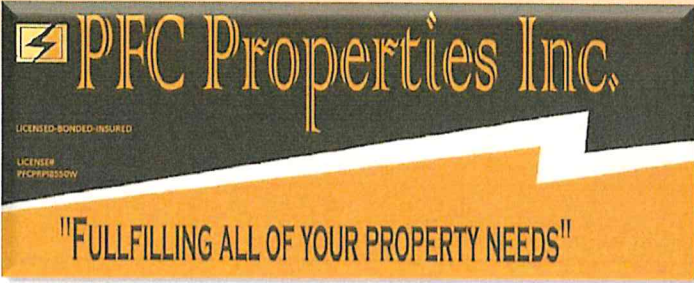
City Of Tenino  
MCAG #: 0757

11/01/2019 To: 11/17/2020

Time: 07

Coulombe, Chris: 1386; Service Location: 208900.20

439 HUSTON ST S			Current	Previous	Water Usage	Sewer Usage	Electric Usage	Den
11/01/2019	Bill	Billing	232920	232228	692			
11/19/2019	Payment	166137835						
12/01/2019	Bill	Billing	233433	232920	513			
12/17/2019	Payment	167114565						
01/02/2020	Bill	Billing	234140	233433	707			
02/01/2020	Bill	Billing	234505	234140	365			
02/14/2020	Payment	168970968						
03/01/2020	Bill	Billing	235022	234505	517			
03/13/2020	Payment	169905024						
04/01/2020	Bill	Billing		235022				
05/01/2020	Bill	Billing	236197	235022	1175			
05/12/2020	Payment	171792972						
06/01/2020	Bill	Billing	236757	236197	560			
07/01/2020	Bill	Billing	237543	236757	786			
07/24/2020	Payment	173980084						
08/01/2020	Bill	Billing	239658	237543	2115			
08/25/2020	Payment	174955069						
09/01/2020	Bill	Billing	244314	239658	4656			
10/01/2020	Bill	Billing	262267	244314	17953			
11/01/2020	Bill	Billing	284002	262267	21735			
Billing Periods 13			Billed Amt: 4,689.48	Avg	360.73			



**Invoice**

**PFC Properties**  
 P.O. Box 481  
 Centralia, WA 98531  
 360-269-8741

DATE: 10/28/20

**TO:** Chris Coulombe  
 439 Huston St.  
 Tenino, WA 98589

	DESCRIPTION	PRICE
	Repair leak in main water supply line.	
1.	Parts=\$19.34, labor 4 hours X \$30.00= \$120.00	\$139.34
	<b>SUBTOTAL</b>	\$139.34
	<b>SALES TAX</b>	\$11.15
	<b>TOTAL</b>	\$150.49

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**THANK YOU FOR YOUR BUSINESS!**

## John Millard

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**From:** John Millard  
**Sent:** Friday, November 13, 2020 1:22 PM  
**To:** CHRISTOPHER  
**Cc:** Veronica Barnes; Utility Clerk  
**Subject:** RE: Utility Bills WATER LEAK  
**Attachments:** AccountHistory-1386-AsOf-201113.pdf

Dear Mr. Coulombe,

I am John Millard, Tenino's Clerk/Treasurer. You are correct in that the City has a responsibility to mail your utility bill out in a timely manner. Our Municipal Code specifies that "Once prepared, this bill shall be delivered to the customer by depositing it in the United States mail, addressed either to the address shown on the application for utility service or to any change of address that has been submitted by the customer to the city."

([https://library.municode.com/wa/tenino/codes/code\\_of\\_ordinances?nodeId=PTICOOOR\\_TIT12PUSE\\_CH12.20UNUTBISY](https://library.municode.com/wa/tenino/codes/code_of_ordinances?nodeId=PTICOOOR_TIT12PUSE_CH12.20UNUTBISY)) We are doing you a courtesy by emailing your documents to you. If this is not acceptable, we can certainly cease any special handling we do and you can rely solely upon both the USPS and Spain's postal systems.

As to the leak, you are also correct in that the City has no responsibility beyond the water meter. We do have a mechanism, however, also outlined in our Municipal Code, whereby the City will accept half the responsibility for the unusual amount.

([https://library.municode.com/wa/tenino/codes/code\\_of\\_ordinances?nodeId=PTICOOOR\\_TIT12PUSE\\_CH12.04WA\\_12.04.245ADUTBI](https://library.municode.com/wa/tenino/codes/code_of_ordinances?nodeId=PTICOOOR_TIT12PUSE_CH12.04WA_12.04.245ADUTBI)) In simple terms, we look to your account history and establish an average use for the month in question and subtract that from the abnormal use and we each pay half, provided you acted in a timely manner to repair the leak. If that is unacceptable, you may request to appear before the City Council and plead your case. If they agree with you, they can (and have) directed that the customer be relieved of any charges that are abnormal.

I've attached a printout of your account and here are my calculations:

Usage in October, 2019:692 cf  
Usage in October, 2018:513 cf  
Usage in October, 2017:19 cf (disregarded as not "normal")  
Usage in October, 2016:450 cf  
Usage in October, 2015:833 cf

Average usage: 622cf

Usage in October, 2020:21,735 cf  
Minus Average use: 622 cf  
Abnormal use: 21,113 cf

1/2 of Abnormal use: 10,556 cf (rounded down)

Cost of Abnormal use: \$3.22 per 100 cf = \$338.10

I can authorize your bill be reduced by \$388.10 for the October usage and we would, of course, apply the same methodology to the September usage as I notice that, too, is above average. As previously mentioned, if you disagree with these computations, I can schedule you the time to appear (remotely via "GoToMeeting") at an upcoming City Council meeting so that you can speak with the City Council and perhaps persuade them to allow a greater reduction. Please simply reply to this email with your preferred course of action.

Regards,  
John

John C. Millard  
Clerk/Treasurer, City of Tenino  
clerktreasurer@ci.tenino.wa.us  
360-264-2368

<http://www.CityOfTenino.us/>

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All e-mail sent to this address may be subject to Public Disclosure under Chapter 42.56 RCW and is subject to archiving and review by someone other than the recipient.

-----Original Message-----

From: Utility Clerk <utilityclerk@ci.tenino.wa.us>  
Sent: Tuesday, November 10, 2020 12:58 PM  
To: CHRISTOPHER <mountianman24@hotmail.com>  
Cc: John Millard <clerktreasurer@ci.tenino.wa.us>; Veronica Barnes <courtclerk@ci.tenino.wa.us>  
Subject: RE: Utility Bills WATER LEAK

Hi Chris, we are sorry to hear you have a leak. I have been sending your utility bills via email and show them all as sent on the following dates 6/3, 7/1, 8/4, again 8/18, 9/2, 10/2, & again 10/27, & 11/5. I was told to email your bill to you monthly, if there is someone else that should be receiving this bill please let me know. Once the leak is repaired, if you can send proof of repairs, we can generally get the City Council to approve a reduction to a bill that has had a leak. I am also attaching your October utility bill again, please let me know if you receive this email, and possibly check your junk email to see if that may be where all the bills are going that have been being sent your way. Thank you.

Jen Scharber  
City of Tenino Admin Clerk  
Utilityclerk@ci.tenino.wa.us

Tenino City Hall  
149 Hodgden St S./PO Box 4019  
Tenino, WA 98589  
T(360) 264-2368 F(360) 264-5772

-----Original Message-----

From: CHRISTOPHER <mountianman24@hotmail.com>  
Sent: Tuesday, November 10, 2020 12:05 PM  
To: Utility Clerk <utilityclerk@ci.tenino.wa.us>  
Subject: Re: Utility Bills WATER LEAK

Hello ????

This is Chris Coulombe owner of the Duplex on Huston St 439, I am contacting you because I sent an email to remind the office to send my utility bill after it was 2 months late. After receiving the HUGE WATER BILL we have discovered an underground water leak that no one could detect visually, and in the end was discovered because of the late utility bill that I had asked for. Call it Murphy's Law but since the utility bill coincidentally arrived 2 months late and the whole time water was leaking underground. My bill has arrived approximately 740€ over habitual use and I assume that October usage bill will also be extremely high as it's the 10th of November and I still haven't received October's bill. It is extremely important that people receive their bill as soon as possible and on time for exactly this type of situation.

I understand that the city was not responsible for a leaking underground water line but the city is responsible to get the Utility bill to the bill payer on time. Thus as in my case would have prevented a substantial amount of wasted water and money. So I am nicely asking if the city would take any responsibility in this situation and help in reducing the water bill for the months of August, Sept. October. This is all the time there was a leak. My average monthly bill is approx. 250€

I would appreciate any help with this situation

Kind Regards,  
Chris.