



***AMENDED**
City of St. Helena
Water Advisory Board
Regular Meeting
Friday, September 3, 2021 @ 10:00 AM
Published: Tuesday, August 31, 2021 8:35 AM
Revised: Tuesday, August 31, 2021 10:16 AM

PLEASE NOTE: Any person who wishes to speak regarding an item on the agenda or make a comment under the "Oral Communication" portion of the agenda may do so, but please observe the time limit of four minutes.

In accordance with Executive Order N-29-20, and guidance from the California Department of Public Health on gatherings, remote public participation is allowed. We will address the Order in the following ways: Members of the public may not physically attend meetings. The Water Advisory Board meeting will not be live-streamed and will be posted on the City's website at the conclusion of the meeting barring technical difficulties. Those members of the public wishing to participate must do so remotely via Zoom electronic meetings in the following ways; by either logging onto the Zoom link located on the meeting agenda (please download the app to your computer or mobile device) and enter the meeting ID or by calling a listed number and enter the meeting ID. Public comment for Water Advisory Board meetings will be accepted via email to publiccomment@cityofsthelelena.org. All public comments must be emailed by 8:00 AM prior to the meeting. Emailed public comments will not be read out loud but will be publicly available and attached to the on-line Water Advisory Board agenda.

In the event a quorum of the Water Advisory Board loses electrical power or suffers an internet connection outage that is not corrected within 10 minutes, the meeting will automatically be adjourned. Any items noticed as public hearings will be continued to the next regularly scheduled meeting of the Water Advisory Board. Any other items on the agenda that the Board has not taken action on will be placed on a future agenda.

Please see the end of the agenda for detailed **PUBLIC PARTICIPATION** instructions. To learn how to use Zoom, please see the instructions below.

Please click the link below to join the meeting:

<https://us02web.zoom.us/j/83969173492>

Or One tap mobile :

US: +16699006833,,83969173492# or +12532158782,,83969173492#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 929 205 6099 or +1 301 715 8592 or +1 312 626 6799

Meeting ID: 839 6917 3492

International numbers available: <https://us02web.zoom.us/j/83969173492>

1. CALL TO ORDER
2. ROLL CALL
Chair: Brent Randol
Vice Chair: Dianna Ortiz
Board Member: George Schisler
City Council Representative: Anna Chouteau
Planning Commission Representative: Daniel Hale
3. PUBLIC FORUM:
An opportunity for the public to directly address the Board on items of interest to the public that are not listed on the agenda. Any person addressing the Board should provide his or her name and address, and limit comments to four minutes. Because of restrictions imposed by **the Brown Act, the Board may not engage in substantive discussion, nor take action on matters not described on the agenda.**
4. REPORTS BY STAFF AND BOARD
Reports by staff and/or Board on items of general interest. Brief questions for clarification may be posed and answered, and Board may request that items be placed on a future agenda. Except under certain circumstances, **the Brown Act prohibits any other discussion or action by the Water Advisory Board.**
5. NEW BUSINESS:
 - 5.1. Consideration of Penalty Adjustment – Ana Scofield 7 - 33

CEQA Determination: Not a CEQA project
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[Staff Report with Attachments - A. Scofield](#)
 - 5.2. Consideration of Penalty Adjustment – Claudia Schmidt 35 - 46

CEQA Determination: Not a CEQA project
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[Staff Report with Attachments - C. Schmidt](#)
 - 5.3. Consideration of Penalty Adjustment – Depot Associates 47 - 61

CEQA Determination: Not a CEQA project
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[Staff Report with Attachments - Depot Associates](#)

- 5.4. Consideration of Penalty Adjustment – Howard Smith 63 - 78

CEQA Determination: Not a CEQA project
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[*Staff Report with Attachments - H. Smith](#)

- 5.5. Consideration of Penalty Adjustment – Joseph Gatens 79 - 88

CEQA Determination: Not a CEQA project
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[Staff Report with Attachments - J. Gatens](#)

- 5.6. Consideration of Penalty Adjustment – Tami Glenn 89 - 100

CEQA Determination: Not a CEQA project
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[Staff Report with Attachments - T. Glenn](#)

6. ADJOURNMENT

The next regular Water Advisory Board meeting is scheduled for September 17, 2021 at 10:00 am.

I do hereby certify that a copy of the foregoing agenda was posted on the City website on August 31, 2021.



Cindy Tzafopoulos, City Clerk

In Compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please call the City Clerk's Office (707) 968-2742. Notification 72 hours prior to the meeting as required by Section 202 of the Americans with Disabilities Act will enable the City to make reasonable arrangements to ensure accessibility to this meeting.

**THE CITY OF ST. HELENA ENCOURAGES ONLINE PUBLIC
PARTICIPATION IN
VIRTUAL MEETINGS**

St. Helena, CA– The City of St. Helena is committed to public participation in City government in a manner that is consistent with guidance provided by the Napa County Public Health Official and Governor Newsom's Executive Order N-

25-20. These guidelines relate to social distancing, and are intended to protect everyone by limiting the spread of COVID-19 in our community. In adherence to these guidelines, the St. Helena Water Advisory Board will host a Virtual Meetings on Zoom; a free teleconferencing tool that enables users to watch and/or call into the meeting from their computers or phones. This meeting will be open to public and allows for live public comment. The meeting will also be recorded, and posted on the City's website at the conclusion of the meeting: <https://sthelena.civicweb.net/Portal/>

The ZOOM web link, meeting ID, and phone number will be listed at the top of the Meeting Agenda. You will be required to enter the meeting ID, but there will be no password or participant ID.

How to Watch or Listen to Meetings:

1. Watch and Listen on Zoom.us by clicking on the link in the Agenda
2. Listen only by calling the Zoom number listed on the Agenda

Watch by Joining the Zoom Meeting:

1. By Computer, Tablet, or Smart Phone:

1. Before joining the virtual Meeting, it is highly encouraged that you download the Zoom App. To sign up for your own free account, visit zoom.us/signup and enter your email address. You will receive an email from Zoom (no-reply@zoom.us). In this email, click Activate Account.
2. If you are logged into your account, Enter the **Meeting ID** listed on the Agenda. If you have not created an account go to: <https://zoom.us/join> and enter the **Meeting ID**
3. Select if you would like to connect audio and/or video and tap **Join Meeting**.
4. For specific instructions for your device, go to: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

1. Listen Only by Telephone:

1. **Dial** the number listed on the Agenda.
2. At the prompt, enter the **Meeting ID** provided on the top of the Meeting Agenda and **Press #. A participate ID is not required.**
3. To disconnect from the meeting, hang up the phone.

Ways to Provide Public Comment:

While attending the virtual Meeting, the public will have the opportunity to provide live public comment during Public Forum and after each agenda item. When it is the appropriate time for public comment the Chair will verbally open public comment. At this time each individual is permitted 4 minutes to speak.

1. Send a Public Comment in by 8:00 AM Prior to the Meeting to: publiccomment@cityofsthelena.org

The easiest way to provide public comment is to email your public comment. Public comments may be emailed to publiccomment@cityofsthelena.org. Please include in the subject line "COMMENT TO WATER ADVISORY BOARD and the AGENDA ITEM". Any public comment is required to be submitted no later than 2 hours before the scheduled meeting and will be included as an attachment to the agenda. All public comments will be made publicly available

and attached to the agenda item and will not be read out loud. All public comments that are received after 8:00 AM will be attached to the agenda the following day.

2. Provide Comment through Zoom meeting from a computer, tablet, or smart phone

This option allows the public to virtually attend the meeting as a muted 'attendee' with no video or screen sharing capabilities. You will be able to see and hear those participating in the meeting, but they will not be able to hear you until the host unmutes you.

If you wish to provide public comment during a specific agenda item or during public forum, you can use the **"raise hand"** feature located in the control panel at the bottom of your screen. The icon is a small blue hand. In Windows you can also use the Alt+Y keyboard shortcut to raise or lower your hand. In Mac you can also use the Option+Y keyboard shortcut to raise or lower your hand.

The host will be notified that you've raised your hand and you will be placed in a queue with all incoming requests.

When it is your turn to speak, you will be notified that the host has unmuted you. To be removed from the queue, just click the **'raise hand'** button again.

3. Call in to the ZOOM meeting from a cell phone or landline phone only

This option allows the member of the public with the opportunity to verbally participate in public comment.

If you wish to speak during public comment time dial ***9** on your telephone.

The host will be notified that you would like to speak and you will be placed in a queue with all incoming requests.

When it is your turn to speak, you will be notified that the host has unmuted you. You may press ***9** again if you wish to be removed from the queue.

You will be notified at the end of your statement that you have been muted.



Report to the City Council
Water Advisory Board – September 3, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Ana Scofield**

CEQA Determination: **Not a CEQA project**

Prepared By: Martin Beltran, Management Analyst

Reviewed By: April Mitts, Finance Director

Approved By: Mark T. Prestwich, City Manager

BACKGROUND

On October 27, 2020, the City Council established Phase II Water Regulations and, in accordance with the St. Helena Municipal Code (SHMC), established the Water Advisory Board consisting of one City Council member, one Planning Commissioner, one winery customer, and two public members, one of whom shall solely be a residential customer.

The Water Advisory Board shall have access to all records in the possession of the water enterprise necessary in its judgement to perform its duties, including customer records. The Board shall maintain confidentiality of individual customer records unless the Board determines by resolution that release of such information is necessary in the pursuit of its duties.

The Water Advisory Board shall meet at least monthly and may grant permits for uses of water, for exceptions to water conservation measures, or for water connections otherwise prohibited. The Water Advisory Board shall prescribe necessary procedures for application for and use of exception permits pursuant to SHMC Section 13.04.280.

The City of St. Helena is committed to preventing water waste but also understands that, infrequently, a water leak may occur. When a water leak does occur, customers can request a credit to their utility bill for a portion of the excess water in accordance with P-FI-0005 Leak Adjustment Policy. This policy provides relief to St. Helena water customers who have had a leak that is not due to negligent or willful acts. Under the current Leak

Adjustment Policy, leak adjustments are not granted if the City is in a Phase I or higher water emergency or subject to water use limitations by the State of California. However, recognizing the City's conservation efforts as well as the authority granted under P-FI-0005 for Leak Adjustment appeals, any request for a leak adjustment during a Phase II or Phase III emergency are being evaluated by the City Manager.

In addition to the ability to qualify for a leak adjustment, the City recognizes that during a Phase II or Phase III water emergency, penalties may have been incurred as a result of a leak. On July 27, 2021, the City Council adopted a resolution designating that the Water Advisory Board can hear/make a determination for reduction of penalties for those customers who receive a penalty as a result of a water leak.

On August 6, 2021, the Water Advisory Board adopted policy - P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* and the applicable *Application Form*, to assist those customers who incurred penalties as a result of a water leak.

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on July 23, 2021 the City received an application for a leak adjustment and on August 17, 2021, the City received an application for a water penalty leak adjustment by Ana Scofield for consideration (Attachments 1 and 2).

Attachment 3 provides a summary of water use for this property.

Current Allocation – based on a 30-day month:

	Gallons	HCF
Number in Household: 2	3,900	
Phase II Outdoor Summer Allocation	2,500	
Exception		
<i>TOTAL ALLOCATION</i>	<i>6,400</i>	<i>8.56</i>

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



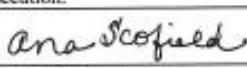
Residential Leak Application

DATE SUBMITTED: _____
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying: 7/23/21			
Account Holders Name Ana Scofield	Acct: 015053-000	Daytime Phone Number 707 235 0092	Other Phone Number
Service Address 1055 Crinella Ct. St Helena 94574			
Email St.paul.ana@gmail.com			
Mailing Address (if different than above)	City	State	Zip Code
TYPE OF SERVICE			
☒ Single Family			
☐ Multi-Family			
WATER LEAK DESCRIPTION			
Describe how and where the leak occurred; in addition to how the leak was repaired. There were two leaks that occurred days apart; repairs were completed on June 18 and June 24. Each leak was located on the main line in different locations. In each case, a water puddle formed, and I immediately called American Leak Detection. Each leak was wrapped closed around the galvanized pipe. As a pro-active measure the irrigation was capped as it had not been used since 2013. Please consider my request for credit to the excess penalty. As a renter of this property since 2013, I have been proactive regarding maintenance such as replacing toilets and faucets with low flow models. During the period while the mainline leaks were in repair and between estimation and completion, I turned off the water to prevent further leakage. I have also requested use reports and have communicated repairs to the water department's Martin Beltran. Thankyou, Ana Scofield			
Billing Period in which leak occurred: 05/01/21 to 06/30/21	Does Property have Low Flow Fixtures? ☒ Yes ☐ No ☐ Unsure		Sign up for Developer Water Retrofit Program? ☐ Yes ☒ No

Updated 03/12/19

Page 1 of 2

PLEASE READ & SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT		
I certify that I have read, understand and agree to the terms and conditions of a water leak adjustment policy identified below. - I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena - The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited. - I am aware the excess water usage must be 100% higher than normal usage based on an average of the same billing period for the previous three years or the available account history. - I certify that the leak was not the result of negligent, willful or neglectful behavior. - I am aware leak adjustments will not be granted if the City is in a Phase 1 or higher water emergency or subject to water use limitations by the State of California. Also, leak adjustments will not be granted if a local natural disaster has been declared. - I am aware leak adjustments will not be granted if water use does not comply with other existing laws. - I am aware that one (1) leak adjustment may be granted no more than once every 60 months per account. - I am aware adjustments are for one month only. - I am aware if any insurance payment, reimbursement from any other entity other than the City, or equivalent is received, I must immediately notify the City and may be required to pay back the adjusted amount. If I have received reimbursement for this leak, I must provide copies of the documentation with this form. I am requesting relief under P-FI-0005 Leak Adjustment Policy set by the City of St. Helena. By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements as set forth in the policy. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.		
 Signature	Ana Scofield Print Name	7/23/21 Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: water@cityofstheleena.org Website: www.cityofstheleena.org/water Phone: 707-968-2745
STAFF USE ONLY		
Billing month the leak occurred: June 2021	Prior Leak adjustment on file: ☐ Yes ☒ No Date:	Documentation of Repair attached? ☒ Yes ☐ No
Leak Verified by City Employee & Date of Verification: ☒ Yes ☐ No 07 / 08 / 2021	Leak Letter Received? ☐ Yes ☒ No	Average Water Usage calculated for adjustment 4 units
Total Water Usage adjusted:	Total Dollar Amount Adjusted:	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes: Customer has \$1,184.54 in penalties on account for exceeding allocation		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection:		
_____ Signature	_____ Print Name (Finance Director)	_____ Date



Norfin Inc – Tax ID 94-3391494
 1201 Andersen Dr. Ste N, San Rafael, CA 94901
Phone: 415 883 1690 **Fax:** 415 485 1250
Email: Info@aldbayarea.net

Nellie Hufnagel

1055 Crinella Ct
 St Helena, California 94574
 P.: 510 547 5269

INVOICE # 35372A
DATE: 16-Jun-2021
TERMS: COD
AMOUNT DUE: \$ 0.00

JOB CODE	PO/CLAIM #	SITE ADDRESS
35372		1055 Crinella Ct, California, St Helena, 94574

DESCRIPTION	QTY	UNIT PRICE (\$)	SUB TOTAL (\$)
Main Line Leak Detection	1.00	395.00	395.00
TOTAL			\$ 395.00
TOTAL PAYMENTS MADE			\$ 395.00
AMOUNT DUE			\$ 0.00

Please find the attached report detailing the work performed on site.

We hope the service provided has met or exceeded your expectations.

Thank you for your business!

*Sincerely,
 Paul and Greg
 Your Service Team*

ALL WORK IS GUARANTEED FOR 30 DAYS FROM THE DATE OF ORIGINAL DETECTION. If repairs are performed by anyone other than ALD and the leak is not located within a radius of 3 feet or the equivalent radius of the depth of the pipe (whichever is greater) of the original identified point, **ALD must be notified immediately.** Most leaks will be located within several inches of their exact location, but this can vary to within several feet, depending on soil conditions, construction methods, and other factors, known and unknown. ALD will retest the system or refund the leak detection fee (at our sole option). If ALD retests the line and the leak is located within the guaranteed radius, a minimum charge of one hour of service will apply. ALD will not be responsible for any repair completed by others, and accepts no liability, financial or otherwise, for any consequential losses arising from the inaccurate location of leaks in excess of the fee paid.

Minor repairs guarantee (less than \$500): 30 days. **Major repairs guarantee:** 2 years. All work is guaranteed from date of completion and for defective workmanship only. We will not be liable for any consequential losses.

PAST DUE ACCOUNTS: Subject to 1.75% per month finance charge.

STATE OF CALIFORNIA CONTRACTOR LICENSE 662617 Contractors are required by law to be licensed & regulated by the CSLB. Refer questions concerning a contractor to the Registrar, Contractors State License P.O. Box 26000, Sacramento, CA 95826.



Norfin Inc – Tax ID 94-3391494
 1201 Andersen Dr. Ste N, San Rafael, CA 94901
Phone: 415 883 1690 **Fax:** 415 485 1250
Email: Info@aldbayarea.net

Nellie Hufnagel

1055 Crinella Ct
 St Helena, California 94574
 P.: 510 547 5269

INVOICE # 35452A
DATE: 18-Jun-2021
TERMS: COD
AMOUNT DUE: \$ 0.00

JOB CODE	PO/CLAIM #	SITE ADDRESS
35452		1055 Crinella Ct, California, St Helena, 94574

DESCRIPTION	QTY	UNIT PRICE (\$)	SUB TOTAL (\$)
Water Main Repair under dirt.	1.00	790.00	790.00
TOTAL			\$ 790.00
TOTAL PAYMENTS MADE			\$ 790.00
AMOUNT DUE			\$ 0.00

Please find the attached report detailing the work performed on site.

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*Sincerely,
 Paul and Gabriel
 Your Service Team*

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Minor repairs guarantee (less than \$500): 30 days. **Major repairs guarantee:** 2 years. All work is guaranteed from date of completion and for defective workmanship only. We will not be liable for any consequential losses.

PAST DUE ACCOUNTS: Subject to 1.75% per month finance charge.

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Form Information

Form Name: **Plumbing -**
 Submitter Name: Greg R (ald1769)
 Submission Date: Jun 16, 2021 1:27:52 PM PDT
 Reference Number: 20210616-18191585317

Customer Information

Customer Name: Nelli Hufnagel
 Address: 1055 Crinella Ct, St Helena, CA 94574, USA
 Jun 16, 2021 1:09:27 PM PDT [[View Map](#)]
 Job Type: Domestic
 Leak Detection Type: Main Line
 Job Estimate: \$395

Plumbing Tests

Concern: Water surges by the front door steps.
 Meter Movement: Yes
 Line(s) that held pressure: Hot Line
 Cold Line
 Leak Detected On: MAIN LINE
 Leak Location: Approximately 2 feet from the corner of the home.
 Leak Location Photo:





Pipe Size/Material:	1/2" - 1" Galvanized
Marked:	White ALD Flag
Deck/Floor Finish:	Dirt

Estimate for Repair(s)

Type of Repair:	Main Line Repair.
Estimate:	\$790
Patchback:	Backfill with existing dirt.
Estimate Acceptance:	An estimate for repair is attached.

Payment Information

Results:	The results of the inspection were shown to and discussed with the customer.
Total Charge:	\$395
Payment:	Paid in Full with Credit Card on file. THANK YOU FOR CALLING AMERICAN LEAK DETECTION.



Form Information

Form Name:	Repair Form
Submitter Name:	Gabriel C (ald9679)
Submission Date:	Jun 18, 2021 9:14:09 AM PDT
Reference Number:	35452p 20210618-18191924586

Customer / Site Information

Customer Name:	Nellie Hufnagel
Address:	1055 Crinella Dr, St Helena, CA 94574, USA Jun 18, 2021 9:04:44 AM PDT [View Map]
Job Type:	Domestic
Type of Repair:	Main Line Leak Repair
Job Estimate:	\$790.00 USD

Plumbing Leak Repair Report

Procedure:	Excavated Showed leak to the customer Repaired leak with pipe wrap Backfilled to grade
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Pipe Size / Material:	.75"
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Picture of leak:





Pipe Condition: Fair.

Picture of Repair:



Picture of Patch:



Meter Tested. Yes

Ran fixtures after the repair. Yes

Final Charges

Final Charges: The customer was notified of the completion and final charge of the repair.

Total Charge: \$790.00 USD

Payment: Paid in Full with Credit Card on file.

Guarantee: Yes - 2 Years.

THANK YOU FOR CALLING AMERICAN LEAK DETECTION.



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 1201 Andersen Dr. Ste N, San Rafael, CA 94901
Phone: 415 883 1690 **Fax:** 415 485 1250
Email: Info@aldbayarea.net

Nellie Hufnagel

1055 Crinella Ct
 St Helena, California 94574
 P.: 510 547 5269

INVOICE # 35506A
DATE: 21-Jun-2021
TERMS: COD
AMOUNT DUE: \$ 0.00

JOB CODE	PO/CLAIM #	SITE ADDRESS
35506		1055 Crinella Ct, California, St Helena, 94574

DESCRIPTION	QTY	UNIT PRICE (\$)	SUB TOTAL (\$)
Hourly	2.00	195.00	390.00
Main Line Leak Detection	0.00	395.00	0.00
TOTAL			\$ 390.00
TOTAL PAYMENTS MADE			\$ 390.00
AMOUNT DUE			\$ 0.00

Please find the attached report detailing the work performed on site.

*We hope the service provided has met or exceeded your expectations.
 Thank you for your business!*

*Sincerely,
 Paul and 'Nicholas
 Your Service Team*

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Minor repairs guarantee (less than \$500): 30 days. **Major repairs guarantee:** 2 years. All work is guaranteed from date of completion and for defective workmanship only. We will not be liable for any consequential losses.

PAST DUE ACCOUNTS: Subject to 1.75% per month finance charge.

STATE OF CALIFORNIA CONTRACTOR LICENSE 662617 Contractors are required by law to be licensed & regulated by the CSLB. Refer questions concerning a contractor to the Registrar, Contractors State License P.O. Box 26000, Sacramento, CA 95826.



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Email: Info@aldbayarea.net

Nellie Hufnagel

1055 Crinella Ct
 St Helena, California 94574
 P.: 510 547 5269

INVOICE # 35561A
DATE: 24-Jun-2021
TERMS: COD
AMOUNT DUE: \$ 0.00

JOB CODE	PO/CLAIM #	SITE ADDRESS
35561		1055 Crinella Ct, California, St Helena, 94574

DESCRIPTION	QTY	UNIT PRICE (\$)	SUB TOTAL (\$)
Water Main Repair under dirt.	1.00	790.00	790.00
Minor Repair	1.00	490.00	490.00
TOTAL			\$ 1,280.00
TOTAL PAYMENTS MADE			\$ 1,280.00
AMOUNT DUE			\$ 0.00

Please find the attached report detailing the work performed on site.

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Minor repairs guarantee (less than \$600): 30 days. **Major repairs guarantee:** 2 years. All work is guaranteed from date of completion and for defective workmanship only. We will not be liable for any consequential losses.

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Form Information

Form Name: **Plumbing -**
 Submitter Name: Nicholas R (ald1604)
 Submission Date: Jun 21, 2021 2:54:29 PM PDT
 Reference Number: 35506p 20210621-18192415976

Customer Information

Customer Name: Nellie Hufnagel
 Address: 1055 Crinella Ct, St Helena, CA 94574, USA
 Jun 21, 2021 2:40:50 PM PDT [[View Map](#)]
 Job Type: Domestic
 Leak Detection Type: Main Line (continued)
 Job Estimate: \$395

Plumbing Tests

Concern: High water bill.
 Meter Movement: Yes
 Line(s) that held pressure: Hot Line
 Cold Line
 Leak Detected On: MAIN LINE
 Leak Location: Approximately 15 feet from the meter, towards the house, and 1 foot from the second trellis post.

Leak Location Photo:





Pipe Size/Material: 1/2" - 1" Galvanized
 Marked: White ALD Flag
 Deck/Floor Finish: Dirt

Estimate for Repair(s)

Type of Repair: Main Line Repair.
 Estimate: **Spot Repair:** \$790 (+\$490 to abandon irrigation line off the home's riser and install a new shut off)
Replumb: \$5,400 - \$5,900 (this will also abandon the irrigation off the home's riser)
 Patchback: Below grade, others to finish/replace.
 Estimate Acceptance: An estimate for repair is attached.

Notes

Notes: ALD recommends replumbing the main line due to it being in an advanced state of deterioration.
 Per the customer, they would like to abandon the irrigation line coming off of the riser.



Payment Information

Results:	The results of the inspection were shown to and discussed with the customer.
Additional Applicable Charges:	Two Additional Hours: \$390
Total Charge:	\$390
Payment:	Paid in Full with Credit Card on file. THANK YOU FOR CALLING AMERICAN LEAK DETECTION.



Form Information

Form Name:	Repair Form
Submitter Name:	Gabriel C (ald9679)
Submission Date:	Jun 18, 2021 9:14:09 AM PDT
Reference Number:	35452p 20210618-18191924586

Customer / Site Information

Customer Name:	Nellie Hufnagel
Address:	1055 Crinella Dr, St Helena, CA 94574, USA Jun 18, 2021 9:04:44 AM PDT [View Map]
Job Type:	Domestic
Type of Repair:	Main Line Leak Repair
Job Estimate:	\$790.00 USD

Plumbing Leak Repair Report

Procedure:	Excavated Showed leak to the customer Repaired leak with pipe wrap Backfilled to grade
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Pipe Size / Material:	.75"
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Picture of leak:





Form Information

Form Name:	Repair Form
Submitter Name:	Nicholas R (ald1604)
Submission Date:	Jun 24, 2021 11:56:49 AM PDT
Reference Number:	35561p 20210624-18192968948

Customer / Site Information

Customer Name:	Nellie Hufnagel
Address:	1065 Crinella Ct, St Helena, CA 94574, USA Jun 24, 2021 8:37:48 AM PDT [View Map]
Job Type:	Domestic
Type of Repair:	Main Line Leak Repair
Job Estimate:	\$790 (+\$490 to abandon the irrigation)

Plumbing Leak Repair Report

Procedure:	Excavated Showed leak to the customer Repaired leak with a clamp Backfilled to grade
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Pipe Size / Material:	3/4" Galvanized Steel
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Picture of leak:

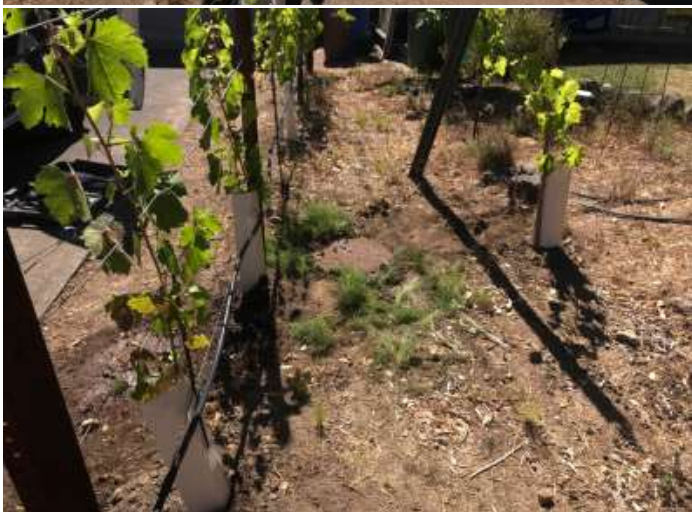


Pipe Condition:	Poor.
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Picture of Repair:



Picture of Patch:



Meter Tested.	Yes
Ran fixtures after the repair.	Yes

Final Charges

Notes: It is strongly recommended to run a new main line for the home do to the current pipe being in an advanced state of deterioration.

There are a couple abandoned valves in the front near the entrance, and one in the back next to the hose bib at the edge of the back patio. ALD recommends removing these to prevent future leaks.

Photos:





Final Charges:	The customer was notified of the completion and final charge of the repair.
Guarantee:	No - Pipe is in advanced state of deterioration.
Total Charge:	\$1,280
Payment:	Paid in Full with Credit Card on file. THANK YOU FOR CALLING AMERICAN LEAK DETECTION.



Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying		Customer or Company Name	
Account Number	Phone Number	Email Address	
Mailing Address	City	State	Zip Code
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred:		Amount of Penalties Assessed:	
Please list any additional information for the Water Advisory Board consideration:			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT - I have read and will adhere to all specific requirements of <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i> and to any other specified conditions as determined by the City of St. Helena or Water Advisory Board. - I am aware of and agree to comply with the Water and Wastewater System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena. - I certify that the leak was not the result of neglect, willful or neglectful behavior. - By signing below, applicant acknowledges and consents to the Water Advisory Board's review and use of applicant's customer records for the purpose of making a decision related to this application, and understands that such information, including historical water use, leak information, and other water use related information may be discussed and disclosed at a public meeting. - I am requesting relief under <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i>. - By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements set forth in the policy. Failure to comply with Water and Wastewater System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.			
Name:	Signature <i>A. Seefeld</i>		Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofsthelelena.org Phone: 707-968-2745	

Updated 08/07/2021

STAFF USE ONLY
Leak Application attached
Has Customer Received a Leak Notification: Yes No If yes, list all leak notifications sent and date of leak notification:
Date item to be heard by Water Advisory Board:
Date customer notified via email the item will be heard by the Water Advisory Board:
Water use exception is hereby: ☐ Approved ☐ Denied
Percentage of Penalty to be Adjusted (up to 100% for first leak and up to 50% for subsequent leaks): _____ % of Penalty to be Adjusted _____ Amount of Penalty to be Adjusted
If denied, reason for denial:
Date Approved by Water Advisory Board:
Date notification of Approval/Denial emailed to customer:
Date adjustment made to customer account:

Utility Billing

Scofield Ana 015053-000 - 1055 Crinella Dr



User: AprilM

Printed: 8/28/2021 1:09:05 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
015053-000	8/27/2021	906	3	08/2021	True	False	False	0
015053-000	7/28/2021	903	1	07/2021	True	False	False	0
015053-000	6/28/2021	902	35	06/2021	False	True	False	0
015053-000	5/26/2021	867	9	05/2021	False	True	False	0
015053-000	4/29/2021	858	5	04/2021	False	True	False	0
015053-000	3/29/2021	853	2	03/2021	False	True	False	0
015053-000	3/9/2021	851	3	03/2021	False	True	False	0
015053-000	1/29/2021	848	0	01/2021	False	True	False	0
015053-000	12/30/2020	848	1	12/2020	False	True	False	0
015053-000	11/19/2020	847	2	11/2020	False	True	False	0
015053-000	10/30/2020	845	4	10/2020	False	True	False	0
015053-000	8/27/2020	841	1	08/2020	False	True	False	0
015053-000	7/30/2020	840	0	07/2020	False	True	False	0
015053-000	6/30/2020	840	0	06/2020	False	True	False	0
015053-000	6/1/2020	840	0	05/2020	False	True	False	0
015053-000	4/30/2020	840	4	04/2020	False	True	False	0
015053-000	4/1/2020	836	4	04/2020	False	True	False	0
015053-000	2/28/2020	832	3	02/2020	False	True	False	0
015053-000	1/31/2020	829	3	01/2020	False	True	False	0
015053-000	12/31/2019	826	5	12/2019	False	True	False	0
015053-000	12/9/2019	821	4	12/2019	False	True	False	0
015053-000	11/7/2019	817	10	11/2019	False	True	False	0
015053-000	10/8/2019	807	11	10/2019	False	True	False	0
015053-000	9/6/2019	796	9	09/2019	False	True	False	0
015053-000	8/8/2019	787	9	08/2019	False	True	False	0
015053-000	7/8/2019	778	3	07/2019	False	True	False	0
015053-000	6/7/2019	775	2	06/2019	False	True	False	0
015053-000	5/10/2019	773	3	05/2019	False	True	False	0
015053-000	4/8/2019	770	4	04/2019	False	True	False	0
015053-000	3/8/2019	766	4	03/2019	False	True	False	0
015053-000	2/7/2019	762	5	02/2019	False	True	False	0
015053-000	1/8/2019	757	4	01/2019	False	True	False	0
015053-000	12/7/2018	753	4	12/2018	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
015053-000	11/7/2018	749	0	11/2018	False	True	False	0
015053-000	11/5/2018	749	2	11/2018	False	True	False	0
015053-000	10/29/2018	747	4	10/2018	False	True	False	0
015053-000	10/8/2018	743	6	10/2018	False	True	False	0
015053-000	9/7/2018	737	7	09/2018	False	True	False	0
015053-000	8/8/2018	730	10	08/2018	False	True	False	0
015053-000	7/9/2018	720	8	07/2018	False	True	False	0
015053-000	6/7/2018	712	2	06/2018	False	True	False	0
015053-000	5/8/2018	710	2	05/2018	False	True	False	0
015053-000	4/9/2018	708	3	04/2018	False	True	False	0
015053-000	3/8/2018	705	3	03/2018	False	True	False	0
015053-000	2/8/2018	702	5	02/2018	False	True	False	0
015053-000	1/8/2018	697	3	01/2018	False	True	False	0
015053-000	12/8/2017	694	2	12/2017	False	True	False	0
015053-000	11/8/2017	692	6	11/2017	False	True	False	0
015053-000	9/8/2017	686	1	09/2017	False	True	False	0
015053-000	8/8/2017	685	2	08/2017	False	True	False	0
015053-000	7/7/2017	683	5	07/2017	False	True	False	0
015053-000	6/8/2017	678	3	06/2017	False	True	False	0
015053-000	5/8/2017	675	3	05/2017	False	True	False	0
015053-000	4/7/2017	672	2	04/2017	False	True	False	0
015053-000	3/8/2017	670	2	03/2017	False	True	False	0
015053-000	2/8/2017	668	3	02/2017	False	True	False	0
015053-000	1/10/2017	665	2	01/2017	False	True	False	0
015053-000	12/9/2016	663	3	12/2016	False	True	False	0
015053-000	11/8/2016	660	3	11/2016	False	True	False	0
015053-000	10/7/2016	657	2	10/2016	False	True	False	0
015053-000	9/8/2016	655	3	09/2016	False	True	False	0
015053-000	8/8/2016	652	2	08/2016	False	True	False	0
015053-000	7/18/2016	650	1	08/2016	False	True	False	0
015053-000	7/8/2016	649	4	07/2016	False	True	False	0
015053-000	6/8/2016	645	3	06/2016	False	True	False	0
015053-000	5/9/2016	642	4	05/2016	False	True	False	0
015053-000	4/8/2016	638	3	04/2016	False	True	False	0
015053-000	3/8/2016	635	3	03/2016	False	True	False	0
015053-000	2/8/2016	632	3	02/2016	False	True	False	0
015053-000	1/8/2016	629	3	01/2016	False	True	False	0
015053-000	12/8/2015	626	3	12/2015	False	True	False	0
015053-000	11/9/2015	623	4	11/2015	False	True	False	0
015053-000	10/8/2015	619	2	10/2015	False	True	False	0
015053-000	9/8/2015	617	3	09/2015	False	True	False	0
015053-000	8/7/2015	614	3	08/2015	False	True	False	0
015053-000	7/8/2015	611	3	07/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
015053-000	6/8/2015	608	3	06/2015	False	True	False	0
015053-000	5/8/2015	605	3	05/2015	False	True	False	0
015053-000	4/8/2015	602	3	04/2015	False	True	False	0
015053-000	3/9/2015	599	3	03/2015	False	True	False	0
015053-000	2/9/2015	596	3	02/2015	False	True	False	0
015053-000	1/8/2015	593	4	01/2015	False	True	False	0
015053-000	12/8/2014	589	4	12/2014	False	True	False	0
015053-000	11/7/2014	585	3	11/2014	False	True	False	0
015053-000	10/8/2014	582	1	10/2014	False	True	False	0
013784-000	9/24/2014	581	3	10/2014	False	True	False	0
013784-000	9/8/2014	578	4	09/2014	False	True	False	0
013784-000	8/8/2014	574	5	08/2014	False	True	False	0
013784-000	7/8/2014	569	4	07/2014	False	True	False	0
013784-000	6/9/2014	565	4	06/2014	False	True	False	0
013784-000	5/8/2014	561	5	05/2014	False	True	False	0
013784-000	4/7/2014	556	4	04/2014	False	True	False	0
013784-000	3/7/2014	552	2	03/2014	False	True	False	0
013784-000	2/21/2014	550	2	02/2014	False	True	False	0
013784-000	2/7/2014	548	4	02/2014	False	True	False	0
013784-000	1/9/2014	544	5	01/2014	False	True	False	0
013784-000	12/9/2013	539	5	12/2013	False	True	False	0
013784-000	11/8/2013	534	6	11/2013	False	True	False	0
013784-000	10/8/2013	528	3	10/2013	False	True	False	0
013784-000	9/30/2013	525	0	10/2013	False	True	False	0
010187-002	9/29/2013	525	7	10/2013	False	True	False	0
010187-002	9/9/2013	518	10	09/2013	False	True	False	0
010187-002	8/8/2013	508	2	08/2013	False	True	False	0
010187-002	8/1/2013	506	0	08/2013	False	True	False	0
005148-001	7/31/2013	506	12	08/2013	False	True	False	0
005148-001	7/8/2013	494	13	07/2013	False	True	False	0
005148-001	6/7/2013	481	14	06/2013	False	True	False	0
005148-001	5/8/2013	467	13	05/2013	False	True	False	0
005148-001	4/8/2013	454	7	04/2013	False	True	False	0
005148-001	3/8/2013	447	8	03/2013	False	True	False	0
005148-001	2/8/2013	439	8	02/2013	False	True	False	0
005148-001	1/8/2013	431	8	01/2013	False	True	False	0
005148-001	12/7/2012	423	6	12/2012	False	True	False	0
005148-001	11/8/2012	417	9	11/2012	False	True	False	0
005148-001	10/8/2012	408	16	10/2012	False	True	False	0
005148-001	9/7/2012	392	15	09/2012	False	True	False	0
005148-001	8/8/2012	377	18	08/2012	False	True	False	0
005148-001	7/9/2012	359	18	07/2012	False	True	False	0
005148-001	6/8/2012	341	15	06/2012	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
005148-001	5/8/2012	326	8	05/2012	False	True	False	0
005148-001	4/9/2012	318	9	04/2012	False	True	False	0
005148-001	3/8/2012	309	8	03/2012	False	True	False	0
005148-001	2/8/2012	301	9	02/2012	False	True	False	0
005148-001	1/9/2012	292	8	01/2012	False	True	False	0
005148-001	12/8/2011	284	5	12/2011	False	True	False	0
005148-001	11/14/2011	279	2	12/2011	False	True	False	0
005148-001	11/8/2011	277	11	11/2011	False	True	False	0
005148-001	10/7/2011	266	15	10/2011	False	True	False	0
005148-001	9/8/2011	251	15	09/2011	False	True	False	0
005148-001	8/8/2011	236	18	08/2011	False	True	False	0
005148-001	7/7/2011	218	2	07/2011	False	True	False	0
005148-001	7/1/2011	216	0	08/2011	False	True	False	0
010187-001	7/1/2011	216	2	08/2011	False	True	False	0
010187-001	6/8/2011	214	0	06/2011	False	True	False	0
010187-001	5/6/2011	214	1	05/2011	False	True	False	0
010187-001	4/7/2011	213	1	04/2011	False	True	False	0
010187-001	3/8/2011	212	1	03/2011	False	True	False	0
010187-001	3/1/2011	211	0	04/2011	False	True	False	0
010417-000	3/1/2011	211	3	04/2011	False	True	False	0
010417-000	2/8/2011	208	8	02/2011	False	True	False	0
010417-000	1/7/2011	200	9	01/2011	False	True	False	0
010417-000	12/8/2010	191	9	12/2010	False	True	False	0
010417-000	11/8/2010	182	7	11/2010	False	True	False	0
010417-000	10/8/2010	175	5	10/2010	False	True	False	0
010417-000	9/9/2010	170	7	09/2010	False	True	False	0
010417-000	8/9/2010	163	1	08/2010	False	True	False	0
010187-000	8/6/2010	162	23	08/2010	False	True	False	0
010417-000	8/6/2010	162	0	08/2010	False	True	False	0
010187-000	6/8/2010	139	0	06/2010	False	True	False	0
007537-000	6/1/2010	139	0	06/2010	False	True	False	0
010187-000	5/26/2010	139	0	06/2010	False	True	False	0
007537-000	4/8/2010	131	9	04/2010	False	True	False	0
007537-000	3/8/2010	122	9	03/2010	False	True	False	0
007537-000	2/5/2010	113	8	02/2010	False	True	False	0
007537-000	1/7/2010	105	7	01/2010	False	True	False	0
007537-000	12/8/2009	98	8	12/2009	False	True	False	0
007537-000	11/9/2009	90	9	11/2009	False	True	False	0
007537-000	10/8/2009	81	17	10/2009	False	True	False	0
007537-000	9/10/2009	64	17	09/2009	False	True	False	0
007537-000	8/11/2009	47	36	08/2009	False	True	False	0
007537-000	6/8/2009	11	11	06/2009	False	True	False	0
007537-000	5/20/2009	0	0	05/2009	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
007537-000	5/19/2009	835	0	05/2009	False	True	False	0
007537-000	5/7/2009	831	11	05/2009	False	True	False	0
007537-000	4/7/2009	820	7	04/2009	False	True	False	0
007537-000	3/10/2009	813	6	03/2009	False	True	False	0
007537-000	2/9/2009	807	16	02/2009	False	True	False	0
007537-000	12/8/2008	791	19	12/2008	False	True	False	0
007537-000	10/6/2008	772	31	10/2008	False	True	False	0
007537-000	8/8/2008	741	29	08/2008	False	True	False	0
007537-000	6/10/2008	712	40	06/2008	False	True	False	0
007537-000	4/10/2008	672	13	04/2008	False	True	False	0
007537-000	2/10/2008	659	16	02/2008	False	True	False	0
007537-000	12/10/2007	643	16	12/2007	False	True	False	0
007537-000	10/10/2007	627	26	10/2007	False	True	False	0
007537-000	8/10/2007	601	28	08/2007	False	True	False	0
007537-000	6/10/2007	573	23	06/2007	False	True	False	0
007537-000	4/10/2007	550	16	04/2007	False	True	False	0
007537-000	2/10/2007	534	14	02/2007	False	True	False	0
007537-000	12/10/2006	520	21	12/2006	False	True	False	0
007537-000	10/10/2006	499	39	10/2006	False	True	False	0
007537-000	8/10/2006	460	40	08/2006	False	True	False	0
007537-000	6/10/2006	420	26	06/2006	False	True	False	0
007537-000	4/10/2006	394	15	04/2006	False	True	False	0
007537-000	2/10/2006	379	17	02/2006	False	True	False	0
007537-000	12/10/2005	362	19	12/2005	False	True	False	0
007537-000	10/10/2005	343	35	10/2005	False	True	False	0
007537-000	8/10/2005	308	41	08/2005	False	True	False	0
007537-000	6/10/2005	267	33	06/2005	False	True	False	0
007537-000	4/10/2005	234	16	04/2005	False	True	False	0
007537-000	2/10/2005	218	14	02/2005	False	True	False	0
007537-000	12/10/2004	204	21	12/2004	False	True	False	0
007537-000	10/10/2004	183	38	10/2004	False	True	False	0
007537-000	8/10/2004	145	45	08/2004	False	True	False	0



Report to the City Council
Water Advisory Board – September 3, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Claudia Schmidt**

CEQA **Not a CEQA project**
Determination:

Prepared By: Martin Beltran, Management Analyst

Reviewed By: April Mitts, Finance Director

Approved By: Mark T. Prestwich, City Manager

BACKGROUND

On October 27, 2020, the City Council established Phase II Water Regulations and, in accordance with the St. Helena Municipal Code (SHMC), established the Water Advisory Board consisting of one City Council member, one Planning Commissioner, one winery customer, and two public members, one of whom shall solely be a residential customer.

The Water Advisory Board shall have access to all records in the possession of the water enterprise necessary in its judgement to perform its duties, including customer records. The Board shall maintain confidentiality of individual customer records unless the Board determines by resolution that release of such information is necessary in the pursuit of its duties.

The Water Advisory Board shall meet at least monthly and may grant permits for uses of water, for exceptions to water conservation measures, or for water connections otherwise prohibited. The Water Advisory Board shall prescribe necessary procedures for application for and use of exception permits pursuant to SHMC Section 13.04.280.

The City of St. Helena is committed to preventing water waste but also understands that, infrequently, a water leak may occur. When a water leak does occur, customers can request a credit to their utility bill for a portion of the excess water in accordance with P-FI-0005 Leak Adjustment Policy. This policy provides relief to St. Helena water customers who have had a leak that is not due to negligent or willful acts. Under the current Leak

Adjustment Policy, leak adjustments are not granted if the City is in a Phase I or higher water emergency or subject to water use limitations by the State of California. However, recognizing the City's conservation efforts as well as the authority granted under P-FI-0005 for Leak Adjustment appeals, any request for a leak adjustment during a Phase II or Phase III emergency are being evaluated by the City Manager.

In addition to the ability to qualify for a leak adjustment, the City recognizes that during a Phase II or Phase III water emergency, penalties may have been incurred as a result of a leak. On July 27, 2021, the City Council adopted a resolution designating that the Water Advisory Board can hear/make a determination for reduction of penalties for those customers who receive a penalty as a result of a water leak.

On August 6, 2021, the Water Advisory Board adopted policy - P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* and the applicable *Application Form*, to assist those customers who incurred penalties as a result of a water leak.

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on July 23, 2021 the City received an application for a leak adjustment and on August 17, 2021 the City received an application for a water penalty leak for consideration (Attachments 1 and 2).

Attachment 3 provides a summary of water use for this property.

Current Allocation – based on a 30-day month:

	Gallons	HCF
Number in Household: 2	3,900	
Phase II Outdoor Summer Allocation	2,500	
Exception		
<i>TOTAL ALLOCATION</i>	<i>6,400</i>	<i>8.56</i>

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Residential Leak Appeal Application

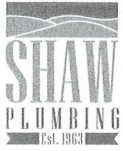
DATE SUBMITTED: _____
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying:			
Account Holders Name	Daytime Phone Number	Other Phone Number	
Service Address			
Email			
Mailing Address (if different than above)	City	State	Zip Code
TYPE OF SERVICE			
☐ Single Family			
☐ Multi-Family			
WATER LEAK DESCRIPTION			
Describe how and where the leak occurred; in addition to how the leak was repaired. (Include any proof of repair, such as receipts, invoices and/or photos)			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
	☐ Yes ☐ No ☐ Unsure		☐ Yes ☐ No

Updated 07/26/2021

Page 1 of 2

PLEASE READ & SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT		
I certify that I have read, understand and agree to the terms and conditions of a water leak adjustment policy identified below. - I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena - The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited. - I am aware the excess water usage must be 100% higher than normal usage based on an average of the same billing period for the previous three years or the available account history. - I certify that the leak was not the result of negligent, willful or neglectful behavior. - I am aware leak adjustments will not be granted if water use does not comply with other existing laws. - I am aware that one (1) leak adjustment may be granted no more than once every 60 months per account. - I am aware adjustments are for one month only. - I am aware if any insurance payment, reimbursement from any other entity other than the City, or equivalent is received, I must immediately notify the City and may be required to pay back the adjusted amount. If I have received reimbursement for this leak, I must provide copies of the documentation with this form. I am aware leak adjustments will not be granted if the City is in a Phase 1 or higher water emergency or subject to water use limitations by the State of California. Also, leak adjustments will not be granted if a local natural disaster has been declared. I am requesting relief under P-FI-0005 Leak Adjustment Policy set by the City of St. Helena. I certify the information provided is accurate and true, and agree to comply with all requirements as set forth in the policy. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution. By signing this, I am formally requesting an appeal pursuant to Municipal code 13.04.180.		
Signature	Print Name	Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745
STAFF USE ONLY		
Billing month the leak occurred:	Prior Leak adjustment on file: ☐ Yes ☐ No Date:	Documentation of Repair attached? ☐ Yes ☐ No
Leak Verified by City Employee & Date of Verification: ☐ Yes ☐ No __/__/__	Leak Letter Received? ☐ Yes ☐ No	Average Water Usage calculated for adjustment
Total Water Usage adjusted:	Total Dollar Amount Adjusted:	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes:		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection:		
Signature	Print Name (Authorized Signature)	Date



Shaw Plumbing License #398901
 PO Box 486
 Calistoga, CA 94515
 (707) 942-6754

2871
 711

Invoice

Bill To
Jeff Wyman 1939 Vineyard Avenue St. Helena, CA 94574 jeff@upvalleyelectric.com

Invoice # 83245
 Invoice Date 7/8/2021
 Job Location 1039 Vineyard Ave.
 St. Helena, CA 94574

*Payments can be made by check, cash or bank transfer.
 For bank transfer e-mail april@shaw-plumbing.com. Cash
 payments can be made at 711 Washington Street.*

Labor Rate: \$150 per hour with a one hour minimum charge. Labor time begins when tech is on his way.

Description	Quantity	Rate	Amount
6/30 - Replaced flapper and fill valve on toilet.			
Plumber Hourly Labor Rate \$150	1	150.00	150.00
Materials used:			
Korky Toto G-Max Red Korky Flapper 2021BP	1	18.98	18.98T
Fluidmaster Pro 45 Ultra Quiet Fill Valve	1	16.77	16.77T
Sales Tax		8.25%	2.95
			\$188.70

A Service Charge of 1% per month is levied on all past due amounts over 30 days at an annual percentage rate of 12%. Minimum Charge \$1.00. If legal action must be taken in order to collect on this invoice, then Shaw Plumbing shall be entitled to recover its entire reasonable legal costs, including expert costs and attorney fees, whether incurred in litigation, mediation, arbitration, trial by assignment, appeal, or any other attorney attempts to resolve the dispute. "Under the Mechanics' Lien Law, any contractor, subcontractor, laborer, materialman or other person who helps to improve your property and is not paid for his labor, services, or material, has a right to enforce his claim against your property." Contractors are required by law to be licensed and regulated by the Contractors' State License Board. Any questions concerning a contractor may be referred to the registrar of the board whose address is: Contractors' State License Board, 1020 N Street, Sacramento, CA 95814.



Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying		Customer or Company Name	
Account Number		Phone Number	Email Address
Mailing Address		City	State Zip Code
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred:		Amount of Penalties Assessed:	
Please list any additional information for the Water Advisory Board consideration:			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT - I have read and will adhere to all specific requirements of <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i> and to any other specified conditions as determined by the City of St. Helena or Water Advisory Board. - I am aware of and agree to comply with the Water and Wastewater System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena. - I certify that the leak was not the result of neglect, willful or neglectful behavior. - By signing below, applicant acknowledges and consents to the Water Advisory Board's review and use of applicant's customer records for the purpose of making a decision related to this application, and understands that such information, including historical water use, leak information, and other water use related information may be discussed and disclosed at a public meeting. - I am requesting relief under <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i>. - By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements set forth in the policy. Failure to comply with Water and Wastewater System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.			
Name:		Signature <i>C. Schmidt</i>	Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofsthelena.org Phone: 707-968-2745	

Updated 08/07/2021

STAFF USE ONLY
Leak Application attached
Has Customer Received a Leak Notification: Yes No If yes, list all leak notifications sent and date of leak notification:
Date item to be heard by Water Advisory Board:
Date customer notified via email the item will be heard by the Water Advisory Board:
Water use exception is hereby: ☐ Approved ☐ Denied
Percentage of Penalty to be Adjusted (up to 100% for first leak and up to 50% for subsequent leaks): _____ % of Penalty to be Adjusted _____ Amount of Penalty to be Adjusted
If denied, reason for denial:
Date Approved by Water Advisory Board:
Date notification of Approval/Denial emailed to customer:
Date adjustment made to customer account:

Utility Billing

Schmidt Claudia 007048-000 - 1939 Vineyard Ave



User: AprilM

Printed: 8/28/2021 1:14:28 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
007048-000	8/27/2021	2499	8	08/2021	True	False	False	0
007048-000	7/28/2021	2491	15	07/2021	True	False	False	0
007048-000	6/28/2021	2476	22	06/2021	False	True	False	0
007048-000	5/26/2021	2454	13	05/2021	False	True	False	0
007048-000	4/29/2021	2441	11	04/2021	False	True	False	0
007048-000	3/29/2021	2430	4	03/2021	False	True	False	0
007048-000	3/9/2021	2426	7	03/2021	False	True	False	0
007048-000	1/29/2021	2419	5	01/2021	False	True	False	0
007048-000	12/30/2020	2414	9	12/2020	False	True	False	0
007048-000	11/19/2020	2405	9	11/2020	False	True	False	0
007048-000	10/30/2020	2396	77	10/2020	False	True	False	0
007048-000	8/27/2020	2319	25	08/2020	False	True	False	0
007048-000	7/30/2020	2294	32	07/2020	False	True	False	0
007048-000	6/30/2020	2262	30	06/2020	False	True	False	0
007048-000	6/1/2020	2232	25	05/2020	False	True	False	0
007048-000	4/30/2020	2207	17	04/2020	False	True	False	0
007048-000	4/1/2020	2190	14	04/2020	False	True	False	0
007048-000	2/28/2020	2176	5	02/2020	False	True	False	0
007048-000	1/31/2020	2171	6	01/2020	False	True	False	0
007048-000	12/31/2019	2165	3	12/2019	False	True	False	0
007048-000	12/9/2019	2162	17	12/2019	False	True	False	0
007048-000	11/7/2019	2145	23	11/2019	False	True	False	0
007048-000	10/8/2019	2122	41	10/2019	False	True	False	0
007048-000	9/6/2019	2081	38	09/2019	False	True	False	0
007048-000	8/8/2019	2043	39	08/2019	False	True	False	0
007048-000	7/8/2019	2004	44	07/2019	False	True	False	0
007048-000	6/7/2019	1960	18	06/2019	False	True	False	0
007048-000	5/10/2019	1942	25	05/2019	False	True	False	0
007048-000	4/8/2019	1917	6	04/2019	False	True	False	0
007048-000	3/8/2019	1911	5	03/2019	False	True	False	0
007048-000	2/7/2019	1906	5	02/2019	False	True	False	0
007048-000	1/8/2019	1901	7	01/2019	False	True	False	0
007048-000	12/7/2018	1894	10	12/2018	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
007048-000	11/7/2018	1884	0	11/2018	False	True	False	0
007048-000	11/5/2018	1884	5	11/2018	False	True	False	0
007048-000	10/29/2018	1879	12	10/2018	False	True	False	0
007048-000	10/8/2018	1867	24	10/2018	False	True	False	0
007048-000	9/7/2018	1843	33	09/2018	False	True	False	0
007048-000	8/8/2018	1810	27	08/2018	False	True	False	0
007048-000	7/9/2018	1783	32	07/2018	False	True	False	0
007048-000	6/7/2018	1751	28	06/2018	False	True	False	0
007048-000	5/8/2018	1723	19	05/2018	False	True	False	0
007048-000	4/9/2018	1704	6	04/2018	False	True	False	0
007048-000	3/8/2018	1698	4	03/2018	False	True	False	0
007048-000	2/8/2018	1694	5	02/2018	False	True	False	0
007048-000	1/8/2018	1689	6	01/2018	False	True	False	0
007048-000	12/8/2017	1683	5	12/2017	False	True	False	0
007048-000	11/8/2017	1678	32	11/2017	False	True	False	0
007048-000	9/8/2017	1646	28	09/2017	False	True	False	0
007048-000	8/8/2017	1618	36	08/2017	False	True	False	0
007048-000	7/7/2017	1582	35	07/2017	False	True	False	0
007048-000	6/8/2017	1547	33	06/2017	False	True	False	0
007048-000	5/8/2017	1514	6	05/2017	False	True	False	0
007048-000	4/7/2017	1508	4	04/2017	False	True	False	0
007048-000	3/8/2017	1504	5	03/2017	False	True	False	0
007048-000	2/8/2017	1499	4	02/2017	False	True	False	0
007048-000	1/10/2017	1495	5	01/2017	False	True	False	0
007048-000	12/9/2016	1490	5	12/2016	False	True	False	0
007048-000	11/8/2016	1485	9	11/2016	False	True	False	0
007048-000	10/7/2016	1476	26	10/2016	False	True	False	0
007048-000	9/8/2016	1450	27	09/2016	False	True	False	0
007048-000	8/8/2016	1423	28	08/2016	False	True	False	0
007048-000	7/8/2016	1395	25	07/2016	False	True	False	0
007048-000	6/8/2016	1370	20	06/2016	False	True	False	0
007048-000	5/9/2016	1350	11	05/2016	False	True	False	0
007048-000	4/8/2016	1339	4	04/2016	False	True	False	0
007048-000	3/8/2016	1335	4	03/2016	False	True	False	0
007048-000	2/8/2016	1331	5	02/2016	False	True	False	0
007048-000	1/8/2016	1326	6	01/2016	False	True	False	0
007048-000	12/8/2015	1320	5	12/2015	False	True	False	0
007048-000	11/9/2015	1315	13	11/2015	False	True	False	0
007048-000	10/8/2015	1302	22	10/2015	False	True	False	0
007048-000	9/8/2015	1280	29	09/2015	False	True	False	0
007048-000	8/7/2015	1251	26	08/2015	False	True	False	0
007048-000	7/8/2015	1225	25	07/2015	False	True	False	0
007048-000	6/8/2015	1200	21	06/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
007048-000	5/8/2015	1179	11	05/2015	False	True	False	0
007048-000	4/8/2015	1168	10	04/2015	False	True	False	0
007048-000	3/9/2015	1158	5	03/2015	False	True	False	0
007048-000	2/9/2015	1153	5	02/2015	False	True	False	0
007048-000	1/8/2015	1148	5	01/2015	False	True	False	0
007048-000	12/8/2014	1143	4	12/2014	False	True	False	0
007048-000	11/7/2014	1139	14	11/2014	False	True	False	0
007048-000	10/8/2014	1125	26	10/2014	False	True	False	0
007048-000	9/8/2014	1099	29	09/2014	False	True	False	0
007048-000	8/8/2014	1070	28	08/2014	False	True	False	0
007048-000	7/8/2014	1042	22	07/2014	False	True	False	0
007048-000	6/9/2014	1020	21	06/2014	False	True	False	0
007048-000	5/8/2014	999	15	05/2014	False	True	False	0
007048-000	4/7/2014	984	7	04/2014	False	True	False	0
007048-000	3/7/2014	977	2	03/2014	False	True	False	0
007048-000	2/21/2014	975	2	02/2014	False	True	False	0
007048-000	2/7/2014	973	6	02/2014	False	True	False	0
007048-000	1/9/2014	967	6	01/2014	False	True	False	0
007048-000	12/9/2013	961	10	12/2013	False	True	False	0
007048-000	11/8/2013	951	18	11/2013	False	True	False	0
007048-000	10/8/2013	933	37	10/2013	False	True	False	0
007048-000	9/9/2013	896	45	09/2013	False	True	False	0
007048-000	8/8/2013	851	32	08/2013	False	True	False	0
007048-000	7/8/2013	819	35	07/2013	False	True	False	0
007048-000	6/7/2013	784	29	06/2013	False	True	False	0
007048-000	5/8/2013	755	28	05/2013	False	True	False	0
007048-000	4/8/2013	727	12	04/2013	False	True	False	0
007048-000	3/8/2013	715	7	03/2013	False	True	False	0
007048-000	2/8/2013	708	5	02/2013	False	True	False	0
007048-000	1/8/2013	703	6	01/2013	False	True	False	0
007048-000	12/7/2012	697	5	12/2012	False	True	False	0
007048-000	11/8/2012	692	16	11/2012	False	True	False	0
007048-000	10/8/2012	676	27	10/2012	False	True	False	0
007048-000	9/7/2012	649	39	09/2012	False	True	False	0
007048-000	8/8/2012	610	61	08/2012	False	True	False	0
007048-000	7/9/2012	549	53	07/2012	False	True	False	0
007048-000	6/8/2012	496	30	06/2012	False	True	False	0
007048-000	5/8/2012	466	21	05/2012	False	True	False	0
007048-000	4/9/2012	445	8	04/2012	False	True	False	0
007048-000	3/8/2012	437	7	03/2012	False	True	False	0
007048-000	2/8/2012	430	7	02/2012	False	True	False	0
007048-000	1/9/2012	423	11	01/2012	False	True	False	0
007048-000	12/8/2011	412	6	12/2011	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
007048-000	11/8/2011	406	14	11/2011	False	True	False	0
007048-000	10/7/2011	392	18	10/2011	False	True	False	0
007048-000	9/8/2011	374	22	09/2011	False	True	False	0
007048-000	8/8/2011	352	23	08/2011	False	True	False	0
007048-000	7/7/2011	329	19	07/2011	False	True	False	0
007048-000	6/8/2011	310	19	06/2011	False	True	False	0
007048-000	5/6/2011	291	7	05/2011	False	True	False	0
007048-000	4/7/2011	284	5	04/2011	False	True	False	0
007048-000	3/8/2011	279	4	03/2011	False	True	False	0
007048-000	2/8/2011	275	6	02/2011	False	True	False	0
007048-000	1/7/2011	269	5	01/2011	False	True	False	0
007048-000	12/8/2010	264	5	12/2010	False	True	False	0
007048-000	11/8/2010	259	12	11/2010	False	True	False	0
007048-000	10/8/2010	247	19	10/2010	False	True	False	0
007048-000	9/9/2010	228	19	09/2010	False	True	False	0
007048-000	8/9/2010	209	22	08/2010	False	True	False	0
007048-000	7/8/2010	187	28	07/2010	False	True	False	0
007048-000	6/8/2010	159	6	06/2010	False	True	False	0
007048-000	5/10/2010	153	6	05/2010	False	True	False	0
007048-000	4/8/2010	147	5	04/2010	False	True	False	0
007048-000	3/8/2010	142	5	03/2010	False	True	False	0
007048-000	2/5/2010	137	5	02/2010	False	True	False	0
007048-000	1/7/2010	132	5	01/2010	False	True	False	0
007048-000	12/8/2009	127	6	12/2009	False	True	False	0
007048-000	11/9/2009	121	9	11/2009	False	True	False	0
007048-000	10/8/2009	112	21	10/2009	False	True	False	0
007048-000	9/10/2009	91	29	09/2009	False	True	False	0
007048-000	8/11/2009	62	50	08/2009	False	True	False	0
007048-000	6/8/2009	12	12	06/2009	False	True	False	0
007048-000	5/22/2009	0	0	05/2009	False	True	False	0
007048-000	5/21/2009	706	0	05/2009	False	True	False	0
007048-000	5/8/2009	699	13	05/2009	False	True	False	0
007048-000	4/8/2009	686	12	04/2009	False	True	False	0
007048-000	3/10/2009	674	6	03/2009	False	True	False	0
007048-000	2/11/2009	668	15	02/2009	False	True	False	0
007048-000	12/8/2008	653	28	12/2008	False	True	False	0
007048-000	10/7/2008	625	45	10/2008	False	True	False	0
007048-000	8/8/2008	580	48	08/2008	False	True	False	0
007048-000	6/10/2008	532	46	06/2008	False	True	False	0
007048-000	4/10/2008	486	21	04/2008	False	True	False	0
007048-000	2/10/2008	465	13	02/2008	False	True	False	0
007048-000	12/10/2007	452	23	12/2007	False	True	False	0
007048-000	10/10/2007	429	46	10/2007	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
007048-000	8/10/2007	383	63	08/2007	False	True	False	0
007048-000	6/10/2007	320	43	06/2007	False	True	False	0
007048-000	4/10/2007	277	23	04/2007	False	True	False	0
007048-000	2/10/2007	254	20	02/2007	False	True	False	0
007048-000	12/10/2006	234	26	12/2006	False	True	False	0
007048-000	10/10/2006	208	61	10/2006	False	True	False	0
007048-000	8/10/2006	147	76	08/2006	False	True	False	0
007048-000	6/10/2006	71	30	06/2006	False	True	False	0
007048-000	4/10/2006	41	14	04/2006	False	True	False	0
007048-000	2/10/2006	27	12	02/2006	False	True	False	0
007048-000	12/10/2005	15	24	12/2005	False	True	False	0



Report to the City Council
Water Advisory Board – September 3, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Depot Associates**

CEQA **Not a CEQA project**
Determination:

Prepared By: Martin Beltran, Management Analyst

Reviewed By: April Mitts, Finance Director

Approved By: Mark T. Prestwich, City Manager

BACKGROUND

On October 27, 2020, the City Council established Phase II Water Regulations and, in accordance with the St. Helena Municipal Code (SHMC), established the Water Advisory Board consisting of one City Council member, one Planning Commissioner, one winery customer, and two public members, one of whom shall solely be a residential customer.

The Water Advisory Board shall have access to all records in the possession of the water enterprise necessary in its judgement to perform its duties, including customer records. The Board shall maintain confidentiality of individual customer records unless the Board determines by resolution that release of such information is necessary in the pursuit of its duties.

The Water Advisory Board shall meet at least monthly and may grant permits for uses of water, for exceptions to water conservation measures, or for water connections otherwise prohibited. The Water Advisory Board shall prescribe necessary procedures for application for and use of exception permits pursuant to SHMC Section 13.04.280.

The City of St. Helena is committed to preventing water waste but also understands that, infrequently, a water leak may occur. When a water leak does occur, customers can request a credit to their utility bill for a portion of the excess water in accordance with P-FI-0005 Leak Adjustment Policy. This policy provides relief to St. Helena water customers who have had a leak that is not due to negligent or willful acts. Under the current Leak

Adjustment Policy, leak adjustments are not granted if the City is in a Phase I or higher water emergency or subject to water use limitations by the State of California. However, recognizing the City's conservation efforts as well as the authority granted under P-FI-0005 for Leak Adjustment appeals, any request for a leak adjustment during a Phase II or Phase III emergency are being evaluated by the City Manager.

In addition to the ability to qualify for a leak adjustment, the City recognizes that during a Phase II or Phase III water emergency, penalties may have been incurred as a result of a leak. On July 27, 2021, the City Council adopted a resolution designating that the Water Advisory Board can hear/make a determination for reduction of penalties for those customers who receive a penalty as a result of a water leak.

On August 6, 2021, the Water Advisory Board adopted policy - P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* and the applicable *Application Form*, to assist those customers who incurred penalties as a result of a water leak.

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on July 28, 2021, the City received an application for a leak adjustment and a water penalty leak adjustment for consideration (Attachments 1 and 2).

Attachment 3 provides a summary of water use for this property.

Depot Associates has the following water allocations:

June	48.3 HCF
July	63.3 HCF
August	63.6 HCF

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Residential Leak Appeal Application

DATE SUBMITTED:	_____
RECEIVED BY:	_____

PROPERTY & BILLING INFORMATION			
Date Applying: 7/28/21	ACCT 005645-000		
Account Holders Name DEPOT ASSOCIATES C/O KNM PROPERTIES	Daytime Phone Number 707-335-8700 x103	Other Phone Number	
Service Address 1500 RAILROAD AVE			
Email DOUG @ KNM-PROPERTIES.COM			
Mailing Address (if different than above) PO BOX 223	City NAPA	State CA	Zip Code 94559
TYPE OF SERVICE			
☐ Single Family <u>COMMERCIAL</u>			
☐ Multi-Family			
WATER LEAK DESCRIPTION			
Describe how and where the leak occurred; in addition to how the leak was repaired. (Include any proof of repair, such as receipts, invoices and/or photos)			
PLEASE SEE ADDTL INVOICES FROM ECOPLUMBING & PHOTOS. THESE DESCRIBE IN DETAIL THE EXTENT OF THE REPAIRS.			
Billing Period in which leak occurred: 05/1/21 - 6/30/21	Does Property have Low Flow Fixtures? ☐ Yes ☐ No ☒ Unsure		Sign up for Developer Water Retrofit Program? ☐ Yes ☐ No

Updated 07/26/2021

Page 1 of 2

PLEASE READ & SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT		
I certify that I have read, understand and agree to the terms and conditions of a water leak adjustment policy identified below. - I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena - The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited. - I am aware the excess water usage must be 100% higher than normal usage based on an average of the same billing period for the previous three years or the available account history. - I certify that the leak was not the result of negligent, willful or neglectful behavior. - I am aware leak adjustments will not be granted if water use does not comply with other existing laws. - I am aware that one (1) leak adjustment may be granted no more than once every 60 months per account. - I am aware adjustments are for one month only. - I am aware if any insurance payment, reimbursement from any other entity other than the City, or equivalent is received, I must immediately notify the City and may be required to pay back the adjusted amount. If I have received reimbursement for this leak, I must provide copies of the documentation with this form. I am aware leak adjustments will not be granted if the City is in a Phase 1 or higher water emergency or subject to water use limitations by the State of California. Also, leak adjustments will not be granted if a local natural disaster has been declared. I am requesting relief under P-FI-0005 Leak Adjustment Policy set by the City of St. Helena. I certify the information provided is accurate and true, and agree to comply with all requirements as set forth in the policy. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution. By signing this, I am formally requesting an appeal pursuant to Municipal code 13.04.180.		
	DOUGLAS VALCHAR	7/28/21
Signature	Print Name	Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745
STAFF USE ONLY		
Billing month the leak occurred: May and June 2021	Prior Leak adjustment on file: ☐ Yes ☒ No Date:	Documentation of Repair attached? ☒ Yes ☐ No
Leak Verified by City Employee & Date of Verification: ☐ Yes ☒ No ___/___/___	Leak Letter Received? Received letter in May and June 2021 ☒ Yes ☐ No	Average Water Usage calculated for adjustment
Total Water Usage adjusted:	Total Dollar Amount Adjusted:	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes: Customer has \$4,799.45 in penalties on account for exceeding allocation.		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection:		
_____ Signature	_____ Print Name (Authorized Signature)	_____ Date

Eco Plumbing

PO Box 5487
Napa, CA 94581 US
Brandon@ecoplumbingnorcal.com
www.ecoplumbingnorcal.com



ok to pay
✓ JP
MN approved

INVOICE

BILL TO
KNM Properties

INVOICE 5095
DATE 06/15/2021
TERMS Net 15
DUE DATE 06/30/2021

DOCUMENT GENERATED BY
Brandon Richardson

DEPOT

SERVICE ADDRESS
1500 Railroad ave St Helena

DATE		DESCRIPTION	QTY	RATE	AMOUNT
06/15/2021	Labor - Commercial	Client reported need of Emergency Services to the Dress discharging backflow valve at 1500 Railroad Avenue in St Helena. Received photos from client in order to pick up needed parts and arrived on site as quickly as possible. Arrived on site and shut down water system at City meter in order to make replacement of failed backflow device. We orientated pipes as needed to install new backflow device. Turned on City water and began bleeding of air from Dual check valve assembly of backflow device. During this process a leak was noticed on one of the unions installed water was then shut down at backflow device to make the repair. When water was restored after the repair galvanized risers began to have a severe leak at ground level which is typical of galvanized pipes in a moist environment. Shut down water at City meter and excavated down to Elbow of risers in order to replace both risers with new 2 in by 3 ft long brass risers per City standard. When removing private side of backflow riser a PVC fitting failed and needed to be replaced. Installed new schedule 80 2-inch male adapter and new 2-inch elbow. Reinstalled backflow device assembly and allowed glue to cure for 30 minutes before repressurizing system. Used hose bib in parking lot to bleed out as much air as possible while charging system and checking for leaks. Backfilled Trench and hauled away any debris generated by project. Also cut off lock on backflow cover so that client can replace with new key and lock. This portion of the invoice reflects 2 guys on site during regular hours for a total of 5 1/2 hours	5.50	165.00	907.50
06/15/2021	AFTER HOURS Commercial	Two guys on site during final portions of	3	265.00	795.00

Labor

repair during after time hours (2 guys 4:30-6:00)

06/15/2021

Materials

New 2 in" RP backflow valve, new to in brass risers per St Helena standards, 2 in brass Union, 2 in schedule 80 male adapter, 2 in Copper L pipe and Associated 2in Pro press fittings.

1 1,881.38

1,881.38

BALANCE DUE

\$3,583.88

1200 Railroad Ave St Helena

DOCUMENT GENERATED BY
Brandon Richardson

06/15/2021	Labor - Commercial	Client reported need of emergency services to the Dress discharging backflow valve in 1200 Railroad Avenue in St Helena. Received phone from client in order to pick up needed parts and arrived on site as quickly as possible. Arrived on site and shut down water system at City meter in order to make replacement of initial backflow device. We oriented pipes as needed to install new backflow device. Turned on City water and began bleeding of air from Dual check valve assembly of backflow device. During this process a leak was noticed on one of the unions installed water was then shut down at backflow device to make the repair. When water was restored after the repair performed there began to have a severe leak at ground level which is typical of galvanized pipe in a wet environment. Shut down water at City meter and converted down to flange of meter in order to replace both meters with new 2 in by 1/2 in long brass meter per City standard. When removing previous side of backflow meter a PVC fitting failed and needed to be replaced. Installed new schedule 80 1/2 inch male adapter and new 1/2 inch elbow. Reinstalled backflow device assembly and allowed glue to cure for 30 minutes before repressurizing system. Used hose bib to pump out as much air as possible while changing system and checking for leaks. Backfilled Trench and hauled away any debris generated by project. Also cut off lock on backflow cover so that client can replace with new key and lock. This portion of the project reflects 2 guys on site during regular hours for a total of 2.00 hours. Two guys on site during final portions of	2.00	1,881.38	907.30
06/15/2021	AFTER HOURS Commercial		3	265.00	792.00

Eco Plumbing

PO Box 5487
Napa, CA 94581 US
Brandon@ecoplumbingnorcal.com
www.ecoplumbingnorcal.com



INVOICE

BILL TO
KNM Properties

INVOICE 5152
DATE 06/28/2021
TERMS Net 15
DUE DATE 07/13/2021

DOCUMENT GENERATED BY SERVICE ADDRESS
Brian 1500 railroad

DATE		DESCRIPTION	QTY	RATE	AMOUNT
06/24/2021	Contract - Commercial Labor	Removed old failed backflow and replaced with new one. - dug down and removed 1-1/2" galvanized nipple and replaced with brass - replaced all galvanized fittings with brass. - tied in to existing meter. - checked all connections for leaks - purged air from system - checked for proper function.	1	2,900.00	2,900.00

BALANCE DUE

\$2,900.00

THE DEPOT
OK TO PAY M-M.







Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying		Customer or Company Name	
Account Number		Phone Number	Email Address
Mailing Address	City	State	Zip Code
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred:		Amount of Penalties Assessed:	
Please list any additional information for the Water Advisory Board consideration:			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT - I have read and will adhere to all specific requirements of <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i> and to any other specified conditions as determined by the City of St. Helena or Water Advisory Board. - I am aware of and agree to comply with the Water and Wastewater System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena. - I certify that the leak was not the result of neglect, willful or neglectful behavior. - By signing below, applicant acknowledges and consents to the Water Advisory Board's review and use of applicant's customer records for the purpose of making a decision related to this application, and understands that such information, including historical water use, leak information, and other water use related information may be discussed and disclosed at a public meeting. - I am requesting relief under <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i>. - By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements set forth in the policy. Failure to comply with Water and Wastewater System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.			
Name:		Signature	Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofsthelena.org Phone: 707-968-2745	

Updated 08/07/2021

STAFF USE ONLY
Leak Application attached
Has Customer Received a Leak Notification: Yes No If yes, list all leak notifications sent and date of leak notification:
Date item to be heard by Water Advisory Board:
Date customer notified via email the item will be heard by the Water Advisory Board:
Water use exception is hereby: ☐ Approved ☐ Denied
Percentage of Penalty to be Adjusted (up to 100% for first leak and up to 50% for subsequent leaks): _____ % of Penalty to be Adjusted _____ Amount of Penalty to be Adjusted
If denied, reason for denial:
Date Approved by Water Advisory Board:
Date notification of Approval/Denial emailed to customer:
Date adjustment made to customer account:

Utility Billing

Depot Associates 005645-000 - 1500 Railroad Ave



User: AprilM

Printed: 8/28/2021 1:19:07 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
005645-000	8/27/2021	6844	82	08/2021	True	False	False	0
005645-000	7/28/2021	6762	82	07/2021	True	False	False	0
005645-000	6/28/2021	6680	162	06/2021	False	True	False	0
005645-000	5/26/2021	6518	131	05/2021	False	True	False	0
005645-000	4/29/2021	6387	12	04/2021	False	True	False	0
005645-000	3/29/2021	6375	14	03/2021	False	True	False	0
005645-000	3/9/2021	6361	12	03/2021	False	True	False	0
005645-000	1/29/2021	6349	10	01/2021	False	True	False	0
005645-000	12/30/2020	6339	35	12/2020	False	True	False	0
005645-000	11/19/2020	6304	16	11/2020	False	True	False	0
005645-000	10/30/2020	6288	55	10/2020	False	True	False	0
005645-000	8/27/2020	6233	28	08/2020	False	True	False	0
005645-000	7/30/2020	6205	29	07/2020	False	True	False	0
005645-000	6/30/2020	6176	30	06/2020	False	True	False	0
005645-000	6/1/2020	6146	22	05/2020	False	True	False	0
005645-000	4/30/2020	6124	12	04/2020	False	True	False	0
005645-000	4/1/2020	6112	19	04/2020	False	True	False	0
005645-000	2/28/2020	6093	18	02/2020	False	True	False	0
005645-000	1/31/2020	6075	13	01/2020	False	True	False	0
005645-000	12/31/2019	6062	10	12/2019	False	True	False	0
005645-000	12/9/2019	6052	41	12/2019	False	True	False	0
005645-000	11/7/2019	6011	77	11/2019	False	True	False	0
005645-000	10/8/2019	5934	75	10/2019	False	True	False	0
005645-000	9/6/2019	5859	34	09/2019	False	True	False	0
005645-000	8/8/2019	5825	18	08/2019	False	True	False	0
005645-000	7/8/2019	5807	14	07/2019	False	True	False	0
005645-000	6/7/2019	5793	14	06/2019	False	True	False	0
005645-000	5/10/2019	5779	61	05/2019	False	True	False	0
005645-000	4/8/2019	5718	17	04/2019	False	True	False	0
005645-000	3/8/2019	5701	17	03/2019	False	True	False	0
005645-000	2/7/2019	5684	17	02/2019	False	True	False	0
005645-000	1/8/2019	5667	15	01/2019	False	True	False	0
005645-000	12/7/2018	5652	51	12/2018	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
005645-000	11/7/2018	5601	7	11/2018	False	True	False	0
005645-000	11/5/2018	5594	24	11/2018	False	True	False	0
005645-000	10/29/2018	5570	72	10/2018	False	True	False	0
005645-000	10/8/2018	5498	100	10/2018	False	True	False	0
005645-000	9/7/2018	5398	122	09/2018	False	True	False	0
005645-000	8/8/2018	5276	101	08/2018	False	True	False	0
005645-000	7/9/2018	5175	97	07/2018	False	True	False	0
005645-000	6/7/2018	5078	72	06/2018	False	True	False	0
005645-000	5/8/2018	5006	25	05/2018	False	True	False	0
005645-000	4/9/2018	4981	7	04/2018	False	True	False	0
005645-000	3/26/2018	4974	9	04/2018	False	True	False	0
005645-000	3/8/2018	4965	61	03/2018	False	True	False	0
005645-000	2/8/2018	4904	19	02/2018	False	True	False	0
005645-000	1/8/2018	4885	13	01/2018	False	True	False	0
005645-000	12/8/2017	4872	15	12/2017	False	True	False	0
005645-000	11/8/2017	4857	31	11/2017	False	True	False	0
005645-000	9/8/2017	4826	56	09/2017	False	True	False	0
005645-000	8/8/2017	4770	92	08/2017	False	True	False	0
005645-000	7/7/2017	4678	50	07/2017	False	True	False	0
005645-000	6/8/2017	4628	28	06/2017	False	True	False	0
005645-000	5/8/2017	4600	15	05/2017	False	True	False	0
005645-000	4/7/2017	4585	17	04/2017	False	True	False	0
005645-000	3/8/2017	4568	14	03/2017	False	True	False	0
005645-000	2/8/2017	4554	16	02/2017	False	True	False	0
005645-000	1/10/2017	4538	13	01/2017	False	True	False	0
005645-000	12/9/2016	4525	16	12/2016	False	True	False	0
005645-000	11/8/2016	4509	29	11/2016	False	True	False	0
005645-000	10/7/2016	4480	49	10/2016	False	True	False	0
005645-000	9/8/2016	4431	55	09/2016	False	True	False	0
005645-000	8/8/2016	4376	52	08/2016	False	True	False	0
005645-000	7/8/2016	4324	42	07/2016	False	True	False	0
005645-000	6/8/2016	4282	38	06/2016	False	True	False	0
005645-000	5/9/2016	4244	22	05/2016	False	True	False	0
005645-000	4/8/2016	4222	17	04/2016	False	True	False	0
005645-000	3/8/2016	4205	15	03/2016	False	True	False	0
005645-000	2/8/2016	4190	15	02/2016	False	True	False	0
005645-000	1/8/2016	4175	13	01/2016	False	True	False	0
005645-000	12/8/2015	4162	23	12/2015	False	True	False	0
005645-000	11/9/2015	4139	45	11/2015	False	True	False	0
005645-000	10/8/2015	4094	42	10/2015	False	True	False	0
005645-000	9/8/2015	4052	43	09/2015	False	True	False	0
005645-000	8/7/2015	4009	38	08/2015	False	True	False	0
005645-000	7/8/2015	3971	44	07/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
005645-000	6/8/2015	3927	42	06/2015	False	True	False	0
005645-000	5/8/2015	3885	33	05/2015	False	True	False	0
005645-000	4/9/2015	3852	36	04/2015	False	True	False	0
005645-000	3/9/2015	3816	31	03/2015	False	True	False	0
005645-000	2/9/2015	3785	17	02/2015	False	True	False	0
005645-000	1/8/2015	3768	60	01/2015	False	True	False	0
005645-000	12/8/2014	3708	43	12/2014	False	True	False	0
005645-000	11/7/2014	3665	45	11/2014	False	True	False	0
005645-000	10/8/2014	3620	60	10/2014	False	True	False	0
005645-000	9/8/2014	3560	79	09/2014	False	True	False	0
005645-000	8/8/2014	3481	76	08/2014	False	True	False	0
005645-000	7/8/2014	3405	59	07/2014	False	True	False	0
005645-000	6/9/2014	3346	34	06/2014	False	True	False	0
005645-000	5/8/2014	3312	61	05/2014	False	True	False	0
005645-000	4/7/2014	3251	23	04/2014	False	True	False	0
005645-000	3/7/2014	3228	11	03/2014	False	True	False	0
005645-000	2/21/2014	3217	10	02/2014	False	True	False	0
005645-000	2/7/2014	3207	78	02/2014	False	True	False	0
005645-000	1/9/2014	3129	65	01/2014	False	True	False	0
005645-000	12/12/2013	3064	71	12/2013	False	True	False	0
005645-000	11/8/2013	2993	73	11/2013	False	True	False	0
005645-000	10/8/2013	2920	60	10/2013	False	True	False	0
005645-000	9/9/2013	2860	41	09/2013	False	True	False	0
005645-000	8/8/2013	2819	37	08/2013	False	True	False	0
005645-000	7/8/2013	2782	42	07/2013	False	True	False	0
005645-000	6/7/2013	2740	77	06/2013	False	True	False	0
005645-000	5/8/2013	2663	45	05/2013	False	True	False	0
005645-000	4/8/2013	2618	27	04/2013	False	True	False	0
005645-000	3/8/2013	2591	55	03/2013	False	True	False	0
005645-000	2/8/2013	2536	42	02/2013	False	True	False	0
005645-000	1/8/2013	2494	48	01/2013	False	True	False	0
005645-000	12/7/2012	2446	44	12/2012	False	True	False	0
005645-000	11/8/2012	2402	65	11/2012	False	True	False	0
005645-000	10/8/2012	2337	63	10/2012	False	True	False	0
005645-000	9/7/2012	2274	42	09/2012	False	True	False	0
005645-000	8/20/2012	2232	22	09/2012	False	True	False	0
005645-000	8/8/2012	2210	71	08/2012	False	True	False	0
005645-000	7/9/2012	2139	72	07/2012	False	True	False	0
005645-000	6/8/2012	2067	39	06/2012	False	True	False	0
005645-000	5/8/2012	2028	18	05/2012	False	True	False	0
005645-000	4/9/2012	2010	14	04/2012	False	True	False	0
005645-000	3/8/2012	1996	22	03/2012	False	True	False	0
005645-000	2/8/2012	1974	11	02/2012	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
005645-000	1/9/2012	1963	14	01/2012	False	True	False	0
005645-000	12/8/2011	1949	42	12/2011	False	True	False	0
005645-000	11/8/2011	1907	61	11/2011	False	True	False	0
005645-000	10/7/2011	1846	57	10/2011	False	True	False	0
005645-000	9/8/2011	1789	63	09/2011	False	True	False	0
005645-000	8/8/2011	1726	66	08/2011	False	True	False	0
005645-000	7/7/2011	1660	72	07/2011	False	True	False	0
005645-000	6/8/2011	1588	70	06/2011	False	True	False	0
005645-000	5/6/2011	1518	24	05/2011	False	True	False	0
005645-000	4/7/2011	1494	16	04/2011	False	True	False	0
005645-000	3/8/2011	1478	15	03/2011	False	True	False	0
005645-000	2/8/2011	1463	13	02/2011	False	True	False	0
005645-000	1/7/2011	1450	11	01/2011	False	True	False	0
005645-000	12/8/2010	1439	10	12/2010	False	True	False	0
005645-000	11/8/2010	1429	64	11/2010	False	True	False	0
005645-000	10/8/2010	1365	79	10/2010	False	True	False	0
005645-000	9/9/2010	1286	81	09/2010	False	True	False	0
005645-000	8/9/2010	1205	80	08/2010	False	True	False	0
005645-000	7/8/2010	1125	63	07/2010	False	True	False	0
005645-000	6/8/2010	1062	45	06/2010	False	True	False	0
005645-000	5/10/2010	1017	41	05/2010	False	True	False	0
005645-000	4/8/2010	976	12	04/2010	False	True	False	0
005645-000	3/8/2010	964	25	03/2010	False	True	False	0
005645-000	2/5/2010	939	60	02/2010	False	True	False	0
005645-000	1/7/2010	879	43	01/2010	False	True	False	0
005645-000	12/8/2009	836	43	12/2009	False	True	False	0
005645-000	11/9/2009	793	24	11/2009	False	True	False	0
005645-000	10/8/2009	769	85	10/2009	False	True	False	0
005645-000	9/10/2009	684	106	09/2009	False	True	False	0
005645-000	8/11/2009	578	189	08/2009	False	True	False	0
005645-000	6/8/2009	389	49	06/2009	False	True	False	0
005645-000	5/7/2009	340	130	05/2009	False	True	False	0
005645-000	4/7/2009	210	69	04/2009	False	True	False	0
005645-000	3/9/2009	141	35	03/2009	False	True	False	0
005645-000	2/9/2009	106	83	02/2009	False	True	False	0
005645-000	12/9/2008	23	23	12/2008	False	True	False	0
000000-000	11/19/2008	0	0	12/2008	False	True	False	0



Report to the City Council
Water Advisory Board – September 3, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Howard Smith**

CEQA **Not a CEQA project**
Determination:

Prepared By: Martin Beltran, Management Analyst

Reviewed By: April Mitts, Finance Director

Approved By: Mark T. Prestwich, City Manager

BACKGROUND

On October 27, 2020, the City Council established Phase II Water Regulations and, in accordance with the St. Helena Municipal Code (SHMC), established the Water Advisory Board consisting of one City Council member, one Planning Commissioner, one winery customer, and two public members, one of whom shall solely be a residential customer.

The Water Advisory Board shall have access to all records in the possession of the water enterprise necessary in its judgement to perform its duties, including customer records. The Board shall maintain confidentiality of individual customer records unless the Board determines by resolution that release of such information is necessary in the pursuit of its duties.

The Water Advisory Board shall meet at least monthly and may grant permits for uses of water, for exceptions to water conservation measures, or for water connections otherwise prohibited. The Water Advisory Board shall prescribe necessary procedures for application for and use of exception permits pursuant to SHMC Section 13.04.280.

The City of St. Helena is committed to preventing water waste but also understands that, infrequently, a water leak may occur. When a water leak does occur, customers can request a credit to their utility bill for a portion of the excess water in accordance with P-FI-0005 Leak Adjustment Policy. This policy provides relief to St. Helena water customers who have had a leak that is not due to negligent or willful acts. Under the current Leak

Adjustment Policy, leak adjustments are not granted if the City is in a Phase I or higher water emergency or subject to water use limitations by the State of California. However, recognizing the City's conservation efforts as well as the authority granted under P-FI-0005 for Leak Adjustment appeals, any request for a leak adjustment during a Phase II or Phase III emergency are being evaluated by the City Manager.

In addition to the ability to qualify for a leak adjustment, the City recognizes that during a Phase II or Phase III water emergency, penalties may have been incurred as a result of a leak. On July 27, 2021, the City Council adopted a resolution designating that the Water Advisory Board can hear/make a determination for reduction of penalties for those customers who receive a penalty as a result of a water leak.

On August 6, 2021, the Water Advisory Board adopted policy - P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* and the applicable *Application Form*, to assist those customers who incurred penalties as a result of a water leak.

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on July 29, 2021, the City received an application for a leak adjustment and a water penalty leak adjustment for consideration (Attachment 1 and Attachment 2).

This property has received 1 leak letter in June 2021.

Attachment 3 provides a summary of water use for this property.

Current Allocation – based on a 30-day month:

	Gallons	HCF
Number in Household: 2	3,900	
Phase II Outdoor Summer Allocation	2,500	
Exception	3,920	
<i>TOTAL ALLOCATION</i>	<i>10,320</i>	<i>13.80</i>

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Residential Leak Appeal Application

DATE SUBMITTED:	_____
RECEIVED BY:	_____

PROPERTY & BILLING INFORMATION			
Date Applying:			
JULY 28, 2021			
Account Holders Name	Daytime Phone Number	Other Phone Number	
HOWARD SMITH	205-837-8642		
Service Address			
935 VALLEY VIEW ST., ST. HELENA, CA 94574			
Email			
hsmith1231@mac.com			
Mailing Address (if different than above)	City	State	Zip Code
TYPE OF SERVICE			
☒ Single Family			
☐ Multi-Family			
WATER LEAK DESCRIPTION			
Describe how and where the leak occurred; in addition to how the leak was repaired. (Include any proof of repair, such as receipts, invoices and/or photos)			
SEE ATTACHED NOTES, INVOICE, VIDEO AFTER REPAIR, METER READINGS RECORD (APRIL - JULY 2021)			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
JUNE / JULY 2021	☒ Yes ☐ No ☐ Unsure		☐ Yes ☒ No

Updated 07/26/2021

Page 1 of 2

**PLEASE READ & SIGN THE FOLLOWING STATEMENTS
AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT**

I certify that I have read, understand and agree to the terms and conditions of a water leak adjustment policy identified below.

- I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: <http://www.codepublishing.com/CA/StHelena>
- The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited.
- I am aware the excess water usage must be 100% higher than normal usage based on an average of the same billing period for the previous three years or the available account history.
- I certify that the leak was not the result of negligent, willful or neglectful behavior.
- I am aware leak adjustments will not be granted if water use does not comply with other existing laws.
- I am aware that one (1) leak adjustment may be granted no more than once every 60 months per account.
- I am aware adjustments are for one month only.
- I am aware if any insurance payment, reimbursement from any other entity other than the City, or equivalent is received, I must immediately notify the City and may be required to pay back the adjusted amount. If I have received reimbursement for this leak, I must provide copies of the documentation with this form.
- **I am aware leak adjustments will not be granted if the City is in a Phase 1 or higher water emergency or subject to water use limitations by the State of California. Also, leak adjustments will not be granted if a local natural disaster has been declared.**

I am requesting relief under P-FI-0005 Leak Adjustment Policy set by the City of St. Helena. I certify the information provided is accurate and true, and agree to comply with all requirements as set forth in the policy. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.

By signing this, I am formally requesting an appeal pursuant to Municipal code 13.04.180.

<i>Howard M. Smith</i>	<i>Howard M. Smith</i>	<i>July 29, 2021</i>
Signature	Print Name	Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: water@cityofstheleena.org Website: www.cityofstheleena.org/water Phone: 707-968-2745

STAFF USE ONLY		
Billing month the leak occurred: July 2021	Prior Leak adjustment on file: ☐ Yes ☒ No Date:	Documentation of Repair attached? ☒ Yes ☐ No
Leak Verified by City Employee & Date of Verification: ☐ Yes ☒ No ___/___/___	Leak Letter Received? ☒ Yes ☐ No	Average Water Usage calculated for adjustment 30 units
Total Water Usage adjusted:	Total Dollar Amount Adjusted:	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes: Customer has \$1,097.98 in penalties on account for exceeding allocation.		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection:		
Signature	Print Name (Authorized Signature)	Date

Residential Leak Appeal Application

Howard Smith

Water Account #012751-000

935 Valley View Street

St. Helena, CA 94574

- 1) A leak occurred in our irrigation system sometime after June 25, 2021
- 2) I received letter notifying me of possible leak from St. Helena dated June 28, 2021 on July 9, 2021
- 3) Water to irrigation system was shut off on July 9, 2021 and it appeared that water was no longer be running through the water meter (it was not turning)
- 4) I ordered repair parts for the irrigation valves on July 10, 2021 from Sprinkler Warehouse including "Priority Processing" (invoice attached)
- 5) I flew to California from Alabama on July 17, 2021 after valves were delivered
- 6) On July 18, 2021, I found 1 of the 10 irrigation valves to be stuck in the open position and water flowing through it even though it should have been closed
- 7) I repaired the defective valve and checked that the other 9 were working properly
- 8) The water meter indicated that no water was flowing through it after repair
- 9) I ran and monitored the irrigation system along with normal daily use until the afternoon of July 21, 2021 and all seemed to be operating normally
- 10) A picture and 30 second video of the water meter that were taken on July 21, 2021 are attached
- 11) Meter reading on July 23, 2021 indicated that everything was normal
- 12) Meter reading on July 29, 2021 indicated that everything was normal and the meter was not running

From: Sprinkler Warehouse | Order Tracking
 shipping@sprinklerwarehouse.com
 Subject: Order #101397263 Invoice
 Date: Jul 27, 2021 at 3:56:19 PM
 To: hsmith1231@mac.com, hsmith1231@mac.com



Thank you for ordering from Sprinkler Warehouse!

Customer ID: 295798 Order Date: 10-Jul-2021
 Order Number: 1127487 Order Time:
 Web Order Number: 101397263

Bill To:
 Howard Smith
 PO Box 909
 Alexander City AL 35011-0909
 US

Ship To:
 Howard Smith
 935 Valley View Ct
 Saint Helena CA 94574-2331
 US

Payment Information:
 AMEX

Shipping Method:
 FedEx - Home Delivery

Order Details:

Product Code	Item	Qty	Price	Total
SPK-700-1	Irritrol 700 Series Valve Repair Kit 1 in. SPK-700-1	10	\$25.75	\$257.50
SWPP	Priority Processing - Get Your Order Shipped Out First!	1	\$3.95	\$3.95
Sub Total:				\$261.45
Tax (7.25%):				\$21.57
Shipping:				\$21.28
Discount:				\$0.00
Surcharge:				\$0.00
Grand Total:				\$304.30
Balance Due:				\$0.00
Amount Paid:				\$304.30

Order Comments:

Thank you for shopping at SprinklerWarehouse.com!
 Visit us again at www.SprinklerWarehouse.com

Statement of Confidentiality: The contents of this e-mail message and any attachments are confidential and are intended solely for addressee. The information may also be

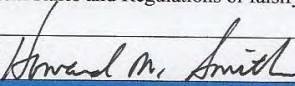
Water Records**Allocation 5.21 Units/Month without Summer extra**

Date	Time	Meter Reading	Units	Use
3/30/21	12:44 PM	1892.45		
4/3/21	9:58 PM	1893.47	1.02	
4/4/21	7:10 AM	1893.76	0.29	Grass Only (20 mins)
4/8/21	4:30 PM	1894.72	0.96	
4/8/21	9:38 PM	1894.75	0.03	
4/9/21	8:00 AM	1896.40	1.65	Plants & Trees Only (Old Schedule)
4/9/21	9:35 AM	1896.62	0.22	Normal Day/No irrigation
4/14/21	9:20 PM	1897.84	1.22	Normal Use (0.24/Day)
4/15/21	8:09 AM	1898.63	0.79	Plants only/No Trees/No Grass (New Schedule)
4/15/21	9:23 PM	1898.71		
4/16/21	7:14 AM	1898.88	0.17	Grass Only
4/16/21	9:51 PM	1899.02		
4/17/21	6:32 AM	1899.12	0.10	Trees Only
4/29/21		1903.00	3.88	
5/7/21	1:00 PM	1906.34	3.34	
5/14/21	1:00 PM	1908.72	2.38	
5/21/21	1:00 PM	1911.34	2.62	
5/28/21	1:00 PM	1911.33	-0.01	Irrigation valve closed this week to save water
6/4/21	1:30 PM	1913.29	1.96	
6/22/21	3:30 PM	1922.50	9.21	
6/25/21	12:11 PM	1924.65	2.15	Irrigation times adjusted down
7/9/21	12:31 PM	2171.90	247.25	Irrigation system valve turned off/Leak stopped
7/17/21	9:48 PM	2205.57	33.67	Meter was not turning when checked
7/18/21	10:24 AM	2205.84	0.27	After system check, Leak Repair & Shower Valve #5 was stuck open
7/18/21	8:52 PM	2205.87	0.03	Normal daily use
7/19/21	8:47 AM	2206.65	0.78	All irrigation zones ran once
7/20/21	9:00 AM	2207.31	0.66	All irrigation zones ran once
7/21/21	9:54 AM	2207.37	0.06	Only household use
7/23/21	12:21 PM	2208.16	0.79	All irrigation zones ran once
7/29/21	11:20 PM	2208.80	0.64	Plant zones only/No Trees



Water Penalty Leak Adjustment Application

DATE SUBMITTED:	_____
RECEIVED BY:	_____

PROPERTY & BILLING INFORMATION			
Date Applying 7/29/2021		Customer or Company Name Howard Smith	
Account Number 012751-000		Phone Number 205-837-8642	Email Address hsmith1231@mac.com
Mailing Address PO Box 909		City Alexander City	State AL
			Zip Code 35011
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June		Amount of Penalties Assessed: \$4391.90 * Currently only 25% is due (1097.98)	
Please list any additional information for the Water Advisory Board consideration: See Attached Notes, Invoices, Video After Repairs Meter Readings Record (April-August 2021)			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT			
- I have read and will adhere to all specific requirements of <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i> and to any other specified conditions as determined by the City of St. Helena or Water Advisory Board. - I am aware of and agree to comply with the Water and Wastewater System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena. - I certify that the leak was not the result of neglect, willful or neglectful behavior. - By signing below, applicant acknowledges and consents to the Water Advisory Board's review and use of applicant's customer records for the purpose of making a decision related to this application, and understands that such information, including historical water use, leak information, and other water use related information may be discussed and disclosed at a public meeting. - I am requesting relief under <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i>. - By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements set forth in the policy. Failure to comply with Water and Wastewater System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.			
Name: Howard Smith		Signature: 	Date 7/29/21
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofsthelena.org Phone: 707-968-2745	

Updated 08/07/2021

STAFF USE ONLY	
Leak Application attached	☒ X
Has Customer Received a Leak Notification: ☒ Yes ☐ No If yes, list all leak notifications sent and date of leak notification: June 2021	
Date item to be heard by Water Advisory Board: September 3, 2021	
Date customer notified via email the item will be heard by the Water Advisory Board: 8/30/21	
Water use exception is hereby: ☐ Approved ☐ Denied	
Percentage of Penalty to be Adjusted (up to 100% for first leak and up to 50% for subsequent leaks): ____ % of Penalty to be Adjusted ____ Amount of Penalty to be Adjusted	
If denied, reason for denial:	
Date Approved by Water Advisory Board:	
Date notification of Approval/Denial emailed to customer:	
Date adjustment made to customer account:	

Updated 08/07/2021



Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying 7/29/2021		Customer or Company Name Howard Smith	
Account Number 012751-000		Phone Number 205-837-8642	Email Address hsmith1231@mac.com
Mailing Address PO Box 909		City Alexander City	State AL
			Zip Code 35011
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: July 2021		Amount of Penalties Assessed: \$59,785.65 * Currently only 50% is due (\$29,892.82)	
Please list any additional information for the Water Advisory Board consideration: See Attached Notes, Invoices, Video After Repairs Meter Readings Record (April-July 2021)			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT			
- I have read and will adhere to all specific requirements of <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i> and to any other specified conditions as determined by the City of St. Helena or Water Advisory Board. - I am aware of and agree to comply with the Water and Wastewater System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena. - I certify that the leak was not the result of neglect, willful or neglectful behavior. - By signing below, applicant acknowledges and consents to the Water Advisory Board's review and use of applicant's customer records for the purpose of making a decision related to this application, and understands that such information, including historical water use, leak information, and other water use related information may be discussed and disclosed at a public meeting. - I am requesting relief under <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i>. - By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements set forth in the policy. Failure to comply with Water and Wastewater System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.			
Name: Howard M. Smith		Signature: Howard M. Smith	Date: 7/29/21
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofsthelena.org Phone: 707-968-2745	

Updated 08/07/2021

STAFF USE ONLY	
Leak Application attached	☒
Has Customer Received a Leak Notification: ☒ Yes ☐ No If yes, list all leak notifications sent and date of leak notification: June 2021	
Customer Name Howard Smith Phone Number 202-837-8645 Email Address hamillt231@mac.com Account Number 012751-000 Date Applying 7/29/2021	
Date item to be heard by Water Advisory Board: September 3, 2021	
Date customer notified via email the item will be heard by the Water Advisory Board: 8/30/21	
Water use exception is hereby: ☐ Approved ☐ Denied	
Percentage of Penalty to be Adjusted (up to 100% for first leak and up to 50% for subsequent leaks): ____ % of Penalty to be Adjusted ____ Amount of Penalty to be Adjusted	
If denied, reason for denial:	
Date Approved by Water Advisory Board: Date notification of Approval/Denial emailed to customer: Date adjustment made to customer account:	
Signature Howard N. Smith Date 8/2/21	
City of St. Helena Administrative Services Department - Finance Division 1577 Railroad Avenue St. Helena, CA 94754 Email: water@cityofsthenana.org Phone: 707-968-2742	

Updated 08/07/2021

July 26, 2021

Water Advisory Board
1572 Railroad Avenue
St. Helena, CA 94574

Dear Board Members,

My wife and I are very aware of the drought in California this year and the need to conserve water. I began tracking and keeping records of our water usage in April for our home at 935 Valley View Court in St. Helena including photographing the water meter at regular intervals. I monitored the drip irrigation system and made adjustments in order to comply with the water conservation measures that we expected to be coming.

When we have not been in town, our daughter has checked the water meter weekly when she was in St. Helena. She even made adjustments to the irrigation system for us when we thought we were using too much water and changed the days that the system would run based on the recommendations of the city.

Apparently, one of our irrigation valves became stuck in the open position between June 25, 2021 and June 28, 2021 while she was out of town and water was flowing continually through the defective valve. We received the letter from St. Helena dated June 28, 2021 on July 9, 2021. That day, our daughter checked the water meter and she verified that it was turning even though there should not have been any water being used. She texted me and I immediately asked her to shut off the main valve to the irrigation system so that no water would flow through it. She closed the main irrigation system valve and confirmed that the water meter was no longer turning. I quickly ordered replacement parts for our irrigation valves and flew to California from Alabama July 17, 2021 in order to assess the situation and make the necessary repairs. I found and repaired the defective valve. During the next couple of days, I ran the irrigation and recorded its usage as well as my personal use. I checked the meter on July 21, 2021 and verified that it was not turning. By my calculations, we should be within compliance of the city's water usage requirements once again.

We realize that because of the defective irrigation valve, we used much more water than we were allotted in late June and early July. It was our intention to comply completely with the St. Helena water usage requirements at all times and I have taken swift action to remedy our issue and bring us back into compliance. I will ask our daughter to continue to monitor our water meter each week when we are not in town.

We receive our water bills by email. Perhaps notices regarding possible leaks and other water related issues could be emailed to customers so that corrections and repairs could be made more quickly.

I would be glad to talk with you regarding our water usage during the last few months and I can forward my meter records for your consideration of our individual situation. My contact information is below. Please let me know if you would like to discuss our water usage based on our records and actions. We request that the Water Advisory Board review our case.

Thank you for your consideration.

With my regards,

Howard M. Smith
hsmith1231@mac.com
205-837-8642

Utility Billing

Smith Howard 012751-000 - 935 Valley View St



User: AprilM

Printed: 8/28/2021 1:27:43 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
012751-000	8/27/2021	2216	8	08/2021	True	False	False	0
012751-000	7/28/2021	2208	263	07/2021	True	False	False	0
012751-000	6/28/2021	1945	34	06/2021	False	True	False	0
012751-000	5/26/2021	1911	8	05/2021	False	True	False	0
012751-000	4/29/2021	1903	11	04/2021	False	True	False	0
012751-000	3/29/2021	1892	5	03/2021	False	True	False	0
012751-000	3/9/2021	1887	28	03/2021	False	True	False	0
012751-000	1/29/2021	1859	17	01/2021	False	True	False	0
012751-000	12/30/2020	1842	34	12/2020	False	True	False	0
012751-000	11/19/2020	1808	14	11/2020	False	True	False	0
012751-000	10/30/2020	1794	57	10/2020	False	True	False	0
012751-000	8/27/2020	1737	20	08/2020	False	True	False	0
012751-000	7/30/2020	1717	18	07/2020	False	True	False	0
012751-000	6/30/2020	1699	29	06/2020	False	True	False	0
012751-000	6/1/2020	1670	35	05/2020	False	True	False	0
012751-000	4/30/2020	1635	29	04/2020	False	True	False	0
012751-000	4/1/2020	1606	34	04/2020	False	True	False	0
012751-000	2/28/2020	1572	28	02/2020	False	True	False	0
012751-000	1/31/2020	1544	2	01/2020	False	True	False	0
012751-000	12/31/2019	1542	1	12/2019	False	True	False	0
012751-000	12/9/2019	1541	28	12/2019	False	True	False	0
012751-000	11/7/2019	1513	32	11/2019	False	True	False	0
012751-000	10/8/2019	1481	32	10/2019	False	True	False	0
012751-000	9/6/2019	1449	31	09/2019	False	True	False	0
012751-000	8/8/2019	1418	45	08/2019	False	True	False	0
012751-000	7/8/2019	1373	28	07/2019	False	True	False	0
012751-000	6/7/2019	1345	18	06/2019	False	True	False	0
012751-000	5/10/2019	1327	23	05/2019	False	True	False	0
012751-000	4/8/2019	1304	5	04/2019	False	True	False	0
012751-000	3/8/2019	1299	2	03/2019	False	True	False	0
012751-000	2/7/2019	1297	3	02/2019	False	True	False	0
012751-000	1/8/2019	1294	6	01/2019	False	True	False	0
012751-000	12/7/2018	1288	19	12/2018	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
012751-000	11/7/2018	1269	2	11/2018	False	True	False	0
012751-000	11/5/2018	1267	9	11/2018	False	True	False	0
012751-000	10/29/2018	1258	20	10/2018	False	True	False	0
012751-000	10/8/2018	1238	25	10/2018	False	True	False	0
012751-000	9/7/2018	1213	32	09/2018	False	True	False	0
012751-000	8/8/2018	1181	26	08/2018	False	True	False	0
012751-000	7/9/2018	1155	24	07/2018	False	True	False	0
012751-000	6/7/2018	1131	18	06/2018	False	True	False	0
012751-000	5/8/2018	1113	15	05/2018	False	True	False	0
012751-000	4/9/2018	1098	8	04/2018	False	True	False	0
012751-000	3/8/2018	1090	12	03/2018	False	True	False	0
012751-000	2/8/2018	1078	7	02/2018	False	True	False	0
012751-000	1/8/2018	1071	15	01/2018	False	True	False	0
012751-000	12/8/2017	1056	8	12/2017	False	True	False	0
012751-000	11/8/2017	1048	43	11/2017	False	True	False	0
012751-000	9/8/2017	1005	27	09/2017	False	True	False	0
012751-000	8/8/2017	978	26	08/2017	False	True	False	0
012751-000	7/7/2017	952	25	07/2017	False	True	False	0
012751-000	6/8/2017	927	26	06/2017	False	True	False	0
012751-000	5/8/2017	901	14	05/2017	False	True	False	0
012751-000	4/7/2017	887	8	04/2017	False	True	False	0
012751-000	3/8/2017	879	5	03/2017	False	True	False	0
012751-000	2/8/2017	874	4	02/2017	False	True	False	0
012751-000	1/10/2017	870	5	01/2017	False	True	False	0
012751-000	12/9/2016	865	6	12/2016	False	True	False	0
012751-000	11/8/2016	859	9	11/2016	False	True	False	0
012751-000	10/7/2016	850	26	10/2016	False	True	False	0
012751-000	9/8/2016	824	26	09/2016	False	True	False	0
012751-000	8/8/2016	798	27	08/2016	False	True	False	0
012751-000	7/8/2016	771	25	07/2016	False	True	False	0
012751-000	6/8/2016	746	23	06/2016	False	True	False	0
012751-000	5/9/2016	723	14	05/2016	False	True	False	0
012751-000	4/8/2016	709	9	04/2016	False	True	False	0
012751-000	3/8/2016	700	8	03/2016	False	True	False	0
012751-000	2/8/2016	692	6	02/2016	False	True	False	0
012751-000	1/8/2016	686	4	01/2016	False	True	False	0
012751-000	12/8/2015	682	9	12/2015	False	True	False	0
012751-000	11/9/2015	673	13	11/2015	False	True	False	0
012751-000	10/8/2015	660	13	10/2015	False	True	False	0
012751-000	9/8/2015	647	41	09/2015	False	True	False	0
012751-000	8/7/2015	606	18	08/2015	False	True	False	0
012751-000	7/8/2015	588	20	07/2015	False	True	False	0
012751-000	6/8/2015	568	16	06/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
012751-000	5/8/2015	552	17	05/2015	False	True	False	0
012751-000	4/8/2015	535	53	04/2015	False	True	False	0
012751-000	3/9/2015	482	21	03/2015	False	True	False	0
012751-000	2/9/2015	461	16	02/2015	False	True	False	0
012751-000	1/8/2015	445	11	01/2015	False	True	False	0
012751-000	12/8/2014	434	9	12/2014	False	True	False	0
012751-000	11/7/2014	425	15	11/2014	False	True	False	0
012751-000	10/8/2014	410	24	10/2014	False	True	False	0
012751-000	9/8/2014	386	23	09/2014	False	True	False	0
012751-000	8/8/2014	363	21	08/2014	False	True	False	0
012751-000	7/8/2014	342	4	07/2014	False	True	False	0
012751-000	7/2/2014	338	16	07/2014	False	True	False	0
012751-000	6/9/2014	322	18	06/2014	False	True	False	0
012751-000	5/8/2014	304	8	05/2014	False	True	False	0
012751-000	4/7/2014	296	4	04/2014	False	True	False	0
012751-000	3/7/2014	292	2	03/2014	False	True	False	0
012751-000	2/21/2014	290	2	02/2014	False	True	False	0
012751-000	2/7/2014	288	9	02/2014	False	True	False	0
012751-000	1/9/2014	279	17	01/2014	False	True	False	0
012751-000	12/9/2013	262	17	12/2013	False	True	False	0
012751-000	11/8/2013	245	23	11/2013	False	True	False	0
012751-000	10/8/2013	222	21	10/2013	False	True	False	0
012751-000	9/9/2013	201	26	09/2013	False	True	False	0
012751-000	8/8/2013	175	27	08/2013	False	True	False	0
012751-000	7/8/2013	148	28	07/2013	False	True	False	0
012751-000	6/7/2013	120	36	06/2013	False	True	False	0
012751-000	5/8/2013	84	20	05/2013	False	True	False	0
012751-000	4/8/2013	64	8	04/2013	False	True	False	0
012751-000	3/8/2013	56	7	03/2013	False	True	False	0
012751-000	2/8/2013	49	6	02/2013	False	True	False	0
012751-000	1/8/2013	43	7	01/2013	False	True	False	0
012751-000	12/7/2012	36	12	12/2012	False	True	False	0
012751-000	11/8/2012	24	18	11/2012	False	True	False	0
012751-000	10/8/2012	6	6	10/2012	False	True	False	0
000000-000	9/28/2012	0	0	10/2012	False	True	False	0



Report to the City Council
Water Advisory Board – September 3, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Joseph Gatens**

CEQA **Not a CEQA project**
Determination:

Prepared By: Martin Beltran, Management Analyst

Reviewed By: April Mitts, Finance Director

Approved By: Mark T. Prestwich, City Manager

BACKGROUND

On October 27, 2020, the City Council established Phase II Water Regulations and, in accordance with the St. Helena Municipal Code (SHMC), established the Water Advisory Board consisting of one City Council member, one Planning Commissioner, one winery customer, and two public members, one of whom shall solely be a residential customer.

The Water Advisory Board shall have access to all records in the possession of the water enterprise necessary in its judgement to perform its duties, including customer records. The Board shall maintain confidentiality of individual customer records unless the Board determines by resolution that release of such information is necessary in the pursuit of its duties.

The Water Advisory Board shall meet at least monthly and may grant permits for uses of water, for exceptions to water conservation measures, or for water connections otherwise prohibited. The Water Advisory Board shall prescribe necessary procedures for application for and use of exception permits pursuant to SHMC Section 13.04.280.

The City of St. Helena is committed to preventing water waste but also understands that, infrequently, a water leak may occur. When a water leak does occur, customers can request a credit to their utility bill for a portion of the excess water in accordance with P-FI-0005 Leak Adjustment Policy. This policy provides relief to St. Helena water customers who have had a leak that is not due to negligent or willful acts. Under the current Leak

Adjustment Policy, leak adjustments are not granted if the City is in a Phase I or higher water emergency or subject to water use limitations by the State of California. However, recognizing the City's conservation efforts as well as the authority granted under P-FI-0005 for Leak Adjustment appeals, any request for a leak adjustment during a Phase II or Phase III emergency are being evaluated by the City Manager.

In addition to the ability to qualify for a leak adjustment, the City recognizes that during a Phase II or Phase III water emergency, penalties may have been incurred as a result of a leak. On July 27, 2021, the City Council adopted a resolution designating that the Water Advisory Board can hear/make a determination for reduction of penalties for those customers who receive a penalty as a result of a water leak.

On August 6, 2021, the Water Advisory Board adopted policy - P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* and the applicable *Application Form*, to assist those customers who incurred penalties as a result of a water leak.

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on July 27, 2021, the City received an application for a leak adjustment and a water penalty leak adjustment for consideration (Attachment 1 and Attachment 2).

Attachment 3 provides a summary of water use for this property.

Current Allocation – based on a 30-day month:

	Gallons	HCF
Number in Household: 2	3,900	
Phase II Outdoor Summer Allocation	2,500	
Exception	6,365	
<i>TOTAL ALLOCATION</i>	<i>12,765</i>	<i>17.06</i>

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Residential Leak Appeal Application

DATE SUBMITTED:	07/27/2021
RECEIVED BY:	J. Weeks

PROPERTY & BILLING INFORMATION			
Date Applying: 07/27/2021			
Account Holders Name JOSEPH MICHAEL GATENS	Daytime Phone Number 681-298-8114	Other Phone Number 707-512-3170	
Service Address 149 KNOW PLACE			
Email mgatens@shaw.ca			
Mailing Address (if different than above) 803-21 DALLAS ROAD	City VICTORIA	State BC	Zip Code V8V 4Z9
TYPE OF SERVICE			
☒ Single Family			
☐ Multi-Family			
WATER LEAK DESCRIPTION			
Describe how and where the leak occurred; in addition to how the leak was repaired. (Include any proof of repair, such as receipts, invoices and/or photos)			
TYPICAL IRRIGATION LINE LEAKS OCCURRED WHEN WE STARTED IRRIGATING MORE IN HOT MONTHS. OUR "HOUSE GUEST" WAS A FRIEND WHO USED TO WORK AT A LANDSCAPING FIRM. HE HELPED US PATCH/REPLACE SEVERAL LINE SEGMENTS AND VALVES, INCLUDING 5 ANTI-SIPHON VALVES FOR ~\$300; HIS LABOUR WAS "FREE" (COOKING, DINING, & WINE TASTING). WE ALSO INSTALLED PRESSURE REGULATORS.			
Billing Period in which leak occurred: MAY/JUNE 2021	Does Property have Low Flow Fixtures? ☒ Yes ☐ No ☐ Unsure		Sign up for Developer Water Retrofit Program? ☐ Yes ☒ No

Updated 07/26/2021

Page 1 of 2

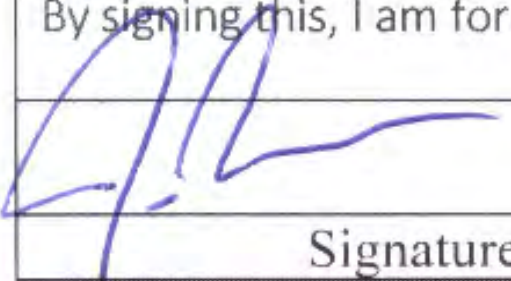
**PLEASE READ & SIGN THE FOLLOWING STATEMENTS
AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT**

I certify that I have read, understand and agree to the terms and conditions of a water leak adjustment policy identified below.

- I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: <http://www.codepublishing.com/CA/StHelena>
- The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited.
- I am aware the excess water usage must be 100% higher than normal usage based on an average of the same billing period for the previous three years or the available account history.
- I certify that the leak was not the result of negligent, willful or neglectful behavior.
- I am aware leak adjustments will not be granted if water use does not comply with other existing laws.
- I am aware that one (1) leak adjustment may be granted no more than once every 60 months per account.
- I am aware adjustments are for one month only.
- I am aware if any insurance payment, reimbursement from any other entity other than the City, or equivalent is received, I must immediately notify the City and may be required to pay back the adjusted amount. If I have received reimbursement for this leak, I must provide copies of the documentation with this form.
- **I am aware leak adjustments will not be granted if the City is in a Phase 1 or higher water emergency or subject to water use limitations by the State of California. Also, leak adjustments will not be granted if a local natural disaster has been declared.**

I am requesting relief under P-FI-0005 Leak Adjustment Policy set by the City of St. Helena. I certify the information provided is accurate and true, and agree to comply with all requirements as set forth in the policy. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.

By signing this, I am formally requesting an appeal pursuant to Municipal code 13.04.180.

	JOSEPH MICHAEL GATENS	7/27/21
Signature	Print Name	Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745

STAFF USE ONLY		
Billing month the leak occurred: June 2021	Prior Leak adjustment on file: ☐ Yes ☒ No Date:	Documentation of Repair attached? ☐ Yes ☒ No
Leak Verified by City Employee & Date of Verification: ☐ Yes ☒ No ____/____/____	Leak Letter Received? ☐ Yes ☒ No	Average Water Usage calculated for adjustment 0 Units
Total Water Usage adjusted:	Total Dollar Amount Adjusted:	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes: Customer does not qualify for leak adjustment under standard policy.		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection:		
Signature	Print Name (Authorized Signature)	Date



Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____

RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying 7/27/21		Customer or Company Name Joseph Michael Gatens	
Account Number 014560-000	Phone Number 681-298-8114	Email Address mgatens@shaw.ca	
Mailing Address 149 Knoll Place	City St.Helena	State CA	Zip Code 94574
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June and July 2021		Amount of Penalties Assessed: \$19.32 *Currently Only 25% is due (\$4.83)+July?	
Please list any additional information for the Water Advisory Board consideration: Typical post-winter irrigation line leaks occurred when we started irrigating more in the hot months after winter. We had a house guest in June and he used to work at a landscaping company and is good with home irrigation systems. He helped us patch/repair bad line segments and replace faulty valves/sprinkler heads, including 5 anti-siphon valves for \$300.00 and his labor. In late July we installed a Flume device and discovered a slow leak (<0.1 gpm) that we were able to track down as being caused by a faulty pool fill-up valve. We did some "poor-boy" fixes and then replaced it in early August. Our leak problem is now gone.			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT			
- I have read and will adhere to all specific requirements of <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i> and to any other specified conditions as determined by the City of St. Helena or Water Advisory Board. - I am aware of and agree to comply with the Water and Wastewater System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena. - I certify that the leak was not the result of neglect, willful or neglectful behavior. - By signing below, applicant acknowledges and consents to the Water Advisory Board's review and use of applicant's customer records for the purpose of making a decision related to this application, and understands that such information, including historical water use, leak information, and other water use related information may be discussed and disclosed at a public meeting. - I am requesting relief under <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i>. - By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements set forth in the policy. Failure to comply with Water and Wastewater System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.			
Name: Joseph Michael Gatens		Signature 	Date August 14 2021
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofsthelena.org Phone: 707-968-2745	

Updated 08/07/2021

STAFF USE ONLY
Leak Application attached
Has Customer Received a Leak Notification: Yes No If yes, list all leak notifications sent and date of leak notification:
Date item to be heard by Water Advisory Board:
Date customer notified via email the item will be heard by the Water Advisory Board:
Water use exception is hereby: ☐ Approved ☐ Denied
Percentage of Penalty to be Adjusted (up to 100% for first leak and up to 50% for subsequent leaks): _____ % of Penalty to be Adjusted _____ Amount of Penalty to be Adjusted
If denied, reason for denial:
Date Approved by Water Advisory Board:
Date notification of Approval/Denial emailed to customer:
Date adjustment made to customer account:

Utility Billing

Gatens Joseph Michael 014560-000 - 149 Knoll Pl



User: AprilM

Printed: 8/28/2021 1:33:11 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
014560-000	8/27/2021	2769	11	08/2021	True	False	False	0
014560-000	7/28/2021	2758	19	07/2021	True	False	False	0
014560-000	6/28/2021	2739	21	06/2021	False	True	False	0
014560-000	5/26/2021	2718	5	05/2021	False	True	False	0
014560-000	4/29/2021	2713	8	04/2021	False	True	False	0
014560-000	3/29/2021	2705	2	03/2021	False	True	False	0
014560-000	3/9/2021	2703	8	03/2021	False	True	False	0
014560-000	1/29/2021	2695	7	01/2021	False	True	False	0
014560-000	12/30/2020	2688	13	12/2020	False	True	False	0
014560-000	11/19/2020	2675	9	11/2020	False	True	False	0
014560-000	10/30/2020	2666	44	10/2020	False	True	False	0
014560-000	8/27/2020	2622	28	08/2020	False	True	False	0
014560-000	7/30/2020	2594	33	07/2020	False	True	False	0
014560-000	6/30/2020	2561	32	06/2020	False	True	False	0
014560-000	6/1/2020	2529	29	05/2020	False	True	False	0
014560-000	4/30/2020	2500	31	04/2020	False	True	False	0
014560-000	4/1/2020	2469	31	04/2020	False	True	False	0
014560-000	2/28/2020	2438	24	02/2020	False	True	False	0
014560-000	1/31/2020	2414	16	01/2020	False	True	False	0
014560-000	12/31/2019	2398	11	12/2019	False	True	False	0
014560-000	12/9/2019	2387	26	12/2019	False	True	False	0
014560-000	11/7/2019	2361	21	11/2019	False	True	False	0
014560-000	10/8/2019	2340	29	10/2019	False	True	False	0
014560-000	9/6/2019	2311	27	09/2019	False	True	False	0
014560-000	8/8/2019	2284	19	08/2019	False	True	False	0
014560-000	7/8/2019	2265	15	07/2019	False	True	False	0
014560-000	6/7/2019	2250	11	06/2019	False	True	False	0
014560-000	5/10/2019	2239	12	05/2019	False	True	False	0
014560-000	4/8/2019	2227	10	04/2019	False	True	False	0
014560-000	3/8/2019	2217	1	03/2019	False	True	False	0
014560-000	2/7/2019	2216	1	02/2019	False	True	False	0
014560-000	1/8/2019	2215	0	01/2019	False	True	False	0
014560-000	12/7/2018	2215	17	12/2018	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
014560-000	11/7/2018	2198	2	11/2018	False	True	False	0
014560-000	11/5/2018	2196	6	11/2018	False	True	False	0
014560-000	10/29/2018	2190	18	10/2018	False	True	False	0
014560-000	10/8/2018	2172	27	10/2018	False	True	False	0
014560-000	9/7/2018	2145	31	09/2018	False	True	False	0
014560-000	8/8/2018	2114	13	08/2018	False	True	False	0
014560-000	7/9/2018	2101	7	07/2018	False	True	False	0
014560-000	6/7/2018	2094	13	06/2018	False	True	False	0
014560-000	5/8/2018	2081	20	05/2018	False	True	False	0
014560-000	4/9/2018	2061	21	04/2018	False	True	False	0
014560-000	3/8/2018	2040	18	03/2018	False	True	False	0
014560-000	2/8/2018	2022	21	02/2018	False	True	False	0
014560-000	1/8/2018	2001	19	01/2018	False	True	False	0
014560-000	12/8/2017	1982	19	12/2017	False	True	False	0
014560-000	11/8/2017	1963	41	11/2017	False	True	False	0
014560-000	9/8/2017	1922	19	09/2017	False	True	False	0
014560-000	8/8/2017	1903	21	08/2017	False	True	False	0
014560-000	7/7/2017	1882	29	07/2017	False	True	False	0
014560-000	6/8/2017	1853	121	06/2017	False	True	False	0
014560-000	5/8/2017	1732	46	05/2017	False	True	False	0
014560-000	4/7/2017	1686	5	04/2017	False	True	False	0
014560-000	3/8/2017	1681	4	03/2017	False	True	False	0
014560-000	2/8/2017	1677	5	02/2017	False	True	False	0
014560-000	1/10/2017	1672	7	01/2017	False	True	False	0
014560-000	12/9/2016	1665	7	12/2016	False	True	False	0
014560-000	11/8/2016	1658	30	11/2016	False	True	False	0
014560-000	10/7/2016	1628	16	10/2016	False	True	False	0
014560-000	9/8/2016	1612	10	09/2016	False	True	False	0
014560-000	8/8/2016	1602	10	08/2016	False	True	False	0
014560-000	7/8/2016	1592	11	07/2016	False	True	False	0
014560-000	6/8/2016	1581	8	06/2016	False	True	False	0
014560-000	5/9/2016	1573	11	05/2016	False	True	False	0
014560-000	4/8/2016	1562	15	04/2016	False	True	False	0
014560-000	3/8/2016	1547	16	03/2016	False	True	False	0
014560-000	2/8/2016	1531	16	02/2016	False	True	False	0
014560-000	1/8/2016	1515	16	01/2016	False	True	False	0
014560-000	12/8/2015	1499	18	12/2015	False	True	False	0
014560-000	11/9/2015	1481	51	11/2015	False	True	False	0
014560-000	10/8/2015	1430	58	10/2015	False	True	False	0
014560-000	9/8/2015	1372	52	09/2015	False	True	False	0
014560-000	8/7/2015	1320	14	08/2015	False	True	False	0
014560-000	7/8/2015	1306	13	07/2015	False	True	False	0
014560-000	6/8/2015	1293	16	06/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
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014560-000	4/8/2015	1269	9	04/2015	False	True	False	0
014560-000	3/9/2015	1260	4	03/2015	False	True	False	0
014560-000	2/9/2015	1256	7	02/2015	False	True	False	0
014560-000	1/8/2015	1249	13	01/2015	False	True	False	0
014560-000	12/8/2014	1236	23	12/2014	False	True	False	0
014560-000	11/7/2014	1213	21	11/2014	False	True	False	0
014560-000	10/8/2014	1192	13	10/2014	False	True	False	0
014560-000	9/8/2014	1179	11	09/2014	False	True	False	0
014560-000	8/8/2014	1168	42	08/2014	False	True	False	0
014560-000	7/8/2014	1126	51	07/2014	False	True	False	0
014560-000	6/9/2014	1075	40	06/2014	False	True	False	0
014560-000	5/13/2014	1035	0	06/2014	False	True	False	0
006142-000	5/8/2014	1035	0	05/2014	False	True	False	0
006142-000	5/6/2014	1035	12	05/2014	False	True	False	0
006142-000	4/7/2014	1023	7	04/2014	False	True	False	0
006142-000	3/7/2014	1016	0	03/2014	False	True	False	0
006142-000	2/21/2014	1016	1	02/2014	False	True	False	0
006142-000	2/7/2014	1015	30	02/2014	False	True	False	0
006142-000	1/9/2014	985	14	01/2014	False	True	False	0
006142-000	12/9/2013	971	9	12/2013	False	True	False	0
006142-000	11/8/2013	962	16	11/2013	False	True	False	0
006142-000	10/8/2013	946	13	10/2013	False	True	False	0
006142-000	9/9/2013	933	15	09/2013	False	True	False	0
006142-000	8/8/2013	918	20	08/2013	False	True	False	0
006142-000	7/8/2013	898	22	07/2013	False	True	False	0
006142-000	6/7/2013	876	30	06/2013	False	True	False	0
006142-000	5/8/2013	846	25	05/2013	False	True	False	0
006142-000	4/8/2013	821	21	04/2013	False	True	False	0
006142-000	3/8/2013	800	14	03/2013	False	True	False	0
006142-000	2/8/2013	786	11	02/2013	False	True	False	0
006142-000	1/8/2013	775	0	01/2013	False	True	False	0
006142-000	12/7/2012	775	14	12/2012	False	True	False	0
006142-000	11/8/2012	761	25	11/2012	False	True	False	0
006142-000	10/8/2012	736	25	10/2012	False	True	False	0
006142-000	9/7/2012	711	19	09/2012	False	True	False	0
006142-000	8/8/2012	692	21	08/2012	False	True	False	0
006142-000	7/9/2012	671	14	07/2012	False	True	False	0
006142-000	6/8/2012	657	14	06/2012	False	True	False	0
006142-000	5/8/2012	643	11	05/2012	False	True	False	0
006142-000	4/9/2012	632	12	04/2012	False	True	False	0
006142-000	3/8/2012	620	21	03/2012	False	True	False	0
006142-000	2/8/2012	599	26	02/2012	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006142-000	1/9/2012	573	25	01/2012	False	True	False	0
006142-000	12/8/2011	548	24	12/2011	False	True	False	0
006142-000	11/8/2011	524	24	11/2011	False	True	False	0
006142-000	10/7/2011	500	24	10/2011	False	True	False	0
006142-000	9/8/2011	476	25	09/2011	False	True	False	0
006142-000	8/8/2011	451	24	08/2011	False	True	False	0
006142-000	7/7/2011	427	18	07/2011	False	True	False	0
006142-000	6/8/2011	409	19	06/2011	False	True	False	0
006142-000	5/6/2011	390	16	05/2011	False	True	False	0
006142-000	4/7/2011	374	3	04/2011	False	True	False	0
006142-000	3/8/2011	371	5	03/2011	False	True	False	0
006142-000	2/8/2011	366	6	02/2011	False	True	False	0
006142-000	1/7/2011	360	2	01/2011	False	True	False	0
006142-000	12/8/2010	358	4	12/2010	False	True	False	0
006142-000	11/8/2010	354	32	11/2010	False	True	False	0
006142-000	10/8/2010	322	36	10/2010	False	True	False	0
006142-000	9/9/2010	286	38	09/2010	False	True	False	0
006142-000	8/9/2010	248	53	08/2010	False	True	False	0
006142-000	7/8/2010	195	21	07/2010	False	True	False	0
006142-000	6/8/2010	174	10	06/2010	False	True	False	0
006142-000	5/10/2010	164	7	05/2010	False	True	False	0
006142-000	4/8/2010	157	5	04/2010	False	True	False	0
006142-000	3/8/2010	152	0	03/2010	False	True	False	0
006142-000	2/5/2010	152	3	02/2010	False	True	False	0
006142-000	1/7/2010	149	6	01/2010	False	True	False	0
006142-000	12/8/2009	143	5	12/2009	False	True	False	0
006142-000	11/9/2009	138	6	11/2009	False	True	False	0
006142-000	10/8/2009	132	7	10/2009	False	True	False	0
006142-000	9/10/2009	125	8	09/2009	False	True	False	0
006142-000	8/11/2009	117	17	08/2009	False	True	False	0
006142-000	6/8/2009	100	6	06/2009	False	True	False	0
006142-000	5/7/2009	94	9	05/2009	False	True	False	0
006142-000	4/7/2009	85	4	04/2009	False	True	False	0
006142-000	3/9/2009	81	6	03/2009	False	True	False	0
006142-000	2/9/2009	75	28	02/2009	False	True	False	0
006142-000	12/9/2008	47	4	12/2008	False	True	False	0
006142-000	10/6/2008	43	24	10/2008	False	True	False	0
006142-000	8/8/2008	19	6	08/2008	False	True	False	0
006142-000	6/10/2008	13	34	06/2008	False	True	False	0



Report to the City Council
Water Advisory Board – September 3, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Tami Glenn**

CEQA **Not a CEQA project**
Determination:

Prepared By: Martin Beltran, Management Analyst

Reviewed By: April Mitts, Finance Director

Approved By: Mark T. Prestwich, City Manager

BACKGROUND

On October 27, 2020, the City Council established Phase II Water Regulations and, in accordance with the St. Helena Municipal Code (SHMC), established the Water Advisory Board consisting of one City Council member, one Planning Commissioner, one winery customer, and two public members, one of whom shall solely be a residential customer.

The Water Advisory Board shall have access to all records in the possession of the water enterprise necessary in its judgement to perform its duties, including customer records. The Board shall maintain confidentiality of individual customer records unless the Board determines by resolution that release of such information is necessary in the pursuit of its duties.

The Water Advisory Board shall meet at least monthly and may grant permits for uses of water, for exceptions to water conservation measures, or for water connections otherwise prohibited. The Water Advisory Board shall prescribe necessary procedures for application for and use of exception permits pursuant to SHMC Section 13.04.280.

The City of St. Helena is committed to preventing water waste but also understands that, infrequently, a water leak may occur. When a water leak does occur, customers can request a credit to their utility bill for a portion of the excess water in accordance with P-FI-0005 Leak Adjustment Policy. This policy provides relief to St. Helena water customers who have had a leak that is not due to negligent or willful acts. Under the current Leak

Adjustment Policy, leak adjustments are not granted if the City is in a Phase I or higher water emergency or subject to water use limitations by the State of California. However, recognizing the City's conservation efforts as well as the authority granted under P-FI-0005 for Leak Adjustment appeals, any request for a leak adjustment during a Phase II or Phase III emergency are being evaluated by the City Manager.

In addition to the ability to qualify for a leak adjustment, the City recognizes that during a Phase II or Phase III water emergency, penalties may have been incurred as a result of a leak. On July 27, 2021, the City Council adopted a resolution designating that the Water Advisory Board can hear/make a determination for reduction of penalties for those customers who receive a penalty as a result of a water leak.

On August 6, 2021, the Water Advisory Board adopted policy - P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* and the applicable *Application Form*, to assist those customers who incurred penalties as a result of a water leak.

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on July 27, 2021, the City received an application for a leak adjustment and a water penalty leak adjustment for consideration (Attachment 1 and Attachment 2).

Attachment 3 provides a summary of water use for this property.

Current Allocation – based on a 30-day month:

	Gallons	HCF
Number in Household: 2	3,900	
Phase II Outdoor Summer Allocation	2,500	
Exception		
<i>TOTAL ALLOCATION</i>	<i>6,400</i>	<i>8.56</i>

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Residential Leak Appeal Application

DATE SUBMITTED: <u>07/27/2021</u>
RECEIVED BY: <u>J. Weeks</u>

PROPERTY & BILLING INFORMATION			
Date Applying:	7/27/2021		
Account Holders Name Tami Glenn, Rich Dwerlkotte	Daytime Phone Number (707) 951-2570; (707) 951-2470	Other Phone Number (707) 968-5926	
Service Address 1398 Community Dr, St Helena			
Email ts Glenn@gmail.com			
Mailing Address (if different than above) N/A	City	State	Zip Code
TYPE OF SERVICE			
☒ Single Family			
☐ Multi-Family			
WATER LEAK DESCRIPTION			
Describe how and where the leak occurred; in addition to how the leak was repaired. (Include any proof of repair, such as receipts, invoices and/or photos)			
We were shocked to get this water bill and penalty as we are very conscientious of our water use. We moved into this rental in October 2020 after we lost our house in the Glass Fire. As per our lease agreement, we started irrigating the landscaping during this billing cycle. We notified our landlords back in April that there are several small leaks in the irrigation hoses and they have not yet been repaired. Something drastic must have happened June 8-June 11 that we were not aware of which caused a huge loss of water. Our landlords told us that had a similar incident in June 2019 related to a faulty valve that is still in place. We turned the system completely off on July 23rd and our landlord is upgrading the system. Our current usage from June 28 to July 26 is back down to 4 units.			
Billing Period in which leak occurred: June 2021	Does Property have Low Flow Fixtures? ☒ Yes ☐ No ☐ Unsure		Sign up for Developer Water Retrofit Program? ☐ Yes ☐ No

Updated 07/26/2021

Page 1 of 2

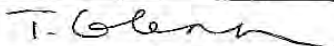
**PLEASE READ & SIGN THE FOLLOWING STATEMENTS
AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT**

I certify that I have read, understand and agree to the terms and conditions of a water leak adjustment policy identified below.

- I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: <http://www.codepublishing.com/CA/StHelena>
- The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited.
- I am aware the excess water usage must be 100% higher than normal usage based on an average of the same billing period for the previous three years or the available account history.
- I certify that the leak was not the result of negligent, willful or neglectful behavior.
- I am aware leak adjustments will not be granted if water use does not comply with other existing laws.
- I am aware that one (1) leak adjustment may be granted no more than once every 60 months per account.
- I am aware adjustments are for one month only.
- I am aware if any insurance payment, reimbursement from any other entity other than the City, or equivalent is received, I must immediately notify the City and may be required to pay back the adjusted amount. If I have received reimbursement for this leak, I must provide copies of the documentation with this form.
- **I am aware leak adjustments will not be granted if the City is in a Phase 1 or higher water emergency or subject to water use limitations by the State of California. Also, leak adjustments will not be granted if a local natural disaster has been declared.**

I am requesting relief under P-FI-0005 Leak Adjustment Policy set by the City of St. Helena. I certify the information provided is accurate and true, and agree to comply with all requirements as set forth in the policy. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.

By signing this, I am formally requesting an appeal pursuant to Municipal code 13.04.180.

	Tami Glenn	7/27/21
Signature	Print Name	Date
PLEASE SUBMIT APPLICATIONS TO:		
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		QUESTIONS? Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745

Billing month the leak occurred: June 2021	Prior Leak adjustment on file: ☐ Yes ☒ No Date:	Documentation of Repair attached? ☒ Yes ☐ No
Leak Verified by City Employee & Date of Verification: 7/27/21 ☒ Yes ☐ No ___/___/___	Leak Letter Received? ☐ Yes ☒ No	Average Water Usage calculated for adjustment 4 units
Total Water Usage adjusted:	Total Dollar Amount Adjusted:	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes: Leak started on 6/8/2021 and stopped 6/11/2021. Usage for July is back to normal usage for the property. Customer has \$2,049.72 in penalties due to exceeding allocation.		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection: 7/27/21		
Signature	Print Name (Authorized Signature)	Date

Jennifer Weeks

From: Tami Glenn <tsglenn@gmail.com>
Sent: Tuesday, July 27, 2021 7:48 PM
To: Jennifer Weeks; Water
Cc: Richard Dwerlkotte
Subject: Fwd: [External] Order #32618 confirmed

Please add this to my leak appeal as demonstration of my effort to detect leaks in a more timely manner.

Thank you.
 Tami Glenn

Begin forwarded message:

From: "Flume, Inc." <support@flumewater.com>
Date: July 27, 2021 at 7:45:24 PM PDT
To: tsglenn@gmail.com
Subject: Order #32618 confirmed



ORDER #32618

The ultimate weapon against leaks

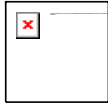
Thank you for your purchase on Jul 27, 2021! We're thrilled that you've chosen Flume to monitor your water and protect your home. Soon, leaks and sky-rocketing water bills will be a thing of the past.

Hi Tami, we're getting your order ready to ship. We'll notify you once it has been sent. If you have any questions in the meantime, please contact Flume Support at support@flumewater.com.

[View your order](#)

or [Visit our store](#)

Order summary



Flume 2 Smart Home Water Monitor × 1

\$199.00

Subtotal **\$199.00**

Shipping **\$0.00**

Taxes **\$14.43**

Total \$213.43 USD

Customer information

Shipping address

Tami Glenn

1398 Community Dr

Saint Helena CA 94574

United States

Billing address

Tami Glenn

1398 Community Dr

Saint Helena CA 94574

United States

Payment method



ending with 6046 — **\$213.43**

If you have any questions, reply to this email or contact us at support@flumewater.com



Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying 7/27/21		Customer or Company Name Tami Glenn, Richard Dwerlkotte	
Account Number 020294-00		Phone Number 707-951-2570, 707-951-2470	Email Address tsglenn@gmail.com
Mailing Address 1398 Community Dr		City St Helena	State CA
			Zip Code 94574
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June		Amount of Penalties Assessed: \$7670.40 *Currently only 25% is due (\$1917.60)	
Please list any additional information for the Water Advisory Board consideration: We moved into this rental house in Oct 2020 after we lost our house in the Glass Fire. As required per our lease agreement, we started irrigating the landscaping during this billing cycle. We have documentation starting in April that we notified our landlords of several small leaks in the irrigation hoses but they weren't repaired until last week (the system has been completely off since we received the bill in July). We think the large loss that happened June 8-11 was due to a faulty valve (the same valve that caused a large loss of 171 units in June 2019). The entire system has been replaced and I've sent the landlords requests for documentation of the repair to submit to you (not received to date). We purchased a Flume meter with our personal funds and can document that our use is back to baseline and way below our allotment, and that the leaks are now resolved. We are respectfully requesting that our penalty be dismissed and that the \$533 bill be lowered as we should not be held responsible for the previous substandard plumbing of this rental.			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT			
- I have read and will adhere to all specific requirements of <i>P-FI-0022 Leak Adjustment Policy - Phase II and Phase III Water Penalties</i> and to any other specified conditions as determined by the City of St. Helena or Water Advisory Board. - I am aware of and agree to comply with the Water and Wastewater System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena. - I certify that the leak was not the result of neglect, willful or neglectful behavior. - By signing below, applicant acknowledges and consents to the Water Advisory Board's review and use of applicant's customer records for the purpose of making a decision related to this application, and understands that such information, including historical water use, leak information, and other water use related information may be discussed and disclosed at a public meeting. - I am requesting relief under <i>P-FI-0022 Leak Adjustment Policy - Phase II and Phase III Water Penalties</i>. - By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements set forth in the policy. Failure to comply with Water and Wastewater System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.			
Name: Tami Glenn		Signature: T. Glenn	Date: 8/16/21
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department - Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofstheleena.org Phone: 707-968-2745	

Updated 08/07/2021

Leak Application attached ☒	
Has Customer Received a Leak Notification: ☐ Yes ☒ No If yes, list all leak notifications sent and date of leak notification:	
Date item to be heard by Water Advisory Board: September 3, 2021	
Date customer notified via email the item will be heard by the Water Advisory Board: 08/20/21	
Water use exception is hereby: ☐ Approved ☐ Denied	
Percentage of Penalty to be Adjusted (up to 100% for first leak and up to 50% for subsequent leaks): _____ % of Penalty to be Adjusted _____ Amount of Penalty to be Adjusted	
If denied, reason for denial:	
Date Approved by Water Advisory Board:	
Date notification of Approval/Denial emailed to customer:	
Date adjustment made to customer account:	

Updated 08/07/2021

Utility Billing

Rich Dwerlkotte Tami Glenn and 020294-000 - 1398 Community Ln



User: AprilM

Printed: 8/28/2021 1:35:53 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
020294-000	8/27/2021	1735	4	08/2021	True	False	False	0
020294-000	7/28/2021	1731	4	07/2021	True	False	False	0
020294-000	6/28/2021	1727	49	06/2021	False	True	False	0
020294-000	5/26/2021	1678	5	05/2021	False	True	False	0
020294-000	4/29/2021	1673	3	04/2021	False	True	False	0
020294-000	3/29/2021	1670	2	03/2021	False	True	False	0
020294-000	3/9/2021	1668	5	03/2021	False	True	False	0
020294-000	1/29/2021	1663	3	01/2021	False	True	False	0
020294-000	12/30/2020	1660	4	12/2020	False	True	False	0
020294-000	11/19/2020	1656	3	11/2020	False	True	False	0
020294-000	10/30/2020	1653	4	10/2020	False	True	False	0
016892-000	10/14/2020	1649	21	10/2020	False	True	False	0
020294-000	10/14/2020	1649	0	10/2020	False	True	False	0
016892-000	8/27/2020	1628	7	08/2020	False	True	False	0
016892-000	7/30/2020	1621	6	07/2020	False	True	False	0
016892-000	6/30/2020	1615	8	06/2020	False	True	False	0
016892-000	6/1/2020	1607	9	05/2020	False	True	False	0
016892-000	4/30/2020	1598	3	04/2020	False	True	False	0
016892-000	4/1/2020	1595	1	04/2020	False	True	False	0
016892-000	2/28/2020	1594	1	02/2020	False	True	False	0
016892-000	1/31/2020	1593	0	01/2020	False	True	False	0
016892-000	12/31/2019	1593	1	12/2019	False	True	False	0
016892-000	12/9/2019	1592	1	12/2019	False	True	False	0
016892-000	11/7/2019	1591	21	11/2019	False	True	False	0
016892-000	10/8/2019	1570	16	10/2019	False	True	False	0
016892-000	9/6/2019	1554	20	09/2019	False	True	False	0
016892-000	8/8/2019	1534	19	08/2019	False	True	False	0
016892-000	7/8/2019	1515	3	07/2019	False	True	False	0
016892-000	6/7/2019	1512	171	06/2019	False	True	False	0
016892-000	5/10/2019	1341	1	05/2019	False	True	False	0
016892-000	4/8/2019	1340	1	04/2019	False	True	False	0
016892-000	3/8/2019	1339	0	03/2019	False	True	False	0
016892-000	2/7/2019	1339	1	02/2019	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
016892-000	1/8/2019	1338	0	01/2019	False	True	False	0
016892-000	12/7/2018	1338	3	12/2018	False	True	False	0
016892-000	11/7/2018	1335	0	11/2018	False	True	False	0
016892-000	11/5/2018	1335	4	11/2018	False	True	False	0
016892-000	10/29/2018	1331	0	10/2018	False	True	False	0
016892-000	10/8/2018	1331	31	10/2018	False	True	False	0
016892-000	9/7/2018	1300	11	09/2018	False	True	False	0
016892-000	8/8/2018	1289	11	08/2018	False	True	False	0
016892-000	7/9/2018	1278	9	07/2018	False	True	False	0
016892-000	6/7/2018	1269	14	06/2018	False	True	False	0
016892-000	5/8/2018	1255	6	05/2018	False	True	False	0
016892-000	4/9/2018	1249	1	04/2018	False	True	False	0
016892-000	3/8/2018	1248	1	03/2018	False	True	False	0
016892-000	2/8/2018	1247	2	02/2018	False	True	False	0
016892-000	1/8/2018	1245	2	01/2018	False	True	False	0
016892-000	12/8/2017	1243	1	12/2017	False	True	False	0
016892-000	11/8/2017	1242	19	11/2017	False	True	False	0
016892-000	9/8/2017	1223	7	09/2017	False	True	False	0
016892-000	8/8/2017	1216	8	08/2017	False	True	False	0
016892-000	7/7/2017	1208	34	07/2017	False	True	False	0
016892-000	6/8/2017	1174	13	06/2017	False	True	False	0
016892-000	5/8/2017	1161	2	05/2017	False	True	False	0
016892-000	4/7/2017	1159	0	04/2017	False	True	False	0
016892-000	3/8/2017	1159	2	03/2017	False	True	False	0
016892-000	2/8/2017	1157	1	02/2017	False	True	False	0
016892-000	1/10/2017	1156	1	01/2017	False	True	False	0
016892-000	12/9/2016	1155	2	12/2016	False	True	False	0
016892-000	11/8/2016	1153	6	11/2016	False	True	False	0
016892-000	10/7/2016	1147	3	10/2016	False	True	False	0
016892-000	9/8/2016	1144	7	09/2016	False	True	False	0
016892-000	8/8/2016	1137	15	08/2016	False	True	False	0
016892-000	7/8/2016	1122	21	07/2016	False	True	False	0
016892-000	6/24/2016	1101	0	06/2016	False	True	False	0
016805-000	6/24/2016	1101	2	07/2016	False	True	False	0
016805-000	6/8/2016	1099	1	06/2016	False	True	False	0
016805-000	5/26/2016	1098	0	05/2016	False	True	False	0
015423-000	5/25/2016	1098	1	06/2016	False	True	False	0
015423-000	5/9/2016	1097	7	05/2016	False	True	False	0
015423-000	4/8/2016	1090	8	04/2016	False	True	False	0
015423-000	3/8/2016	1082	4	03/2016	False	True	False	0
015423-000	2/8/2016	1078	6	02/2016	False	True	False	0
015423-000	1/8/2016	1072	3	01/2016	False	True	False	0
015423-000	12/8/2015	1069	3	12/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
015423-000	11/9/2015	1066	8	11/2015	False	True	False	0
015423-000	10/8/2015	1058	8	10/2015	False	True	False	0
015423-000	9/8/2015	1050	10	09/2015	False	True	False	0
015423-000	8/7/2015	1040	10	08/2015	False	True	False	0
015423-000	7/8/2015	1030	9	07/2015	False	True	False	0
015423-000	6/8/2015	1021	8	06/2015	False	True	False	0
015423-000	5/8/2015	1013	7	05/2015	False	True	False	0
015423-000	4/8/2015	1006	7	04/2015	False	True	False	0
015423-000	3/9/2015	999	5	03/2015	False	True	False	0
015423-000	2/9/2015	994	0	02/2015	False	True	False	0
006570-000	2/6/2015	994	7	02/2015	False	True	False	0
006570-000	1/8/2015	987	8	01/2015	False	True	False	0
006570-000	12/8/2014	979	6	12/2014	False	True	False	0
006570-000	11/7/2014	973	7	11/2014	False	True	False	0
006570-000	10/8/2014	966	10	10/2014	False	True	False	0
006570-000	9/8/2014	956	10	09/2014	False	True	False	0
006570-000	8/8/2014	946	12	08/2014	False	True	False	0
006570-000	7/8/2014	934	3	07/2014	False	True	False	0
006570-000	7/2/2014	931	12	07/2014	False	True	False	0
006570-000	6/9/2014	919	12	06/2014	False	True	False	0
006570-000	5/8/2014	907	9	05/2014	False	True	False	0
006570-000	4/7/2014	898	8	04/2014	False	True	False	0
006570-000	3/7/2014	890	2	03/2014	False	True	False	0
006570-000	2/21/2014	888	3	02/2014	False	True	False	0
006570-000	2/7/2014	885	9	02/2014	False	True	False	0
006570-000	1/9/2014	876	13	01/2014	False	True	False	0
006570-000	12/9/2013	863	10	12/2013	False	True	False	0
006570-000	11/8/2013	853	13	11/2013	False	True	False	0
006570-000	10/9/2013	840	23	10/2013	False	True	False	0
006570-000	9/9/2013	817	32	09/2013	False	True	False	0
006570-000	8/8/2013	785	1	08/2013	False	True	False	0
006570-000	8/7/2013	784	26	08/2013	False	True	False	0
006570-000	7/8/2013	758	26	07/2013	False	True	False	0
006570-000	6/7/2013	732	14	06/2013	False	True	False	0
006570-000	5/8/2013	718	17	05/2013	False	True	False	0
006570-000	4/8/2013	701	14	04/2013	False	True	False	0
006570-000	3/8/2013	687	10	03/2013	False	True	False	0
006570-000	2/8/2013	677	9	02/2013	False	True	False	0
006570-000	1/8/2013	668	14	01/2013	False	True	False	0
006570-000	12/7/2012	654	12	12/2012	False	True	False	0
006570-000	11/8/2012	642	15	11/2012	False	True	False	0
006570-000	10/8/2012	627	21	10/2012	False	True	False	0
006570-000	9/7/2012	606	20	09/2012	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006570-000	8/8/2012	586	17	08/2012	False	True	False	0
006570-000	7/17/2012	569	0	08/2012	False	True	False	0
006570-000	7/9/2012	569	17	07/2012	False	True	False	0
006570-000	6/8/2012	552	14	06/2012	False	True	False	0
006570-000	5/8/2012	538	11	05/2012	False	True	False	0
006570-000	4/9/2012	527	16	04/2012	False	True	False	0
006570-000	3/8/2012	511	10	03/2012	False	True	False	0
006570-000	2/8/2012	501	11	02/2012	False	True	False	0
006570-000	1/9/2012	490	13	01/2012	False	True	False	0
006570-000	12/8/2011	477	10	12/2011	False	True	False	0
006570-000	11/8/2011	467	14	11/2011	False	True	False	0
006570-000	10/7/2011	453	15	10/2011	False	True	False	0
006570-000	9/8/2011	438	12	09/2011	False	True	False	0
006570-000	8/8/2011	426	14	08/2011	False	True	False	0
006570-000	7/7/2011	412	14	07/2011	False	True	False	0
006570-000	6/8/2011	398	14	06/2011	False	True	False	0
006570-000	5/6/2011	384	12	05/2011	False	True	False	0
006570-000	4/7/2011	372	10	04/2011	False	True	False	0
006570-000	3/8/2011	362	11	03/2011	False	True	False	0
006570-000	2/8/2011	351	10	02/2011	False	True	False	0
006570-000	1/7/2011	341	13	01/2011	False	True	False	0
006570-000	12/8/2010	328	10	12/2010	False	True	False	0
006570-000	11/8/2010	318	12	11/2010	False	True	False	0
006570-000	10/8/2010	306	12	10/2010	False	True	False	0
006570-000	9/9/2010	294	15	09/2010	False	True	False	0
006570-000	8/9/2010	279	15	08/2010	False	True	False	0
006570-000	7/8/2010	264	13	07/2010	False	True	False	0
006570-000	6/8/2010	251	12	06/2010	False	True	False	0
006570-000	5/10/2010	239	10	05/2010	False	True	False	0
006570-000	4/19/2010	229	10	06/2010	False	True	False	0
006570-000	4/8/2010	219	27	04/2010	False	True	False	0
006570-000	3/8/2010	192	25	03/2010	False	True	False	0
006570-000	2/5/2010	167	24	02/2010	False	True	False	0
006570-000	1/7/2010	143	23	01/2010	False	True	False	0
006570-000	12/8/2009	120	22	12/2009	False	True	False	0
006570-000	11/9/2009	98	24	11/2009	False	True	False	0
006570-000	10/8/2009	74	26	10/2009	False	True	False	0
006570-000	9/10/2009	48	23	09/2009	False	True	False	0
006570-000	8/11/2009	25	25	08/2009	False	True	False	0
000000-000	6/24/2009	0	0	08/2009	False	True	False	0