



**City of St. Helena
Water Advisory Board
Regular Meeting
Friday, September 17, 2021 @ 10:00 AM
Published: Tuesday, September 14, 2021
9:29 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@cityofstheleena.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/82070802157>

Or One tap mobile :

US: +16699006833,,82070802157# or +13462487799,,82070802157#

Or Telephone:

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

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

Meeting ID: 820 7080 2157

International numbers available: <https://us02web.zoom.us/j/kdIJ8BN89b>

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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. CONSENT CALENDAR:
Members of the Water Advisory Board or the public may ask that any items be considered individually for purposes of considering alternative action, for extended discussion, or for public comment. Unless that is done, on motion may be used to adopt all recommendation actions.
 - 5.1. None
6. OLD BUSINESS:
 - 6.1. None
7. NEW BUSINESS:
 - 7.1. Consideration of Penalty Adjustment Request - Arnett, J. & N. 7 - 20
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[STAFF REPORT - Arnett, J. & N. Water Advisory Penalty Waiver Request final](#)
 - 7.2. Consideration of Penalty Adjustment Request - Baker, J. 21 - 33
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[STAFF REPORT - Baker, J. Water Advisory Penalty Waiver Request final](#)
 - 7.3. Consideration of Penalty Adjustment Request - Kee, C. 35 - 44
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make determination of Water Penalty adjustment request.

[STAFF REPORT - Kee, C. Water Advisory Penalty Waiver Request final](#)

- 7.4. Consideration of Penalty Adjustment Request - Lucchese, E. 45 - 60
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[STAFF REPORT - Lucchese, E. Water Advisory Penalty Waiver Request final](#)
- 7.5. Consideration of Penalty Adjustment Request - Lyons, S. 61 - 80
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make determination of Water Penalty adjustment request.
[STAFF REPORT - Lyons, S. Water Advisory Penalty Waiver Request final](#)
- 7.6. Consideration of Penalty Adjustment Request - Pagendarm, C. & P. 81 - 93
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make determination of Water Penalty adjustment request.
[STAFF REPORT - Pagendarm, C. & P. Water Advisory Penalty Waiver Request final](#)
- 7.7. Consideration of Penalty Adjustment Request - Wright, E. 95 - 111
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make determination of Water Penalty adjustment request.
[STAFF REPORT - Wright, E. Water Advisory Penalty Waiver Request final](#)
- 7.8. Consideration of Penalty Adjustment Request - Benjamin, E. 113 - 131
Prepared By: Martin Beltran, Management Analyst
Recommendation:
Discuss and make determination of Water Penalty adjustment request.
[STAFF REPORT Benjamin, E. Water Advisory Penalty Waiver Request final](#)

8. ADJOURNMENT

The next regular Water Advisory Board meeting is scheduled for October 1, 2021 at 10:00 am.

I do hereby certify that a copy of the foregoing agenda was posted on the City website on September 14, 2021 at 9:30 a.m.



Cindy Tzaopoulos, 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 17, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Arnett, J. & N.**

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 (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: [4]	7,800	
Phase II Outdoor Summer Allocation	2,500	
Exception	7,500	
TOTAL ALLOCATION	17,800	23.80

Penalties imposed:

Month Imposed	Amount Imposed	Over Allocation (HCF)	Over Allocation (Gallons)
June – 25%	\$1,935.36	33.78	25,269
July – 50%	\$1,229.95	28.01	20,946
August			
September			
October			

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying August 23, 2021		Customer or Company Name John Arnett	
Account Number 016997-000		Phone Number 650-343-3400	Email Address arnett650@gmail.com
Mailing Address 330 Adams St.		City Denver	State CO
			Zip Code 80206
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June, July		Amount of Penalties Assessed: \$10,201.35	
Please list any additional information for the Water Advisory Board consideration: Contracted with a second irrigation specialist and performed a complete audit of all irrigation equipment. Attached letter and invoice detail leak mitigation, replacement of all irrigation valves, timers, filters, and reducers. (Invoice attached \$4,337.53.) Additional attachments include: -Letter from Dean Lafayette Landscape Construction -Photos of replacement valves and fixtures			
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: John Arnett		Signature	Date 8/23/21
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	
Date item to be heard by Water Advisory Board: 9/17/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/13/21	
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:	



Residential Leak Appeal Application

DATE SUBMITTED: 08/03/2021
RECEIVED BY: J. Weeks - Finance Department

PROPERTY & BILLING INFORMATION			
Date Applying:	7/28/21		
Account Holders Name John and Nancy Arnett	Daytime Phone Number 650 343-3400	Other Phone Number	
Service Address 1535 Inglewood Ave St Helena Ca 94574			
Email arnett650@gmail.com			
Mailing Address (if different than above) 330 Adams St.	City Denver	State CO	Zip Code 80206
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) Upon checking the water meter as we entered the site, we noticed the leak detector on the water meter was spinning. We inspected the mainline from the water meter to the house and a cross connection to the irrigation manifolds. We determined that a leaking/malfunctioning valve to be actively leaking on the upstream side of valve. It appeared to be a faulty/broken gasket. Water was coming out sides of valve at a decent rate. The valve was replaced with a new valve and the leak detector on the water meter stopped. We did a thorough check of the rest of the valves and misc connections and found no other active leaks. We checked all lateral lines and determined no issues of leaks anywhere else. Thank you, Dean Lafayette, Dean Lafayette Landscape Construction CA Contractor Lic#-744632 415-606-0493			
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.		
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

JEC STONE INC.

INVOICE

JEC Stone Inc.

911 Lakeville St #323

Petaluma CA 94952

Lic# 949890

415-260-8262

martyn@JECstone.com

Attention: John Arnett
1535 Inglewood Avenue
St Helena CA

8/3/2021

Irrigation Water Leak
P.O. Number: 21-17
Terms: 10 Days

Description	Quantity	Unit Price	Cost
Locate Leak @ Valve			
Dig to Expose All Pipes and Valves			
Removed Leaking Valve			
Replaced w New Inline Valve			
LABOR & MATERIALS		Subtotal	\$450.00
			\$0.00
		Total	\$450.00

Thank you for your business.

Dean Lafayette Landscape Construction

PO Box 775 Woodacre, Ca 94973

Ca Contractor Lic.#- 744632

415-606-0493

8/23/2021

To Whom It May Concern, I was contacted by John Arnett at 1535 Inglewood, St. Helena, to come and assess his irrigation system to determine any issues or leaks. Upon arrival, we found an actively leaking valve that was significant and we replaced to stop the leak. I returned a few days later to do a full replacement of the irrigation valves, timers, filters and reducers. I replaced a total of 12 anti-siphon valves with proper filters and pressure reducers and installed a new master filter with new main shut off valves. I also installed 2 new Hunter irrigation controllers. I did a thorough check of all turf heads, in-line drip pipe, drip heads, and bubblers. We fixed numerous faulty drip heads and damaged heads and breaks causing leaks. I appropriately scheduled the timers to adhere to the St. Helena phase 2 water restrictions and staggered run times to account for runoff. This system is sound now and the active faulty valve and other leaks have been addressed. I will continue to monitor and address any further issues for John in the future and will be modifying scheduling as needed moving forward. Thank you and please call if any questions, Dean Lafayette



Utility Billing

Arnett John Nancy 016997-000 - 1535 Inglewood Ave



User: AprilM

Printed: 9/13/2021 12:03:34 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
016997-000	8/27/2021	5466	34	08/2021	True	False	False	0
016997-000	7/28/2021	5432	52	07/2021	True	False	False	0
016997-000	6/28/2021	5380	58	06/2021	False	True	False	0
016997-000	5/26/2021	5322	39	05/2021	False	True	False	0
016997-000	4/29/2021	5283	33	04/2021	False	True	False	0
016997-000	3/29/2021	5250	5	03/2021	False	True	False	0
016997-000	3/9/2021	5245	8	03/2021	False	True	False	0
016997-000	1/29/2021	5237	1	01/2021	False	True	False	0
016997-000	12/30/2020	5236	3	12/2020	False	True	False	0
016997-000	11/19/2020	5233	21	11/2020	False	True	False	0
016997-000	10/30/2020	5212	73	10/2020	False	True	False	0
016997-000	8/27/2020	5139	50	08/2020	False	True	False	0
016997-000	7/30/2020	5089	24	07/2020	False	True	False	0
016997-000	7/21/2020	5065	60	08/2020	False	True	False	0
016997-000	6/30/2020	5005	74	06/2020	False	True	False	0
016997-000	6/1/2020	4931	96	05/2020	False	True	False	0
016997-000	4/30/2020	4835	18	04/2020	False	True	False	0
016997-000	4/1/2020	4817	17	04/2020	False	True	False	0
016997-000	2/28/2020	4800	9	02/2020	False	True	False	0
016997-000	1/31/2020	4791	1	01/2020	False	True	False	0
016997-000	12/31/2019	4790	4	12/2019	False	True	False	0
016997-000	12/9/2019	4786	27	12/2019	False	True	False	0
016997-000	11/7/2019	4759	37	11/2019	False	True	False	0
016997-000	10/8/2019	4722	117	10/2019	False	True	False	0
016997-000	9/6/2019	4605	57	09/2019	False	True	False	0
016997-000	8/8/2019	4548	28	08/2019	False	True	False	0
016997-000	7/8/2019	4520	41	07/2019	False	True	False	0
016997-000	6/7/2019	4479	22	06/2019	False	True	False	0
016997-000	5/10/2019	4457	20	05/2019	False	True	False	0
016997-000	4/8/2019	4437	4	04/2019	False	True	False	0
016997-000	3/8/2019	4433	2	03/2019	False	True	False	0
016997-000	2/7/2019	4431	17	02/2019	False	True	False	0
016997-000	1/8/2019	4414	8	01/2019	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
016997-000	12/7/2018	4406	27	12/2018	False	True	False	0
016997-000	11/7/2018	4379	1	11/2018	False	True	False	0
016997-000	11/5/2018	4378	1	11/2018	False	True	False	0
016997-000	10/29/2018	4377	2	10/2018	False	True	False	0
016997-000	10/8/2018	4375	6	10/2018	False	True	False	0
016997-000	9/7/2018	4369	11	09/2018	False	True	False	0
016997-000	8/8/2018	4358	85	08/2018	False	True	False	0
016997-000	7/9/2018	4273	5	07/2018	False	True	False	0
016997-000	6/7/2018	4268	50	06/2018	False	True	False	0
016997-000	5/8/2018	4218	0	05/2018	False	True	False	0
016997-000	4/9/2018	4218	5	04/2018	False	True	False	0
016997-000	3/8/2018	4213	0	03/2018	False	True	False	0
016997-000	2/8/2018	4213	0	02/2018	False	True	False	0
016997-000	1/8/2018	4213	7	01/2018	False	True	False	0
016997-000	12/8/2017	4206	0	12/2017	False	True	False	0
016997-000	11/8/2017	4206	13	11/2017	False	True	False	0
016997-000	9/8/2017	4193	22	09/2017	False	True	False	0
016997-000	8/8/2017	4171	27	08/2017	False	True	False	0
016997-000	7/7/2017	4144	14	07/2017	False	True	False	0
016997-000	6/8/2017	4130	1	06/2017	False	True	False	0
016997-000	5/8/2017	4129	0	05/2017	False	True	False	0
016997-000	4/7/2017	4129	1	04/2017	False	True	False	0
016997-000	3/8/2017	4128	0	03/2017	False	True	False	0
016997-000	2/8/2017	4128	0	02/2017	False	True	False	0
016997-000	1/10/2017	4128	0	01/2017	False	True	False	0
016997-000	12/9/2016	4128	18	12/2016	False	True	False	0
016997-000	11/8/2016	4110	43	11/2016	False	True	False	0
016997-000	10/7/2016	4067	13	10/2016	False	True	False	0
016997-000	9/27/2016	4054	31	10/2016	False	True	False	0
016997-000	9/8/2016	4023	-16	09/2016	False	True	False	1
016997-000	9/8/2016	4023	48	09/2016	False	True	False	0
006902-000	8/8/2016	3975	56	08/2016	False	True	False	0
006902-000	8/8/2016	3991	16	09/2016	False	True	False	0
006902-000	7/8/2016	3919	64	07/2016	False	True	False	0
006902-000	6/8/2016	3855	50	06/2016	False	True	False	0
006902-000	5/9/2016	3805	34	05/2016	False	True	False	0
006902-000	4/8/2016	3771	23	04/2016	False	True	False	0
006902-000	3/8/2016	3748	25	03/2016	False	True	False	0
006902-000	2/8/2016	3723	10	02/2016	False	True	False	0
006902-000	1/8/2016	3713	6	01/2016	False	True	False	0
006902-000	12/8/2015	3707	21	12/2015	False	True	False	0
006902-000	11/9/2015	3686	43	11/2015	False	True	False	0
006902-000	10/8/2015	3643	53	10/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006902-000	9/8/2015	3590	52	09/2015	False	True	False	0
006902-000	8/7/2015	3538	54	08/2015	False	True	False	0
006902-000	7/8/2015	3484	45	07/2015	False	True	False	0
006902-000	6/8/2015	3439	34	06/2015	False	True	False	0
006902-000	5/8/2015	3405	33	05/2015	False	True	False	0
006902-000	4/8/2015	3372	20	04/2015	False	True	False	0
006902-000	3/9/2015	3352	13	03/2015	False	True	False	0
006902-000	2/9/2015	3339	9	02/2015	False	True	False	0
006902-000	1/8/2015	3330	9	01/2015	False	True	False	0
006902-000	12/8/2014	3321	15	12/2014	False	True	False	0
006902-000	11/7/2014	3306	29	11/2014	False	True	False	0
006902-000	10/8/2014	3277	58	10/2014	False	True	False	0
006902-000	9/8/2014	3219	78	09/2014	False	True	False	0
006902-000	8/8/2014	3141	85	08/2014	False	True	False	0
006902-000	7/8/2014	3056	16	07/2014	False	True	False	0
006902-000	7/2/2014	3040	65	07/2014	False	True	False	0
006902-000	6/9/2014	2975	79	06/2014	False	True	False	0
006902-000	5/8/2014	2896	30	05/2014	False	True	False	0
006902-000	4/7/2014	2866	7	04/2014	False	True	False	0
006902-000	3/7/2014	2859	3	03/2014	False	True	False	0
006902-000	2/21/2014	2856	2	02/2014	False	True	False	0
006902-000	2/7/2014	2854	11	02/2014	False	True	False	0
006902-000	1/9/2014	2843	15	01/2014	False	True	False	0
006902-000	12/9/2013	2828	38	12/2013	False	True	False	0
006902-000	11/8/2013	2790	57	11/2013	False	True	False	0
006902-000	10/8/2013	2733	70	10/2013	False	True	False	0
006902-000	9/9/2013	2663	93	09/2013	False	True	False	0
006902-000	8/8/2013	2570	82	08/2013	False	True	False	0
006902-000	7/8/2013	2488	73	07/2013	False	True	False	0
006902-000	6/7/2013	2415	79	06/2013	False	True	False	0
006902-000	5/8/2013	2336	66	05/2013	False	True	False	0
006902-000	4/8/2013	2270	38	04/2013	False	True	False	0
006902-000	3/8/2013	2232	24	03/2013	False	True	False	0
006902-000	2/8/2013	2208	8	02/2013	False	True	False	0
006902-000	1/8/2013	2200	6	01/2013	False	True	False	0
006902-000	12/7/2012	2194	8	12/2012	False	True	False	0
006902-000	11/8/2012	2186	47	11/2012	False	True	False	0
006902-000	10/8/2012	2139	77	10/2012	False	True	False	0
006902-000	9/7/2012	2062	75	09/2012	False	True	False	0
006902-000	8/8/2012	1987	62	08/2012	False	True	False	0
006902-000	7/9/2012	1925	54	07/2012	False	True	False	0
006902-000	6/8/2012	1871	44	06/2012	False	True	False	0
006902-000	5/8/2012	1827	13	05/2012	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006902-000	4/9/2012	1814	12	04/2012	False	True	False	0
006902-000	3/8/2012	1802	13	03/2012	False	True	False	0
006902-000	2/8/2012	1789	16	02/2012	False	True	False	0
006902-000	1/9/2012	1773	43	01/2012	False	True	False	0
006902-000	12/8/2011	1730	27	12/2011	False	True	False	0
006902-000	11/8/2011	1703	48	11/2011	False	True	False	0
006902-000	10/7/2011	1655	54	10/2011	False	True	False	0
006902-000	9/8/2011	1601	60	09/2011	False	True	False	0
006902-000	8/8/2011	1541	60	08/2011	False	True	False	0
006902-000	7/7/2011	1481	41	07/2011	False	True	False	0
006902-000	6/8/2011	1440	42	06/2011	False	True	False	0
006902-000	5/6/2011	1398	34	05/2011	False	True	False	0
006902-000	4/7/2011	1364	20	04/2011	False	True	False	0
006902-000	3/8/2011	1344	14	03/2011	False	True	False	0
006902-000	2/8/2011	1330	14	02/2011	False	True	False	0
006902-000	1/7/2011	1316	12	01/2011	False	True	False	0
006902-000	12/8/2010	1304	14	12/2010	False	True	False	0
006902-000	11/8/2010	1290	32	11/2010	False	True	False	0
006902-000	10/8/2010	1258	44	10/2010	False	True	False	0
006902-000	9/9/2010	1214	63	09/2010	False	True	False	0
006902-000	8/9/2010	1151	69	08/2010	False	True	False	0
006902-000	7/8/2010	1082	63	07/2010	False	True	False	0
006902-000	6/8/2010	1019	48	06/2010	False	True	False	0
006902-000	5/10/2010	971	26	05/2010	False	True	False	0
006902-000	4/8/2010	945	9	04/2010	False	True	False	0
006902-000	3/8/2010	936	8	03/2010	False	True	False	0
006902-000	2/5/2010	928	7	02/2010	False	True	False	0
006902-000	1/7/2010	921	13	01/2010	False	True	False	0
006902-000	12/8/2009	908	30	12/2009	False	True	False	0
006902-000	11/9/2009	878	44	11/2009	False	True	False	0
006902-000	10/8/2009	834	49	10/2009	False	True	False	0
006902-000	9/10/2009	785	54	09/2009	False	True	False	0
006902-000	8/11/2009	731	127	08/2009	False	True	False	0
006902-000	6/8/2009	604	40	06/2009	False	True	False	0
006902-000	5/7/2009	564	33	05/2009	False	True	False	0
006902-000	4/7/2009	531	15	04/2009	False	True	False	0
006902-000	3/9/2009	516	9	03/2009	False	True	False	0
006902-000	2/9/2009	507	27	02/2009	False	True	False	0
006902-000	12/9/2008	480	80	12/2008	False	True	False	0
006902-000	10/6/2008	400	122	10/2008	False	True	False	0
006902-000	8/8/2008	278	134	08/2008	False	True	False	0
006902-000	6/10/2008	144	86	06/2008	False	True	False	0
006902-000	4/10/2008	58	56	04/2008	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006902-000	2/10/2008	2	35	02/2008	False	True	False	0



Report to the City Council
Water Advisory Board – September 17, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Baker, J.**

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 August 1, 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	2,665	
TOTAL ALLOCATION	9,065	12.12

Penalties imposed:

Month Imposed	Amount Imposed	Over Allocation (HCF)	Over Allocation (Gallons)
June – 25%	\$261.22	24.71	18,484
July – 50%	\$135.02	11.33	8,479
August			
September			
October			

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Water Penalty Leak Adjustment Application

DATE SUBMITTED:	_____
RECEIVED BY:	_____

PROPERTY & BILLING INFORMATION			
Date Applying 8/13/2021		Customer or Company Name Jerry M Baker	
Account Number 013539-000		Phone Number 707-570-5002	Email Address jmbaker@sonic.net
Mailing Address 7735 Kestrel Lane		City Goleta	State CA
		Zip Code 93117	
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: NA		Amount of Penalties Assessed: NA	
Please list any additional information for the Water Advisory Board consideration: I moved my family from this home July 13, 2021. I did not receive mail from this address until 8/12/2021. I was unaware that I had a water problem at the house because I did not get my water bill until 8/12/2021. This bill should have arrived by 7/18/2021. USPS delayed my mail forwarding for a month. Then, I learned I had a water problem so I sent a contractor to the home to inspect. The contractor found a broken sprinkler pipe in the backyard and repaired it. While there he turned irrigation water down to 10% of normal. The house has been on the market since March and has closed escrow about 10 days ago. I am no longer a St Helena resident.			
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: JERRY M BAKER		Signature: 	Date: 9-3-2021
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: 9/17/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/13/21	
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



Residential Leak Appeal Application

DATE SUBMITTED:	8/13/21
RECEIVED BY:	IAN DALE

PROPERTY & BILLING INFORMATION				
Date Applying:	8/13/2021			
Account Holders Name	Jerry Baker		Daytime Phone Number	707-570-5002
			Other Phone Number	
Service Address	791 Chiles Ave, St Helena CA 94574			
Email	jmbaker@sonic.net			
Mailing Address (if different than above)	7735 Kestrel Lane	City	Goleta	State
			CA	Zip Code
				93117
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)				
I had a contractor visit today and he informed me I had a sprinkler head broken spewing water. He has shut off water to that station and will repair on monday.				
FYI - Escrow is scheduled to close next Wednesday the 18th.				
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?	
7/12/2021 - now	☒ 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	JERRY BAKER Print Name	8-13-2021 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



Lionheart

INVOICE

(707) 339-1469
1241 Adams Street, Ste# 1129
Saint Helena, Ca 94574

Date:	Invoice No.
8/16/2021	210810
Terms:	Due upon Receipt

Bill To:

Jerry Baker 791 Chiles Avenue Saint Helena, Ca 94574
--

Service/Property Address:

791 Chiles Avenue Saint Helena, Ca 94574

Line	Description:	Qty.	Unit Price	Total Amount
1	8/13/21 Inspected all watering drip/sprinkler stations and identified station #3 sprinkler pipe broken and spray head cracked on the side temporarily turned off station.			
	8/16/21 Repaired broken pipe and replaced sprinkler head	2	\$75.00	\$150.00
	Parts	1	\$29.77	\$29.77
TOTAL DUE:				\$179.77

Utility Billing

Baker Jerry 013539-000 - 791 Chiles Ave



User: AprilM

Printed: 9/13/2021 1:21:28 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
020874-000	8/27/2021	3028	3	08/2021	True	False	False	0	0.00000
013539-000	8/18/2021	3025	13	08/2021	False	True	False	0	0.00000
013539-000	7/28/2021	3012	42	08/2021	False	True	False	0	0.00000
013539-000	6/28/2021	2970	47	06/2021	False	True	False	0	0.00000
013539-000	5/26/2021	2923	41	05/2021	False	True	False	0	0.00000
013539-000	4/29/2021	2882	46	04/2021	False	True	False	0	0.00000
013539-000	3/29/2021	2836	12	03/2021	False	True	False	0	0.00000
013539-000	3/9/2021	2824	5	03/2021	False	True	False	0	0.00000
013539-000	1/29/2021	2819	5	01/2021	False	True	False	0	0.00000
013539-000	12/30/2020	2814	5	12/2020	False	True	False	0	0.00000
013539-000	11/19/2020	2809	11	11/2020	False	True	False	0	0.00000
013539-000	10/30/2020	2798	40	10/2020	False	True	False	0	0.00000
013539-000	8/27/2020	2758	24	08/2020	False	True	False	0	0.00000
013539-000	7/30/2020	2734	26	07/2020	False	True	False	0	0.00000
013539-000	6/30/2020	2708	25	06/2020	False	True	False	0	0.00000
013539-000	6/1/2020	2683	28	05/2020	False	True	False	0	0.00000
013539-000	4/30/2020	2655	10	04/2020	False	True	False	0	0.00000
013539-000	4/1/2020	2645	8	04/2020	False	True	False	0	0.00000
013539-000	2/28/2020	2637	4	02/2020	False	True	False	0	0.00000
013539-000	1/31/2020	2633	5	01/2020	False	True	False	0	0.00000
013539-000	12/31/2019	2628	5	12/2019	False	True	False	0	0.00000
013539-000	12/9/2019	2623	11	12/2019	False	True	False	0	0.00000
013539-000	11/7/2019	2612	17	11/2019	False	True	False	0	0.00000
013539-000	10/8/2019	2595	37	10/2019	False	True	False	0	0.00000
013539-000	9/6/2019	2558	32	09/2019	False	True	False	0	0.00000
013539-000	8/8/2019	2526	30	08/2019	False	True	False	0	0.00000
013539-000	7/8/2019	2496	39	07/2019	False	True	False	0	0.00000
013539-000	6/7/2019	2457	11	06/2019	False	True	False	0	0.00000
013539-000	5/10/2019	2446	20	05/2019	False	True	False	0	0.00000
013539-000	4/8/2019	2426	6	04/2019	False	True	False	0	0.00000
013539-000	3/8/2019	2420	10	03/2019	False	True	False	0	0.00000
013539-000	2/7/2019	2410	6	02/2019	False	True	False	0	0.00000
013539-000	1/8/2019	2404	7	01/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
013539-000	12/7/2018	2397	12	12/2018	False	True	False	0	0.00000
013539-000	11/7/2018	2385	0	11/2018	False	True	False	0	0.00000
013539-000	11/5/2018	2385	3	11/2018	False	True	False	0	0.00000
013539-000	10/29/2018	2382	18	10/2018	False	True	False	0	0.00000
013539-000	10/8/2018	2364	26	10/2018	False	True	False	0	0.00000
013539-000	9/7/2018	2338	23	09/2018	False	True	False	0	0.00000
013539-000	8/8/2018	2315	41	08/2018	False	True	False	0	0.00000
013539-000	7/9/2018	2274	42	07/2018	False	True	False	0	0.00000
013539-000	6/7/2018	2232	24	06/2018	False	True	False	0	0.00000
013539-000	5/8/2018	2208	14	05/2018	False	True	False	0	0.00000
013539-000	4/9/2018	2194	6	04/2018	False	True	False	0	0.00000
013539-000	3/8/2018	2188	5	03/2018	False	True	False	0	0.00000
013539-000	2/8/2018	2183	5	02/2018	False	True	False	0	0.00000
013539-000	1/8/2018	2178	5	01/2018	False	True	False	0	0.00000
013539-000	12/8/2017	2173	5	12/2017	False	True	False	0	0.00000
013539-000	11/8/2017	2168	57	11/2017	False	True	False	0	0.00000
013539-000	9/8/2017	2111	29	09/2017	False	True	False	0	0.00000
013539-000	8/8/2017	2082	35	08/2017	False	True	False	0	0.00000
013539-000	7/7/2017	2047	30	07/2017	False	True	False	0	0.00000
013539-000	6/8/2017	2017	43	06/2017	False	True	False	0	0.00000
013539-000	5/8/2017	1974	15	05/2017	False	True	False	0	0.00000
013539-000	4/7/2017	1959	6	04/2017	False	True	False	0	0.00000
013539-000	3/8/2017	1953	6	03/2017	False	True	False	0	0.00000
013539-000	2/8/2017	1947	6	02/2017	False	True	False	0	0.00000
013539-000	1/10/2017	1941	5	01/2017	False	True	False	0	0.00000
013539-000	12/9/2016	1936	5	12/2016	False	True	False	0	0.00000
013539-000	11/8/2016	1931	14	11/2016	False	True	False	0	0.00000
013539-000	10/7/2016	1917	27	10/2016	False	True	False	0	0.00000
013539-000	9/8/2016	1890	32	09/2016	False	True	False	0	0.00000
013539-000	8/8/2016	1858	29	08/2016	False	True	False	0	0.00000
013539-000	7/8/2016	1829	29	07/2016	False	True	False	0	0.00000
013539-000	6/8/2016	1800	19	06/2016	False	True	False	0	0.00000
013539-000	5/9/2016	1781	22	05/2016	False	True	False	0	0.00000
013539-000	4/8/2016	1759	8	04/2016	False	True	False	0	0.00000
013539-000	3/8/2016	1751	6	03/2016	False	True	False	0	0.00000
013539-000	2/8/2016	1745	6	02/2016	False	True	False	0	0.00000
013539-000	1/8/2016	1739	6	01/2016	False	True	False	0	0.00000
013539-000	12/8/2015	1733	5	12/2015	False	True	False	0	0.00000
013539-000	11/9/2015	1728	27	11/2015	False	True	False	0	0.00000
013539-000	10/8/2015	1701	28	10/2015	False	True	False	0	0.00000
013539-000	9/8/2015	1673	28	09/2015	False	True	False	0	0.00000
013539-000	8/7/2015	1645	20	08/2015	False	True	False	0	0.00000
013539-000	7/8/2015	1625	21	07/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
013539-000	6/8/2015	1604	23	06/2015	False	True	False	0	0.00000
013539-000	5/8/2015	1581	14	05/2015	False	True	False	0	0.00000
013539-000	4/9/2015	1567	14	04/2015	False	True	False	0	0.00000
013539-000	3/9/2015	1553	5	03/2015	False	True	False	0	0.00000
013539-000	2/9/2015	1548	6	02/2015	False	True	False	0	0.00000
013539-000	1/8/2015	1542	6	01/2015	False	True	False	0	0.00000
013539-000	12/8/2014	1536	6	12/2014	False	True	False	0	0.00000
013539-000	11/7/2014	1530	27	11/2014	False	True	False	0	0.00000
013539-000	10/8/2014	1503	29	10/2014	False	True	False	0	0.00000
013539-000	9/8/2014	1474	27	09/2014	False	True	False	0	0.00000
013539-000	8/8/2014	1447	28	08/2014	False	True	False	0	0.00000
013539-000	7/8/2014	1419	27	07/2014	False	True	False	0	0.00000
013539-000	6/9/2014	1392	29	06/2014	False	True	False	0	0.00000
013539-000	5/8/2014	1363	14	05/2014	False	True	False	0	0.00000
013539-000	4/7/2014	1349	4	04/2014	False	True	False	0	0.00000
013539-000	3/7/2014	1345	2	03/2014	False	True	False	0	0.00000
013539-000	2/21/2014	1343	1	02/2014	False	True	False	0	0.00000
013539-000	2/7/2014	1342	9	02/2014	False	True	False	0	0.00000
013539-000	1/9/2014	1333	21	01/2014	False	True	False	0	0.00000
013539-000	12/9/2013	1312	21	12/2013	False	True	False	0	0.00000
013539-000	11/8/2013	1291	28	11/2013	False	True	False	0	0.00000
013539-000	10/8/2013	1263	35	10/2013	False	True	False	0	0.00000
013539-000	9/9/2013	1228	29	09/2013	False	True	False	0	0.00000
013539-000	8/8/2013	1199	60	08/2013	False	True	False	0	0.00000
013539-000	7/8/2013	1139	53	07/2013	False	True	False	0	0.00000
013539-000	6/10/2013	1086	0	06/2013	False	True	False	0	0.00000
007128-001	6/9/2013	1086	39	06/2013	False	True	False	0	0.00000
007128-001	5/8/2013	1047	14	05/2013	False	True	False	0	0.00000
007128-001	5/1/2013	1033	0	05/2013	False	True	False	0	0.00000
011346-000	4/30/2013	1033	20	05/2013	False	True	False	0	0.00000
011346-000	4/8/2013	1013	10	04/2013	False	True	False	0	0.00000
011346-000	3/8/2013	1003	7	03/2013	False	True	False	0	0.00000
011346-000	2/8/2013	996	12	02/2013	False	True	False	0	0.00000
011346-000	1/8/2013	984	12	01/2013	False	True	False	0	0.00000
011346-000	12/7/2012	972	12	12/2012	False	True	False	0	0.00000
011346-000	11/8/2012	960	21	11/2012	False	True	False	0	0.00000
011346-000	10/15/2012	939	10	11/2012	False	True	False	0	0.00000
011346-000	10/8/2012	929	40	10/2012	False	True	False	0	0.00000
011346-000	9/7/2012	889	37	09/2012	False	True	False	0	0.00000
011346-000	8/8/2012	852	60	08/2012	False	True	False	0	0.00000
011346-000	7/9/2012	792	54	07/2012	False	True	False	0	0.00000
011346-000	6/8/2012	738	50	06/2012	False	True	False	0	0.00000
011346-000	5/8/2012	688	20	05/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
011346-000	4/9/2012	668	13	04/2012	False	True	False	0	0.00000
011346-000	3/8/2012	655	11	03/2012	False	True	False	0	0.00000
011346-000	2/8/2012	644	11	02/2012	False	True	False	0	0.00000
011346-000	1/9/2012	633	13	01/2012	False	True	False	0	0.00000
011346-000	12/8/2011	620	11	12/2011	False	True	False	0	0.00000
011346-000	11/8/2011	609	19	11/2011	False	True	False	0	0.00000
011346-000	10/7/2011	590	27	10/2011	False	True	False	0	0.00000
011346-000	9/8/2011	563	38	09/2011	False	True	False	0	0.00000
011346-000	8/8/2011	525	42	08/2011	False	True	False	0	0.00000
011346-000	7/7/2011	483	31	07/2011	False	True	False	0	0.00000
011346-000	6/8/2011	452	12	06/2011	False	True	False	0	0.00000
011346-000	5/20/2011	440	2	06/2011	False	True	False	0	0.00000
011327-000	5/6/2011	438	0	05/2011	False	False	False	0	0.00000
007128-000	5/2/2011	438	16	06/2011	False	True	False	0	0.00000
011327-000	5/2/2011	438	0	06/2011	False	False	False	0	0.00000
007128-000	4/7/2011	422	0	04/2011	False	True	False	0	0.00000
007128-000	3/8/2011	422	0	03/2011	False	True	False	0	0.00000
007128-000	2/8/2011	422	4	02/2011	False	True	False	0	0.00000
007128-000	1/7/2011	418	0	01/2011	False	True	False	0	0.00000
007128-000	12/8/2010	418	4	12/2010	False	True	False	0	0.00000
007128-000	11/8/2010	414	23	11/2010	False	True	False	0	0.00000
007128-000	10/8/2010	391	39	10/2010	False	True	False	0	0.00000
007128-000	9/9/2010	352	30	09/2010	False	True	False	0	0.00000
007128-000	8/9/2010	322	58	08/2010	False	True	False	0	0.00000
007128-000	7/8/2010	264	48	07/2010	False	True	False	0	0.00000
007128-000	6/8/2010	216	32	06/2010	False	True	False	0	0.00000
007128-000	5/10/2010	184	10	05/2010	False	True	False	0	0.00000
007128-000	4/8/2010	174	4	04/2010	False	True	False	0	0.00000
007128-000	3/8/2010	170	6	03/2010	False	True	False	0	0.00000
007128-000	2/5/2010	164	5	02/2010	False	True	False	0	0.00000
007128-000	1/7/2010	159	2	01/2010	False	True	False	0	0.00000
007128-000	12/8/2009	157	4	12/2009	False	True	False	0	0.00000
007128-000	11/9/2009	153	7	11/2009	False	True	False	0	0.00000
007128-000	10/8/2009	146	24	10/2009	False	True	False	0	0.00000
007128-000	9/10/2009	122	29	09/2009	False	True	False	0	0.00000
007128-000	8/11/2009	93	75	08/2009	False	True	False	0	0.00000
007128-000	6/8/2009	18	18	06/2009	False	True	False	0	0.00000
007128-000	5/19/2009	0	0	06/2009	False	True	False	0	0.00000
007128-000	5/18/2009	2329	8	05/2009	False	True	False	0	0.00000
007128-000	5/7/2009	2321	18	05/2009	False	True	False	0	0.00000
007128-000	4/7/2009	2303	7	04/2009	False	True	False	0	0.00000
007128-000	3/9/2009	2296	5	03/2009	False	True	False	0	0.00000
007128-000	2/9/2009	2291	9	02/2009	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007128-000	12/8/2008	2282	17	12/2008	False	True	False	0	0.00000
007128-000	10/6/2008	2265	57	10/2008	False	True	False	0	0.00000
007128-000	8/8/2008	2208	81	08/2008	False	True	False	0	0.00000
007128-000	6/10/2008	2127	91	06/2008	False	True	False	0	0.00000
007128-000	4/10/2008	2036	13	04/2008	False	True	False	0	0.00000
007128-000	2/10/2008	2023	2	02/2008	False	True	False	0	0.00000
007128-000	12/10/2007	2021	17	12/2007	False	True	False	0	0.00000
007128-000	10/10/2007	2004	64	10/2007	False	True	False	0	0.00000
007128-000	8/10/2007	1940	75	08/2007	False	True	False	0	0.00000
007128-000	6/10/2007	1865	46	06/2007	False	True	False	0	0.00000
007128-000	4/10/2007	1819	13	04/2007	False	True	False	0	0.00000
007128-000	2/10/2007	1806	1	02/2007	False	True	False	0	0.00000
007128-000	12/10/2006	1805	13	12/2006	False	True	False	0	0.00000
007128-000	10/10/2006	1792	44	10/2006	False	True	False	0	0.00000
007128-000	8/10/2006	1748	102	08/2006	False	True	False	0	0.00000
007128-000	6/10/2006	1646	40	06/2006	False	True	False	0	0.00000
007128-000	4/10/2006	1606	1	04/2006	False	True	False	0	0.00000
007128-000	2/10/2006	1605	2	02/2006	False	True	False	0	0.00000
007128-000	12/10/2005	1603	20	12/2005	False	True	False	0	0.00000
007128-000	10/10/2005	1583	88	10/2005	False	True	False	0	0.00000
007128-000	8/10/2005	1495	107	08/2005	False	True	False	0	0.00000
007128-000	6/10/2005	1388	34	06/2005	False	True	False	0	0.00000
007128-000	4/10/2005	1354	20	04/2005	False	True	False	0	0.00000
007128-000	2/10/2005	1334	20	02/2005	False	True	False	0	0.00000
007128-000	12/10/2004	1314	12	12/2004	False	True	False	0	0.00000
007128-000	10/10/2004	1302	68	10/2004	False	True	False	0	0.00000
007128-000	8/10/2004	1234	77	08/2004	False	True	False	0	0.00000



Report to the City Council
Water Advisory Board – September 17, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Kee, C.**

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 August 19, 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		
TOTAL ALLOCATION	6,400	8.56

Penalties imposed:

Month Imposed	Amount Imposed	Over Allocation (HCF)	Over Allocation (Gallons)
June – 25%	\$332.72	12.48	9,334
July – 50%	\$1,043.52	14.85	11,110
August			
September			
October			

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Water Penalty Leak Adjustment Application

DATE SUBMITTED	_____
RECEIVED BY	_____

CYNTHIA126@icloud.com

PROPERTY & BILLING INFORMATION			
Date Applying 8-19-21	Customer or Company Name Cynthia Kee		
Account Number	Phone Number 903-3752	Email/Address Cynthia126@icloud.com	
Mailing Address 1635 Chardonnay St Helena	City CA	State CA	Zip Code 94574

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred: June & forward until today	Amount of Penalties Assessed: \$ 393 -

Please list any additional information for the Water Advisory Board consideration:

I received a call from Jessica & could not find a leak anywhere. Requested a City inspection & it was confirmed by the water dept that there was indeed a leak. I had already checked my entire home and no leaks inside. We have a small storage unit that had "old" irrigation pipes & a & behind, there it was, a small drip leak. My landscaper came this morning & capped the area. (pictures were sent to Jan Reflective the report)

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 P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties 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 P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties.
- 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: Cynthia Kee	Signature:	Date: 8-19-21
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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 Thank you for your consideration of my request.

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:	
APRIL 2021 MAY 2021 JUNE 2021 JULY 2021 AUGUST 2021	
Date item to be heard by Water Advisory Board:	9/17/21
Date customer notified via email the item will be heard by the Water Advisory Board:	9/13/21
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:	

eic



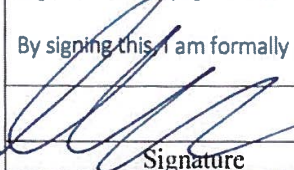
Residential Leak Appeal Application

DATE SUBMITTED	8/19/2021
RECEIVED BY	

PROPERTY & BILLING INFORMATION			
Date Applying:	8-19-21		
Account Holders Name	Daytime Phone Number	Other Phone Number	
Cynthia Kee	707. 812-2102	→	
Service Address	1655 Chardonnay St Helena CA 94574		
Email	CYNTHIA 126@icloud.com		
Mailing Address (if different than above)	City	State	Zip Code
Same -			
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)			
Please see explanation on "Water Penalty Leak Adjudgment form" All has been repaired with proof emailed to Dan Dale at Water Dept. Thank You for Your Consideration, Cynthia Kee			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
may-june to present!	☐ 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 I 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	Cynthia Kee Print Name	8-19-21 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

Utility Billing

Kee Cynthia 006201-002 - 1655 Chardonay Way



User: AprilM

Printed: 9/13/2021 6:02:50 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006201-002	8/27/2021	2616	21	08/2021	True	False	False	0	0.00000
006201-002	7/28/2021	2595	24	07/2021	True	False	False	0	0.00000
006201-002	6/28/2021	2571	21	06/2021	False	True	False	0	0.00000
006201-002	5/26/2021	2550	15	05/2021	False	True	False	0	0.00000
006201-002	4/29/2021	2535	16	04/2021	False	True	False	0	0.00000
006201-002	3/29/2021	2519	9	03/2021	False	True	False	0	0.00000
006201-002	3/9/2021	2510	6	03/2021	False	True	False	0	0.00000
006201-002	1/29/2021	2504	5	01/2021	False	True	False	0	0.00000
006201-002	12/30/2020	2499	8	12/2020	False	True	False	0	0.00000
006201-002	11/19/2020	2491	11	11/2020	False	True	False	0	0.00000
006201-002	10/30/2020	2480	60	10/2020	False	True	False	0	0.00000
006201-002	8/27/2020	2420	25	08/2020	False	True	False	0	0.00000
006201-002	7/30/2020	2395	28	07/2020	False	True	False	0	0.00000
006201-002	6/30/2020	2367	16	06/2020	False	True	False	0	0.00000
006201-002	6/1/2020	2351	22	05/2020	False	True	False	0	0.00000
006201-002	4/30/2020	2329	18	04/2020	False	True	False	0	0.00000
006201-002	4/1/2020	2311	12	04/2020	False	True	False	0	0.00000
006201-002	2/28/2020	2299	9	02/2020	False	True	False	0	0.00000
006201-002	1/31/2020	2290	3	01/2020	False	True	False	0	0.00000
006201-002	12/31/2019	2287	2	12/2019	False	True	False	0	0.00000
006201-002	12/9/2019	2285	29	12/2019	False	True	False	0	0.00000
006201-002	11/7/2019	2256	9	11/2019	False	True	False	0	0.00000
006201-002	10/8/2019	2247	8	10/2019	False	True	False	0	0.00000
006201-002	9/6/2019	2239	10	09/2019	False	True	False	0	0.00000
006201-002	8/8/2019	2229	16	08/2019	False	True	False	0	0.00000
006201-002	7/8/2019	2213	6	07/2019	False	True	False	0	0.00000
006201-002	6/7/2019	2207	4	06/2019	False	True	False	0	0.00000
006201-002	5/10/2019	2203	5	05/2019	False	True	False	0	0.00000
006201-002	4/8/2019	2198	4	04/2019	False	True	False	0	0.00000
006201-002	3/8/2019	2194	3	03/2019	False	True	False	0	0.00000
006201-002	2/7/2019	2191	4	02/2019	False	True	False	0	0.00000
006201-002	1/8/2019	2187	6	01/2019	False	True	False	0	0.00000
006201-002	12/7/2018	2181	14	12/2018	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006201-002	11/7/2018	2167	1	11/2018	False	True	False	0	0.00000
006201-002	11/5/2018	2166	4	11/2018	False	True	False	0	0.00000
006201-002	10/29/2018	2162	9	10/2018	False	True	False	0	0.00000
006201-002	10/8/2018	2153	16	10/2018	False	True	False	0	0.00000
006201-002	9/7/2018	2137	20	09/2018	False	True	False	0	0.00000
006201-002	8/8/2018	2117	24	08/2018	False	True	False	0	0.00000
006201-002	7/9/2018	2093	37	07/2018	False	True	False	0	0.00000
006201-002	6/7/2018	2056	23	06/2018	False	True	False	0	0.00000
006201-002	5/8/2018	2033	14	05/2018	False	True	False	0	0.00000
006201-002	4/9/2018	2019	13	04/2018	False	True	False	0	0.00000
006201-002	3/8/2018	2006	10	03/2018	False	True	False	0	0.00000
006201-002	2/8/2018	1996	10	02/2018	False	True	False	0	0.00000
006201-002	1/8/2018	1986	12	01/2018	False	True	False	0	0.00000
006201-002	12/8/2017	1974	11	12/2017	False	True	False	0	0.00000
006201-002	11/8/2017	1963	29	11/2017	False	True	False	0	0.00000
006201-002	9/8/2017	1934	22	09/2017	False	True	False	0	0.00000
006201-002	8/8/2017	1912	22	08/2017	False	True	False	0	0.00000
006201-002	7/7/2017	1890	19	07/2017	False	True	False	0	0.00000
006201-002	6/8/2017	1871	16	06/2017	False	True	False	0	0.00000
006201-002	5/8/2017	1855	8	05/2017	False	True	False	0	0.00000
006201-002	4/7/2017	1847	6	04/2017	False	True	False	0	0.00000
006201-002	3/8/2017	1841	4	03/2017	False	True	False	0	0.00000
006201-002	2/8/2017	1837	4	02/2017	False	True	False	0	0.00000
006201-002	1/10/2017	1833	1	01/2017	False	True	False	0	0.00000
006201-002	12/9/2016	1832	6	12/2016	False	True	False	0	0.00000
006201-002	11/8/2016	1826	12	11/2016	False	True	False	0	0.00000
006201-002	10/7/2016	1814	14	10/2016	False	True	False	0	0.00000
006201-002	9/8/2016	1800	20	09/2016	False	True	False	0	0.00000
006201-002	8/8/2016	1780	40	08/2016	False	True	False	0	0.00000
006201-002	7/8/2016	1740	40	07/2016	False	True	False	0	0.00000
006201-002	6/8/2016	1700	18	06/2016	False	True	False	0	0.00000
006201-002	5/9/2016	1682	10	05/2016	False	True	False	0	0.00000
006201-002	4/8/2016	1672	4	04/2016	False	True	False	0	0.00000
006201-002	3/8/2016	1668	4	03/2016	False	True	False	0	0.00000
006201-002	2/8/2016	1664	5	02/2016	False	True	False	0	0.00000
006201-002	1/8/2016	1659	4	01/2016	False	True	False	0	0.00000
006201-002	12/8/2015	1655	7	12/2015	False	True	False	0	0.00000
006201-002	11/9/2015	1648	15	11/2015	False	True	False	0	0.00000
006201-002	10/8/2015	1633	16	10/2015	False	True	False	0	0.00000
006201-002	9/8/2015	1617	19	09/2015	False	True	False	0	0.00000
006201-002	8/7/2015	1598	19	08/2015	False	True	False	0	0.00000
006201-002	7/8/2015	1579	30	07/2015	False	True	False	0	0.00000
006201-002	6/8/2015	1549	18	06/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006201-002	5/8/2015	1531	13	05/2015	False	True	False	0	0.00000
015243-000	4/8/2015	1518	22	04/2015	False	True	False	0	0.00000
015243-000	3/9/2015	1496	17	03/2015	False	True	False	0	0.00000
015243-000	2/9/2015	1479	19	02/2015	False	True	False	0	0.00000
015243-000	1/8/2015	1460	0	01/2015	False	True	False	0	0.00000
006637-000	12/8/2014	1460	4	12/2014	False	True	False	0	0.00000
006637-000	11/7/2014	1456	18	11/2014	False	True	False	0	0.00000
006637-000	10/8/2014	1438	16	10/2014	False	True	False	0	0.00000
006637-000	9/8/2014	1422	16	09/2014	False	True	False	0	0.00000
006637-000	8/8/2014	1406	14	08/2014	False	True	False	0	0.00000
006637-000	7/8/2014	1392	31	07/2014	False	True	False	0	0.00000
006637-000	6/9/2014	1361	3	06/2014	False	True	False	0	0.00000
006637-000	5/8/2014	1358	4	05/2014	False	True	False	0	0.00000
006637-000	4/7/2014	1354	3	04/2014	False	True	False	0	0.00000
006637-000	3/7/2014	1351	2	03/2014	False	True	False	0	0.00000
006637-000	2/21/2014	1349	2	02/2014	False	True	False	0	0.00000
006637-000	2/7/2014	1347	11	02/2014	False	True	False	0	0.00000
006637-000	1/9/2014	1336	13	01/2014	False	True	False	0	0.00000
006637-000	12/9/2013	1323	22	12/2013	False	True	False	0	0.00000
006637-000	11/8/2013	1301	26	11/2013	False	True	False	0	0.00000
006637-000	10/8/2013	1275	23	10/2013	False	True	False	0	0.00000
006637-000	9/9/2013	1252	30	09/2013	False	True	False	0	0.00000
006637-000	8/8/2013	1222	36	08/2013	False	True	False	0	0.00000
006637-000	7/8/2013	1186	27	07/2013	False	True	False	0	0.00000
006637-000	6/7/2013	1159	28	06/2013	False	True	False	0	0.00000
006637-000	5/8/2013	1131	30	05/2013	False	True	False	0	0.00000
006637-000	4/8/2013	1101	14	04/2013	False	True	False	0	0.00000
006637-000	3/8/2013	1087	12	03/2013	False	True	False	0	0.00000
006637-000	2/8/2013	1075	15	02/2013	False	True	False	0	0.00000
006637-000	1/8/2013	1060	9	01/2013	False	True	False	0	0.00000
006637-000	12/7/2012	1051	8	12/2012	False	True	False	0	0.00000
006637-000	11/8/2012	1043	22	11/2012	False	True	False	0	0.00000
006637-000	10/8/2012	1021	34	10/2012	False	True	False	0	0.00000
006637-000	9/7/2012	987	32	09/2012	False	True	False	0	0.00000
006637-000	8/8/2012	955	29	08/2012	False	True	False	0	0.00000
006637-000	7/9/2012	926	27	07/2012	False	True	False	0	0.00000
006637-000	6/8/2012	899	24	06/2012	False	True	False	0	0.00000
006637-000	5/8/2012	875	14	05/2012	False	True	False	0	0.00000
006637-000	4/9/2012	861	13	04/2012	False	True	False	0	0.00000
006637-000	3/8/2012	848	19	03/2012	False	True	False	0	0.00000
006637-000	2/8/2012	829	24	02/2012	False	True	False	0	0.00000
006637-000	1/9/2012	805	27	01/2012	False	True	False	0	0.00000
006637-000	12/8/2011	778	15	12/2011	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006637-000	11/8/2011	763	30	11/2011	False	True	False	0	0.00000
006637-000	10/7/2011	733	23	10/2011	False	True	False	0	0.00000
006637-000	9/8/2011	710	51	09/2011	False	True	False	0	0.00000
006637-000	8/8/2011	659	55	08/2011	False	True	False	0	0.00000
006637-000	7/7/2011	604	6	07/2011	False	True	False	0	0.00000
006637-000	6/29/2011	598	55	08/2011	False	True	False	0	0.00000
006637-000	6/8/2011	543	103	06/2011	False	True	False	0	0.00000
006637-000	5/6/2011	440	32	05/2011	False	True	False	0	0.00000
006637-000	4/7/2011	408	6	04/2011	False	True	False	0	0.00000
006637-000	3/8/2011	402	6	03/2011	False	True	False	0	0.00000
006637-000	2/8/2011	396	3	02/2011	False	True	False	0	0.00000
006637-000	1/25/2011	393	5	02/2011	False	True	False	0	0.00000
006637-000	12/8/2010	388	4	12/2010	False	True	False	0	0.00000
006637-000	11/8/2010	384	34	11/2010	False	True	False	0	0.00000
006637-000	10/8/2010	350	43	10/2010	False	True	False	0	0.00000
006637-000	9/9/2010	307	44	09/2010	False	True	False	0	0.00000
006637-000	8/9/2010	263	50	08/2010	False	True	False	0	0.00000
006637-000	7/8/2010	213	22	07/2010	False	True	False	0	0.00000
006637-000	6/8/2010	191	4	06/2010	False	True	False	0	0.00000
006637-000	5/10/2010	187	3	05/2010	False	True	False	0	0.00000
006637-000	4/8/2010	184	2	04/2010	False	True	False	0	0.00000
006637-000	3/8/2010	182	3	03/2010	False	True	False	0	0.00000
006637-000	2/5/2010	179	3	02/2010	False	True	False	0	0.00000
006637-000	1/7/2010	176	2	01/2010	False	True	False	0	0.00000
006637-000	12/8/2009	174	3	12/2009	False	True	False	0	0.00000
006637-000	11/9/2009	171	13	11/2009	False	True	False	0	0.00000
006637-000	10/8/2009	158	21	10/2009	False	True	False	0	0.00000
006637-000	9/10/2009	137	27	09/2009	False	True	False	0	0.00000
006637-000	8/11/2009	110	110	08/2009	False	True	False	0	0.00000
000000-000	6/16/2009	0	0	08/2009	False	True	False	0	0.00000



Report to the City Council
Water Advisory Board – September 17, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Lucchese, E.**

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 30, 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: [4]	7,800	
Phase II Outdoor Summer Allocation	2,500	
Exception		
TOTAL ALLOCATION	10,300	13.77

Penalties imposed:

Month Imposed	Amount Imposed	Over Allocation (HCF)	Over Allocation (Gallons)
June – 25%	\$1,603.36	37.190	27,820
July – 50%	\$13.76	2.751	2,058
August			
September			
October			

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Water Penalty Leak Adjustment Application

City of St. Helena, City Hall

DATE SUBMITTED: Received

RECEIVED BY: SEP - 9

1480 Main St.
St Helena, CA 94574

PROPERTY & BILLING INFORMATION

Date Applying <u>7/27/21</u>	Customer or Company Name <u>Elizabeth Lucchese</u>		
Account Number <u>006342-000</u>	Phone Number <u>925-299-1246</u>	Email Address <u>craig_lucchese@yahoo.com</u>	
Mailing Address <u>124 Calle la Montana</u>	City <u>Moraga</u>	State <u>CA</u>	Zip Code <u>94556</u>

WATER LEAK INFORMATION (in addition to Water Leak Application)

Month Penalties Occurred: <u>@ 6/19 - 6/25</u>	Amount of Penalties Assessed: <u>\$6,413.45</u>
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Please list any additional information for the Water Advisory Board consideration:

- Please refer to Garrett-Hirschman's email from Liberty Mutual/Safeco affirming the reason for water overuse; a leak.
- Please refer to my letter on the Residential Leak Form explaining again the water use.

Thank You,
Elizabeth Lucchese

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 *P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties* 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 *P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties*.
- 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: <u>Elizabeth Lucchese</u>	Signature: <u>Elizabeth Lucchese</u>	Date: <u>9/6/21</u>
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PLEASE SUBMIT APPLICATIONS TO:

City of St. Helena:
Administrative Services
Department – Finance Division
1572 Railroad Avenue
St. Helena, CA 94574

QUESTIONS?

Email: water@cityofsthenela.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: 9/17/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/13/21	
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:	



Residential Leak Appeal Application

DATE SUBMITTED:	7/30/2021
RECEIVED BY:	<i>[Signature]</i>

PROPERTY & BILLING INFORMATION			
Date Applying:	7/27/21		acct. # 006342-000
Account Holders Name	Daytime Phone Number	Other Phone Number	
Elizabeth Lucchese	925-299-1246	cel 925-708-3533	
Service Address			
1185 Hudson Ave. St. Helena			
Email			
craig_lucchese@yahoo.com			
Mailing Address (if different than above)	City	State	Zip Code
124 Calle la Montana	Moraga	CA	94556
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)			
Our washing machine was stuck on the 'hot' water cycle overflowing between 6/19 thru 6/25. No one was in the house for 7 days, as it's our second home. Needless to say, the house is ruined; wall walls, ceilings, baseboards, flooring, furniture, etc. We definitely would not have wanted to flood our home and we are hoping you do understand this truly was out of our control. Safeco is our insurance handling the claim and Restoration Management is handling the abatement. If you need anything else to handle this appeal, please advise. * Safeco is emailing documentation w/ photos also. thanks, Elizabeth Lucchese			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
@ 6/19 - 6/25	☒ 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>Elizabeth Lucchese</i> Signature	<i>Elizabeth Lucchese</i> Print Name	<i>7/27/21</i> 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: <i>June</i>	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



Safeco Insurance Company Of Illinois
P.O. Box 5014
Scranton, PA 18505-5014



CONTACT US

Garrett.Hirschman@LibertyMutual.com

Direct: 9728084047
Toll-free: 800-332-3226
Ext. 26664
Fax: 888-268-8840

CRAIG LUCCHESI
124 Calle La Montana
Moraga, CA 94556-1608

Safeco Insurance Company Of Illinois
P.O. Box 5014
Scranton, PA 18505-5014

Safeco.com

July 14, 2021

Claim Number: 046046705-01
Date of Incident: 06/25/2021
Insured: CRAIG LUCCHESI, MARIA LUCCHESI
Policy Number: OA3140632
Loss Location: 1185 HUDSON AVE, SAINT HELENA, CA 94574-2313
Underwriting Company: Safeco Insurance Company Of Illinois

Dear Craig Lucchese,

We're writing to inform you that we completed our review of your claim based on information provided by you or on your behalf. The following is a summary of our findings and position on coverage for this claim.

The insurance policy provides coverage subject to policy terms and conditions. Based on our review of the policy, there is partial coverage available for your loss as outlined below.

Our Coverage Position

The washing machine itself that malfunctioned causing the damage is not covered, but all of the damage it caused is covered.

We list below the grounds under which all aspects of the claim are not covered under the policy, so you may be aware of the factors for the partial denial of coverage. It is our intent to incorporate by reference all of the terms of the policy through this partial denial of coverage letter. Based on the information available to date, the grounds for the partial denial of coverage under the policy, or under applicable law, with respect to the claim, include, but are not limited to, the following:



Corporate Office
4142 Point Eden Way, Hayward, CA 94545
(800) 400-5058 Fax: (510) 324-8016
www.rmc.com
CA Lic. No. 765595

EMERGENCY SERVICE AGREEMENT

Date of Loss: 6/25/21 Insurance Co.: Safeco
Customer: Craig Lucchese Claim No#: 046046705-01
Property Address: 1485 Hudson Ave. Saint Helena

This is a: ☒ Home Improvement Contract; ☐ Non-residential Contract

Type of damage (check all that apply): ☒ Water; ☐ Mold; ☐ Smoke; ☐ Asbestos; ☐ Other _____

1. **PARTIES:** This Agreement is by and between Restoration Management Company (hereafter "Contractor") and the Customer identified above. Customer is responsible for payment to Contractor for service performed at the property identified above (hereafter the "Property").

2. **SCOPE** (Description of the Project and Description of the Significant Materials to be Used and Equipment to be Installed): Customer hereby authorizes and directs Contractor to proceed with its recommended procedures to preserve and protect the Property from further damage resulting of the loss identified above. Customer agrees to provide free and unobstructed access to the Property. **Affected Areas:** the damage observable upon initial visual inspection is generally described as: TBD

3. **CONTRACT PRICE:** Customer understands that services are being provided on an emergency basis; therefore, it may be impossible to provide an accurate estimate. Customer agrees to pay Contractor for its work based upon Contractor's standard and usual charges for similar emergency services. Customer will be responsible for water, electrical and utility charges.

4. **PAYMENT:** The Customer represents that Property is insured by the carrier identified above. Regardless of the existence of insurance, Customer understands and agrees that Customer is directly liable and responsible to pay Contractor for all services, including any insurance deductible. Payment is due upon receipt of invoice unless checked: ☐ Other _____.

5. **FINANCE CHARGE:** Interest shall accrue at the rate of 10% per year for all invoices not paid within 30 days from date of invoice. In addition, Customer shall pay an administration service charge of 5% on all invoices not paid within the same 30-day period. Customer agrees to pay attorney's fees, collection costs, litigation and arbitration costs, and expert fees incurred by Contractor to collect past due sums.

6. **EXTRA WORK AND CHANGE ORDERS:** Extra Work and Change Orders become part of the contract once the order is prepared in writing and signed by the parties. The order must describe the scope of the extra work or change, the cost to be added or subtracted from the contract, and the effect the order will have on the schedule of progress payments.

7. **LIST OF DOCUMENTS INCORPORATED INTO THE CONTRACT:** The undersigned acknowledges having received and read the following which are attached and made a part of this Agreement: ☐ Price List; ☐ Estimate
☐ Cancellation Notice; ☐ California Lien Law Notice; ☐ Terms and Conditions; ☐ Other _____
Respiratory problems: ☐ Yes; ☐ No. Pre-existing mold: ☐ Yes; ☐ No.

FOR RESIDENTIAL PROJECTS: YOU THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE NOTICE OF CANCELLATION FORM FOR AN EXPLANATION OF THIS RIGHT.

This is a binding contract. Read carefully before signing. You are entitled to a completely filled-in copy of this agreement, signed by both you and the contractor, before any work may be started.

"CUSTOMER(S)" (Must be at least 18 years old)	RESTORATION MANAGEMENT COMPANY
 Signature - check one: ☒ Customer; ☐ Authorized Agent <u>Craig Lucchese</u> Print Name and Title, if applicable Date: <u>6-28-21</u>	 Signature <u>Michele Sevilla Project Mgr.</u> Print Name and Title Date: <u>6/25/21</u>



City of St. Helena
Utility Billing Department
1572 Railroad Avenue
St. Helena CA 94574
(707) 968-2745

July 15, 2021

Elizabeth Lucchese
124 Calle La Montana
Moraga, CA 94556

Account number:
006342-000

Service Address:
1185 Hudson Ave

Dear Elizabeth Lucchese,

MONTHLY ALLOCATION UPDATE – NOTICE OF WATER PENALTY

Like many California communities, St. Helena is facing a critical water crisis. Lack of rain and use of water from Bell Canyon Reservoir to fight last year's wildfires has contributed to this worsening emergency. This letter is being provided as a monthly update for your actual water use and notice that your water usage in June 2021 has resulted in a penalty.

Actual Water Use Update

Your June 2021 water allocation was: **15,080 units**, or **11,281 gallons**. The meter read for June reflects the following use **52,270 units**, or **39,101 gallons**.

Penalties

In recognition of the dire situation, City Council adopted a penalty structure for customers who exceed their property's monthly water allocation. These penalties are designed to minimize the impact on those bills that exceed the allocation by a little bit, while sending a strong message to unusually heavy water users. Given this is the first-time penalties have been imposed, on July 13, 2021, City Council adopted a program to suspend 75% of the penalties for overuse in June 2021 and to suspend 50% of the penalties for overuse in July 2021 with the ability for customers to have 100% of the penalties forgiven if allocation targets are met, in the months of August, September, October, and November 2021 (see enclosure for additional information). Below is a summary of the penalties that will be assessed on your water utility account.

Because you exceeded your June 2021 water allocation by: **37,190 units**, or **27,820 gallons** you are being assessed a penalty in the amount of **\$1,603.36**. This penalty amount represents 25% of the total penalty amount of: **\$6,413.45**. This penalty will be added to your bi-monthly utility bill.

Continuing Water Conservation

It is not too late to start conserving water! As we have in the past, we have no doubt our friends and neighbors in St. Helena will emerge from this crisis stronger and more resilient than ever! As we did last year during wildfire season and throughout COVID-19, we must pull together as a community to weather this worsening drought. If we do not, it is inevitable that we will be forced to move from Phase II water restrictions currently in place to the more painful restrictions necessary in Phase III.

Learn More

For more information and tips for how you can do your part to help our community navigate through the current drought, visit www.cityofstheleena.org!

Questions or Concerns?

Contact City staff at (707) 968-2745 or by email at water@cityofstheleena.org.

9:54



Done

IMG_2634.jpg





**Residential Leak
Appeal Application**

DATE SUBMITTED: _____

RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying: 7/27/21		Account # 006392-000	
Account Holder Name Elizabeth Lucchese	Daytime Phone Number 925-299-1246	Other Phone Number Cell 925-708-3533	
Service Address 1185 Hudson Ave St Helena			
Email craig_lucchese@yahoo.com			
Mailing Address (if different than above) 124 Calle la Montana Moraga	City Moraga	State CA	Zip Code 94556
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)			
Our washing machine was stuck on the 'hot' water cycle overflowing between 6/19 thru 6/25. No one was in the house for 7 days, as it's our second home. Needless to say, the house is ruined; wall walls, ceilings, backboards, flooring, furniture, etc. We definitely would not have wanted to flood our home and we are hoping you do understand this truly was out of our control. Safeco is our insurance handling the claim and Restoration Management is handling the abatement. If you need anything else to handle this appeal, please advise. <i>thanks,</i> Elizabeth Lucchese			
Billing Period in which leak occurred: @ 6/19 - 6/25	Does Property Have Low Flow Fixtures? ☒ Yes ☐ No ☐ Unsure		Sign up for Developer Water Retrofit Program? ☐ Yes ☒ No

Updated 03/26/2021

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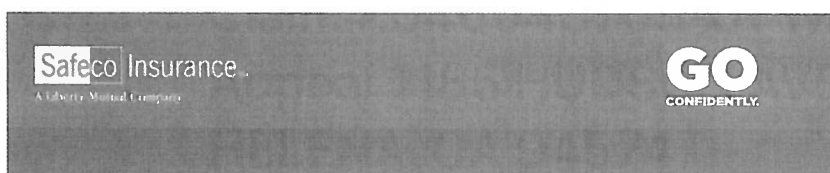
From: Hirschman, Garrett

Garrett.Hirschman@libertymutual.com

**Subject: Claim#:046046705-01 Water Bill
Appeal 1185 HUDSON AVE, SAINT
HELENA, CA 94574**

Date: Jul 27, 2021 at 10:37:17 PM

**To: Craig craig_lucchese@yahoo.com,
water@cityofsthelena.org**



Hello Utility Water Billing Department

Please see below paperwork in which you are charging our mutual customers Craig & Maria & Lucchese a fee due to overuse of water. I wanted to make aware that the reason the water was overused is because the washing machine malfunctioned while they were away causing it to continuously run, therefore it was not there fault. See attached coverage letter we sent out on this, the washing machine malfunction has caused massive water and humidity damage to there entire home and there belongings within causing them a undue amount of stress due to the massive damages. Due to the above factors we ask that you forgive any fees related to overuse because it was wholly not there fault and they are already under enough stress. Your time and consideration is greatly appreciated please let us know and thank you. I also attached a copy of the photo our field adjuster took of the machine that looked

Utility Billing

Lucchese Elizabeth 006342-000 - 1185 Hudson Ave



User: AprilM

Printed: 9/13/2021 8:51:59 AM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006342-000	8/27/2021	784	16	08/2021	True	False	False	0
006342-000	7/28/2021	768	16	07/2021	True	False	False	0
006342-000	6/28/2021	752	53	06/2021	False	True	False	0
006342-000	5/26/2021	699	15	05/2021	False	True	False	0
006342-000	4/29/2021	684	13	04/2021	False	True	False	0
006342-000	3/29/2021	671	3	03/2021	False	True	False	0
006342-000	3/9/2021	668	6	03/2021	False	True	False	0
006342-000	1/29/2021	662	4	01/2021	False	True	False	0
006342-000	12/30/2020	658	8	12/2020	False	True	False	0
006342-000	11/19/2020	650	3	11/2020	False	True	False	0
006342-000	10/30/2020	647	54	10/2020	False	True	False	0
006342-000	8/27/2020	593	18	08/2020	False	True	False	0
006342-000	7/30/2020	575	19	07/2020	False	True	False	0
006342-000	6/30/2020	556	18	06/2020	False	True	False	0
006342-000	6/1/2020	538	1	05/2020	False	True	False	0
006342-000	4/30/2020	537	0	04/2020	False	True	False	0
006342-000	4/1/2020	537	0	04/2020	False	True	False	0
006342-000	2/28/2020	537	0	02/2020	False	True	False	0
006342-000	1/31/2020	537	1	01/2020	False	True	False	0
006342-000	12/31/2019	536	1	12/2019	False	True	False	0
006342-000	12/9/2019	535	13	12/2019	False	True	False	0
006342-000	11/7/2019	522	14	11/2019	False	True	False	0
006342-000	10/8/2019	508	7	10/2019	False	True	False	0
006342-000	9/6/2019	501	7	09/2019	False	True	False	0
006342-000	8/8/2019	494	7	08/2019	False	True	False	0
006342-000	7/8/2019	487	4	07/2019	False	True	False	0
006342-000	6/7/2019	483	0	06/2019	False	True	False	0
006342-000	5/10/2019	483	0	05/2019	False	True	False	0
006342-000	4/8/2019	483	1	04/2019	False	True	False	0
006342-000	3/8/2019	482	0	03/2019	False	True	False	0
006342-000	2/7/2019	482	0	02/2019	False	True	False	0
006342-000	1/8/2019	482	0	01/2019	False	True	False	0
006342-000	12/7/2018	482	10	12/2018	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006342-000	11/7/2018	472	1	11/2018	False	True	False	0
006342-000	11/5/2018	471	3	11/2018	False	True	False	0
006342-000	10/29/2018	468	10	10/2018	False	True	False	0
006342-000	10/8/2018	458	15	10/2018	False	True	False	0
006342-000	9/7/2018	443	14	09/2018	False	True	False	0
006342-000	8/8/2018	429	13	08/2018	False	True	False	0
006342-000	7/9/2018	416	14	07/2018	False	True	False	0
006342-000	6/7/2018	402	3	06/2018	False	True	False	0
006342-000	5/8/2018	399	0	05/2018	False	True	False	0
006342-000	4/9/2018	399	0	04/2018	False	True	False	0
006342-000	3/8/2018	399	0	03/2018	False	True	False	0
006342-000	2/8/2018	399	0	02/2018	False	True	False	0
006342-000	1/8/2018	399	1	01/2018	False	True	False	0
006342-000	12/8/2017	398	0	12/2017	False	True	False	0
006342-000	11/8/2017	398	15	11/2017	False	True	False	0
006342-000	9/8/2017	383	6	09/2017	False	True	False	0
006342-000	8/8/2017	377	5	08/2017	False	True	False	0
006342-000	7/7/2017	372	6	07/2017	False	True	False	0
006342-000	6/8/2017	366	5	06/2017	False	True	False	0
006342-000	5/8/2017	361	0	05/2017	False	True	False	0
006342-000	4/7/2017	361	0	04/2017	False	True	False	0
006342-000	3/8/2017	361	0	03/2017	False	True	False	0
006342-000	2/8/2017	361	0	02/2017	False	True	False	0
006342-000	1/10/2017	361	1	01/2017	False	True	False	0
006342-000	12/9/2016	360	0	12/2016	False	True	False	0
006342-000	11/8/2016	360	3	11/2016	False	True	False	0
006342-000	10/7/2016	357	6	10/2016	False	True	False	0
006342-000	9/8/2016	351	5	09/2016	False	True	False	0
006342-000	8/8/2016	346	6	08/2016	False	True	False	0
006342-000	7/8/2016	340	5	07/2016	False	True	False	0
006342-000	6/8/2016	335	7	06/2016	False	True	False	0
006342-000	5/9/2016	328	0	05/2016	False	True	False	0
006342-000	4/8/2016	328	0	04/2016	False	True	False	0
006342-000	3/8/2016	328	0	03/2016	False	True	False	0
006342-000	2/8/2016	328	0	02/2016	False	True	False	0
006342-000	1/8/2016	328	1	01/2016	False	True	False	0
006342-000	12/8/2015	327	4	12/2015	False	True	False	0
006342-000	11/9/2015	323	6	11/2015	False	True	False	0
006342-000	10/8/2015	317	5	10/2015	False	True	False	0
006342-000	9/8/2015	312	6	09/2015	False	True	False	0
006342-000	8/7/2015	306	6	08/2015	False	True	False	0
006342-000	7/8/2015	300	6	07/2015	False	True	False	0
006342-000	6/8/2015	294	1	06/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006342-000	5/8/2015	293	0	05/2015	False	True	False	0
006342-000	4/8/2015	293	0	04/2015	False	True	False	0
006342-000	3/9/2015	293	0	03/2015	False	True	False	0
006342-000	2/9/2015	293	0	02/2015	False	True	False	0
006342-000	1/8/2015	293	0	01/2015	False	True	False	0
006342-000	12/8/2014	293	0	12/2014	False	True	False	0
006342-000	11/7/2014	293	3	11/2014	False	True	False	0
006342-000	10/8/2014	290	5	10/2014	False	True	False	0
006342-000	9/8/2014	285	5	09/2014	False	True	False	0
006342-000	8/8/2014	280	7	08/2014	False	True	False	0
006342-000	7/8/2014	273	5	07/2014	False	True	False	0
006342-000	6/9/2014	268	0	06/2014	False	True	False	0
006342-000	5/8/2014	268	1	05/2014	False	True	False	0
006342-000	4/7/2014	267	0	04/2014	False	True	False	0
006342-000	3/7/2014	267	0	03/2014	False	True	False	0
006342-000	2/21/2014	267	0	02/2014	False	True	False	0
006342-000	2/7/2014	267	0	02/2014	False	True	False	0
006342-000	1/9/2014	267	5	01/2014	False	True	False	0
006342-000	12/9/2013	262	7	12/2013	False	True	False	0
006342-000	11/8/2013	255	9	11/2013	False	True	False	0
006342-000	10/8/2013	246	7	10/2013	False	True	False	0
006342-000	9/9/2013	239	7	09/2013	False	True	False	0
006342-000	8/8/2013	232	7	08/2013	False	True	False	0
006342-000	7/8/2013	225	8	07/2013	False	True	False	0
006342-000	6/7/2013	217	7	06/2013	False	True	False	0
006342-000	5/8/2013	210	6	05/2013	False	True	False	0
006342-000	4/8/2013	204	0	04/2013	False	True	False	0
006342-000	3/8/2013	204	1	03/2013	False	True	False	0
006342-000	2/8/2013	203	0	02/2013	False	True	False	0
006342-000	1/8/2013	203	5	01/2013	False	True	False	0
006342-000	12/7/2012	198	7	12/2012	False	True	False	0
006342-000	11/8/2012	191	8	11/2012	False	True	False	0
006342-000	10/8/2012	183	8	10/2012	False	True	False	0
006342-000	9/7/2012	175	8	09/2012	False	True	False	0
006342-000	8/8/2012	167	9	08/2012	False	True	False	0
006342-000	7/9/2012	158	8	07/2012	False	True	False	0
006342-000	6/8/2012	150	8	06/2012	False	True	False	0
006342-000	5/8/2012	142	0	05/2012	False	True	False	0
006342-000	4/9/2012	142	0	04/2012	False	True	False	0
006342-000	3/8/2012	142	0	03/2012	False	True	False	0
006342-000	2/8/2012	142	1	02/2012	False	True	False	0
006342-000	1/9/2012	141	6	01/2012	False	True	False	0
006342-000	12/8/2011	135	8	12/2011	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006342-000	11/8/2011	127	9	11/2011	False	True	False	0
006342-000	10/7/2011	118	8	10/2011	False	True	False	0
006342-000	9/8/2011	110	8	09/2011	False	True	False	0
006342-000	8/8/2011	102	11	08/2011	False	True	False	0
006342-000	7/7/2011	91	7	07/2011	False	True	False	0
006342-000	6/8/2011	84	0	06/2011	False	True	False	0
006342-000	5/6/2011	84	0	05/2011	False	True	False	0
006342-000	4/7/2011	84	2	04/2011	False	True	False	0
006342-000	3/8/2011	82	0	03/2011	False	True	False	0
006342-000	2/8/2011	82	1	02/2011	False	True	False	0
006342-000	1/7/2011	81	1	01/2011	False	True	False	0
006342-000	12/8/2010	80	0	12/2010	False	True	False	0
006342-000	11/8/2010	80	8	11/2010	False	True	False	0
006342-000	10/8/2010	72	7	10/2010	False	True	False	0
006342-000	9/9/2010	65	8	09/2010	False	True	False	0
006342-000	8/9/2010	57	10	08/2010	False	True	False	0
006342-000	7/8/2010	47	6	07/2010	False	True	False	0
006342-000	6/8/2010	41	0	06/2010	False	True	False	0
006342-000	5/10/2010	41	1	05/2010	False	True	False	0
006342-000	4/8/2010	40	0	04/2010	False	True	False	0
006342-000	3/8/2010	40	1	03/2010	False	True	False	0
006342-000	2/5/2010	39	1	02/2010	False	True	False	0
006342-000	1/7/2010	38	0	01/2010	False	True	False	0
006342-000	12/8/2009	38	0	12/2009	False	True	False	0
006342-000	11/9/2009	38	1	11/2009	False	True	False	0
006342-000	10/8/2009	37	10	10/2009	False	True	False	0
006342-000	9/10/2009	27	9	09/2009	False	True	False	0
006342-000	8/11/2009	18	18	08/2009	False	True	False	0
006342-000	6/18/2009	0	0	06/2009	False	True	False	0
006342-000	6/17/2009	465	3	06/2009	False	True	False	0
006342-000	6/10/2009	462	9	06/2009	False	True	False	0
006342-000	5/8/2009	453	6	05/2009	False	True	False	0
006342-000	4/8/2009	447	0	04/2009	False	True	False	0
006342-000	3/10/2009	447	0	03/2009	False	True	False	0
006342-000	2/11/2009	447	2	02/2009	False	True	False	0
006342-000	12/9/2008	445	10	12/2008	False	True	False	0
006342-000	10/8/2008	435	17	10/2008	False	True	False	0
006342-000	8/12/2008	418	17	08/2008	False	True	False	0
006342-000	6/10/2008	401	12	06/2008	False	True	False	0
006342-000	4/10/2008	389	0	04/2008	False	True	False	0
006342-000	2/10/2008	389	2	02/2008	False	True	False	0
006342-000	12/10/2007	387	4	12/2007	False	True	False	0
006342-000	10/10/2007	383	24	10/2007	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006342-000	8/10/2007	359	35	08/2007	False	True	False	0
006342-000	6/10/2007	324	6	06/2007	False	True	False	0
006342-000	4/10/2007	318	1	04/2007	False	True	False	0
006342-000	2/10/2007	317	3	02/2007	False	True	False	0
006342-000	12/10/2006	314	12	12/2006	False	True	False	0
006342-000	10/10/2006	302	38	10/2006	False	True	False	0
006342-000	8/10/2006	264	28	08/2006	False	True	False	0
006342-000	6/10/2006	236	4	06/2006	False	True	False	0
006342-000	4/10/2006	232	1	04/2006	False	True	False	0
006342-000	2/10/2006	231	2	02/2006	False	True	False	0
006342-000	12/10/2005	229	2	12/2005	False	True	False	0
006342-000	10/10/2005	227	47	10/2005	False	True	False	0
006342-000	8/10/2005	180	43	08/2005	False	True	False	0
006342-000	6/10/2005	137	13	06/2005	False	True	False	0
006342-000	4/10/2005	124	1	04/2005	False	True	False	0
006342-000	2/10/2005	123	1	02/2005	False	True	False	0
006342-000	12/10/2004	122	3	12/2004	False	True	False	0
006342-000	10/10/2004	119	20	10/2004	False	True	False	0
006342-000	8/10/2004	99	22	08/2004	False	True	False	0



Report to the City Council
Water Advisory Board – September 17, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Lyons, S.**

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 August 8, 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: [6]	11,700	
Phase II Outdoor Summer Allocation	2,500	
Exception	7,500	
TOTAL ALLOCATION	21,700	29.01

Penalties imposed:

Month Imposed	Amount Imposed	Over Allocation (HCF)	Over Allocation (Gallons)
June – 25%	\$299.68	24.71	18,484
July – 50%	\$432.90	28.01	20,946
August			
September			
October			

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying 9/3/21	Customer or Company Name SHEILA LYONS		
Account Number 1321 DAVIS LANE	Phone Number 707 320 3442	Email Address Sheila.Lyons@mac.com	
Mailing Address 138 Monroe St	City Denver	State CO	Zip Code 80206
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June & July	Amount of Penalties Assessed:		
Please list any additional information for the Water Advisory Board consideration: I have submitted photos of the repairs that were completed to our sprinklers. All our continuous water readings have been due to irrigation leaks. We are very conscience about conserving water in the home.			
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 P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties 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 P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties. - 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: Sheila Lyons	Signature:	Date 9/3/21	
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

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: DEC. 2020 MAY 2021 JULY 2021 NOVEMBER 2021	
Date item to be heard by Water Advisory Board: 9/17/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/13/21	
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:	



Residential Leak Appeal Application

DATE SUBMITTED:	8/8/2021
RECEIVED BY:	[Signature]

PROPERTY & BILLING INFORMATION			
Date Applying:	1321 DAVIS LANE ST HELENA		
Account Holders Name	Daytime Phone Number	Other Phone Number	
SHEILA LYONS	707 320 3442		
Service Address			
1321 DAVIS LANE			
Email			
Sheila.lyons@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)			
It was brought to our attention that the meter had been running continuously. Unfortunately the way we were alerted was by a letter in the mail to Denver where we live mostly. We quickly had our gardener check and he did find the problem. Please see attached invoice for the work that was completed as well as the photos. Thank you.			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
JUN / JULY	☒ 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.

	Sheila Lyons	8 AUG 2021
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 _____		

Job Invoice				
SOLD TO LYONS		DATE ORDERED 08.02.21		ORDER TAKEN BY RICARDO AMEZCORA
		PHONE NO.		CUSTOMER ORDER #
		JOB LOCATION		
		JOB PHONE		STARTING DATE
		TERMS		

QTY.	MATERIAL	UNIT	AMOUNT	DESCRIPTION OF WORK
	• REPAIRING IRRIGATION SYSTEM			
	• REPLACE 4 VALVES			
	• REPLACE SERVICE KIT-10 VALVES			
	• I WILL BE SENDING YOU PICTURES OF THE WORK THAT WAS DONE.			
MISCELLANEOUS CHARGES				
	PARTS		\$435.32	
	LABOR		\$700	
TOTAL MISCELLANEOUS				
	LABOR	HRS.	RATE	AMOUNT
		28	25	\$700
TOTAL MATERIALS			TOTAL LABOR	

WORK ORDERED	TOTAL LABOR \$700
DATE ORDERED	TOTAL MATERIALS
DATE COMPLETED	TOTAL MISCELLANEOUS 435.32
CUSTOMER APPROVAL SIGNATURE	SUBTOTAL
	TAX
	GRAND TOTAL \$1,135.32

















Utility Billing

Lyons Sheila 006353-000 - 1321 Davis Ln



User: AprilM

Printed: 9/13/2021 12:28:00 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006353-000	8/27/2021	6141	26	08/2021	True	False	False	0
006353-000	7/28/2021	6115	49	07/2021	True	False	False	0
006353-000	6/28/2021	6066	56	06/2021	False	True	False	0
006353-000	5/26/2021	6010	70	05/2021	False	True	False	0
006353-000	4/29/2021	5940	16	04/2021	False	True	False	0
006353-000	3/29/2021	5924	5	03/2021	False	True	False	0
006353-000	3/9/2021	5919	16	03/2021	False	True	False	0
006353-000	1/29/2021	5903	13	01/2021	False	True	False	0
006353-000	12/30/2020	5890	68	12/2020	False	True	False	0
006353-000	11/19/2020	5822	69	11/2020	False	True	False	0
006353-000	10/30/2020	5753	153	10/2020	False	True	False	0
006353-000	8/27/2020	5600	241	08/2020	False	True	False	0
006353-000	7/30/2020	5359	111	07/2020	False	True	False	0
006353-000	6/30/2020	5248	72	06/2020	False	True	False	0
006353-000	6/1/2020	5176	50	05/2020	False	True	False	0
006353-000	4/30/2020	5126	16	04/2020	False	True	False	0
006353-000	4/1/2020	5110	4	04/2020	False	True	False	0
006353-000	2/28/2020	5106	2	02/2020	False	True	False	0
006353-000	1/31/2020	5104	3	01/2020	False	True	False	0
006353-000	12/31/2019	5101	4	12/2019	False	True	False	0
006353-000	12/9/2019	5097	18	12/2019	False	True	False	0
006353-000	11/7/2019	5079	174	11/2019	False	True	False	0
006353-000	10/8/2019	4905	61	10/2019	False	True	False	0
006353-000	9/6/2019	4844	77	09/2019	False	True	False	0
006353-000	8/8/2019	4767	97	08/2019	False	True	False	0
006353-000	7/8/2019	4670	94	07/2019	False	True	False	0
006353-000	6/7/2019	4576	41	06/2019	False	True	False	0
006353-000	5/10/2019	4535	35	05/2019	False	True	False	0
006353-000	4/8/2019	4500	1	04/2019	False	True	False	0
006353-000	3/8/2019	4499	1	03/2019	False	True	False	0
006353-000	2/7/2019	4498	5	02/2019	False	True	False	0
006353-000	1/8/2019	4493	2	01/2019	False	True	False	0
006353-000	12/7/2018	4491	14	12/2018	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006353-000	11/7/2018	4477	1	11/2018	False	True	False	0
006353-000	11/5/2018	4476	37	11/2018	False	True	False	0
006353-000	10/8/2018	4439	44	10/2018	False	True	False	0
006353-000	9/7/2018	4395	63	09/2018	False	True	False	0
006353-000	8/8/2018	4332	83	08/2018	False	True	False	0
006353-000	7/9/2018	4249	85	07/2018	False	True	False	0
006353-000	6/7/2018	4164	30	06/2018	False	True	False	0
006353-000	5/8/2018	4134	12	05/2018	False	True	False	0
006353-000	4/9/2018	4122	4	04/2018	False	True	False	0
006353-000	3/8/2018	4118	4	03/2018	False	True	False	0
006353-000	2/8/2018	4114	3	02/2018	False	True	False	0
006353-000	1/8/2018	4111	5	01/2018	False	True	False	0
006353-000	12/8/2017	4106	6	12/2017	False	True	False	0
006353-000	11/8/2017	4100	90	11/2017	False	True	False	0
006353-000	9/8/2017	4010	115	09/2017	False	True	False	0
006353-000	8/8/2017	3895	85	08/2017	False	True	False	0
006353-000	7/7/2017	3810	81	07/2017	False	True	False	0
006353-000	6/8/2017	3729	109	06/2017	False	True	False	0
006353-000	5/8/2017	3620	19	05/2017	False	True	False	0
006353-000	4/7/2017	3601	6	04/2017	False	True	False	0
006353-000	3/8/2017	3595	3	03/2017	False	True	False	0
006353-000	2/8/2017	3592	1	02/2017	False	True	False	0
006353-000	1/10/2017	3591	2	01/2017	False	True	False	0
006353-000	12/9/2016	3589	12	12/2016	False	True	False	0
006353-000	11/8/2016	3577	25	11/2016	False	True	False	0
006353-000	10/7/2016	3552	44	10/2016	False	True	False	0
006353-000	9/8/2016	3508	56	09/2016	False	True	False	0
006353-000	8/8/2016	3452	67	08/2016	False	True	False	0
006353-000	7/8/2016	3385	69	07/2016	False	True	False	0
006353-000	6/8/2016	3316	52	06/2016	False	True	False	0
006353-000	5/9/2016	3264	25	05/2016	False	True	False	0
006353-000	4/8/2016	3239	6	04/2016	False	True	False	0
006353-000	3/8/2016	3233	0	03/2016	False	True	False	0
006353-000	2/8/2016	3233	0	02/2016	False	True	False	0
006353-000	1/8/2016	3233	1	01/2016	False	True	False	0
006353-000	12/8/2015	3232	12	12/2015	False	True	False	0
006353-000	11/9/2015	3220	45	11/2015	False	True	False	0
006353-000	10/8/2015	3175	66	10/2015	False	True	False	0
006353-000	9/8/2015	3109	73	09/2015	False	True	False	0
006353-000	8/7/2015	3036	66	08/2015	False	True	False	0
006353-000	7/8/2015	2970	54	07/2015	False	True	False	0
006353-000	6/8/2015	2916	56	06/2015	False	True	False	0
006353-000	5/8/2015	2860	40	05/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006353-000	4/8/2015	2820	20	04/2015	False	True	False	0
006353-000	3/9/2015	2800	5	03/2015	False	True	False	0
006353-000	2/9/2015	2795	12	02/2015	False	True	False	0
006353-000	1/8/2015	2783	1	01/2015	False	True	False	0
006353-000	12/8/2014	2782	0	12/2014	False	True	False	0
006353-000	11/7/2014	2782	0	11/2014	False	True	False	0
006353-000	11/6/2014	2782	32	11/2014	False	True	False	0
006353-000	10/8/2014	2750	10	10/2014	False	True	False	0
006353-000	10/2/2014	2740	113	10/2014	False	True	False	0
006353-000	9/8/2014	2627	99	09/2014	False	True	False	0
006353-000	8/8/2014	2528	90	08/2014	False	True	False	0
006353-000	7/8/2014	2438	16	07/2014	False	True	False	0
006353-000	7/2/2014	2422	51	07/2014	False	True	False	0
006353-000	6/9/2014	2371	52	06/2014	False	True	False	0
006353-000	5/8/2014	2319	32	05/2014	False	True	False	0
006353-000	4/7/2014	2287	10	04/2014	False	True	False	0
006353-000	3/7/2014	2277	3	03/2014	False	True	False	0
006353-000	2/21/2014	2274	3	02/2014	False	True	False	0
006353-000	2/7/2014	2271	14	02/2014	False	True	False	0
006353-000	1/9/2014	2257	13	01/2014	False	True	False	0
006353-000	12/9/2013	2244	19	12/2013	False	True	False	0
006353-000	11/8/2013	2225	39	11/2013	False	True	False	0
006353-000	10/8/2013	2186	61	10/2013	False	True	False	0
006353-000	9/9/2013	2125	51	09/2013	False	True	False	0
006353-000	8/8/2013	2074	59	08/2013	False	True	False	0
006353-000	7/8/2013	2015	82	07/2013	False	True	False	0
006353-000	6/7/2013	1933	46	06/2013	False	True	False	0
006353-000	5/10/2013	1887	75	05/2013	False	True	False	0
006353-000	4/8/2013	1812	13	04/2013	False	True	False	0
006353-000	3/8/2013	1799	11	03/2013	False	True	False	0
006353-000	2/8/2013	1788	9	02/2013	False	True	False	0
006353-000	1/8/2013	1779	8	01/2013	False	True	False	0
006353-000	12/7/2012	1771	10	12/2012	False	True	False	0
006353-000	11/8/2012	1761	14	11/2012	False	True	False	0
006353-000	10/8/2012	1747	50	10/2012	False	True	False	0
006353-000	9/7/2012	1697	6	09/2012	False	True	False	0
006353-000	9/4/2012	1691	65	09/2012	False	True	False	0
006353-000	8/8/2012	1626	59	08/2012	False	True	False	0
006353-000	7/9/2012	1567	80	07/2012	False	True	False	0
006353-000	6/8/2012	1487	41	06/2012	False	True	False	0
006353-000	5/8/2012	1446	16	05/2012	False	True	False	0
006353-000	4/9/2012	1430	9	04/2012	False	True	False	0
006353-000	3/8/2012	1421	9	03/2012	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006353-000	2/8/2012	1412	9	02/2012	False	True	False	0
006353-000	1/9/2012	1403	9	01/2012	False	True	False	0
006353-000	12/8/2011	1394	10	12/2011	False	True	False	0
006353-000	11/8/2011	1384	14	11/2011	False	True	False	0
006353-000	10/7/2011	1370	29	10/2011	False	True	False	0
006353-000	9/8/2011	1341	44	09/2011	False	True	False	0
006353-000	8/8/2011	1297	54	08/2011	False	True	False	0
006353-000	7/7/2011	1243	35	07/2011	False	True	False	0
006353-000	6/8/2011	1208	27	06/2011	False	True	False	0
006353-000	5/6/2011	1181	26	05/2011	False	True	False	0
006353-000	4/7/2011	1155	9	04/2011	False	True	False	0
006353-000	3/8/2011	1146	7	03/2011	False	True	False	0
006353-000	2/8/2011	1139	8	02/2011	False	True	False	0
006353-000	1/7/2011	1131	8	01/2011	False	True	False	0
006353-000	12/8/2010	1123	18	12/2010	False	True	False	0
006353-000	11/8/2010	1105	37	11/2010	False	True	False	0
006353-000	10/8/2010	1068	42	10/2010	False	True	False	0
006353-000	9/9/2010	1026	44	09/2010	False	True	False	0
006353-000	8/9/2010	982	42	08/2010	False	True	False	0
006353-000	7/8/2010	940	32	07/2010	False	True	False	0
006353-000	6/8/2010	908	16	06/2010	False	True	False	0
006353-000	5/10/2010	892	11	05/2010	False	True	False	0
006353-000	4/8/2010	881	10	04/2010	False	True	False	0
006353-000	3/8/2010	871	8	03/2010	False	True	False	0
006353-000	2/5/2010	863	8	02/2010	False	True	False	0
006353-000	1/7/2010	855	8	01/2010	False	True	False	0
006353-000	12/8/2009	847	7	12/2009	False	True	False	0
006353-000	11/9/2009	840	10	11/2009	False	True	False	0
006353-000	10/8/2009	830	28	10/2009	False	True	False	0
006353-000	9/10/2009	802	35	09/2009	False	True	False	0
006353-000	8/11/2009	767	63	08/2009	False	True	False	0
006353-000	6/8/2009	704	22	06/2009	False	True	False	0
006353-000	5/7/2009	682	15	05/2009	False	True	False	0
006353-000	4/7/2009	667	14	04/2009	False	True	False	0
006353-000	3/9/2009	653	8	03/2009	False	True	False	0
006353-000	2/9/2009	645	13	02/2009	False	True	False	0
006353-000	12/9/2008	632	31	12/2008	False	True	False	0
006353-000	10/6/2008	601	113	10/2008	False	True	False	0
006353-000	8/8/2008	488	115	08/2008	False	True	False	0
006353-000	6/10/2008	373	24	06/2008	False	True	False	0
006353-000	4/10/2008	349	4	04/2008	False	True	False	0
006353-000	2/10/2008	345	2	02/2008	False	True	False	0
006353-000	12/10/2007	343	16	12/2007	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006353-000	10/10/2007	327	71	10/2007	False	True	False	0
006353-000	8/10/2007	256	115	08/2007	False	True	False	0
006353-000	6/10/2007	141	104	06/2007	False	True	False	0
006353-000	4/10/2007	37	37	04/2007	False	True	False	0
006353-000	2/10/2007	0	12	02/2007	False	True	False	0



Report to the City Council
Water Advisory Board – September 17, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Pagendarm, C. & P.**

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 August 1, 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	2,665	
TOTAL ALLOCATION	9,065	12.12

Penalties imposed:

Month Imposed	Amount Imposed	Over Allocation (HCF)	Over Allocation (Gallons)
June – 25%	\$261.22	24.71	18,484
July – 50%	\$135.02	11.33	8,479
August			
September			
October			

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Water Penalty Leak Adjustment Application

DATE SUBMITTED:	City of St. Helena, City Hall
RECEIVED BY:	Received
AUG 26	

1480 Main St.
St. Helena, CA 94574

PROPERTY & BILLING INFORMATION			
Date Applying 08/01/21		Customer or Company Name Pagendarm	
Account Number 006732-000		Phone Number 707-963-3804	Email Address pjpage@comcast.net
Mailing Address 1797 Vineyard Avenue		City St. Helena	State CA 94574
		Zip Code	
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June/July		Amount of Penalties Assessed: 1314.95	
Please list any additional information for the Water Advisory Board consideration: About three weeks ago I noticed I had a leaking faucet in my front yard. I called my neighbor who does this as a profession (Becky Oberschulte from Monkey Flowers and T & M vineyard Management) and she came over and we put in a new faucet. While we were doing the work we noticed a valve that my husband had put in years ago and had not been used in probably 15 or more years. It was attached to a drip line that I thought wasn't even attached to anything. While fixing the faucet I guess we activated the valve which in turn activate the drip hose. I went out for days and checked the faucet and saw no leaks so I was sure everything was good. Then I got the notice in the mail and could not believe what it said. I only do laundry once a week with a full load, I don't use my dishwasher until it has a full load and that sometimes is two weeks or more. I am using paper plates to eat on so I don't have to wash a lot. I am not taking showers every day to conserve water. I have a very small garden that I water every third day. That garden is down dead and pulled out. I have drip system on my rose bushes that only water for about 10 minutes once a week. I went out and looked at my meter and it was moving so I knew there had to be an issue. I walked around the yard and found that the drip hose that hadn't been used in years was actually working and the leak was behind a bush so I would not have seen it unless I suspected that there was a problem. I guess when we fixed the faucet it somehow activated the valve which in turn caused the leak. It was about two weeks after we fixed the faucet and I got the letter before I knew there was a problem. My cousin (Craig Pina from Pina Vineyard Management) who does this for a living has agreed to come to the house and make sure there are no other problems that I am not aware of. If he finds any issues we will order the parts needed and I will hire someone to come in and fix them. I am on a fixed income so this whole situation has made me a nervous wreck. I am 72 years old and I am afraid to use any water at all right now. I've cancelled all watering on my lawns which were on a timer and only went off once a week for about 15 minutes. I turn it on manually now and only when the lawn looks like it won't stand another day with out a little drink. I am buying bottled water until I know this whole situation has been taken care of. I have pictures showing that the drip lines have been capped and the valve will be removed on a permanent basis.			
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: Pam Pagendarm		Signature Pam Pagendarm	
		Digitally signed by Pam Pagendarm Date: 2021.08.26 10:40:16 -0700	
Date 08/26/2021			
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

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: 9/17/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/13/21	
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:	



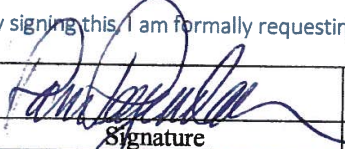
Residential Leak Appeal Application

DATE SUBMITTED: <u>8/8/2021</u>
RECEIVED BY: <u>EMAILED</u>

PROPERTY & BILLING INFORMATION			
Date Applying:	08/01/21		
Account Holders Name	Daytime Phone Number	Other Phone Number	
Pagendarm	707-963-3804	707-480-6496	
Service Address			
1797 Vineyard Avenue, St. Helena, CA 94574			
Email			
pjpage@comcast.net			
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)			
About three weeks ago I noticed I had a leaking faucet in my front yard. I called my neighbor who does this as a profession (Becky Oberschulte from Monkey Flowers and T & M vineyard Management) and she came over and we put in a new faucet. While we were doing the work we noticed a valve that my husband had put in years ago and had not been used in probably 15 or more years. It was attached to a drip line that I thought wasn't even attached to anything. While fixing the faucet I guess we activated the valve which in turn activate the drip hose. I went out for days and checked the faucet and saw no leaks so I was sure everything was good. Then I got the notice in the mail and could not believe what it said. I only do laundry once a week with a full load, I don't use my dishwasher until it has a full load and that sometimes is two weeks or more. I am using paper plates to eat on so I don't have to wash a lot. I am not taking showers every day to conserve water. I have a very small garden that I water every third day. I have drip system on my rose buses that only water for about 10 minutes once a week. I went out and looked at my meter and it was moving so I knew there had to be an issue. I walked around the yard and found that the drip hose that hadn't been used in years was actually working and the leak was behind a bush so I would not have seen it unless I suspected that there was a problem. I guess when we fixed the faucet it somehow activated the valve which in turn caused the leak. It was about two weeks after we fixed the faucet and I got the letter before I knew there was a problem. My cousin (Craig Pina from Pina Vineyard Management) who does this for a living has agreed to come to the house and make sure there are no other problems that I am not aware of. If he finds any issues we will order the parts needed and I will hire someone to come in and fix them. I am on a fixed income so this whole situation has made me a nervous wreck. I am 72 years old and I am afraid to use any water at all right now. I've cancelled all watering on my lawns which were on a timer and only went off once a week for about 15 minutes. I turn it on manually now and only when the lawn looks like it won't stand another day with out a little drink. I am buying bottled water until I know this whole situation has been taken care of. I have pictures showing that the drip lines have been capped and the valve will be removed on a permanent basis. Not sure how to attache them to this document but I can furnish them if needed they are on my cell phone. We have tried to do our best to conserve and then something like this happens.			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
7/15/2021	☐ 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.		
 Signature	Pam Pagendarm 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







Utility Billing

Pagendarm Charles Pamela 006732-000 - 1797 Vineyard Ave



User: AprilM

Printed: 9/13/2021 1:14:33 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006732-000	8/27/2021	2217	8	08/2021	True	False	False	0
006732-000	7/28/2021	2209	20	07/2021	True	False	False	0
006732-000	6/28/2021	2189	20	06/2021	False	True	False	0
006732-000	5/26/2021	2169	17	05/2021	False	True	False	0
006732-000	4/29/2021	2152	14	04/2021	False	True	False	0
006732-000	3/29/2021	2138	2	03/2021	False	True	False	0
006732-000	3/9/2021	2136	4	03/2021	False	True	False	0
006732-000	1/29/2021	2132	7	01/2021	False	True	False	0
006732-000	12/30/2020	2125	20	12/2020	False	True	False	0
006732-000	11/19/2020	2105	12	11/2020	False	True	False	0
006732-000	10/30/2020	2093	41	10/2020	False	True	False	0
006732-000	8/27/2020	2052	25	08/2020	False	True	False	0
006732-000	7/30/2020	2027	27	07/2020	False	True	False	0
006732-000	6/30/2020	2000	21	06/2020	False	True	False	0
006732-000	6/1/2020	1979	15	05/2020	False	True	False	0
006732-000	4/30/2020	1964	15	04/2020	False	True	False	0
006732-000	4/1/2020	1949	3	04/2020	False	True	False	0
006732-000	3/17/2020	1946	10	04/2020	False	True	False	0
006732-000	2/28/2020	1936	15	02/2020	False	True	False	0
006732-000	1/31/2020	1921	5	01/2020	False	True	False	0
006732-000	12/31/2019	1916	8	12/2019	False	True	False	0
006732-000	12/9/2019	1908	11	12/2019	False	True	False	0
006732-000	11/7/2019	1897	21	11/2019	False	True	False	0
006732-000	10/8/2019	1876	25	10/2019	False	True	False	0
006732-000	9/6/2019	1851	27	09/2019	False	True	False	0
006732-000	8/8/2019	1824	24	08/2019	False	True	False	0
006732-000	7/8/2019	1800	24	07/2019	False	True	False	0
006732-000	6/7/2019	1776	10	06/2019	False	True	False	0
006732-000	5/10/2019	1766	14	05/2019	False	True	False	0
006732-000	4/8/2019	1752	4	04/2019	False	True	False	0
006732-000	3/8/2019	1748	4	03/2019	False	True	False	0
006732-000	2/7/2019	1744	4	02/2019	False	True	False	0
006732-000	1/8/2019	1740	5	01/2019	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006732-000	12/7/2018	1735	10	12/2018	False	True	False	0
006732-000	11/7/2018	1725	2	11/2018	False	True	False	0
006732-000	11/5/2018	1723	4	11/2018	False	True	False	0
006732-000	10/29/2018	1719	14	10/2018	False	True	False	0
006732-000	10/8/2018	1705	20	10/2018	False	True	False	0
006732-000	9/7/2018	1685	25	09/2018	False	True	False	0
006732-000	8/8/2018	1660	26	08/2018	False	True	False	0
006732-000	7/9/2018	1634	26	07/2018	False	True	False	0
006732-000	6/7/2018	1608	22	06/2018	False	True	False	0
006732-000	5/8/2018	1586	6	05/2018	False	True	False	0
006732-000	4/9/2018	1580	3	04/2018	False	True	False	0
006732-000	3/8/2018	1577	6	03/2018	False	True	False	0
006732-000	2/8/2018	1571	6	02/2018	False	True	False	0
006732-000	1/8/2018	1565	5	01/2018	False	True	False	0
006732-000	12/8/2017	1560	6	12/2017	False	True	False	0
006732-000	11/8/2017	1554	48	11/2017	False	True	False	0
006732-000	9/8/2017	1506	32	09/2017	False	True	False	0
006732-000	8/8/2017	1474	31	08/2017	False	True	False	0
006732-000	7/7/2017	1443	25	07/2017	False	True	False	0
006732-000	6/8/2017	1418	28	06/2017	False	True	False	0
006732-000	5/8/2017	1390	9	05/2017	False	True	False	0
006732-000	4/7/2017	1381	5	04/2017	False	True	False	0
006732-000	3/8/2017	1376	5	03/2017	False	True	False	0
006732-000	2/8/2017	1371	5	02/2017	False	True	False	0
006732-000	1/10/2017	1366	6	01/2017	False	True	False	0
006732-000	12/9/2016	1360	6	12/2016	False	True	False	0
006732-000	11/8/2016	1354	14	11/2016	False	True	False	0
006732-000	10/7/2016	1340	20	10/2016	False	True	False	0
006732-000	9/8/2016	1320	23	09/2016	False	True	False	0
006732-000	8/8/2016	1297	24	08/2016	False	True	False	0
006732-000	7/8/2016	1273	22	07/2016	False	True	False	0
006732-000	6/8/2016	1251	22	06/2016	False	True	False	0
006732-000	5/9/2016	1229	9	05/2016	False	True	False	0
006732-000	4/8/2016	1220	4	04/2016	False	True	False	0
006732-000	3/8/2016	1216	4	03/2016	False	True	False	0
006732-000	2/8/2016	1212	5	02/2016	False	True	False	0
006732-000	1/8/2016	1207	5	01/2016	False	True	False	0
006732-000	12/8/2015	1202	4	12/2015	False	True	False	0
006732-000	11/9/2015	1198	13	11/2015	False	True	False	0
006732-000	10/8/2015	1185	16	10/2015	False	True	False	0
006732-000	9/8/2015	1169	19	09/2015	False	True	False	0
006732-000	8/7/2015	1150	17	08/2015	False	True	False	0
006732-000	7/8/2015	1133	16	07/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
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006732-000	4/8/2015	1088	9	04/2015	False	True	False	0
006732-000	3/9/2015	1079	8	03/2015	False	True	False	0
006732-000	2/9/2015	1071	5	02/2015	False	True	False	0
006732-000	1/8/2015	1066	4	01/2015	False	True	False	0
006732-000	12/8/2014	1062	8	12/2014	False	True	False	0
006732-000	11/7/2014	1054	12	11/2014	False	True	False	0
006732-000	10/8/2014	1042	22	10/2014	False	True	False	0
006732-000	9/8/2014	1020	20	09/2014	False	True	False	0
006732-000	8/8/2014	1000	24	08/2014	False	True	False	0
006732-000	7/8/2014	976	24	07/2014	False	True	False	0
006732-000	6/9/2014	952	28	06/2014	False	True	False	0
006732-000	5/8/2014	924	11	05/2014	False	True	False	0
006732-000	4/7/2014	913	4	04/2014	False	True	False	0
006732-000	3/7/2014	909	2	03/2014	False	True	False	0
006732-000	2/21/2014	907	2	02/2014	False	True	False	0
006732-000	2/7/2014	905	6	02/2014	False	True	False	0
006732-000	1/9/2014	899	6	01/2014	False	True	False	0
006732-000	12/9/2013	893	13	12/2013	False	True	False	0
006732-000	11/8/2013	880	26	11/2013	False	True	False	0
006732-000	10/8/2013	854	23	10/2013	False	True	False	0
006732-000	9/9/2013	831	31	09/2013	False	True	False	0
006732-000	8/8/2013	800	27	08/2013	False	True	False	0
006732-000	7/8/2013	773	25	07/2013	False	True	False	0
006732-000	6/7/2013	748	23	06/2013	False	True	False	0
006732-000	5/8/2013	725	19	05/2013	False	True	False	0
006732-000	4/8/2013	706	7	04/2013	False	True	False	0
006732-000	3/8/2013	699	5	03/2013	False	True	False	0
006732-000	2/8/2013	694	6	02/2013	False	True	False	0
006732-000	1/8/2013	688	5	01/2013	False	True	False	0
006732-000	12/7/2012	683	6	12/2012	False	True	False	0
006732-000	11/8/2012	677	16	11/2012	False	True	False	0
006732-000	10/8/2012	661	24	10/2012	False	True	False	0
006732-000	9/7/2012	637	25	09/2012	False	True	False	0
006732-000	8/8/2012	612	23	08/2012	False	True	False	0
006732-000	7/9/2012	589	24	07/2012	False	True	False	0
006732-000	6/8/2012	565	25	06/2012	False	True	False	0
006732-000	5/8/2012	540	10	05/2012	False	True	False	0
006732-000	4/9/2012	530	8	04/2012	False	True	False	0
006732-000	3/8/2012	522	15	03/2012	False	True	False	0
006732-000	2/8/2012	507	10	02/2012	False	True	False	0
006732-000	1/9/2012	497	8	01/2012	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006732-000	12/8/2011	489	10	12/2011	False	True	False	0
006732-000	11/8/2011	479	15	11/2011	False	True	False	0
006732-000	10/7/2011	464	21	10/2011	False	True	False	0
006732-000	9/8/2011	443	27	09/2011	False	True	False	0
006732-000	8/8/2011	416	23	08/2011	False	True	False	0
006732-000	7/7/2011	393	19	07/2011	False	True	False	0
006732-000	6/8/2011	374	23	06/2011	False	True	False	0
006732-000	5/6/2011	351	11	05/2011	False	True	False	0
006732-000	4/7/2011	340	5	04/2011	False	True	False	0
006732-000	3/8/2011	335	6	03/2011	False	True	False	0
006732-000	2/8/2011	329	6	02/2011	False	True	False	0
006732-000	1/7/2011	323	5	01/2011	False	True	False	0
006732-000	12/8/2010	318	4	12/2010	False	True	False	0
006732-000	11/8/2010	314	17	11/2010	False	True	False	0
006732-000	10/8/2010	297	26	10/2010	False	True	False	0
006732-000	9/9/2010	271	23	09/2010	False	True	False	0
006732-000	8/9/2010	248	26	08/2010	False	True	False	0
006732-000	7/8/2010	222	26	07/2010	False	True	False	0
006732-000	6/8/2010	196	23	06/2010	False	True	False	0
006732-000	5/10/2010	173	14	05/2010	False	True	False	0
006732-000	4/8/2010	159	6	04/2010	False	True	False	0
006732-000	3/8/2010	153	4	03/2010	False	True	False	0
006732-000	2/5/2010	149	5	02/2010	False	True	False	0
006732-000	1/7/2010	144	7	01/2010	False	True	False	0
006732-000	12/8/2009	137	8	12/2009	False	True	False	0
006732-000	11/9/2009	129	13	11/2009	False	True	False	0
006732-000	10/8/2009	116	21	10/2009	False	True	False	0
006732-000	9/10/2009	95	24	09/2009	False	True	False	0
006732-000	8/11/2009	71	54	08/2009	False	True	False	0
006732-000	6/8/2009	17	17	06/2009	False	True	False	0
000000-000	5/20/2009	0	0	06/2009	False	True	False	0



Report to the City Council
Water Advisory Board – September 17, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Wright, E.**

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 August 13, 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: 3	5,850	
Phase II Outdoor Summer Allocation	2,500	
Exception	3,362	
TOTAL ALLOCATION	11,712	15.66

Penalties imposed:

Month Imposed	Amount Imposed	Over Allocation (HCF)	Over Allocation (Gallons)
June – 25%	\$1,547.82	37.24	27,860
July – 50%	\$2,277.00	30.15	22,553
August			
September			
October			

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____
RECEIVED BY: _____

Date Applying 8/13/21	Customer or Company Name Elizabeth Wright		
Account Number 016051-000	Phone Number 571-296-3891	Email Address ewright816@gmail.com	
Mailing Address 907 Pope St.	City St. Helena	State CA	Zip Code 94574

Month Penalties Occurred: July-August, 2021	Amount of Penalties Assessed: don't know yet - maybe \$1500?
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Please list any additional information for the Water Advisory Board consideration:

- Please see Residential Leak Appeal Application submitted this date.

- I have read and will adhere to all specific requirements of P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties 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:
- 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 P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties.
- 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: Elizabeth Wright	Signature:	Date: 8/13/21
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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

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:	
DECEMBER 2020	JULY 2021
JANUARY 2021	AUGUST 2021
MARCH 2021	
APRIL 2021	
MAY 2021	
JUNE 2021	
Date item to be heard by Water Advisory Board: 9/17/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/13/21	
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:	



Residential Leak Appeal Application

DATE SUBMITTED: <u>8/13/2021</u>
RECEIVED BY: <u>EMAIL</u>

Date Applying: <u>8/13/21</u>		<u>571-296-3891</u>	
Account Holders Name <u>Elizabeth Wright</u>		Daytime Phone Number <u>571-296-3891</u>	Other Phone Number
Service Address <u>907 Pope St. St. Helena, CA 94574</u>			
Email <u>ewright816@gmail.com</u>			
Mailing Address (if different than above) <u>1038 Chestnut St.</u>		City <u>San Francisco</u>	State <u>CA</u>
		Zip Code <u>94109</u>	
☒ Single Family ☐ Multi-Family			
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)			
On July 26, my landscaper, Eleanor Crebs, noticed leaking next to the pool pump at our house. Paradise Pools discovered and repaired the leak at the pool pump. Subsequently, I hired American Leak Detection to do further inspection of the property as it seemed the water meter was still running after the pool pump repair. Edgar Martinez ^(Napascapes) repaired 2 leaking valves that were found by American Leak Detection on their August 2nd inspection. No one knows when the leaks started. I have been on the east coast since May and count on the pool company and Napascapes to make sure outdoor equipment is not leaking. They did not do so.			
Billing Period in which leak occurred: <u>(or could be earlier)</u> <u>July, August 2021</u>	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. • 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>Elizabeth Wright</i> Signature	Elizabeth Wright Print Name	8/13/21 Date
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: Website: Phone: 707-968-2745
STAFF USE ONLY		
Billing month the leak occurred: Date:	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

www.paradisnapa.com

Date	Invoice #
7/30/2021	106716

Terms	Due Date
Due on receipt	7/30/2021

*We accept Visa, MasterCard & Discover

Page 101 of 131

Sag Harbor Books
7 Main Street

CENTRAL VALLEY

FOR THOSE WITH A PASSION TO BUILD

ADMINISTRATIVE OFFICES:
1804 Soscol Ave. #205, Napa, CA 94559
707/261-7900

STORES:
1100 Vintage Ave., St. Helena, CA 94574
707/963-3622 or 944-8835
1790 Soscol Ave., Napa, CA 94559
707/257-8888
160 Grant Ave. #B, Healdsburg, CA 95448
707/473-9722
535 N. Pioneer Ave., Woodland, CA 95776
530/666-1200
1386 Green Island Rd., American Canyon, CA 94503
707/638-4200

Sales Invoice

Invoice No **1881944**
Invoice Date 08/04/2021
Order No 9492865
Customer NAPASC
Customer PO ELIZABETH
Order 9492865
Taken By MO
Sales Rep 122
Store St. Helena



Page 1 of 1

Job	Contact	Phone	Tax Area	Tax Exempt
NAPASCMA-MAINTENANC E AGGOUNT	Edgar Martinez	707-758-2674	St. Helena-City-CA	
Date Ordered	Date Shipped	Shipped VIA	Terms	
08/04/21	08/04/21	St. Helena	10th Prox	

Line	Product Code	Qty/Footage	Description	Units	Price	Per	Total
1	1202410	2 ea	1" 12024EF-10 RCU VALVE	2.00 EA	20.04	ea	40.08

WEIGHT	TOTAL BOARD FEET	SQUARE FEET	LINEAL FEET	EACHES	DATE/TIME PRINTED
0.00	0.00	0.00	0.00	2.00	08/04/2021 11:02:09AM

WARNING - Drilling, sawing, sanding, machining wood products generates wood dust, a substance known to the State of California to cause cancer. Avoid inhaling wood dust or use a dust mask or other safeguards for personal protection. California Health and Safety Code Section 25249.6

Goods received in good condition
Sales of goods covered by this invoice is expressly limited to the terms and conditions stated on the reverse hereof.

Print name

Signature

Total Amount	\$
Sales Tax	
Delivery Charge	
Invoice Total	







Form Information

Form Name: **Plumbing -**
 Submitter Name: John S (ald3945)
 Submission Date: Aug 2, 2021 11:36:26 AM PDT
 Reference Number: 36255c 20210802-18198938549

Customer Information

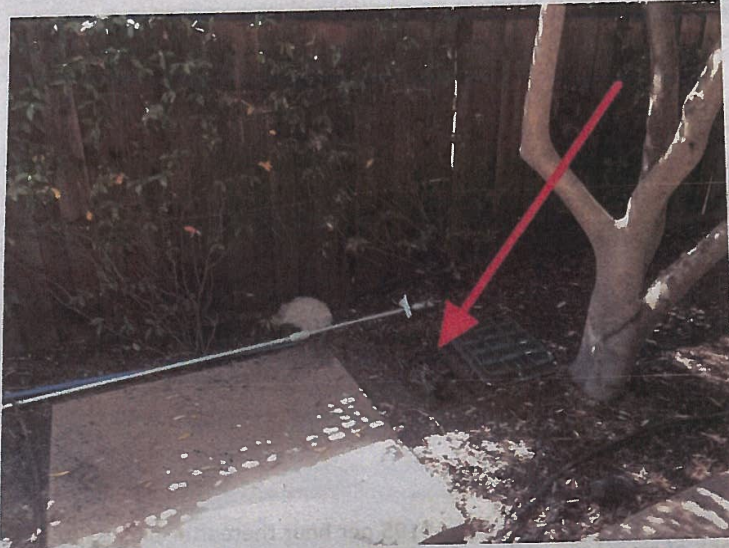
Customer Name: Elizabeth Wright
 Address: 907 Pope St, St Helena, CA 94574, USA
 Job Type: Domestic
 Leak Detection Type: Irrigation Line >300'
 Job Estimate: \$395 for the first two hours, \$195 per hour thereafter plus \$120 per tank of tracer gas.

Plumbing Tests

Concern: Meter movement with no water consumption.
 Meter Movement: Yes
 Line(s) that held pressure: Main Line
 Front Irrigation
 Hot Line
 Cold Line
 Leak Detected On: IRRIGATION LINE
 Leak Location: There are two bypassing irrigation control valves in the back of the property between the spa and the pool equipment pad.

Leak Location Photo:





Pipe Size/Material: 3/4" In-Line Valves
 Marked: White ALD Flag;
 Blue Spray Paint.
 Deck/Floor Finish: Dirt

Notes

Notes: ALD left the irrigation line off at the riser per customer's request.

Payment Information

Results: The results of the inspection were shown to and discussed with the customer.

Total Charge: \$395

Payment: Paid in Full by Check#2820

THANK YOU FOR CALLING AMERICAN LEAK DETECTION.

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

Elizabeth Wright
 907 Pope St
 St. Helena, California 94574

INVOICE # 36255A
DATE: 02-Aug-2021
TERMS: COD
AMOUNT DUE: \$ 0.00

JOB CODE	PO/CLAIM #	SITE ADDRESS
36255		907 Pope St., California, St. Helena, 94574

DESCRIPTION	QTY	UNIT PRICE (\$)	SUB TOTAL (\$)
Irrigation Leak Detection >100'	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,
 Christian and *John
 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 \$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.

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.

Utility Billing

Wright Elizabeth 016051-000 - 907 Pope St



User: AprilM

Printed: 9/13/2021 1:52:49 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
016051-000	8/27/2021	4196	12	08/2021	True	False	False	0	0.00000
016051-000	7/28/2021	4184	46	07/2021	True	False	False	0	0.00000
016051-000	6/28/2021	4138	54	06/2021	False	True	False	0	0.00000
016051-000	5/26/2021	4084	37	05/2021	False	True	False	0	0.00000
016051-000	4/29/2021	4047	18	04/2021	False	True	False	0	0.00000
016051-000	3/29/2021	4029	8	03/2021	False	True	False	0	0.00000
016051-000	3/9/2021	4021	25	03/2021	False	True	False	0	0.00000
016051-000	1/29/2021	3996	26	01/2021	False	True	False	0	0.00000
016051-000	12/30/2020	3970	16	12/2020	False	True	False	0	0.00000
016051-000	11/19/2020	3954	47	11/2020	False	True	False	0	0.00000
016051-000	10/30/2020	3907	204	10/2020	False	True	False	0	0.00000
016051-000	8/27/2020	3703	89	08/2020	False	True	False	0	0.00000
016051-000	7/30/2020	3614	86	07/2020	False	True	False	0	0.00000
016051-000	6/30/2020	3528	77	06/2020	False	True	False	0	0.00000
016051-000	6/1/2020	3451	74	05/2020	False	True	False	0	0.00000
016051-000	4/30/2020	3377	32	04/2020	False	True	False	0	0.00000
016051-000	4/1/2020	3345	34	04/2020	False	True	False	0	0.00000
016051-000	2/28/2020	3311	12	02/2020	False	True	False	0	0.00000
016051-000	1/31/2020	3299	2	01/2020	False	True	False	0	0.00000
016051-000	12/31/2019	3297	0	12/2019	False	True	False	0	0.00000
016051-000	12/9/2019	3297	21	12/2019	False	True	False	0	0.00000
016051-000	11/7/2019	3276	51	11/2019	False	True	False	0	0.00000
016051-000	10/8/2019	3225	62	10/2019	False	True	False	0	0.00000
016051-000	9/6/2019	3163	78	09/2019	False	True	False	0	0.00000
016051-000	8/8/2019	3085	70	08/2019	False	True	False	0	0.00000
016051-000	7/8/2019	3015	60	07/2019	False	True	False	0	0.00000
016051-000	6/7/2019	2955	41	06/2019	False	True	False	0	0.00000
016051-000	5/10/2019	2914	26	05/2019	False	True	False	0	0.00000
016051-000	4/8/2019	2888	4	04/2019	False	True	False	0	0.00000
016051-000	3/8/2019	2884	4	03/2019	False	True	False	0	0.00000
016051-000	2/7/2019	2880	4	02/2019	False	True	False	0	0.00000
016051-000	1/8/2019	2876	1	01/2019	False	True	False	0	0.00000
016051-000	12/7/2018	2875	17	12/2018	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
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016051-000	11/5/2018	2856	9	11/2018	False	True	False	0	0.00000
016051-000	10/29/2018	2847	45	10/2018	False	True	False	0	0.00000
016051-000	10/8/2018	2802	71	10/2018	False	True	False	0	0.00000
016051-000	9/7/2018	2731	65	09/2018	False	True	False	0	0.00000
016051-000	8/8/2018	2666	56	08/2018	False	True	False	0	0.00000
016051-000	7/9/2018	2610	61	07/2018	False	True	False	0	0.00000
016051-000	6/7/2018	2549	44	06/2018	False	True	False	0	0.00000
016051-000	5/8/2018	2505	15	05/2018	False	True	False	0	0.00000
016051-000	4/9/2018	2490	4	04/2018	False	True	False	0	0.00000
016051-000	3/8/2018	2486	15	03/2018	False	True	False	0	0.00000
016051-000	2/8/2018	2471	6	02/2018	False	True	False	0	0.00000
016051-000	1/8/2018	2465	9	01/2018	False	True	False	0	0.00000
016051-000	12/11/2017	2456	4	12/2017	False	True	False	0	0.00000
016051-000	11/8/2017	2452	130	11/2017	False	True	False	0	0.00000
016051-000	9/8/2017	2322	103	09/2017	False	True	False	0	0.00000
016051-000	8/8/2017	2219	82	08/2017	False	True	False	0	0.00000
016051-000	7/7/2017	2137	54	07/2017	False	True	False	0	0.00000
016051-000	6/8/2017	2083	69	06/2017	False	True	False	0	0.00000
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016051-000	12/9/2016	1881	4	12/2016	False	True	False	0	0.00000
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016051-000	8/8/2016	1703	60	08/2016	False	True	False	0	0.00000
016051-000	7/8/2016	1643	53	07/2016	False	True	False	0	0.00000
016051-000	6/8/2016	1590	64	06/2016	False	True	False	0	0.00000
016051-000	6/8/2016	1590	0	06/2016	False	True	False	0	0.00000
016051-000	5/9/2016	1526	37	05/2016	False	True	False	0	0.00000
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016051-000	2/8/2016	1464	2	02/2016	False	True	False	0	0.00000
016051-000	1/8/2016	1462	1	01/2016	False	True	False	0	0.00000
016051-000	12/8/2015	1461	2	12/2015	False	True	False	0	0.00000
016051-000	11/9/2015	1459	33	11/2015	False	True	False	0	0.00000
016051-000	10/8/2015	1426	10	10/2015	False	True	False	0	0.00000
016051-000	9/28/2015	1416	25	10/2015	False	True	False	0	0.00000
016051-000	9/8/2015	1391	13	09/2015	False	True	False	0	0.00000
007273-000	8/10/2015	1378	0	09/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007273-000	8/7/2015	1378	14	08/2015	False	True	False	0	0.00000
007273-000	7/8/2015	1364	15	07/2015	False	True	False	0	0.00000
007273-000	6/8/2015	1349	14	06/2015	False	True	False	0	0.00000
007273-000	5/8/2015	1335	9	05/2015	False	True	False	0	0.00000
007273-000	4/8/2015	1326	3	04/2015	False	True	False	0	0.00000
007273-000	3/9/2015	1323	1	03/2015	False	True	False	0	0.00000
007273-000	2/9/2015	1322	1	02/2015	False	True	False	0	0.00000
007273-000	1/8/2015	1321	1	01/2015	False	True	False	0	0.00000
007273-000	12/8/2014	1320	2	12/2014	False	True	False	0	0.00000
007273-000	11/7/2014	1318	8	11/2014	False	True	False	0	0.00000
007273-000	10/8/2014	1310	14	10/2014	False	True	False	0	0.00000
007273-000	9/8/2014	1296	13	09/2014	False	True	False	0	0.00000
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007273-000	9/9/2013	1160	35	09/2013	False	True	False	0	0.00000
007273-000	8/8/2013	1125	32	08/2013	False	True	False	0	0.00000
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007273-000	5/8/2013	1026	34	05/2013	False	True	False	0	0.00000
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007273-000	3/8/2013	970	12	03/2013	False	True	False	0	0.00000
007273-000	2/8/2013	958	2	02/2013	False	True	False	0	0.00000
007273-000	1/8/2013	956	1	01/2013	False	True	False	0	0.00000
007273-000	12/7/2012	955	7	12/2012	False	True	False	0	0.00000
007273-000	11/8/2012	948	28	11/2012	False	True	False	0	0.00000
007273-000	10/8/2012	920	38	10/2012	False	True	False	0	0.00000
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Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
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007273-000	1/9/2012	664	16	01/2012	False	True	False	0	0.00000
007273-000	12/8/2011	648	3	12/2011	False	True	False	0	0.00000
007273-000	11/8/2011	645	16	11/2011	False	True	False	0	0.00000
007273-000	10/7/2011	629	30	10/2011	False	True	False	0	0.00000
007273-000	9/8/2011	599	34	09/2011	False	True	False	0	0.00000
007273-000	8/8/2011	565	45	08/2011	False	True	False	0	0.00000
007273-000	7/7/2011	520	53	07/2011	False	True	False	0	0.00000
007273-000	6/8/2011	467	36	06/2011	False	True	False	0	0.00000
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007273-000	4/7/2011	378	5	04/2011	False	True	False	0	0.00000
007273-000	3/8/2011	373	2	03/2011	False	True	False	0	0.00000
007273-000	2/8/2011	371	2	02/2011	False	True	False	0	0.00000
007273-000	1/7/2011	369	2	01/2011	False	True	False	0	0.00000
007273-000	12/8/2010	367	2	12/2010	False	True	False	0	0.00000
007273-000	11/8/2010	365	26	11/2010	False	True	False	0	0.00000
007273-000	10/8/2010	339	37	10/2010	False	True	False	0	0.00000
007273-000	9/9/2010	302	29	09/2010	False	True	False	0	0.00000
007273-000	8/9/2010	273	30	08/2010	False	True	False	0	0.00000
007273-000	7/8/2010	243	36	07/2010	False	True	False	0	0.00000
007273-000	6/8/2010	207	24	06/2010	False	True	False	0	0.00000
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Report to the City Council
Water Advisory Board – September 17, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Benjamin, E.**

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 August 3, 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 – June 2021

	Gallons	HCF
Number in Household: [6]	12,870	
Phase II Outdoor Summer Allocation	2,699	
Exception	3,381	
TOTAL ALLOCATION	18,950	25.33

Current Allocation – July 2021

	Gallons	HCF
Number in Household: [6]	11,700	
Phase II Outdoor Summer Allocation	2,454	
Exception	3,074	
TOTAL ALLOCATION	17,227	23.03

Penalties imposed:

Month Imposed	Amount Imposed	Over Allocation (HCF)	Over Allocation (Gallons)
June – 25%	\$381.41	25.49	19,068
July – 50%	\$135.70	12.97	9,703
August			
September			
October			

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



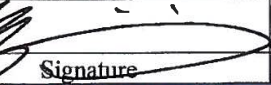
Residential Leak Appeal Application

DATE SUBMITTED: <u>8/3/2021</u>
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION				
Date Applying:	8/3/2021			
Account Holders Name	Daytime Phone Number	Other Phone Number		
Eric Benjamin	602-999-7665			
Service Address				
1200 Edwards Street, St. Helena, CA 94574				
Email				
eric@weboganic.com				
Mailing Address (if different than above)	City	State	Zip Code	
564 Matchless Court	Incline Village	NV	89451	
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 had our Gardner install a new Hunter Pro Irrigation Controller in April 2021 (to cut back on water use) and expected they had double checked the irrigation for leaks while we were out of the country for 3 months, as they are contracted to fully manage our watering and gardens. Upon our return in July, and returning to our home here in St. Helena on July 14th, we were made aware of the current water situation and the Phase 2 restrictions. Having learned our Gardner had reduced our water usage (Timer Zones) by 30% (compared to the suggested run times) we were stunned when we called the city to get our current readings (25 Units April, 36 Units May & 51 Units in June) - How could our usage go up. It was then that we started testing our system for leaks and to determine what steps we would need to take to be in compliance. With the help of our Gardner we started testing the system by zone and checking for water use at the meter and it was at this time we identified five (5) primary water leaks with in the irrigation lines, each different zones (See attached photos and additional info). It should be noted that upon contacting the city on July 16th we were provided with water usage for April (25 units), May (36 units) and June (51 units). Understanding that the same irrigation schedule was running in the prior months, prior to July, we estimate an extra (8 to 10 Units) in May, (20+ units) in June and about (8 to 10 units) in July were due to water leaks, based on finding the leaks on July 18th, 2021. Once we took quick action on July 16th to 18th, we were able to cut back watering and started to identify the leaks that were all fully fixed by Monday July 26th, prior to that we cut off water to the zones with leaks, allowing us to quickly reduce our water usage at the end of July. Our July water usage was reduced by 30% to (36 units) per the city and expect to be compliant with our allotted (23.51 Units) in August - now that we've been made aware of the restrictions. (Side Note: As our bills are on auto pay and we were out of the country, we were not made aware of the restrictions. There was just no reason to open a bill.) We've continued to test and determine actual usage of water gallons by Zone here in August, and will be replacing some additional irrigation parts (pumps, hose lines, valves, etc.), along with installing a "Water Flow Meter" so we can remotely monitor water usage and utilize alerts for possible irrigation leaks in the future. Based on the clear steps we were taking to reduce our water usage, installing a new irrigation system; with WIFI for remote monitoring, Rain Sensor and Weather Based Adjustments (Water Wise - Approved), cutting our watering zone times by 30%, and purchasing a Water Flow Meter (had not been installed by Gardner, and will be when plumber is available), we ask that you consider we took every step for compliance and ultimately it was the water leaks that caused the excessive water usage over the few months (May, June, and July) - We appreciate your understanding, and would ask you to reduce or remove our fines, as we've truly been trying to figure out how to reduce our very high water bills.				
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?	
May, 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.		
 Signature	Eric Benjamin Print Name	8/3/2021 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
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

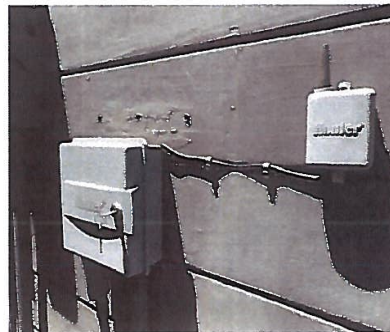
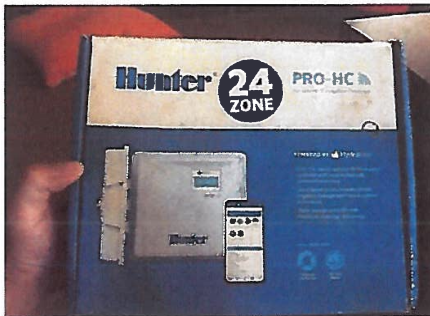
1200 Edwards Street – New Irrigation Installed on April 9th, 2021

OLD UNIT - Hunter ICC (12 Station):



NEW UNIT – Hunter Pro HC (24 Station PHC-2400)

- WIFI Enabled w/ remote irrigation adjustment from anywhere.
- Water Savings up to 50% (So it claims)
 - Predictive Water Adjustments
 - Based on Weather Information
 - Wireless Rain-Click Sensor
 - Full Featured Scheduling & Reporting Tools
 - Hydrowise Flow Meter
 - Track actual water usage by the gallon.
- Water Sense Certified



Water Leaks – Identified July 18th, 2021

NOTE: Most of the drip lines, valves and irrigation in our gardens have been fully replaced and we're accessing adding new drip and hoses to minimize future breaks and water leaks as well. Our Gardner all ready has plans to replace a couple of valves and drip hoses, outside of the leaks that have been fixed.

Leak #1:

The following is a 7 inch slice in the irrigation tube at the side yard– Blowing out a ton of water, the picture doesn't quite show the extent of the actual water leak. This was repaired and new hose put in to fix the leak



by our Gardner.

Leak #2:

The following is a leak in the irrigation line at one of the back yard hedges – Blowing out gallons per minute. This was repaired and new hose put in to fix the leak by our Gardner.



Leak #3:

The following is a leak at the end of an irrigation line shooting water out in the back yard garden, wasting additional gallons of water. This was repaired and new hose put in to fix the leak by our Gardner.



Leak #4:

The following was the largest leak by the driveway that was a fully separated hose connection that has now been fixed by our Gardner. You can't even see the other end, but it's under the water... we pulled the hose up to get a better picture, but typically has bark over it.



Leak #5:

The following is a large leak at the front left of house gushing water into the air like a small geyser, which has now been fixed by our Gardner.



Jennifer Weeks

From: Jennifer Weeks
Sent: Thursday, September 2, 2021 1:43 PM
To: eric@weboganic.com
Subject: FW: Leap Appeal Application - 1200 Edwards St.
Attachments: Leak Adjustment - Phase II and Phase III Water Penalty Adjustment Form.pdf

Good Afternoon Eric

I am processing your application for review and there are actually two forms that we need to be completed. The attached Water Penalty Leak Adjustment Application is requesting an appeal for any penalties applied to your account due to your leak. We already have your Leak Appeal application, which addresses an appeal to adjust your usage due to the leak.

Can you please complete the attached form and return it to me as soon as possible. Once received, we can finish processing your applications and schedule your appeal to be heard by the Water Advisory Board.

Please let me know if you have any questions or need additional assistance.

Thank you,

Jenn Weeks
 Finance Department
 Senior Accounting Technician
 City of St. Helena
 1572 Railroad Ave.
 St. Helena, CA 94574
Office: 707-968-2753 **Cell:** 707-312-1339 **Fax:** 707-963-7966

Help End St. Helena's Water Crisis



For summer watering rules and conservation tips, visit www.cityofstheleena.org!

Ayuda a Poner Fin a La Crisis Del Agua en St. Helena



¡PARA LAS REGLAS DE RIEGO DE VERANO Y CONSEJOS DE CONSERVACIÓN, VISITA WWW.CITYOFSTHELENA.ORG!



Water Penalty Leak Adjustment Application

City of St Helena, City Hall

Received	
DATE SUBMITTED:	SEP - 7
RECEIVED BY:	
1480 Main St.	
St Helena, CA 94574	

PROPERTY & BILLING INFORMATION			
Date Applying 9/7/2021	Customer or Company Name ERIC BONJAMEN		
Account Number 013450-000	Phone Number 602-999-7665	Email Address ERIC@WEBDOGAHLE.COM	
Mailing Address 364 MATCHLESS COURT	City TRUCKEE WASHOE	State NV	Zip Code 89451
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: JUNE & JULY	Amount of Penalties Assessed: AUGUST JUNE = \$7500 / JULY = \$9004		
Please list any additional information for the Water Advisory Board consideration (254) 1900 (92) 550			
<u>SEE</u> - RESIDENTIAL LEAK APPEAL APPLICATION - PROVIDED FULL DETAILS ON APPEAL!! NOTE: REQUESTING MAY \$300 / MONTH (JUNE/JULY)			
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 P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties 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 P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties. - 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: ERIC BONJAMEN	Signature:	Date: 9/7/21	
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

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: 9/17/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/13/21	
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:	

Jennifer Weeks

From: Eric Benjamin <eric@weboganic.com>
Sent: Tuesday, September 7, 2021 3:08 PM
To: Jennifer Weeks
Subject: RE: [External] Leap Appeal Application - 1200 Edwards St.
Attachments: 1200 Edwards_Benjamin_Water Penalty Adjustment App 09-07-2021.pdf; Leak Appeal Application_1200 Edwards Street.pdf

See attached... I just referred to the Appeal App for all the details, vs. trying to add them to the Penalty App. I also wasn't sure my assessed penalties, but one was June \$7600 (25% \$1900+) and July was like \$800 (50% \$390 +/-). I didn't have exact figures, but would like to request the max allowable.

Thank you,

Eric Benjamin | President

Weboganic Inc.
 564 Matchless Court
 Incline Village, NV 89451
 PH: 800-570-1760 ext. 700
 CELL: 602-999-7665
 EM: eric@weboganic.com

From: Jennifer Weeks <JWeeks@cityofsthelena.org>
Sent: Thursday, September 2, 2021 1:43 PM
To: Eric Benjamin <eric@weboganic.com>
Subject: FW: Leap Appeal Application - 1200 Edwards St.

Good Afternoon Eric

I am processing your application for review and there are actually two forms that we need to be completed. The attached Water Penalty Leak Adjustment Application is requesting an appeal for any penalties applied to your account due to your leak. We already have your Leak Appeal application, which addresses an appeal to adjust your usage due to the leak.

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Please let me know if you have any questions or need additional assistance.

Thank you,

Jenn Weeks
 Finance Department
 Senior Accounting Technician
 City of St. Helena
 1572 Railroad Ave.
 St. Helena, CA 94574
Office: 707-968-2753 **Cell:** 707-312-1339 **Fax:** 707-963-7966

Utility Billing

Benjamin Eric 013450-000 - 1200 Edwards St



User: AprilM

Printed: 9/13/2021 9:18:13 AM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
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013450-000	7/28/2021	4998	36	07/2021	True	False	False	0
013450-000	6/28/2021	4962	51	06/2021	False	True	False	0
013450-000	5/26/2021	4911	36	05/2021	False	True	False	0
013450-000	4/29/2021	4875	25	04/2021	False	True	False	0
013450-000	3/29/2021	4850	5	03/2021	False	True	False	0
013450-000	3/9/2021	4845	11	03/2021	False	True	False	0
013450-000	1/29/2021	4834	3	01/2021	False	True	False	0
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013450-000	11/19/2020	4812	27	11/2020	False	True	False	0
013450-000	10/30/2020	4785	146	10/2020	False	True	False	0
013450-000	8/27/2020	4639	76	08/2020	False	True	False	0
013450-000	7/30/2020	4563	66	07/2020	False	True	False	0
013450-000	6/30/2020	4497	44	06/2020	False	True	False	0
013450-000	6/1/2020	4453	36	05/2020	False	True	False	0
013450-000	4/30/2020	4417	49	04/2020	False	True	False	0
013450-000	4/1/2020	4368	56	04/2020	False	True	False	0
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013450-000	12/9/2019	4295	29	12/2019	False	True	False	0
013450-000	11/7/2019	4266	56	11/2019	False	True	False	0
013450-000	10/8/2019	4210	81	10/2019	False	True	False	0
013450-000	9/6/2019	4129	64	09/2019	False	True	False	0
013450-000	8/8/2019	4065	72	08/2019	False	True	False	0
013450-000	7/8/2019	3993	73	07/2019	False	True	False	0
013450-000	6/7/2019	3920	37	06/2019	False	True	False	0
013450-000	5/10/2019	3883	62	05/2019	False	True	False	0
013450-000	4/8/2019	3821	0	04/2019	False	True	False	0
013450-000	3/8/2019	3821	1	03/2019	False	True	False	0
013450-000	2/7/2019	3820	1	02/2019	False	True	False	0
013450-000	1/8/2019	3819	0	01/2019	False	True	False	0
013450-000	12/7/2018	3819	22	12/2018	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
013450-000	11/7/2018	3797	3	11/2018	False	True	False	0
013450-000	11/5/2018	3794	36	11/2018	False	True	False	0
013450-000	10/8/2018	3758	42	10/2018	False	True	False	0
013450-000	9/7/2018	3716	78	09/2018	False	True	False	0
013450-000	8/8/2018	3638	75	08/2018	False	True	False	0
013450-000	7/9/2018	3563	82	07/2018	False	True	False	0
013450-000	6/7/2018	3481	75	06/2018	False	True	False	0
013450-000	5/8/2018	3406	38	05/2018	False	True	False	0
013450-000	4/9/2018	3368	12	04/2018	False	True	False	0
013450-000	3/8/2018	3356	48	03/2018	False	True	False	0
013450-000	2/8/2018	3308	0	02/2018	False	True	False	0
013450-000	1/8/2018	3308	4	01/2018	False	True	False	0
013450-000	12/8/2017	3304	6	12/2017	False	True	False	0
013450-000	11/8/2017	3298	108	11/2017	False	True	False	0
013450-000	9/8/2017	3190	81	09/2017	False	True	False	0
013450-000	8/8/2017	3109	92	08/2017	False	True	False	0
013450-000	7/7/2017	3017	69	07/2017	False	True	False	0
013450-000	6/8/2017	2948	52	06/2017	False	True	False	0
013450-000	5/8/2017	2896	6	05/2017	False	True	False	0
013450-000	4/7/2017	2890	3	04/2017	False	True	False	0
013450-000	3/8/2017	2887	2	03/2017	False	True	False	0
013450-000	2/8/2017	2885	1	02/2017	False	True	False	0
013450-000	1/10/2017	2884	0	01/2017	False	True	False	0
013450-000	12/9/2016	2884	7	12/2016	False	True	False	0
013450-000	11/8/2016	2877	16	11/2016	False	True	False	0
013450-000	10/7/2016	2861	60	10/2016	False	True	False	0
013450-000	9/8/2016	2801	74	09/2016	False	True	False	0
013450-000	8/8/2016	2727	73	08/2016	False	True	False	0
013450-000	7/8/2016	2654	71	07/2016	False	True	False	0
013450-000	6/8/2016	2583	55	06/2016	False	True	False	0
013450-000	5/9/2016	2528	29	05/2016	False	True	False	0
013450-000	4/8/2016	2499	4	04/2016	False	True	False	0
013450-000	3/8/2016	2495	6	03/2016	False	True	False	0
013450-000	2/8/2016	2489	6	02/2016	False	True	False	0
013450-000	1/8/2016	2483	0	01/2016	False	True	False	0
013450-000	12/8/2015	2483	15	12/2015	False	True	False	0
013450-000	11/9/2015	2468	50	11/2015	False	True	False	0
013450-000	10/8/2015	2418	45	10/2015	False	True	False	0
013450-000	9/8/2015	2373	55	09/2015	False	True	False	0
013450-000	8/7/2015	2318	39	08/2015	False	True	False	0
013450-000	7/8/2015	2279	46	07/2015	False	True	False	0
013450-000	6/8/2015	2233	43	06/2015	False	True	False	0
013450-000	5/8/2015	2190	37	05/2015	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
013450-000	4/9/2015	2153	33	04/2015	False	True	False	0
013450-000	3/9/2015	2120	16	03/2015	False	True	False	0
013450-000	2/9/2015	2104	13	02/2015	False	True	False	0
013450-000	1/8/2015	2091	12	01/2015	False	True	False	0
013450-000	12/8/2014	2079	16	12/2014	False	True	False	0
013450-000	11/7/2014	2063	35	11/2014	False	True	False	0
013450-000	10/8/2014	2028	60	10/2014	False	True	False	0
013450-000	9/8/2014	1968	76	09/2014	False	True	False	0
013450-000	8/8/2014	1892	61	08/2014	False	True	False	0
013450-000	7/8/2014	1831	64	07/2014	False	True	False	0
013450-000	6/9/2014	1767	57	06/2014	False	True	False	0
013450-000	5/8/2014	1710	11	05/2014	False	True	False	0
013450-000	4/7/2014	1699	4	04/2014	False	True	False	0
013450-000	3/7/2014	1695	0	03/2014	False	True	False	0
013450-000	2/21/2014	1695	0	02/2014	False	True	False	0
013450-000	2/7/2014	1695	16	02/2014	False	True	False	0
013450-000	1/9/2014	1679	14	01/2014	False	True	False	0
013450-000	12/9/2013	1665	18	12/2013	False	True	False	0
013450-000	11/8/2013	1647	31	11/2013	False	True	False	0
013450-000	10/8/2013	1616	40	10/2013	False	True	False	0
013450-000	9/9/2013	1576	51	09/2013	False	True	False	0
013450-000	8/8/2013	1525	72	08/2013	False	True	False	0
013450-000	7/8/2013	1453	78	07/2013	False	True	False	0
013450-000	6/7/2013	1375	47	06/2013	False	True	False	0
013450-000	5/17/2013	1328	0	06/2013	False	True	False	0
006010-000	5/16/2013	1328	14	06/2013	False	True	False	0
006010-000	5/8/2013	1314	28	05/2013	False	True	False	0
006010-000	4/8/2013	1286	12	04/2013	False	True	False	0
006010-000	3/8/2013	1274	13	03/2013	False	True	False	0
006010-000	2/8/2013	1261	4	02/2013	False	True	False	0
006010-000	1/8/2013	1257	2	01/2013	False	True	False	0
006010-000	12/7/2012	1255	16	12/2012	False	True	False	0
006010-000	11/8/2012	1239	31	11/2012	False	True	False	0
006010-000	10/8/2012	1208	59	10/2012	False	True	False	0
006010-000	9/7/2012	1149	59	09/2012	False	True	False	0
006010-000	8/8/2012	1090	60	08/2012	False	True	False	0
006010-000	7/9/2012	1030	58	07/2012	False	True	False	0
006010-000	6/8/2012	972	42	06/2012	False	True	False	0
006010-000	5/8/2012	930	24	05/2012	False	True	False	0
006010-000	4/9/2012	906	2	04/2012	False	True	False	0
006010-000	3/8/2012	904	10	03/2012	False	True	False	0
006010-000	2/10/2012	894	9	02/2012	False	True	False	0
006010-000	1/9/2012	885	15	01/2012	False	True	False	0

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order
006010-000	12/8/2011	870	16	12/2011	False	True	False	0
006010-000	11/8/2011	854	47	11/2011	False	True	False	0
006010-000	10/7/2011	807	45	10/2011	False	True	False	0
006010-000	9/8/2011	762	49	09/2011	False	True	False	0
006010-000	8/8/2011	713	46	08/2011	False	True	False	0
006010-000	7/7/2011	667	36	07/2011	False	True	False	0
006010-000	6/8/2011	631	34	06/2011	False	True	False	0
006010-000	5/6/2011	597	22	05/2011	False	True	False	0
006010-000	4/7/2011	575	0	04/2011	False	True	False	0
006010-000	3/8/2011	575	2	03/2011	False	True	False	0
006010-000	2/8/2011	573	3	02/2011	False	True	False	0
006010-000	1/7/2011	570	1	01/2011	False	True	False	0
006010-000	12/8/2010	569	0	12/2010	False	True	False	0
006010-000	11/8/2010	569	24	11/2010	False	True	False	0
006010-000	10/8/2010	545	41	10/2010	False	True	False	0
006010-000	9/9/2010	504	41	09/2010	False	True	False	0
006010-000	8/9/2010	463	51	08/2010	False	True	False	0
006010-000	7/8/2010	412	33	07/2010	False	True	False	0
006010-000	6/8/2010	379	29	06/2010	False	True	False	0
006010-000	5/10/2010	350	28	05/2010	False	True	False	0
006010-000	4/8/2010	322	15	04/2010	False	True	False	0
006010-000	3/8/2010	307	5	03/2010	False	True	False	0
006010-000	2/5/2010	302	4	02/2010	False	True	False	0
006010-000	1/7/2010	298	5	01/2010	False	True	False	0
006010-000	12/8/2009	293	8	12/2009	False	True	False	0
006010-000	11/9/2009	285	20	11/2009	False	True	False	0
006010-000	10/8/2009	265	36	10/2009	False	True	False	0
006010-000	9/10/2009	229	45	09/2009	False	True	False	0
006010-000	8/11/2009	184	140	08/2009	False	True	False	0
006010-000	6/8/2009	43	43	06/2009	False	True	False	0
000000-000	5/20/2009	0	0	06/2009	False	True	False	0