



****AMENDED 9/28****

**City of St. Helena
Water Advisory Board**

Regular Meeting

Friday, October 1, 2021 @ 10:00 AM

**Revised: Tuesday, September 28, 2021 9:56
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/89155757155>

Or One tap mobile :

US: +16699006833, 89155757155# or +13462487799, 89155757155#

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: 891 5575 7155

International numbers available: <https://us02web.zoom.us/j/89155757155>

1. CALL TO ORDER
2. ROLL CALL
Chair: Brent Randol
Vice Chair: Dianna Ortiz
Board Member: George Schisler
City Council Representative: Anna Chouteau
Planning Commission Representative: Daniel Hale
3. PUBLIC FORUM:
An opportunity for the public to directly address the Board on items of interest to the public that are not listed on the agenda. Any person addressing the Board should provide his or her name and address, and limit comments to four minutes. Because of restrictions imposed by **the Brown Act, the Board may not engage in substantive discussion, nor take action on matters not described on the agenda.**
4. REPORTS BY STAFF AND BOARD
Reports by staff and/or Board on items of general interest. Brief questions for clarification may be posed and answered, and Board may request that items be placed on a future agenda. Except under certain circumstances, **the Brown Act prohibits any other discussion or action by the Water Advisory Board.**
5. 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 - Dodson, M. 7 - 21

CEQA Determination: Not a CEQA project
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[01 Water Advisory Penalty Waiver Request Dodson, M. final](#)
 - 7.2. Consideration of Penalty Adjustment Request - Elliman, J. 23 - 39

CEQA Determination: Not a CEQA project
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
[01 Water Advisory Penalty Waiver Request Elliman, J. final](#)

- 7.3. Consideration of Penalty Adjustment Request - Garber, R. 41 - 51
- CEQA Determination: Not a CEQA project
 Prepared By: April Mitts, Administrative Services Director
 Recommendation:
 Discuss and make a determination for Water Penalty adjustment request.
[01 Water Advisory Penalty Waiver Request Garber, R. final](#)
- 7.4. Consideration of Penalty Adjustment Request - Ryan M. 53 - 66
- CEQA Determination: Not a CEQA project
 Prepared By: April Mitts, Administrative Services Director
 Recommendation:
 Discuss and make a determination for Water Penalty adjustment request.
[01 Water Advisory Penalty Waiver Request Ryan, M. final](#)
- 7.5. ~~**This item will be heard at a future Water Advisory Board Meeting**~~
~~Consideration of Penalty Adjustment Request - Sjostedt, C./Davis, S.~~
- CEQA Determination: Not a CEQA project
 Prepared By: April Mitts, Administrative Services Director
 Recommendation:
 Discuss and make a determination for Water Penalty adjustment request.
- 7.6. Consideration of Penalty Adjustment Request - Sklar, E. 67 - 82
- CEQA Determination: Not a CEQA project
 Prepared By: April Mitts, Administrative Services Director
 Recommendation:
 Discuss and make a determination for Water Penalty adjustment request.
[01 Water Advisory Penalty Waiver Request Sklar, E. Appeal Final](#)
- 7.7. Consideration of Penalty Adjustment Request - St. Helena Catholic Church 83 - 94
- CEQA Determination: Not a CEQA project
 Prepared By: April Mitts, Administrative Services Director
 Recommendation:
 Discuss and make a determination for Water Penalty adjustment request.
[01 Water Advisory Penalty Waiver Request St. Helena Catholic Church final](#)
- 7.8. Consideration of Penalty Adjustment Request - Sturm, F. & M. 95 - 114
- CEQA Determination: Not a CEQA project
 Prepared By: April Mitts, Administrative Services Director
 Recommendation:

Discuss and make a determination for Water Penalty adjustment request.

[01 Water Advisory Penalty Waiver Request Sterm, F. & M. final](#)

- 7.9. Consideration of Penalty Adjustment Request - Wright, J.

115 - 127

CEQA Determination: Not a CEQA project

Prepared By: April Mitts, Administrative Services Director

Recommendation:

Discuss and make a determination for Water Penalty adjustment request.

[01 Water Advisory Penalty Waiver Request Wright, J. final](#)

8. ADJOURNMENT

The next regular Water Advisory Board meeting is scheduled for October 15, 2021 at 10:00 am.

I do hereby certify that a copy of the foregoing agenda was posted on the City website on September 27, 2021.



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 – October 1, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Dodson, M.**

CEQA **Not a CEQA project**
Determination:

Prepared By: April Mitts, Administrative Services Director

Reviewed By: April Mitts, Administrative Services 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.

Per the established policy, the following criteria must be met:

1. The customer must have not received a leak letter for 2 or more consecutive months or can demonstrate there is a good faith effort to actively locate and fix leaks.
2. All leak(s) must be beyond the control of the owner, agents, tenants, contractors, or anyone occupying the property or using the property that could have reasonably foreseen such a possible leak.
3. The leak(s) cannot be the result of negligent, willful nor neglectful behavior.
4. Proof that the repairs were completed must be included with all requests for a penalty leak adjustment. Examples include a copy of the plumber's invoice or hardware store receipts showing items purchased or proof provided by the City that water use had returned to normal levels during subsequent months.

The Water Advisory Board will consider penalty leak adjustment amounts on a case-by-case basis with the following consideration:

- a. Up to 100% - First Leak
- b. Up to 50% - Subsequent Leaks

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on August 17, 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.

Tables 1 through 4 provides additional information for the Water Advisory Board.

Table 1 - 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

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	\$1,799.99	\$7,199.95	37.58	28,109
July	\$2,503.30	\$5,006.60	28.01	20,951
August	\$5.90	\$5.90	.59	441

Table 3 – Leak Letters Sent

June 2021

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
n/a	

Based on the adopted policy, the customer is eligible for a water penalty leak adjustment. A leak letter was received in June 2021 and the leak was fixed mid-July.

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 8/17/21		Customer or Company Name Mike Dodson	
Account Number 018640-000		Phone Number 415-265-4165	Email Address mike@mosnow4.com
Mailing Address 61 King Avenue		City Piedmont	State CA
			Zip Code 94611
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June & July		Amount of Penalties Assessed: \$1,799.99 & \$2,503	
Please list any additional information for the Water Advisory Board consideration: 905 Charter Oak Avenue is our second home. We were not at the property in June and only used it on weekends in July. Our indoor water usage is minimal and does not come close to our monthly allocation. Our excessive usage and the resulting penalties was from outdoor usage. Driven by two problems. 1) An undetected broken valve on our irrigation system. A review of our hourly water usage will show we watered our garden every three days. The system was on a three hour cycle to cover our half acre lot. The first and third hours were using too much water but it was in the 250-500 gallon range. The second hour jumped to well over 1,000 gallons per hour. Once we were notified of the (continuous use) problem by your dept. we turned the irrigation off and had it repaired. My repair receipt was included in our original submission. It is worth noting we have not resumed use of our irrigation system. As a result our garden, shrubs, trees and side bushes are dead or dying. I plan to rip it all out this fall and replace it with drought resistant landscaping. 2) Our pool pump developed a major leak. This was also repaired (see pics from orig submission)			
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: Mike Dodson		Signature:	Date: 09-17-21
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: JUNE-2021	
Date item to be heard by Water Advisory Board: 10/1/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/27/21	
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

City of St Helena, City Hall

DATE SUBMITTED: <u>Received</u>
RECEIVED BY: <u>AUG 20</u>

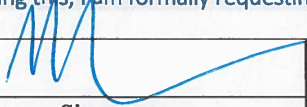
1480 Main St.

St Helena, CA 94574

PROPERTY & BILLING INFORMATION			
Date Applying: <u>8/17/21</u>	<u>905 CHARTER OAK AVE, ST. HELENA</u>	<u>61 KING AVE., Piedmont, CA 94611</u>	
Account Holders Name <u>MIKE DOSSON</u>	Daytime Phone Number <u>415-265-4165</u>	Other Phone Number <u>SAME</u>	
Service Address <u>905 CHARTER OAK</u>			
Email <u>MIKE@Maswan4.com</u>			
Mailing Address (if different than above) <u>61 KING AVENUE</u>	City <u>PIEDMONT</u>	State <u>CA</u>	Zip Code <u>94611</u>
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 ACTUALLY HAD TWO LEAKS. THE FIRST WAS A BROKEN IRRIGATION VALVE. A REVIEW OF MY HOURLY WATER USAGE WILL SHOW A JUMP OF 1,000 GALLONS/ HOUR DURING ONE WATER PERIOD. SINCE WE DO NOT LIVE AT THE ADDRESS FULLTIME, WE WERE NOT AWARE OF THE ISSUE UNTIL YOU NOTIFIED US. ONE LAWN MAINTENANCE CREW HAS NOW REPAIRED THE ISSUE. (SEE ATTACHED LETTER). THE SECOND LEAK WAS WITH OUR POOL PUMP. WE HAD A BREAK AT A CRITICAL FIXTURE THAT LEAKED WATER WHEN THE PUMP WAS RUNNING. THIS HAS NOW BEEN REPAIRED (8/10). SEE PICTURE OF NEW FIXTURE.			
Billing Period in which leak occurred: <u>5/1 → 6/30</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: 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	Mike Doasv Print Name	8/11/21 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: May, June, July	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 JUNE 2021	Average Water Usage calculated for adjustment N/A
Total Water Usage adjusted: N/A	Total Dollar Amount Adjusted: Does not Qualify	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

Irrigation Repair

BR Landscaping
PO Box 451
Rutherford, CA 94573

August 13, 2021

City of St. Helena
Attention: Water Department

RE: 905 Charter Oak Avenue, St. Helena, CA 94574

To Whom it May Concern:

Mike Dodson, who lives at 905 Charter Oak Ave, is a client of BR Landscape and Maintenance. He called me to say that he was having an issue with his water. We discovered that the irrigation valve had a stuck solenoid. We replaced it mid-July and that fixed the problem.

If you have any questions, you can contact me at 707-312-1594.

Thank you,



Billy Rodriguez, Owner
BR Landscaping & Maintenance

BR Landscaping
PO Box 451
Rutherford, CA 94573

August 13, 2021

City of St. Helena
Attention: Water Department

RE: 905 Charter Oak Avenue, St. Helena, CA 94574

To Whom it May Concern:

Mike Dodson, who lives at 905 Charter Oak Ave, is a client of BR Landscape and Maintenance. He called me to say that he was having an issue with his water. We discovered that the irrigation valve had a stuck solenoid. We replaced it mid-July and that fixed the problem.

If you have any questions, you can contact me at 707-312-1594.

Thank you,

A handwritten signature in blue ink, appearing to read "Billy Rodriguez", with a stylized flourish at the end.

Billy Rodriguez, Owner
BR Landscaping & Maintenance

Poo Pump Running Repair





Utility Billing

Dodson Mike 018640-000 - 905 Charter Oak



User: AprilM

Printed: 9/27/2021 4:47:29 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
018640-000	8/27/2021	942	14	08/2021	False	True	False	0	0.00000
018640-000	7/28/2021	928	38	07/2021	False	True	False	0	0.00000
018640-000	6/28/2021	890	49	06/2021	False	True	False	0	0.00000
018640-000	5/26/2021	841	47	05/2021	False	True	False	0	0.00000
018640-000	4/29/2021	794	43	04/2021	False	True	False	0	0.00000
018640-000	3/29/2021	751	27	03/2021	False	True	False	0	0.00000
018640-000	3/9/2021	724	15	03/2021	False	True	False	0	0.00000
018640-000	1/29/2021	709	1	01/2021	False	True	False	0	0.00000
018640-000	12/30/2020	708	75	12/2020	False	True	False	0	0.00000
018640-000	11/19/2020	633	57	11/2020	False	True	False	0	0.00000
018640-000	10/30/2020	576	191	10/2020	False	True	False	0	0.00000
018640-000	8/27/2020	385	93	08/2020	False	True	False	0	0.00000
018640-000	7/30/2020	292	101	07/2020	False	True	False	0	0.00000
018640-000	6/30/2020	191	97	06/2020	False	True	False	0	0.00000
018640-000	6/1/2020	94	114	05/2020	False	True	False	0	0.00000
018640-000	4/30/2020	9980	86	04/2020	False	True	False	0	0.00000
018640-000	4/1/2020	9894	58	04/2020	False	True	False	0	0.00000
018640-000	2/28/2020	9836	36	02/2020	False	True	False	0	0.00000
018640-000	1/31/2020	9800	0	01/2020	False	True	False	0	0.00000
018640-000	12/31/2019	9800	1	12/2019	False	True	False	0	0.00000
018640-000	12/9/2019	9799	79	12/2019	False	True	False	0	0.00000
018640-000	11/7/2019	9720	81	11/2019	False	True	False	0	0.00000
018640-000	10/8/2019	9639	104	10/2019	False	True	False	0	0.00000
018640-000	9/6/2019	9535	107	09/2019	False	True	False	0	0.00000
018640-000	8/8/2019	9428	91	08/2019	False	True	False	0	0.00000
018640-000	7/8/2019	9337	83	07/2019	False	True	False	0	0.00000
018640-000	6/7/2019	9254	41	06/2019	False	True	False	0	0.00000
018640-000	5/10/2019	9213	44	05/2019	False	True	False	0	0.00000
018640-000	4/8/2019	9169	1	04/2019	False	True	False	0	0.00000
018640-000	3/8/2019	9168	0	03/2019	False	True	False	0	0.00000
018640-000	2/7/2019	9168	0	02/2019	False	True	False	0	0.00000
018640-000	1/8/2019	9168	2	01/2019	False	True	False	0	0.00000
018640-000	12/7/2018	9166	2	12/2018	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
018640-000	11/7/2018	9164	0	11/2018	False	True	False	0	0.00000
018640-000	11/5/2018	9164	1	11/2018	False	True	False	0	0.00000
018640-000	10/29/2018	9163	37	10/2018	False	True	False	0	0.00000
018640-000	10/8/2018	9126	162	10/2018	False	True	False	0	0.00000
018640-000	9/7/2018	8964	201	09/2018	False	True	False	0	0.00000
018640-000	8/8/2018	8763	114	08/2018	False	True	False	0	0.00000
018640-000	7/9/2018	8649	112	07/2018	False	True	False	0	0.00000
018640-000	6/7/2018	8537	13	06/2018	False	True	False	0	0.00000
018640-000	5/30/2018	8524	0	05/2018	False	True	False	0	0.00000
018147-000	5/30/2018	8524	135	06/2018	False	True	False	0	0.00000
018147-000	5/8/2018	8389	17	05/2018	False	True	False	0	0.00000
018147-000	4/9/2018	8372	2	04/2018	False	True	False	0	0.00000
018147-000	3/8/2018	8370	11	03/2018	False	True	False	0	0.00000
018147-000	2/8/2018	8359	3	02/2018	False	True	False	0	0.00000
018147-000	1/8/2018	8356	6	01/2018	False	True	False	0	0.00000
018147-000	12/11/2017	8350	35	12/2017	False	True	False	0	0.00000
018147-000	12/7/2017	8315	0	12/2017	False	True	False	0	0.00000
005131-000	11/27/2017	8315	30	12/2017	False	True	False	0	0.00000
005131-000	11/8/2017	8285	167	11/2017	False	True	False	0	0.00000
005131-000	9/8/2017	8118	114	09/2017	False	True	False	0	0.00000
005131-000	8/8/2017	8004	117	08/2017	False	True	False	0	0.00000
005131-000	7/7/2017	7887	49	07/2017	False	True	False	0	0.00000
005131-000	7/3/2017	7838	0	07/2017	False	True	False	0	0.00000
005131-000	6/8/2017	7838	87	06/2017	False	True	False	0	0.00000
005131-000	5/8/2017	7751	87	05/2017	False	True	False	0	0.00000
005131-000	4/7/2017	7664	9	04/2017	False	True	False	0	0.00000
005131-000	3/8/2017	7655	0	03/2017	False	True	False	0	0.00000
005131-000	2/8/2017	7655	0	02/2017	False	True	False	0	0.00000
005131-000	1/10/2017	7655	9	01/2017	False	True	False	0	0.00000
005131-000	12/9/2016	7646	61	12/2016	False	True	False	0	0.00000
005131-000	11/8/2016	7585	88	11/2016	False	True	False	0	0.00000
005131-000	10/7/2016	7497	102	10/2016	False	True	False	0	0.00000
005131-000	9/8/2016	7395	119	09/2016	False	True	False	0	0.00000
005131-000	8/8/2016	7276	109	08/2016	False	True	False	0	0.00000
005131-000	7/8/2016	7167	97	07/2016	False	True	False	0	0.00000
005131-000	6/8/2016	7070	83	06/2016	False	True	False	0	0.00000
005131-000	5/9/2016	6987	84	05/2016	False	True	False	0	0.00000
005131-000	4/8/2016	6903	25	04/2016	False	True	False	0	0.00000
005131-000	3/8/2016	6878	3	03/2016	False	True	False	0	0.00000
005131-000	2/8/2016	6875	6	02/2016	False	True	False	0	0.00000
005131-000	1/8/2016	6869	2	01/2016	False	True	False	0	0.00000
005131-000	12/8/2015	6867	11	12/2015	False	True	False	0	0.00000
005131-000	11/9/2015	6856	108	11/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005131-000	10/8/2015	6748	117	10/2015	False	True	False	0	0.00000
005131-000	9/8/2015	6631	166	09/2015	False	True	False	0	0.00000
005131-000	8/7/2015	6465	125	08/2015	False	True	False	0	0.00000
005131-000	7/8/2015	6340	153	07/2015	False	True	False	0	0.00000
005131-000	6/8/2015	6187	132	06/2015	False	True	False	0	0.00000
005131-000	5/8/2015	6055	103	05/2015	False	True	False	0	0.00000
005131-000	4/8/2015	5952	98	04/2015	False	True	False	0	0.00000
005131-000	3/9/2015	5854	57	03/2015	False	True	False	0	0.00000
005131-000	2/9/2015	5797	23	02/2015	False	True	False	0	0.00000
005131-000	1/8/2015	5774	29	01/2015	False	True	False	0	0.00000
005131-000	12/8/2014	5745	46	12/2014	False	True	False	0	0.00000
005131-000	11/7/2014	5699	148	11/2014	False	True	False	0	0.00000
005131-000	10/8/2014	5551	140	10/2014	False	True	False	0	0.00000
005131-000	9/8/2014	5411	148	09/2014	False	True	False	0	0.00000
005131-000	8/8/2014	5263	149	08/2014	False	True	False	0	0.00000
005131-000	7/8/2014	5114	175	07/2014	False	True	False	0	0.00000
005131-000	6/9/2014	4939	123	06/2014	False	True	False	0	0.00000
005131-000	5/8/2014	4816	60	05/2014	False	True	False	0	0.00000
005131-000	4/7/2014	4756	10	04/2014	False	True	False	0	0.00000
005131-000	3/7/2014	4746	7	03/2014	False	True	False	0	0.00000
005131-000	2/21/2014	4739	5	02/2014	False	True	False	0	0.00000
005131-000	2/7/2014	4734	24	02/2014	False	True	False	0	0.00000
005131-000	1/9/2014	4710	37	01/2014	False	True	False	0	0.00000
005131-000	12/9/2013	4673	20	12/2013	False	True	False	0	0.00000
005131-000	11/8/2013	4653	58	11/2013	False	True	False	0	0.00000
005131-000	10/8/2013	4595	79	10/2013	False	True	False	0	0.00000
005131-000	9/9/2013	4516	109	09/2013	False	True	False	0	0.00000
005131-000	8/8/2013	4407	135	08/2013	False	True	False	0	0.00000
005131-000	7/8/2013	4272	97	07/2013	False	True	False	0	0.00000
005131-000	6/7/2013	4175	122	06/2013	False	True	False	0	0.00000
005131-000	5/8/2013	4053	88	05/2013	False	True	False	0	0.00000
005131-000	4/8/2013	3965	52	04/2013	False	True	False	0	0.00000
005131-000	3/8/2013	3913	26	03/2013	False	True	False	0	0.00000
005131-000	2/8/2013	3887	18	02/2013	False	True	False	0	0.00000
005131-000	1/8/2013	3869	20	01/2013	False	True	False	0	0.00000
005131-000	12/7/2012	3849	21	12/2012	False	True	False	0	0.00000
005131-000	11/8/2012	3828	28	11/2012	False	True	False	0	0.00000
005131-000	10/8/2012	3800	66	10/2012	False	True	False	0	0.00000
005131-000	9/7/2012	3734	87	09/2012	False	True	False	0	0.00000
005131-000	8/8/2012	3647	91	08/2012	False	True	False	0	0.00000
005131-000	7/9/2012	3556	20	07/2012	False	True	False	0	0.00000
005131-000	7/2/2012	3536	80	07/2012	False	True	False	0	0.00000
005131-000	6/8/2012	3456	254	06/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005131-000	5/8/2012	3202	90	05/2012	False	True	False	0	0.00000
005131-000	4/9/2012	3112	45	04/2012	False	True	False	0	0.00000
005131-000	3/8/2012	3067	70	03/2012	False	True	False	0	0.00000
005131-000	2/8/2012	2997	15	02/2012	False	True	False	0	0.00000
005131-000	1/9/2012	2982	93	01/2012	False	True	False	0	0.00000
005131-000	12/8/2011	2889	18	12/2011	False	True	False	0	0.00000
005131-000	11/8/2011	2871	56	11/2011	False	True	False	0	0.00000
005131-000	10/7/2011	2815	131	10/2011	False	True	False	0	0.00000
005131-000	9/8/2011	2684	206	09/2011	False	True	False	0	0.00000
005131-000	8/8/2011	2478	332	08/2011	False	True	False	0	0.00000
005131-000	7/7/2011	2146	173	07/2011	False	True	False	0	0.00000
005131-000	6/8/2011	1973	149	06/2011	False	True	False	0	0.00000
005131-000	5/6/2011	1824	66	05/2011	False	True	False	0	0.00000
005131-000	4/7/2011	1758	14	04/2011	False	True	False	0	0.00000
005131-000	3/8/2011	1744	24	03/2011	False	True	False	0	0.00000
005131-000	2/8/2011	1720	15	02/2011	False	True	False	0	0.00000
005131-000	1/7/2011	1705	19	01/2011	False	True	False	0	0.00000
005131-000	12/8/2010	1686	28	12/2010	False	True	False	0	0.00000
005131-000	11/8/2010	1658	75	11/2010	False	True	False	0	0.00000
005131-000	10/8/2010	1583	122	10/2010	False	True	False	0	0.00000
005131-000	9/9/2010	1461	151	09/2010	False	True	False	0	0.00000
005131-000	8/9/2010	1310	161	08/2010	False	True	False	0	0.00000
005131-000	7/8/2010	1149	94	07/2010	False	True	False	0	0.00000
005131-000	6/21/2010	1055	67	08/2010	False	True	False	0	0.00000
005131-000	6/8/2010	988	54	06/2010	False	True	False	0	0.00000
005131-000	5/10/2010	934	43	05/2010	False	True	False	0	0.00000
005131-000	4/8/2010	891	21	04/2010	False	True	False	0	0.00000
005131-000	3/8/2010	870	21	03/2010	False	True	False	0	0.00000
005131-000	2/5/2010	849	88	02/2010	False	True	False	0	0.00000
005131-000	1/7/2010	761	15	01/2010	False	True	False	0	0.00000
005131-000	12/8/2009	746	17	12/2009	False	True	False	0	0.00000
005131-000	11/9/2009	729	40	11/2009	False	True	False	0	0.00000
005131-000	10/8/2009	689	103	10/2009	False	True	False	0	0.00000
005131-000	9/10/2009	586	123	09/2009	False	True	False	0	0.00000
005131-000	8/11/2009	463	370	08/2009	False	True	False	0	0.00000
005131-000	6/8/2009	93	93	06/2009	False	True	False	0	0.00000
000000-000	5/19/2009	0	0	06/2009	False	True	False	0	0.00000



Report to the City Council
Water Advisory Board – October 1, 2021

Agenda Section: **NEW BUSINESS**

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

CEQA **Not a CEQA project**
Determination:

Prepared By: April Mitts, Administrative Services Director

Reviewed By: April Mitts, Administrative Services 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.

Per the established policy, the following criteria must be met:

1. The customer must have not received a leak letter for 2 or more consecutive months or can demonstrate there is a good faith effort to actively locate and fix leaks.
2. All leak(s) must be beyond the control of the owner, agents, tenants, contractors, or anyone occupying the property or using the property that could have reasonably foreseen such a possible leak.
3. The leak(s) cannot be the result of negligent, willful nor neglectful behavior.
4. Proof that the repairs were completed must be included with all requests for a penalty leak adjustment. Examples include a copy of the plumber's invoice or hardware store receipts showing items purchased or proof provided by the City that water use had returned to normal levels during subsequent months.

The Water Advisory Board will consider penalty leak adjustment amounts on a case-by-case basis with the following consideration:

- a. Up to 100% - First Leak
- b. Up to 50% - Subsequent Leaks

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.

Tables 1 through 4 provides additional information for the Water Advisory Board.

Table 1 - Current Allocation – based on a 30-day month:

	Gallons	HCF
Number in Household: 3	5,850	
Phase II Outdoor Summer Allocation	2,500	
Exception		
<i>TOTAL ALLOCATION</i>	<i>8,350</i>	<i>11.16</i>

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	\$1,515.65	\$6,062.60	33.615	25,146

Table 3 – Leak Letters Sent

June 2021

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
n/a	

Based on the adopted policy, the customer is eligible for a water penalty leak adjustment.

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 7/30/21		Customer or Company Name Jonathan Elliman	
Account Number 018017-000		Phone Number 415-948-9657	Email Address selliman@cellarpass.com
Mailing Address 617 Landmark Ct NE		City Bainbridge Isl	State WA
		Zip Code 98110	
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June 2021		Amount of Penalties Assessed: 1516.65	
Please list any additional information for the Water Advisory Board consideration: In late June we discovered a wet patch of soil in the back yard. Upon further investigation we found the source to be from a fractured pipe in the irrigation system. We immediately turned off the irrigation system entirely to stop the water and scheduled a landscaper team to dig up the irrigation lines, locate & fix the leak, as well as inspect the entire system for any other cracks/failures including any pipes or connections that looked worn. We have maintained a history of low water usage comparatively and take water conservation very seriously. We have already suffered over \$1500 in unexpected expenses for the repairs. We hope our quick response to the matter and our water use history will be taken into consideration to reduce the penalty.			
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: Jonathan Elliman		Signature:	Date: 9/8/21
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		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: June -21	
Date item to be heard by Water Advisory Board: 10/1/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/21/21	
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



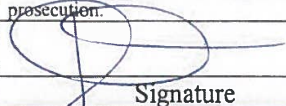
Residential Leak Application

DATE SUBMITTED: <u>7/30/21</u>
RECEIVED BY: <u>IAN DALE</u>

PROPERTY & BILLING INFORMATION			
Date Applying: <u>7/30/21</u>			
Account Holders Name Jonathan Elliman		Daytime Phone Number 415-948-9657	Other Phone Number
Service Address 905 Signorelli Circle, St. Helena, CA 94574			
Email selliman@cellarpass.com			
Mailing Address (if different than above) 617 Landmark Ct NE	City Bainbridge Island	State WA	Zip Code 98110
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.			
In late June, while we were moving out of our home and getting it ready for our new lease tenants, we discovered a wet patch of soil near our garage by the irrigation manifold. We determined there was a leak coming from the irrigation system, but could not tell if it was coming from the main pipe feeding the system or if it was a pipe after the manifolds. After several hours of digging, we determined the water was coming from the main pipe. We had a landscaper come and inspect all the pipes and irrigation manifolds, something we had done a earlier in the spring. They found the main pipe was broken, but also found a few of the main verticle pipes to each valve had new hairline cracks as well. we had the landscaping team replace everything from the back of the house, all the manifolds and valves costing us \$400 in parts alone. We are not sure what caused the crack as there were no signs of damage from tree roots or any other obvious causes. After correcting the issue, there are no more leaks. Our usage history shows we use very little water comparitively. We have installed low flow faucets, flush toilets once a day (unless it's #2), take super short showers, as well as other water conservation efforts. We hope this penalty can be reduced or forgiven considering our long standing conservation history and quick response to fix the issue.			
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 03/12/19

Page 1 of 2

PLEASE READ & SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT		
I certify that I have read, understand and agree to the terms and conditions of a water leak adjustment policy identified below. - I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena - The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited. - I am aware the excess water usage must be 100% higher than normal usage based on an average of the same billing period for the previous three years or the available account history. - I certify that the leak was not the result of negligent, willful or neglectful behavior. - I am aware leak adjustments will not be granted if the City is in a Phase 1 or higher water emergency or subject to water use limitations by the State of California. Also, leak adjustments will not be granted if a local natural disaster has been declared. - I am aware leak adjustments will not be granted if water use does not comply with other existing laws. - I am aware that one (1) leak adjustment may be granted no more than once every 60 months per account. - I am aware adjustments are for one month only. - I am aware if any insurance payment, reimbursement from any other entity other than the City, or equivalent is received, I must immediately notify the City and may be required to pay back the adjusted amount. If I have received reimbursement for this leak, I must provide copies of the documentation with this form. I am requesting relief under P-FI-0005 Leak Adjustment Policy set by the City of St. Helena. By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements as set forth in the policy. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.		
	Jonathan Elliman	7/30/21
Signature	Print Name	Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745

STAFF USE ONLY		
Billing month the leak occurred: June	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? JUNE 2021 ☒ Yes ☐ No	Average Water Usage calculated for adjustment 21
Total Water Usage adjusted: 13	Total Dollar Amount Adjusted: \$93.5	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes:		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection:		
Signature	Print Name (Finance Director)	Date

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Jose Luis Acosta

P.O.Box 814
St. Helena. CA
Cell:(707)738-7016 Business(707)967-8564

Date: 6/30/21
From: JUNY

LANDSCAPE & MAINTENANCE

Name: Jonathan and Sarah Elliman
Address: _____
City: _____ State: _____ Zip: _____
Attention: _____ Phone: _____

- | | |
|--|---|
| ☐ WEED CONTROL | ☐ SPRAY ROUNDUP |
| ☐ YARD CLEAN UP | ☐ LAWN MOWING |
| ☐ WEEDING | ☐ YARD FERTALIZING |
| ☐ GUTTER CLEANING | ☒ PRUNNING (ROSES, TREES, ETC.) |
| ☐ SPRINKLE REPAIR | ☐ PLANTING |
| ☐ PIPE REPAIR | ☐ ROTOTILLING |
| ☒ DRIP SYSTEM REPAIR | ☒ CLEAN UP & TRASH HAULING |
| ☐ ROSE CARE (SPRAY) | |

PAID
#2655
7/6/21

ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		ROUTINENMAINTENANCE:		23hr	575.00
		Central Valley			20.50
		clover Flat Landfill			80.00
		steves Hardware			8.38
					683.88

Please Send My Check to:
Jose Acosta
P.O Box 814
St, Helena, CA 94574



Before repair



After repair

418



Jose Luis Acosta

P.O.Box 814
St. Helena, CA
Cell:(707)738-7016 Business(707)967-8564

Date: 7/3/21
From: July

LANDSCAPE & MAINTENANCE

Name: Jonathun and Sarah Elliman
Address: _____
City: _____ State: _____ Zip: _____
Attention: _____ Phone: _____

☐ WEED CONTROL

☐ YARD CLEAN UP

☐ WEEDING

☐ GUTTER CLEANING

☒ SPRINKLE REPAIR

☒ PIPE REPAIR

☒ DRIP SYSTEM REPAIR

☐ ROSE CARE (SPRAY)

☐ SPRAY ROUNDUP

☐ LAWN MOWING

☐ YARD FERTALIZING

☒ PRUNNING (ROSES, TREES, ETC.)

☒ PLANTING

☐ ROTOTILLING

☒ CLEAN UP & TRASH HAULING

ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		ROUTINENMAINTENANCE:		21 hrs	525.00
		Clover Flat			62.50
		Central Valley			201.30
		Stevens Hardware			13.49
		Harold Smith			22.79
		I am pay MI Friends			200.00
		bi work in the Valve			
					10 25.08

Please Send My Check to:
Jose Acosta
P.O Box 814
St, Helena, CA 94574

Jennifer Weeks

From: Jennifer Weeks
Sent: Thursday, September 2, 2021 1:17 PM
To: selliman@cellarpass.com
Subject: FW: Leap Appeal Application - 1185 Hudson Ave.
Attachments: Leak Adjustment - Phase II and Phase III Water Penalty Adjustment Form.pdf

Good Afternoon Jonathan,

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



Indoor
< 65 Gal
 per person per day



Outdoor
< 2,500 Gal
 per month



Business and
 Agricultural
↓ at least 10%

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

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



Interior
< 65 Gal
 por persona



En las afueras
< 2,500 Gal
 por mes



Negocios y
 Agricultura
Por Lo Menos 10% ↓

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

Utility Billing

Elliman Jonathan 018017-000 - 905 Signorelli Cir



User: AprilM

Printed: 9/27/2021 3:25:03 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
017446-001	7/8/2021	1819	0	07/2021	False	True	False	0	0.00000
018017-000	7/8/2021	1819	7	07/2021	False	True	False	0	0.00000
018017-000	7/8/2021	1819	0	08/2021	False	True	False	0	0.00000
018017-000	6/28/2021	1812	46	06/2021	False	True	False	0	0.00000
018017-000	5/26/2021	1766	13	05/2021	False	True	False	0	0.00000
018017-000	4/29/2021	1753	8	04/2021	False	True	False	0	0.00000
018017-000	3/29/2021	1745	0	03/2021	False	True	False	0	0.00000
018017-000	3/9/2021	1745	3	03/2021	False	True	False	0	0.00000
018017-000	1/29/2021	1742	2	01/2021	False	True	False	0	0.00000
018017-000	12/30/2020	1740	2	12/2020	False	True	False	0	0.00000
018017-000	11/19/2020	1738	2	11/2020	False	True	False	0	0.00000
018017-000	10/30/2020	1736	17	10/2020	False	True	False	0	0.00000
018017-000	8/27/2020	1719	10	08/2020	False	True	False	0	0.00000
018017-000	7/30/2020	1709	12	07/2020	False	True	False	0	0.00000
018017-000	6/30/2020	1697	12	06/2020	False	True	False	0	0.00000
018017-000	6/1/2020	1685	11	05/2020	False	True	False	0	0.00000
018017-000	4/30/2020	1674	5	04/2020	False	True	False	0	0.00000
018017-000	4/1/2020	1669	3	04/2020	False	True	False	0	0.00000
018017-000	2/28/2020	1666	3	02/2020	False	True	False	0	0.00000
018017-000	1/31/2020	1663	1	01/2020	False	True	False	0	0.00000
018017-000	12/31/2019	1662	0	12/2019	False	True	False	0	0.00000
018017-000	12/9/2019	1662	2	12/2019	False	True	False	0	0.00000
018017-000	11/7/2019	1660	5	11/2019	False	True	False	0	0.00000
018017-000	10/8/2019	1655	12	10/2019	False	True	False	0	0.00000
018017-000	9/6/2019	1643	11	09/2019	False	True	False	0	0.00000
018017-000	8/8/2019	1632	15	08/2019	False	True	False	0	0.00000
018017-000	7/8/2019	1617	14	07/2019	False	True	False	0	0.00000
018017-000	6/7/2019	1603	7	06/2019	False	True	False	0	0.00000
018017-000	5/10/2019	1596	5	05/2019	False	True	False	0	0.00000
018017-000	4/8/2019	1591	2	04/2019	False	True	False	0	0.00000
018017-000	3/8/2019	1589	3	03/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
018017-000	2/7/2019	1586	1	02/2019	False	True	False	0	0.00000
018017-000	1/8/2019	1585	5	01/2019	False	True	False	0	0.00000
018017-000	12/7/2018	1580	4	12/2018	False	True	False	0	0.00000
018017-000	11/7/2018	1576	1	11/2018	False	True	False	0	0.00000
018017-000	11/5/2018	1575	1	11/2018	False	True	False	0	0.00000
018017-000	10/29/2018	1574	4	10/2018	False	True	False	0	0.00000
018017-000	10/8/2018	1570	10	10/2018	False	True	False	0	0.00000
018017-000	9/7/2018	1560	25	09/2018	False	True	False	0	0.00000
018017-000	8/8/2018	1535	38	08/2018	False	True	False	0	0.00000
018017-000	7/9/2018	1497	37	07/2018	False	True	False	0	0.00000
018017-000	6/7/2018	1460	20	06/2018	False	True	False	0	0.00000
018017-000	5/8/2018	1440	14	05/2018	False	True	False	0	0.00000
018017-000	4/9/2018	1426	9	04/2018	False	True	False	0	0.00000
018017-000	3/8/2018	1417	9	03/2018	False	True	False	0	0.00000
018017-000	2/8/2018	1408	4	02/2018	False	True	False	0	0.00000
018017-000	1/8/2018	1404	7	01/2018	False	True	False	0	0.00000
018017-000	12/8/2017	1397	5	12/2017	False	True	False	0	0.00000
018017-000	11/8/2017	1392	17	11/2017	False	True	False	0	0.00000
015336-000	9/29/2017	1375	12	10/2017	False	True	False	0	0.00000
015336-000	9/8/2017	1363	19	09/2017	False	True	False	0	0.00000
015336-000	8/8/2017	1344	23	08/2017	False	True	False	0	0.00000
015336-000	7/7/2017	1321	23	07/2017	False	True	False	0	0.00000
015336-000	6/8/2017	1298	41	06/2017	False	True	False	0	0.00000
015336-000	5/8/2017	1257	9	05/2017	False	True	False	0	0.00000
015336-000	4/7/2017	1248	3	04/2017	False	True	False	0	0.00000
015336-000	3/8/2017	1245	3	03/2017	False	True	False	0	0.00000
015336-000	2/8/2017	1242	4	02/2017	False	True	False	0	0.00000
015336-000	1/10/2017	1238	4	01/2017	False	True	False	0	0.00000
015336-000	12/9/2016	1234	12	12/2016	False	True	False	0	0.00000
015336-000	11/8/2016	1222	13	11/2016	False	True	False	0	0.00000
015336-000	10/7/2016	1209	1	10/2016	False	True	False	0	0.00000
005724-000	10/6/2016	1208	27	10/2016	False	True	False	0	0.00000
015336-000	10/6/2016	1208	0	10/2016	False	True	False	0	0.00000
005724-000	9/8/2016	1181	22	09/2016	False	True	False	0	0.00000
005724-000	8/8/2016	1159	25	08/2016	False	True	False	0	0.00000
005724-000	7/8/2016	1134	23	07/2016	False	True	False	0	0.00000
005724-000	6/8/2016	1111	19	06/2016	False	True	False	0	0.00000
005724-000	5/9/2016	1092	9	05/2016	False	True	False	0	0.00000
005724-000	4/8/2016	1083	4	04/2016	False	True	False	0	0.00000
005724-000	3/8/2016	1079	4	03/2016	False	True	False	0	0.00000
005724-000	2/8/2016	1075	4	02/2016	False	True	False	0	0.00000
005724-000	1/8/2016	1071	1	01/2016	False	True	False	0	0.00000
005724-000	12/8/2015	1070	11	12/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005724-000	11/9/2015	1059	14	11/2015	False	True	False	0	0.00000
005724-000	10/8/2015	1045	19	10/2015	False	True	False	0	0.00000
005724-000	9/8/2015	1026	23	09/2015	False	True	False	0	0.00000
005724-000	8/7/2015	1003	17	08/2015	False	True	False	0	0.00000
005724-000	7/8/2015	986	13	07/2015	False	True	False	0	0.00000
005724-000	6/8/2015	973	13	06/2015	False	True	False	0	0.00000
005724-000	5/8/2015	960	11	05/2015	False	True	False	0	0.00000
005724-000	4/9/2015	949	6	04/2015	False	True	False	0	0.00000
005724-000	3/9/2015	943	3	03/2015	False	True	False	0	0.00000
005724-000	2/9/2015	940	4	02/2015	False	True	False	0	0.00000
005724-000	1/8/2015	936	3	01/2015	False	True	False	0	0.00000
005724-000	12/8/2014	933	5	12/2014	False	True	False	0	0.00000
005724-000	11/7/2014	928	9	11/2014	False	True	False	0	0.00000
005724-000	10/8/2014	919	20	10/2014	False	True	False	0	0.00000
005724-000	9/8/2014	899	24	09/2014	False	True	False	0	0.00000
005724-000	8/8/2014	875	28	08/2014	False	True	False	0	0.00000
005724-000	7/8/2014	847	28	07/2014	False	True	False	0	0.00000
005724-000	6/9/2014	819	23	06/2014	False	True	False	0	0.00000
005724-000	5/8/2014	796	13	05/2014	False	True	False	0	0.00000
005724-000	4/7/2014	783	5	04/2014	False	True	False	0	0.00000
005724-000	3/7/2014	778	1	03/2014	False	True	False	0	0.00000
005724-000	2/21/2014	777	2	02/2014	False	True	False	0	0.00000
005724-000	2/7/2014	775	4	02/2014	False	True	False	0	0.00000
005724-000	1/9/2014	771	13	01/2014	False	True	False	0	0.00000
005724-000	12/9/2013	758	11	12/2013	False	True	False	0	0.00000
005724-000	11/8/2013	747	21	11/2013	False	True	False	0	0.00000
005724-000	10/8/2013	726	18	10/2013	False	True	False	0	0.00000
005724-000	9/9/2013	708	31	09/2013	False	True	False	0	0.00000
005724-000	8/8/2013	677	31	08/2013	False	True	False	0	0.00000
005724-000	7/8/2013	646	37	07/2013	False	True	False	0	0.00000
005724-000	6/7/2013	609	22	06/2013	False	True	False	0	0.00000
005724-000	5/8/2013	587	19	05/2013	False	True	False	0	0.00000
005724-000	4/8/2013	568	7	04/2013	False	True	False	0	0.00000
005724-000	3/8/2013	561	7	03/2013	False	True	False	0	0.00000
005724-000	2/8/2013	554	6	02/2013	False	True	False	0	0.00000
005724-000	1/8/2013	548	5	01/2013	False	True	False	0	0.00000
005724-000	12/7/2012	543	2	12/2012	False	True	False	0	0.00000
005724-000	11/8/2012	541	9	11/2012	False	True	False	0	0.00000
005724-000	10/8/2012	532	22	10/2012	False	True	False	0	0.00000
005724-000	9/7/2012	510	17	09/2012	False	True	False	0	0.00000
005724-000	8/8/2012	493	24	08/2012	False	True	False	0	0.00000
005724-000	7/9/2012	469	30	07/2012	False	True	False	0	0.00000
005724-000	6/8/2012	439	31	06/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005724-000	5/8/2012	408	8	05/2012	False	True	False	0	0.00000
005724-000	4/9/2012	400	8	04/2012	False	True	False	0	0.00000
005724-000	3/8/2012	392	7	03/2012	False	True	False	0	0.00000
005724-000	2/8/2012	385	7	02/2012	False	True	False	0	0.00000
005724-000	1/9/2012	378	4	01/2012	False	True	False	0	0.00000
005724-000	12/8/2011	374	4	12/2011	False	True	False	0	0.00000
005724-000	11/8/2011	370	11	11/2011	False	True	False	0	0.00000
005724-000	10/7/2011	359	17	10/2011	False	True	False	0	0.00000
005724-000	9/8/2011	342	20	09/2011	False	True	False	0	0.00000
005724-000	8/8/2011	322	23	08/2011	False	True	False	0	0.00000
005724-000	7/7/2011	299	12	07/2011	False	True	False	0	0.00000
005724-000	6/8/2011	287	13	06/2011	False	True	False	0	0.00000
005724-000	5/6/2011	274	8	05/2011	False	True	False	0	0.00000
005724-000	4/7/2011	266	3	04/2011	False	True	False	0	0.00000
005724-000	3/8/2011	263	3	03/2011	False	True	False	0	0.00000
005724-000	2/8/2011	260	3	02/2011	False	True	False	0	0.00000
005724-000	1/7/2011	257	2	01/2011	False	True	False	0	0.00000
005724-000	12/8/2010	255	4	12/2010	False	True	False	0	0.00000
005724-000	11/8/2010	251	9	11/2010	False	True	False	0	0.00000
005724-000	10/8/2010	242	15	10/2010	False	True	False	0	0.00000
005724-000	9/9/2010	227	19	09/2010	False	True	False	0	0.00000
005724-000	8/9/2010	208	23	08/2010	False	True	False	0	0.00000
005724-000	7/8/2010	185	23	07/2010	False	True	False	0	0.00000
005724-000	6/8/2010	162	8	06/2010	False	True	False	0	0.00000
005724-000	5/10/2010	154	9	05/2010	False	True	False	0	0.00000
005724-000	4/8/2010	145	3	04/2010	False	True	False	0	0.00000
005724-000	3/8/2010	142	4	03/2010	False	True	False	0	0.00000
005724-000	2/5/2010	138	4	02/2010	False	True	False	0	0.00000
005724-000	1/7/2010	134	0	01/2010	False	True	False	0	0.00000
005724-000	1/6/2010	134	3	02/2010	False	True	False	0	0.00000
005724-000	12/8/2009	131	3	12/2009	False	True	False	0	0.00000
005724-000	11/9/2009	128	6	11/2009	False	True	False	0	0.00000
005724-000	10/8/2009	122	19	10/2009	False	True	False	0	0.00000
005724-000	9/10/2009	103	24	09/2009	False	True	False	0	0.00000
005724-000	8/11/2009	79	49	08/2009	False	True	False	0	0.00000
005724-000	6/8/2009	30	30	06/2009	False	True	False	0	0.00000
005724-000	5/19/2009	0	0	06/2009	False	True	False	0	0.00000
005724-000	5/18/2009	2181	8	05/2009	False	True	False	0	0.00000
005724-000	5/7/2009	2173	10	05/2009	False	True	False	0	0.00000
005724-000	4/7/2009	2163	5	04/2009	False	True	False	0	0.00000
005724-000	3/9/2009	2158	4	03/2009	False	True	False	0	0.00000
005724-000	2/9/2009	2154	11	02/2009	False	True	False	0	0.00000
005724-000	12/8/2008	2143	24	12/2008	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005724-000	10/6/2008	2119	58	10/2008	False	True	False	0	0.00000
005724-000	8/8/2008	2061	41	08/2008	False	True	False	0	0.00000
005724-000	6/10/2008	2020	30	06/2008	False	True	False	0	0.00000
005724-000	4/10/2008	1990	21	04/2008	False	True	False	0	0.00000
005724-000	2/10/2008	1969	7	02/2008	False	True	False	0	0.00000
005724-000	12/10/2007	1962	9	12/2007	False	True	False	0	0.00000
005724-000	10/10/2007	1953	57	10/2007	False	True	False	0	0.00000
005724-000	8/10/2007	1896	48	08/2007	False	True	False	0	0.00000
005724-000	6/10/2007	1848	33	06/2007	False	True	False	0	0.00000
005724-000	4/10/2007	1815	10	04/2007	False	True	False	0	0.00000
005724-000	2/10/2007	1805	8	02/2007	False	True	False	0	0.00000
005724-000	12/10/2006	1797	20	12/2006	False	True	False	0	0.00000
005724-000	10/10/2006	1777	82	10/2006	False	True	False	0	0.00000
005724-000	8/10/2006	1695	75	08/2006	False	True	False	0	0.00000
005724-000	6/10/2006	1620	39	06/2006	False	True	False	0	0.00000
005724-000	4/10/2006	1581	7	04/2006	False	True	False	0	0.00000
005724-000	2/10/2006	1574	8	02/2006	False	True	False	0	0.00000
005724-000	12/10/2005	1566	16	12/2005	False	True	False	0	0.00000
005724-000	10/10/2005	1550	62	10/2005	False	True	False	0	0.00000
005724-000	8/10/2005	1488	104	08/2005	False	True	False	0	0.00000
005724-000	6/10/2005	1384	26	06/2005	False	True	False	0	0.00000
005724-000	4/10/2005	1358	8	04/2005	False	True	False	0	0.00000
005724-000	2/10/2005	1350	9	02/2005	False	True	False	0	0.00000
005724-000	12/10/2004	1341	16	12/2004	False	True	False	0	0.00000
005724-000	10/10/2004	1325	51	10/2004	False	True	False	0	0.00000
005724-000	8/10/2004	1274	50	08/2004	False	True	False	0	0.00000



Report to the City Council
Water Advisory Board – October 1, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Garber, R.**

CEQA **Not a CEQA project**
Determination:

Prepared By: April Mitts, Administrative Services Director

Reviewed By: April Mitts, Administrative Services 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.

Per the established policy, the following criteria must be met:

1. The customer must have not received a leak letter for 2 or more consecutive months or can demonstrate there is a good faith effort to actively locate and fix leaks.
2. All leak(s) must be beyond the control of the owner, agents, tenants, contractors, or anyone occupying the property or using the property that could have reasonably foreseen such a possible leak.
3. The leak(s) cannot be the result of negligent, willful nor neglectful behavior.
4. Proof that the repairs were completed must be included with all requests for a penalty leak adjustment. Examples include a copy of the plumber's invoice or hardware store receipts showing items purchased or proof provided by the City that water use had returned to normal levels during subsequent months.

The Water Advisory Board will consider penalty leak adjustment amounts on a case-by-case basis with the following consideration:

- a. Up to 100% - First Leak
- b. Up to 50% - Subsequent Leaks

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.

Tables 1 through 4 provides additional information for the Water Advisory Board.

Table 1 - Current Allocation – based on a 30-day month:

	Gallons	HCF
Number in Household: 2	3,900	
Phase II Outdoor Summer Allocation	2,500	
Exception	1,027	
TOTAL ALLOCATION	7,427	9.93

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	\$37.09	\$148.36	6.1	4,561
July	\$1.85	\$3.70	.37	277
August	n/a			

Table 3 – Leak Letters Sent

n/a

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
n/a	

Based on the adopted policy, the customer is eligible for a water penalty leak adjustment.

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

1480 Main St.
St Helena, CA 94574

DATE SUBMITTED:	<u>Aug 16</u>
RECEIVED BY:	<u>Received</u>
City of St. Helena, City Hall	

PROPERTY & BILLING INFORMATION			
Date Applying 08/13/2021		Customer or Company Name Richard Garber	
Account Number 17079682753		Phone Number 404.513.4205	Email Address ragarber@me.com
Mailing Address 1635 Stockton ST		City Saint Helena	State CA
		Zip Code 94574	
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June & July, Aug		Amount of Penalties Assessed:	
Please list any additional information for the Water Advisory Board consideration: I recently installed a Flume and learned that one of my drip zones was emitting over 14 gpm. I eventually found an uncapped 1/2" drip irrigation line which I repaired today, 8/13. The zone now emits about 5 GPS which is consistent with a normal drip zone. I'd greatly appreciate your consideration with overages through the date of the repair. Thank you.			
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: Richard A Garber		Signature:	Date: 08/13/2021
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: <u>OCTOBER 1ST, 2021</u>	
Date customer notified via email the item will be heard by the Water Advisory Board: <u>9/27/21</u>	
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:	



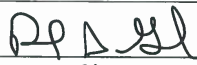
Residential Leak Appeal Application

DATE SUBMITTED:	8/16/2021
RECEIVED BY:	JN

PROPERTY & BILLING INFORMATION			
Date Applying:	08.19.2021	016136-001	
Account Holders Name	Daytime Phone Number	Other Phone Number	
Richard Garber	404.513.4205		
Service Address			
1635 Stockton ST, Saint Helena, CA 94574			
Email			
ragarber@me.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)			
I recently installed a Flume and learned that one of my drip zones was emitting over 14 gpm. I eventually found an uncapped 1/2" drip irrigation line which I repaired today, 8/13. The zone now emits about 5 GPS which is consistent with a normal drip zone. I'd greatly appreciate your consideration with overages through the date of the repair. Thank you.			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
June, July, Aug	☒ 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	Richard A Garber Print Name	08.19.2021 Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1572 Railroad Avenue St. Helena, CA 95404		Email: water@cityofsthelelena.org Website: www.cityofsthelelena.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 <u>08.19.2021</u>	Leak Letter Received? ☐ Yes ☒ No	Average Water Usage calculated for adjustment N/A
Total Water Usage adjusted: N/A	Total Dollar Amount Adjusted: Does not Qualify	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes:		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection:		
Signature		08.19.2021 Date
Print Name (Authorized Signature)		

Utility Billing

Garber Richard 016136-001 - 1635 Stockton St



User: AprilM

Printed: 9/27/2021 3:43:55 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
016136-001	8/27/2021	2494	3	08/2021	False	True	False	0	0.00000
016136-001	7/28/2021	2491	11	07/2021	False	True	False	0	0.00000
016136-001	6/28/2021	2480	16	06/2021	False	True	False	0	0.00000
016136-001	5/26/2021	2464	14	05/2021	False	True	False	0	0.00000
016136-001	4/29/2021	2450	9	04/2021	False	True	False	0	0.00000
016136-001	3/29/2021	2441	2	03/2021	False	True	False	0	0.00000
016136-001	3/9/2021	2439	16	03/2021	False	True	False	0	0.00000
016136-001	1/29/2021	2423	14	01/2021	False	True	False	0	0.00000
016136-001	12/30/2020	2409	21	12/2020	False	True	False	0	0.00000
016136-001	11/19/2020	2388	14	11/2020	False	True	False	0	0.00000
016136-001	10/30/2020	2374	61	10/2020	False	True	False	0	0.00000
016136-001	8/27/2020	2313	36	08/2020	False	True	False	0	0.00000
016136-001	7/30/2020	2277	40	07/2020	False	True	False	0	0.00000
016136-001	6/30/2020	2237	34	06/2020	False	True	False	0	0.00000
016136-001	6/1/2020	2203	26	05/2020	False	True	False	0	0.00000
016136-001	4/30/2020	2177	20	04/2020	False	True	False	0	0.00000
016136-001	4/1/2020	2157	18	04/2020	False	True	False	0	0.00000
016136-001	2/28/2020	2139	16	02/2020	False	True	False	0	0.00000
016136-001	1/31/2020	2123	13	01/2020	False	True	False	0	0.00000
016136-001	12/31/2019	2110	10	12/2019	False	True	False	0	0.00000
016136-001	12/9/2019	2100	19	12/2019	False	True	False	0	0.00000
016136-001	11/7/2019	2081	26	11/2019	False	True	False	0	0.00000
016136-001	10/8/2019	2055	33	10/2019	False	True	False	0	0.00000
016136-001	9/6/2019	2022	35	09/2019	False	True	False	0	0.00000
016136-001	8/8/2019	1987	37	08/2019	False	True	False	0	0.00000
016136-001	7/8/2019	1950	34	07/2019	False	True	False	0	0.00000
016136-001	6/7/2019	1916	21	06/2019	False	True	False	0	0.00000
016136-001	5/10/2019	1895	28	05/2019	False	True	False	0	0.00000
016136-001	4/8/2019	1867	9	04/2019	False	True	False	0	0.00000
016136-001	3/8/2019	1858	5	03/2019	False	True	False	0	0.00000
016136-001	2/7/2019	1853	7	02/2019	False	True	False	0	0.00000
016136-001	1/8/2019	1846	14	01/2019	False	True	False	0	0.00000
016136-001	12/7/2018	1832	16	12/2018	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
016136-001	11/7/2018	1816	1	11/2018	False	True	False	0	0.00000
016136-001	11/5/2018	1815	9	11/2018	False	True	False	0	0.00000
016136-001	10/29/2018	1806	30	10/2018	False	True	False	0	0.00000
016136-001	10/8/2018	1776	35	10/2018	False	True	False	0	0.00000
016136-001	9/12/2018	1741	0	08/2018	False	True	False	0	0.00000
005943-000	9/12/2018	1741	4	10/2018	False	True	False	0	0.00000
005943-000	9/7/2018	1737	25	09/2018	False	True	False	0	0.00000
005943-000	8/8/2018	1712	18	08/2018	False	True	False	0	0.00000
005943-000	7/9/2018	1694	20	07/2018	False	True	False	0	0.00000
005943-000	6/7/2018	1674	16	06/2018	False	True	False	0	0.00000
005943-000	5/8/2018	1658	10	05/2018	False	True	False	0	0.00000
005943-000	4/9/2018	1648	4	04/2018	False	True	False	0	0.00000
005943-000	3/8/2018	1644	7	03/2018	False	True	False	0	0.00000
005943-000	2/26/2018	1637	0	03/2018	False	True	False	0	0.00000
005943-000	2/8/2018	1637	5	02/2018	False	True	False	0	0.00000
005943-000	1/8/2018	1632	13	01/2018	False	True	False	0	0.00000
005943-000	1/8/2018	1632	0	01/2018	False	True	False	0	0.00000
005943-000	12/8/2017	1619	6	12/2017	False	True	False	0	0.00000
005943-000	11/8/2017	1613	63	11/2017	False	True	False	0	0.00000
005943-000	9/8/2017	1550	30	09/2017	False	True	False	0	0.00000
005943-000	8/8/2017	1520	28	08/2017	False	True	False	0	0.00000
005943-000	7/7/2017	1492	24	07/2017	False	True	False	0	0.00000
005943-000	6/8/2017	1468	25	06/2017	False	True	False	0	0.00000
005943-000	5/8/2017	1443	8	05/2017	False	True	False	0	0.00000
005943-000	4/7/2017	1435	3	04/2017	False	True	False	0	0.00000
005943-000	3/8/2017	1432	1	03/2017	False	True	False	0	0.00000
005943-000	2/8/2017	1431	0	02/2017	False	True	False	0	0.00000
005943-000	1/10/2017	1431	1	01/2017	False	True	False	0	0.00000
005943-000	12/9/2016	1430	3	12/2016	False	True	False	0	0.00000
005943-000	11/8/2016	1427	5	11/2016	False	True	False	0	0.00000
005943-000	10/7/2016	1422	16	10/2016	False	True	False	0	0.00000
005943-000	9/8/2016	1406	22	09/2016	False	True	False	0	0.00000
005943-000	8/8/2016	1384	21	08/2016	False	True	False	0	0.00000
005943-000	7/8/2016	1363	17	07/2016	False	True	False	0	0.00000
005943-000	6/8/2016	1346	16	06/2016	False	True	False	0	0.00000
005943-000	5/9/2016	1330	2	05/2016	False	True	False	0	0.00000
005943-000	4/8/2016	1328	1	04/2016	False	True	False	0	0.00000
005943-000	3/8/2016	1327	1	03/2016	False	True	False	0	0.00000
005943-000	2/8/2016	1326	1	02/2016	False	True	False	0	0.00000
005943-000	1/8/2016	1325	1	01/2016	False	True	False	0	0.00000
005943-000	12/8/2015	1324	2	12/2015	False	True	False	0	0.00000
005943-000	11/9/2015	1322	18	11/2015	False	True	False	0	0.00000
005943-000	10/8/2015	1304	22	10/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005943-000	9/8/2015	1282	37	09/2015	False	True	False	0	0.00000
005943-000	8/7/2015	1245	28	08/2015	False	True	False	0	0.00000
005943-000	7/8/2015	1217	20	07/2015	False	True	False	0	0.00000
005943-000	6/8/2015	1197	17	06/2015	False	True	False	0	0.00000
005943-000	5/8/2015	1180	14	05/2015	False	True	False	0	0.00000
005943-000	4/8/2015	1166	17	04/2015	False	True	False	0	0.00000
005943-000	3/9/2015	1149	8	03/2015	False	True	False	0	0.00000
005943-000	2/9/2015	1141	11	02/2015	False	True	False	0	0.00000
005943-000	1/8/2015	1130	1	01/2015	False	True	False	0	0.00000
005943-000	12/8/2014	1129	6	12/2014	False	True	False	0	0.00000
005943-000	11/7/2014	1123	15	11/2014	False	True	False	0	0.00000
005943-000	10/8/2014	1108	26	10/2014	False	True	False	0	0.00000
005943-000	9/8/2014	1082	26	09/2014	False	True	False	0	0.00000
005943-000	8/8/2014	1056	24	08/2014	False	True	False	0	0.00000
005943-000	7/8/2014	1032	16	07/2014	False	True	False	0	0.00000
005943-000	6/9/2014	1016	16	06/2014	False	True	False	0	0.00000
005943-000	5/8/2014	1000	12	05/2014	False	True	False	0	0.00000
005943-000	4/7/2014	988	7	04/2014	False	True	False	0	0.00000
005943-000	3/7/2014	981	0	03/2014	False	True	False	0	0.00000
005943-000	2/21/2014	981	1	02/2014	False	True	False	0	0.00000
005943-000	2/7/2014	980	8	02/2014	False	True	False	0	0.00000
005943-000	1/9/2014	972	13	01/2014	False	True	False	0	0.00000
005943-000	12/9/2013	959	12	12/2013	False	True	False	0	0.00000
005943-000	11/8/2013	947	18	11/2013	False	True	False	0	0.00000
005943-000	10/8/2013	929	17	10/2013	False	True	False	0	0.00000
005943-000	9/9/2013	912	18	09/2013	False	True	False	0	0.00000
005943-000	8/8/2013	894	27	08/2013	False	True	False	0	0.00000
005943-000	7/8/2013	867	26	07/2013	False	True	False	0	0.00000
005943-000	6/7/2013	841	26	06/2013	False	True	False	0	0.00000
005943-000	5/8/2013	815	23	05/2013	False	True	False	0	0.00000
005943-000	4/8/2013	792	11	04/2013	False	True	False	0	0.00000
005943-000	3/8/2013	781	7	03/2013	False	True	False	0	0.00000
005943-000	2/8/2013	774	9	02/2013	False	True	False	0	0.00000
005943-000	1/8/2013	765	1	01/2013	False	True	False	0	0.00000
005943-000	12/7/2012	764	1	12/2012	False	True	False	0	0.00000
005943-000	11/8/2012	763	13	11/2012	False	True	False	0	0.00000
005943-000	10/8/2012	750	27	10/2012	False	True	False	0	0.00000
005943-000	9/7/2012	723	28	09/2012	False	True	False	0	0.00000
005943-000	8/8/2012	695	27	08/2012	False	True	False	0	0.00000
005943-000	7/9/2012	668	27	07/2012	False	True	False	0	0.00000
005943-000	6/8/2012	641	27	06/2012	False	True	False	0	0.00000
005943-000	5/8/2012	614	18	05/2012	False	True	False	0	0.00000
005943-000	4/9/2012	596	4	04/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005943-000	3/8/2012	592	10	03/2012	False	True	False	0	0.00000
005943-000	2/8/2012	582	15	02/2012	False	True	False	0	0.00000
005943-000	1/9/2012	567	23	01/2012	False	True	False	0	0.00000
005943-000	12/8/2011	544	6	12/2011	False	True	False	0	0.00000
005943-000	11/8/2011	538	22	11/2011	False	True	False	0	0.00000
005943-000	10/7/2011	516	26	10/2011	False	True	False	0	0.00000
005943-000	9/8/2011	490	35	09/2011	False	True	False	0	0.00000
005943-000	8/8/2011	455	34	08/2011	False	True	False	0	0.00000
005943-000	7/7/2011	421	28	07/2011	False	True	False	0	0.00000
005943-000	6/8/2011	393	29	06/2011	False	True	False	0	0.00000
005943-000	5/6/2011	364	11	05/2011	False	True	False	0	0.00000
005943-000	4/7/2011	353	2	04/2011	False	True	False	0	0.00000
005943-000	3/8/2011	351	4	03/2011	False	True	False	0	0.00000
005943-000	2/8/2011	347	5	02/2011	False	True	False	0	0.00000
005943-000	1/7/2011	342	1	01/2011	False	True	False	0	0.00000
005943-000	12/8/2010	341	2	12/2010	False	True	False	0	0.00000
005943-000	11/8/2010	339	18	11/2010	False	True	False	0	0.00000
005943-000	10/8/2010	321	28	10/2010	False	True	False	0	0.00000
005943-000	9/9/2010	293	34	09/2010	False	True	False	0	0.00000
005943-000	8/9/2010	259	38	08/2010	False	True	False	0	0.00000
005943-000	7/8/2010	221	37	07/2010	False	True	False	0	0.00000
005943-000	6/8/2010	184	16	06/2010	False	True	False	0	0.00000
005943-000	5/10/2010	168	5	05/2010	False	True	False	0	0.00000
005943-000	4/8/2010	163	5	04/2010	False	True	False	0	0.00000
005943-000	3/8/2010	158	1	03/2010	False	True	False	0	0.00000
005943-000	2/5/2010	157	1	02/2010	False	True	False	0	0.00000
005943-000	1/7/2010	156	2	01/2010	False	True	False	0	0.00000
005943-000	12/8/2009	154	13	12/2009	False	True	False	0	0.00000
005943-000	11/9/2009	141	24	11/2009	False	True	False	0	0.00000
005943-000	10/8/2009	117	42	10/2009	False	True	False	0	0.00000
005943-000	9/10/2009	75	37	09/2009	False	True	False	0	0.00000
005943-000	8/11/2009	38	38	08/2009	False	True	False	0	0.00000
000000-000	6/23/2009	0	0	08/2009	False	True	False	0	0.00000



Report to the City Council
Water Advisory Board – October 1, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Ryan, M.**

CEQA **Not a CEQA project**
Determination:

Prepared By: April Mitts, Administrative Services Director

Reviewed By: April Mitts, Administrative Services 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.

Per the established policy, the following criteria must be met:

1. The customer must have not received a leak letter for 2 or more consecutive months or can demonstrate there is a good faith effort to actively locate and fix leaks.
2. All leak(s) must be beyond the control of the owner, agents, tenants, contractors, or anyone occupying the property or using the property that could have reasonably foreseen such a possible leak.
3. The leak(s) cannot be the result of negligent, willful nor neglectful behavior.
4. Proof that the repairs were completed must be included with all requests for a penalty leak adjustment. Examples include a copy of the plumber's invoice or hardware store receipts showing items purchased or proof provided by the City that water use had returned to normal levels during subsequent months.

The Water Advisory Board will consider penalty leak adjustment amounts on a case-by-case basis with the following consideration:

- a. Up to 100% - First Leak
- b. Up to 50% - Subsequent Leaks

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.

Tables 1 through 4 provides additional information for the Water Advisory Board.

Table 1 - 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

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	\$2,134.80	\$8,539.20	45.69	34,180
July	\$6,531.40	\$13,062.80	62.74	46,933
August	\$4,976.30	\$4,976.30	30.40	22,737

Table 3 – Leak Letters Sent

n/a

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
n/a	

Based on the adopted policy, the customer is eligible for a water penalty leak adjustment. The repair was completed in July 2021 (end of month), the use for August is above the monthly allocation.

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 <u>Aug 19, 21</u>		Customer or Company Name <u>Meg Ryan</u>	
Account Number <u>20206</u>	Phone Number <u>949 547 2580</u>	Email Address <u>Megryan@yahoo.com</u>	
Mailing Address <u>2543 Pinot Way</u>	City <u>St Helena</u>	State <u>Ca</u>	Zip Code <u>94574</u>
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: <u>July</u>		Amount of Penalties Assessed: <u>3K</u>	
Please list any additional information for the Water Advisory Board consideration: <u>We purchased this house in Sept & have had a litany of problems since. Once it got hot all our landscaping started to die. We hired 4 different landscapers trying to identify the issue. Finally it was discovered we had a leak. They had to tear a part out & find it under the cement. After a month they were able to access (and not having to dig up all cement). It is now fixed.</u> <u>Please consider waiving this fee. I don't have it to pay.</u>			
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: <u>Meg Ryan</u>		Signature: <u>[Signature]</u>	Date: <u>8/19/21</u>
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofsthelela.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: 10/1/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/27/21	
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

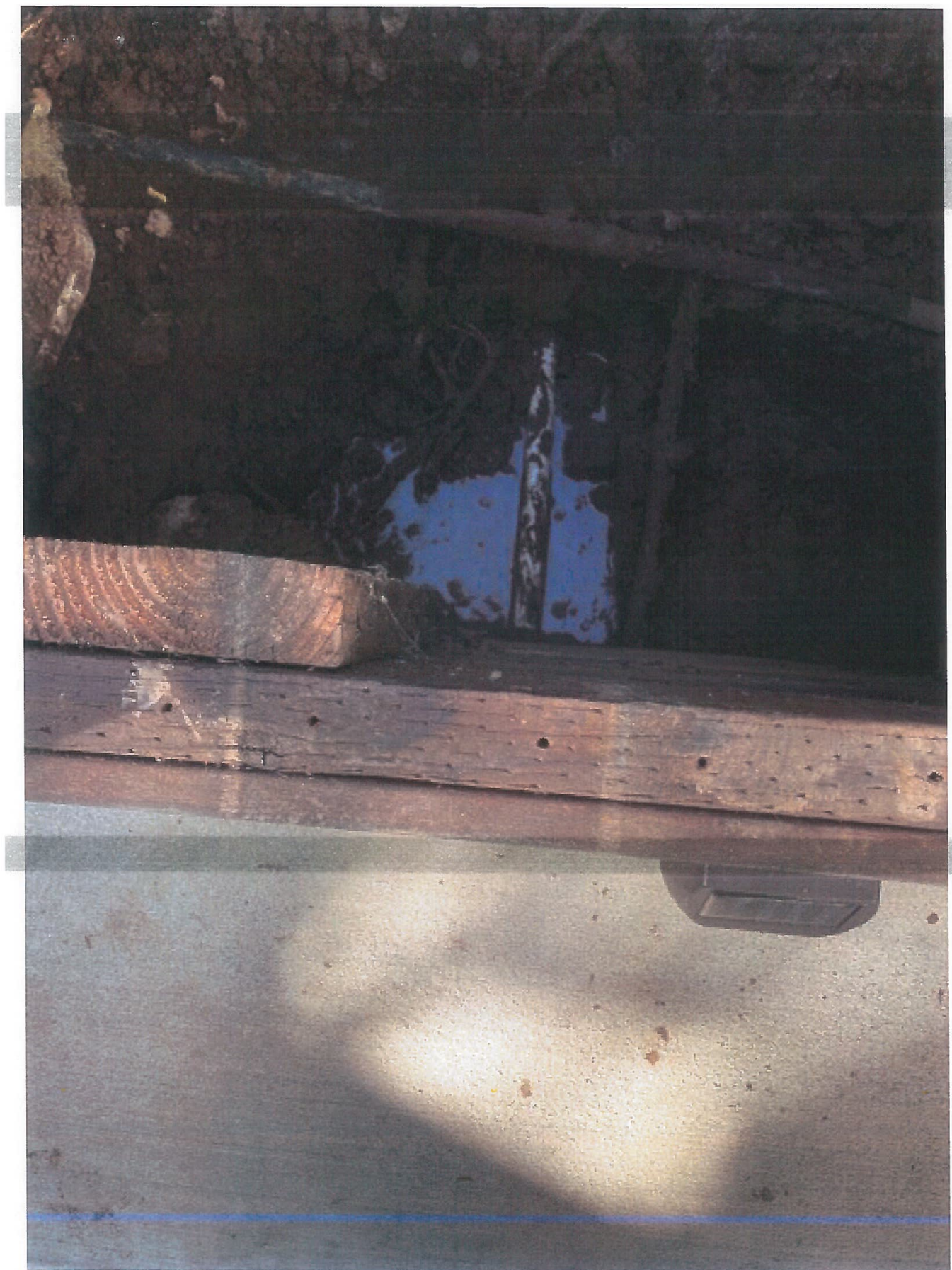
City of St. Helena, City Hall	
DATE SUBMITTED:	Received
RECEIVED BY:	AUG 20

PROPERTY & BILLING INFORMATION			
Date Applying: 8/19/21	# 20206		
Account Holders Name Megan Ryan	Daytime Phone Number 949 547 2580	Other Phone Number	
Service Address 2543 Pinot Way St Helena			
Email meganryan@yahoo.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)			
The last owner cut the wires to the water box. We had to install a new one. We have had 4 landscapers (paid) trying to figure out why everything was dying. Finally after ripping up the deck they found a leak under the cement. It took 1 month to fix as they were trying to do so & not have to also rip up cement. It's now fixed. Please see pics & receipts ..			
Billing Period in which leak occurred: We don't know how long it was leaking	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
	☐ Yes ☐ No ☒ Unsure		☐ Yes ☒ No

Updated 07/26/2021

Page 1 of 2

PLEASE READ & SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT		
I certify that I have read, understand and agree to the terms and conditions of a water leak adjustment policy identified below. - I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena - The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited. - I am aware the excess water usage must be 100% higher than normal usage based on an average of the same billing period for the previous three years or the available account history. - I certify that the leak was not the result of negligent, willful or neglectful behavior. - I am aware leak adjustments will not be granted if water use does not comply with other existing laws. - I am aware that one (1) leak adjustment may be granted no more than once every 60 months per account. - I am aware adjustments are for one month only. - I am aware if any insurance payment, reimbursement from any other entity other than the City, or equivalent is received, I must immediately notify the City and may be required to pay back the adjusted amount. If I have received reimbursement for this leak, I must provide copies of the documentation with this form. I am aware leak adjustments will not be granted if the City is in a Phase 1 or higher water emergency or subject to water use limitations by the State of California. Also, leak adjustments will not be granted if a local natural disaster has been declared. I am requesting relief under P-FI-0005 Leak Adjustment Policy set by the City of St. Helena. I certify the information provided is accurate and true, and agree to comply with all requirements as set forth in the policy. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution. By signing this, I am formally requesting an appeal pursuant to Municipal code 13.04.180.		
Signature	Megan Ryan Print Name	Aug 19 21 Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: water@cityofsthelelena.org Website: www.cityofsthelelena.org/water Phone: 707-968-2745
STAFF USE ONLY		
Billing month the leak occurred: July	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 48
Total Water Usage adjusted: 14	Total Dollar Amount Adjusted: \$102.92	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





Gardenia Landscape

P.O. box 11

Fulton, CA 95439

(707) 791-8712

Ramiro@GardeniaLands.com

**INVOICE****BILL TO**

Meg Ryan

2543 Pinot Way

St. Helena, Ca 94574

INVOICE # 0000511**DATE** 08-02-2021**DUE DATE** 08-02-2021**TERMS** Due on receipt

DATE	ACTIVITY	AMOUNT
07-19-2021	Sales - Removed privet and crape myrtle at front yard. - located irrigating break under concrete step at deck. Began digging under step. - Applied fertilizer to lawns, shrubs and acid loving plants.	470.00
07-19-2021	Dump Fees - green waste.	10.00
07-19-2021	Sales Site One #000259097-001	117.21
07-20-2021	Sales - Watered in fertilizer. - Continued digging under steps for lateral repair.	165.00
07-28-2021	Sales - Materials shop. - Located and capped lateral broken under step. - Installed galvanized wire at fence line, tied vines to wire.	600.00
07-28-2021	Sales Central Valley #1874272	50.81

- Lateral repair at concrete step.

- Fertilizer application to lawns and shrubs.

- Galvanized wire install at fence, tied vines to wire.

* Materials invoices at additional 10% overhead and 5% mark up.

PAYMENT

1,413.02

BALANCE DUE**\$0.00**

Utility Billing

Ryan Megan 020206-000 - 2543 Pinot Way



User: AprilM

Printed: 9/27/2021 5:02:23 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
020206-000	8/27/2021	3967	44	08/2021	False	True	False	0	0.00000
020206-000	7/28/2021	3923	76	07/2021	False	True	False	0	0.00000
020206-000	6/28/2021	3847	61	06/2021	False	True	False	0	0.00000
020206-000	5/26/2021	3786	40	05/2021	False	True	False	0	0.00000
020206-000	4/29/2021	3746	24	04/2021	False	True	False	0	0.00000
020206-000	3/29/2021	3722	5	03/2021	False	True	False	0	0.00000
020206-000	3/9/2021	3717	7	03/2021	False	True	False	0	0.00000
020206-000	1/29/2021	3710	6	01/2021	False	True	False	0	0.00000
020206-000	12/30/2020	3704	13	12/2020	False	True	False	0	0.00000
020206-000	11/19/2020	3691	12	11/2020	False	True	False	0	0.00000
020206-000	10/30/2020	3679	70	10/2020	False	True	False	0	0.00000
011360-002	9/2/2020	3609	2	08/2020	False	True	False	0	0.00000
011360-002	9/2/2020	3607	0	10/2020	False	True	False	0	0.00000
011360-002	8/27/2020	3607	23	08/2020	False	True	False	0	0.00000
011360-002	7/30/2020	3584	22	07/2020	False	True	False	0	0.00000
011360-002	6/30/2020	3562	80	06/2020	False	True	False	0	0.00000
011360-002	6/1/2020	3482	13	05/2020	False	True	False	0	0.00000
011360-002	4/30/2020	3469	16	04/2020	False	True	False	0	0.00000
011360-002	4/1/2020	3453	14	04/2020	False	True	False	0	0.00000
011360-002	2/28/2020	3439	8	02/2020	False	True	False	0	0.00000
011360-002	1/31/2020	3431	4	01/2020	False	True	False	0	0.00000
011360-002	12/31/2019	3427	5	12/2019	False	True	False	0	0.00000
011360-002	12/9/2019	3422	30	12/2019	False	True	False	0	0.00000
011360-002	11/7/2019	3392	2	11/2019	False	True	False	0	0.00000
011360-002	11/6/2019	3390	0	11/2019	False	True	False	0	0.00000
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011569-000	10/8/2019	3347	36	10/2019	False	True	False	0	0.00000
011569-000	9/6/2019	3311	51	09/2019	False	True	False	0	0.00000
011569-000	8/8/2019	3260	62	08/2019	False	True	False	0	0.00000
011569-000	7/8/2019	3198	72	07/2019	False	True	False	0	0.00000
011569-000	6/7/2019	3126	44	06/2019	False	True	False	0	0.00000
011569-000	5/10/2019	3082	31	05/2019	False	True	False	0	0.00000
011569-000	4/8/2019	3051	11	04/2019	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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011569-000	1/8/2019	3024	13	01/2019	False	True	False	0	0.00000
011569-000	12/7/2018	3011	23	12/2018	False	True	False	0	0.00000
011569-000	11/7/2018	2988	2	11/2018	False	True	False	0	0.00000
011569-000	11/5/2018	2986	8	11/2018	False	True	False	0	0.00000
011569-000	10/29/2018	2978	25	10/2018	False	True	False	0	0.00000
011569-000	10/8/2018	2953	50	10/2018	False	True	False	0	0.00000
011569-000	9/7/2018	2903	67	09/2018	False	True	False	0	0.00000
011569-000	8/8/2018	2836	61	08/2018	False	True	False	0	0.00000
011569-000	7/9/2018	2775	47	07/2018	False	True	False	0	0.00000
011569-000	6/7/2018	2728	39	06/2018	False	True	False	0	0.00000
011569-000	5/8/2018	2689	20	05/2018	False	True	False	0	0.00000
011569-000	4/9/2018	2669	8	04/2018	False	True	False	0	0.00000
011569-000	3/8/2018	2661	6	03/2018	False	True	False	0	0.00000
011569-000	2/8/2018	2655	7	02/2018	False	True	False	0	0.00000
011569-000	1/8/2018	2648	8	01/2018	False	True	False	0	0.00000
011569-000	12/8/2017	2640	35	12/2017	False	True	False	0	0.00000
011569-000	11/8/2017	2605	81	11/2017	False	True	False	0	0.00000
011569-000	9/8/2017	2524	62	09/2017	False	True	False	0	0.00000
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011569-000	5/8/2017	2302	28	05/2017	False	True	False	0	0.00000
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011569-000	5/9/2016	2021	13	05/2016	False	True	False	0	0.00000
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011569-000	11/9/2015	1953	13	11/2015	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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011569-000	9/8/2014	1628	34	09/2014	False	True	False	0	0.00000
011569-000	8/8/2014	1594	48	08/2014	False	True	False	0	0.00000
011569-000	7/8/2014	1546	32	07/2014	False	True	False	0	0.00000
011569-000	6/9/2014	1514	34	06/2014	False	True	False	0	0.00000
011569-000	5/8/2014	1480	26	05/2014	False	True	False	0	0.00000
011569-000	4/7/2014	1454	16	04/2014	False	True	False	0	0.00000
011569-000	3/7/2014	1438	3	03/2014	False	True	False	0	0.00000
011569-000	2/21/2014	1435	4	02/2014	False	True	False	0	0.00000
011569-000	2/7/2014	1431	10	02/2014	False	True	False	0	0.00000
011569-000	1/9/2014	1421	44	01/2014	False	True	False	0	0.00000
011569-000	12/9/2013	1377	48	12/2013	False	True	False	0	0.00000
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011569-000	10/8/2013	1281	45	10/2013	False	True	False	0	0.00000
011569-000	9/9/2013	1236	51	09/2013	False	True	False	0	0.00000
011569-000	8/8/2013	1185	51	08/2013	False	True	False	0	0.00000
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011569-000	6/7/2013	1087	50	06/2013	False	True	False	0	0.00000
011569-000	5/8/2013	1037	43	05/2013	False	True	False	0	0.00000
011569-000	4/8/2013	994	36	04/2013	False	True	False	0	0.00000
011569-000	3/8/2013	958	30	03/2013	False	True	False	0	0.00000
011569-000	2/8/2013	928	14	02/2013	False	True	False	0	0.00000
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011569-000	12/7/2012	908	29	12/2012	False	True	False	0	0.00000
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011569-000	10/8/2012	836	43	10/2012	False	True	False	0	0.00000
011569-000	9/7/2012	793	44	09/2012	False	True	False	0	0.00000
011569-000	8/8/2012	749	40	08/2012	False	True	False	0	0.00000
011569-000	7/9/2012	709	35	07/2012	False	True	False	0	0.00000
011569-000	6/8/2012	674	35	06/2012	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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011569-000	1/9/2012	509	34	01/2012	False	True	False	0	0.00000
011569-000	12/8/2011	475	25	12/2011	False	True	False	0	0.00000
011569-000	11/8/2011	450	22	11/2011	False	True	False	0	0.00000
011569-000	10/7/2011	428	31	10/2011	False	True	False	0	0.00000
011569-000	9/8/2011	397	34	09/2011	False	True	False	0	0.00000
011569-000	8/8/2011	363	28	08/2011	False	True	False	0	0.00000
011569-000	7/7/2011	335	4	07/2011	False	True	False	0	0.00000
007949-000	7/1/2011	331	16	08/2011	False	True	False	0	0.00000
011569-000	7/1/2011	315	0	08/2011	False	True	False	0	0.00000
007949-000	6/8/2011	315	22	06/2011	False	True	False	0	0.00000
007949-000	5/6/2011	293	3	05/2011	False	True	False	0	0.00000
007949-000	4/7/2011	290	2	04/2011	False	True	False	0	0.00000
007949-000	3/8/2011	288	2	03/2011	False	True	False	0	0.00000
007949-000	2/8/2011	286	2	02/2011	False	True	False	0	0.00000
007949-000	1/7/2011	284	3	01/2011	False	True	False	0	0.00000
007949-000	12/8/2010	281	2	12/2010	False	True	False	0	0.00000
007949-000	11/8/2010	279	14	11/2010	False	True	False	0	0.00000
007949-000	10/8/2010	265	24	10/2010	False	True	False	0	0.00000
007949-000	9/9/2010	241	28	09/2010	False	True	False	0	0.00000
007949-000	8/9/2010	213	27	08/2010	False	True	False	0	0.00000
007949-000	7/8/2010	186	29	07/2010	False	True	False	0	0.00000
007949-000	6/8/2010	157	9	06/2010	False	True	False	0	0.00000
007949-000	5/10/2010	148	4	05/2010	False	True	False	0	0.00000
007949-000	4/8/2010	144	4	04/2010	False	True	False	0	0.00000
007949-000	3/8/2010	140	2	03/2010	False	True	False	0	0.00000
007949-000	2/5/2010	138	3	02/2010	False	True	False	0	0.00000
007949-000	1/7/2010	135	3	01/2010	False	True	False	0	0.00000
007949-000	12/8/2009	132	3	12/2009	False	True	False	0	0.00000
007949-000	11/9/2009	129	7	11/2009	False	True	False	0	0.00000
007949-000	10/8/2009	122	26	10/2009	False	True	False	0	0.00000
007949-000	9/10/2009	96	34	09/2009	False	True	False	0	0.00000
007949-000	8/11/2009	62	62	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 – October 1, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Sklar, Eric**

CEQA **Not a CEQA project**
Determination:

Prepared By: April Mitts, Administrative Services Director

Reviewed By: April Mitts, Administrative Services 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.

Per the established policy, the following criteria must be met:

1. The customer must have not received a leak letter for 2 or more consecutive months or can demonstrate there is a good faith effort to actively locate and fix leaks.
2. All leak(s) must be beyond the control of the owner, agents, tenants, contractors, or anyone occupying the property or using the property that could have reasonably foreseen such a possible leak.
3. The leak(s) cannot be the result of negligent, willful nor neglectful behavior.
4. Proof that the repairs were completed must be included with all requests for a penalty leak adjustment. Examples include a copy of the plumber's invoice or hardware store receipts showing items purchased or proof provided by the City that water use had returned to normal levels during subsequent months.

The Water Advisory Board will consider penalty leak adjustment amounts on a case-by-case basis with the following consideration:

- a. Up to 100% - First Leak
- b. Up to 50% - Subsequent Leaks

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.

Tables 1 through 4 provides additional information for the Water Advisory Board.

Table 1 - 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

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	\$178.36	\$713.45	13.36	9,990
July	\$78.32	\$156.65	7.23	5,405
August	\$0.00	\$0.00		

Table 3 – Leak Letters Sent

April 2021
May 2021

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
n/a	

Based on the adopted policy, the customer is eligible for a water penalty leak adjustment. Although the customer did receive leak letters for 2 consecutive months they have demonstrated they made a good faith effort to actively locate and fix leaks as more leaks arose. Water use for August was below the allotment for this residence.

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 Eric Sklar	
Account Number 007145-000		Phone Number 707-484-8656	Email Address ericlsklar@gmail.com
Mailing Address 1610 Kearney Street		City St. Helena	State CA
		Zip Code 94574	
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June and Expected in July		Amount of Penalties Assessed: June - \$713.45, July TBD	
Please list any additional information for the Water Advisory Board consideration: We have a monitoring device from the City but it never indicated continuous flow. When we received a letter from the City indicating that we may have a leak, we went to work to try and find it. Working with our Gardner we found several leaks and fixed them. When we received a second letter from the City, we hired American Leak Detection to fully inspect our indoor and outdoor systems. They found no leaks inside but several outside. We had those repaired as quickly as possible. But, over the course of June and July, several more leaks developed. We have addressed them all and now we monitor our water use daily and log the use as well. We have not had continuous flow since late July and our water use is now below our allocated amount. As we have been very diligent in finding and fixing the leaks, we would like a waiver of the fines for June and July. We are not asking for a reduction in the actual water use billing, however.			
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: Eric Sklar		Signature: 	Date: 8/13/2021
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: April-21 May-21	
Date item to be heard by Water Advisory Board: 10/1/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/27/21	
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	8/14/2021
RECEIVED BY	

PROPERTY & BILLING INFORMATION			
Date Applying:	08/13/2021		
Account Holders Name	Daytime Phone Number	Other Phone Number	
Eric Sklar	707-484-8656		
Service Address			
1610 Kearney Street, St. Helena, CA 94574			
Email			
ericsklar@gmail.com			
Mailing Address (if different than above)	City	State	Zip Code
TYPE OF SERVICE			
☒ Single Family			
☐ Multi-Family			
WATER LEAK DESCRIPTION			
Describe how and where the leak occurred; in addition to how the leak was repaired. (Include any proof of repair, such as receipts, invoices and/or photos)			
We have a monitoring device from the City but it never indicated continuous flow. When we received a letter from the City indicating that we may have a leak, we went to work to try and find it. Working with our Gardner we found several leaks and fixed them. When we received a second letter from the City, we hired American Leak Detection to fully inspect our indoor and outdoor systems. They found no leaks inside but several outside. We had those repaired as quickly as possible. But, over the course of June and July, several more leaks developed. We have addressed them all and now we monitor our water use daily and log the use as well. We have not had continuous flow since late July and our water use is now below our allocated amount. As we have been very diligent in finding and fixing the leaks, we would like a waiver of the fines for June and July. We are not asking for a reduction in the actual water use billing, however. Please see attached report from American Leak Detection.			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
June and 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.		
	Eric Sklar	8/13/2021
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: May	Prior Leak adjustment on file: ☐ Yes ☒ No Date:	Documentation of Repair attached? ☒ Yes ☐ No
Leak Verified by City Employee & Date of Verification: <u>8/13/2021</u> ☐ Yes ☐ No	Leak Letter Received? <u>APRIL 1 MAY 2021</u> ☒ Yes ☐ No	Average Water Usage calculated for adjustment: 29
Total Water Usage adjusted: 13	Total Dollar Amount Adjusted: \$99.20	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes:		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection:		
8/13/2021		
Signature	Print Name (Authorized Signature)	Date



Form Information

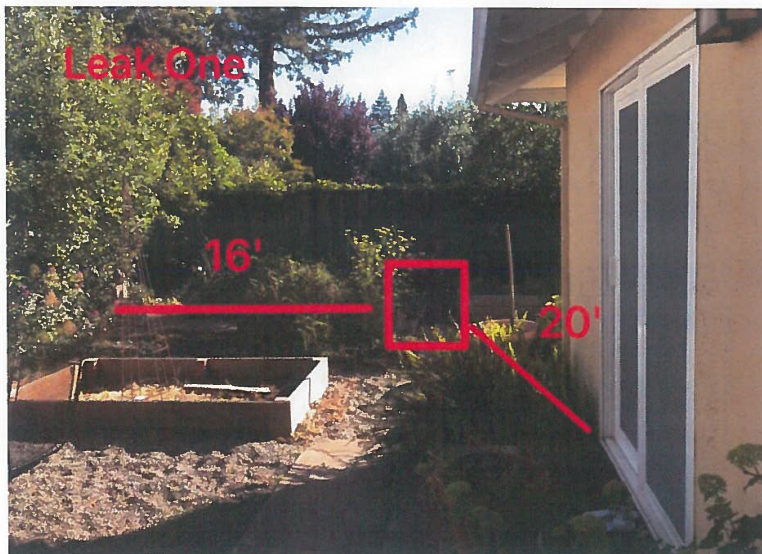
Form Name: **Plumbing -**
 Submitter Name: Nicholas R (ald1604)
 Submission Date: May 25, 2021 9:00:13 AM PDT
 Reference Number: 34850g 20210525-18188616351

Customer Information

Customer Name: Eric Sklar
 Address: 1610 Kearney St, St Helena, CA 94574, USA
 Job Type: Domestic
 Leak Detection Type: Main Line >100'
 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
 Hot Line
 Cold Line
 Leak Detected On: IRRIGATION LINE
 Leak Location: **Leak One:** A Bypassing Irrigation Control Valve (ICV) in the backyard, along the Northern fence in a Christy Box approximately 20' from the sliding glass door and 16' from corner of yard.





Leak Two: Lateral irrigation line leak located under the potted plant to the right of the entrance to the backyard. ICV that controls this zone is located approximately 5' to the right of the leak location in a Christy Box in front of a crawlspace vent.





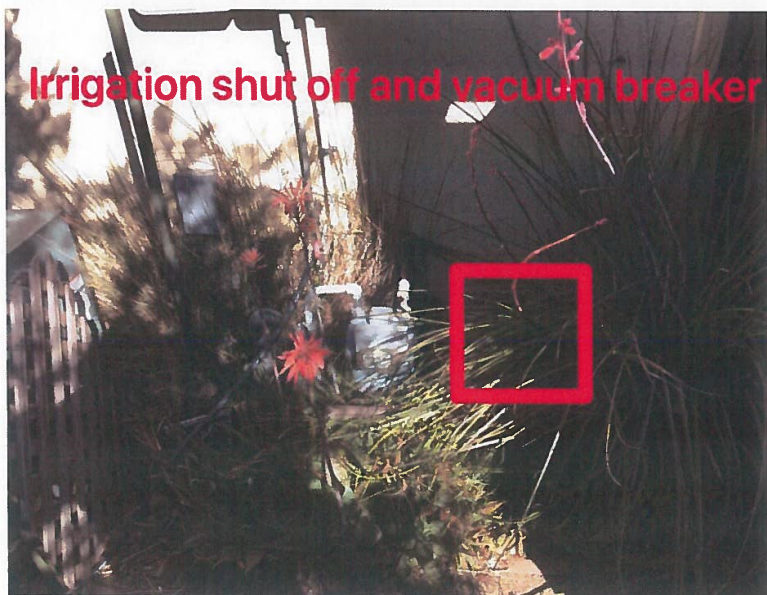
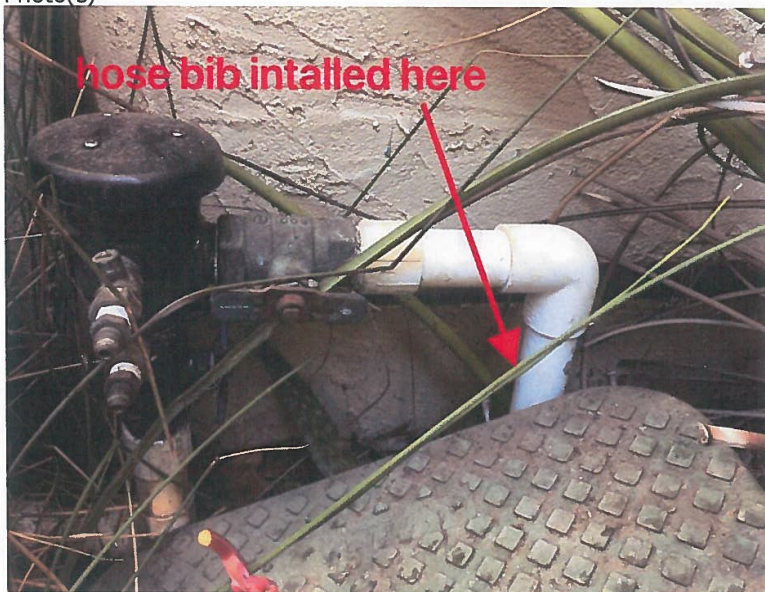
Pipe Size/Material:	1/2" - 1" PVC
Marked:	White ALD Flag;
Deck/Floor Finish:	Dirt

Notes

Notes:	It is recommended to repair the bypassing ICV and check the water meter. If meter movement continues, ALD can return for continued testing (within 30 days) at the hourly rate plus Tracer Gas.
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If ALD needs to come back to conduct any further testing after the bypassing ICV is repaired, a hose bib will need to be installed next to the vacuum breaker on the irrigation line as a point of induction for Tracer Gas. For ALD to install the hose bib, the estimate is \$390.

Photo(s)



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 2044

THANK YOU FOR CALLING AMERICAN LEAK DETECTION.

Utility Billing

Sklar Eric 007145-000 - 1610 Kearney St



User: AprilM

Printed: 9/27/2021 12:41:02 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007145-000	8/27/2021	2493	10	08/2021	False	True	False	0	0.00000
007145-000	7/28/2021	2483	21	07/2021	False	True	False	0	0.00000
007145-000	6/28/2021	2462	28	06/2021	False	True	False	0	0.00000
007145-000	5/26/2021	2434	56	05/2021	False	True	False	0	0.00000
007145-000	4/29/2021	2378	11	04/2021	False	True	False	0	0.00000
007145-000	3/29/2021	2367	3	03/2021	False	True	False	0	0.00000
007145-000	3/9/2021	2364	5	03/2021	False	True	False	0	0.00000
007145-000	1/29/2021	2359	10	01/2021	False	True	False	0	0.00000
007145-000	12/30/2020	2349	21	12/2020	False	True	False	0	0.00000
007145-000	11/19/2020	2328	12	11/2020	False	True	False	0	0.00000
007145-000	10/30/2020	2316	49	10/2020	False	True	False	0	0.00000
007145-000	8/27/2020	2267	27	08/2020	False	True	False	0	0.00000
007145-000	7/30/2020	2240	32	07/2020	False	True	False	0	0.00000
007145-000	6/30/2020	2208	28	06/2020	False	True	False	0	0.00000
007145-000	6/1/2020	2180	28	05/2020	False	True	False	0	0.00000
007145-000	4/30/2020	2152	11	04/2020	False	True	False	0	0.00000
007145-000	4/1/2020	2141	26	04/2020	False	True	False	0	0.00000
007145-000	2/28/2020	2115	7	02/2020	False	True	False	0	0.00000
007145-000	1/31/2020	2108	3	01/2020	False	True	False	0	0.00000
007145-000	12/31/2019	2105	4	12/2019	False	True	False	0	0.00000
007145-000	12/9/2019	2101	15	12/2019	False	True	False	0	0.00000
007145-000	11/7/2019	2086	22	11/2019	False	True	False	0	0.00000
007145-000	10/8/2019	2064	28	10/2019	False	True	False	0	0.00000
007145-000	9/6/2019	2036	29	09/2019	False	True	False	0	0.00000
007145-000	8/8/2019	2007	30	08/2019	False	True	False	0	0.00000
007145-000	7/8/2019	1977	30	07/2019	False	True	False	0	0.00000
007145-000	6/7/2019	1947	32	06/2019	False	True	False	0	0.00000
007145-000	5/10/2019	1915	7	05/2019	False	True	False	0	0.00000
007145-000	4/8/2019	1908	4	04/2019	False	True	False	0	0.00000
007145-000	3/8/2019	1904	3	03/2019	False	True	False	0	0.00000
007145-000	2/7/2019	1901	4	02/2019	False	True	False	0	0.00000
007145-000	1/8/2019	1897	4	01/2019	False	True	False	0	0.00000
007145-000	12/7/2018	1893	12	12/2018	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007145-000	11/7/2018	1881	1	11/2018	False	True	False	0	0.00000
007145-000	11/5/2018	1880	4	11/2018	False	True	False	0	0.00000
007145-000	10/29/2018	1876	17	10/2018	False	True	False	0	0.00000
007145-000	10/8/2018	1859	32	10/2018	False	True	False	0	0.00000
007145-000	9/7/2018	1827	32	09/2018	False	True	False	0	0.00000
007145-000	8/8/2018	1795	39	08/2018	False	True	False	0	0.00000
007145-000	7/9/2018	1756	49	07/2018	False	True	False	0	0.00000
007145-000	6/7/2018	1707	28	06/2018	False	True	False	0	0.00000
007145-000	5/8/2018	1679	24	05/2018	False	True	False	0	0.00000
007145-000	4/9/2018	1655	26	04/2018	False	True	False	0	0.00000
007145-000	3/8/2018	1629	11	03/2018	False	True	False	0	0.00000
007145-000	2/8/2018	1618	6	02/2018	False	True	False	0	0.00000
007145-000	1/8/2018	1612	11	01/2018	False	True	False	0	0.00000
007145-000	12/8/2017	1601	14	12/2017	False	True	False	0	0.00000
007145-000	11/8/2017	1587	43	11/2017	False	True	False	0	0.00000
007145-000	9/8/2017	1544	36	09/2017	False	True	False	0	0.00000
007145-000	8/8/2017	1508	43	08/2017	False	True	False	0	0.00000
007145-000	7/7/2017	1465	30	07/2017	False	True	False	0	0.00000
007145-000	6/8/2017	1435	29	06/2017	False	True	False	0	0.00000
007145-000	5/8/2017	1406	7	05/2017	False	True	False	0	0.00000
007145-000	4/7/2017	1399	3	04/2017	False	True	False	0	0.00000
007145-000	3/8/2017	1396	3	03/2017	False	True	False	0	0.00000
007145-000	2/8/2017	1393	2	02/2017	False	True	False	0	0.00000
007145-000	1/10/2017	1391	11	01/2017	False	True	False	0	0.00000
007145-000	12/9/2016	1380	7	12/2016	False	True	False	0	0.00000
007145-000	11/8/2016	1373	21	11/2016	False	True	False	0	0.00000
007145-000	10/7/2016	1352	21	10/2016	False	True	False	0	0.00000
007145-000	9/8/2016	1331	26	09/2016	False	True	False	0	0.00000
007145-000	8/8/2016	1305	29	08/2016	False	True	False	0	0.00000
007145-000	7/8/2016	1276	29	07/2016	False	True	False	0	0.00000
007145-000	6/8/2016	1247	22	06/2016	False	True	False	0	0.00000
007145-000	5/9/2016	1225	17	05/2016	False	True	False	0	0.00000
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007145-000	3/8/2016	1204	3	03/2016	False	True	False	0	0.00000
007145-000	2/8/2016	1201	3	02/2016	False	True	False	0	0.00000
007145-000	1/8/2016	1198	4	01/2016	False	True	False	0	0.00000
007145-000	12/8/2015	1194	12	12/2015	False	True	False	0	0.00000
007145-000	11/9/2015	1182	20	11/2015	False	True	False	0	0.00000
007145-000	10/8/2015	1162	27	10/2015	False	True	False	0	0.00000
007145-000	9/8/2015	1135	19	09/2015	False	True	False	0	0.00000
007145-000	8/7/2015	1116	17	08/2015	False	True	False	0	0.00000
007145-000	7/8/2015	1099	15	07/2015	False	True	False	0	0.00000
007145-000	6/8/2015	1084	15	06/2015	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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007145-000	3/9/2015	1049	3	03/2015	False	True	False	0	0.00000
007145-000	2/9/2015	1046	4	02/2015	False	True	False	0	0.00000
007145-000	1/8/2015	1042	4	01/2015	False	True	False	0	0.00000
007145-000	12/8/2014	1038	18	12/2014	False	True	False	0	0.00000
007145-000	11/7/2014	1020	23	11/2014	False	True	False	0	0.00000
007145-000	10/8/2014	997	22	10/2014	False	True	False	0	0.00000
007145-000	9/8/2014	975	23	09/2014	False	True	False	0	0.00000
007145-000	8/8/2014	952	97	08/2014	False	True	False	0	0.00000
007145-000	7/8/2014	855	15	07/2014	False	True	False	0	0.00000
007145-000	6/9/2014	840	15	06/2014	False	True	False	0	0.00000
007145-000	5/8/2014	825	11	05/2014	False	True	False	0	0.00000
007145-000	4/7/2014	814	32	04/2014	False	True	False	0	0.00000
007145-000	3/7/2014	782	3	03/2014	False	True	False	0	0.00000
007145-000	2/21/2014	779	3	02/2014	False	True	False	0	0.00000
007145-000	2/7/2014	776	9	02/2014	False	True	False	0	0.00000
007145-000	1/9/2014	767	9	01/2014	False	True	False	0	0.00000
007145-000	12/9/2013	758	7	12/2013	False	True	False	0	0.00000
007145-000	11/8/2013	751	10	11/2013	False	True	False	0	0.00000
007145-000	10/8/2013	741	11	10/2013	False	True	False	0	0.00000
007145-000	9/9/2013	730	18	09/2013	False	True	False	0	0.00000
007145-000	8/8/2013	712	18	08/2013	False	True	False	0	0.00000
007145-000	7/8/2013	694	21	07/2013	False	True	False	0	0.00000
007145-000	6/7/2013	673	21	06/2013	False	True	False	0	0.00000
007145-000	5/8/2013	652	20	05/2013	False	True	False	0	0.00000
007145-000	4/8/2013	632	21	04/2013	False	True	False	0	0.00000
007145-000	3/8/2013	611	18	03/2013	False	True	False	0	0.00000
007145-000	2/8/2013	593	8	02/2013	False	True	False	0	0.00000
007145-000	1/8/2013	585	6	01/2013	False	True	False	0	0.00000
007145-000	12/7/2012	579	6	12/2012	False	True	False	0	0.00000
007145-000	11/8/2012	573	13	11/2012	False	True	False	0	0.00000
007145-000	10/8/2012	560	21	10/2012	False	True	False	0	0.00000
007145-000	9/7/2012	539	18	09/2012	False	True	False	0	0.00000
007145-000	8/8/2012	521	20	08/2012	False	True	False	0	0.00000
007145-000	7/9/2012	501	23	07/2012	False	True	False	0	0.00000
007145-000	6/8/2012	478	19	06/2012	False	True	False	0	0.00000
007145-000	5/8/2012	459	15	05/2012	False	True	False	0	0.00000
007145-000	4/9/2012	444	6	04/2012	False	True	False	0	0.00000
007145-000	3/8/2012	438	10	03/2012	False	True	False	0	0.00000
007145-000	2/8/2012	428	18	02/2012	False	True	False	0	0.00000
007145-000	1/9/2012	410	7	01/2012	False	True	False	0	0.00000
007145-000	12/8/2011	403	7	12/2011	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007145-000	11/8/2011	396	22	11/2011	False	True	False	0	0.00000
007145-000	10/7/2011	374	19	10/2011	False	True	False	0	0.00000
007145-000	9/8/2011	355	20	09/2011	False	True	False	0	0.00000
007145-000	8/8/2011	335	28	08/2011	False	True	False	0	0.00000
007145-000	7/7/2011	307	18	07/2011	False	True	False	0	0.00000
007145-000	6/8/2011	289	16	06/2011	False	True	False	0	0.00000
007145-000	5/6/2011	273	19	05/2011	False	True	False	0	0.00000
007145-000	4/7/2011	254	7	04/2011	False	True	False	0	0.00000
007145-000	3/8/2011	247	7	03/2011	False	True	False	0	0.00000
007145-000	2/8/2011	240	6	02/2011	False	True	False	0	0.00000
007145-000	1/7/2011	234	6	01/2011	False	True	False	0	0.00000
007145-000	12/8/2010	228	6	12/2010	False	True	False	0	0.00000
007145-000	11/8/2010	222	13	11/2010	False	True	False	0	0.00000
007145-000	10/8/2010	209	18	10/2010	False	True	False	0	0.00000
007145-000	9/9/2010	191	21	09/2010	False	True	False	0	0.00000
007145-000	8/9/2010	170	18	08/2010	False	True	False	0	0.00000
007145-000	7/8/2010	152	20	07/2010	False	True	False	0	0.00000
007145-000	6/8/2010	132	15	06/2010	False	True	False	0	0.00000
007145-000	5/10/2010	117	13	05/2010	False	True	False	0	0.00000
007145-000	4/8/2010	104	8	04/2010	False	True	False	0	0.00000
007145-000	3/8/2010	96	5	03/2010	False	True	False	0	0.00000
007145-000	2/5/2010	91	5	02/2010	False	True	False	0	0.00000
007145-000	1/7/2010	86	5	01/2010	False	True	False	0	0.00000
007145-000	12/8/2009	81	5	12/2009	False	True	False	0	0.00000
007145-000	11/9/2009	76	13	11/2009	False	True	False	0	0.00000
007145-000	10/8/2009	63	18	10/2009	False	True	False	0	0.00000
007145-000	9/10/2009	45	18	09/2009	False	True	False	0	0.00000
007145-000	8/11/2009	27	27	08/2009	False	True	False	0	0.00000
000000-000	6/23/2009	0	0	08/2009	False	True	False	0	0.00000



Report to the City Council
Water Advisory Board – October 1, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – St. Helena Catholic Church**

CEQA Determination: **Not a CEQA project**

Prepared By: April Mitts, Administrative Services Director

Reviewed By: April Mitts, Administrative Services 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.

Per the established policy, the following criteria must be met:

1. The customer must have not received a leak letter for 2 or more consecutive months or can demonstrate there is a good faith effort to actively locate and fix leaks.
2. All leak(s) must be beyond the control of the owner, agents, tenants, contractors, or anyone occupying the property or using the property that could have reasonably foreseen such a possible leak.
3. The leak(s) cannot be the result of negligent, willful nor neglectful behavior.
4. Proof that the repairs were completed must be included with all requests for a penalty leak adjustment. Examples include a copy of the plumber's invoice or hardware store receipts showing items purchased or proof provided by the City that water use had returned to normal levels during subsequent months.

The Water Advisory Board will consider penalty leak adjustment amounts on a case-by-case basis with the following consideration:

- a. Up to 100% - First Leak
- b. Up to 50% - Subsequent Leaks

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on August 11, 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.

Tables 1 through 4 provides additional information for the Water Advisory Board.

Table 1 - Current Allocation

	Allocation HCF	Actual HCF
June 2021	2.70	398
July 2021	3.6	245
August 2021	3.9	4

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	\$24,590.26	\$98,361.04	395.51	295,861
July	\$29,779.50	\$59,559.00	240.99	180,273
August	\$1.80	\$1.80	.18	135

Table 3 – Leak Letters Sent

March 2021
April 2021
May 2021
June 2021

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
n/a	

This customer has had historically low use – 1 to 15 units of water per month depending on the month. In March the customer began receiving leak letters; however, the use was still relatively low, 14 units in March, 16 units in April, and 15 units in May. The large jump in usage began in June 2021.

Based on the adopted policy, the customer is not eligible for a water penalty leak adjustment; however, since the large spike in usage in June, the customer had not received any other leak notifications and is back to normal use.

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 9-20-2021	Customer or Company Name St. Helena Catholic Church Pastor Manuel Chavez		
Account Number 005438-003	Phone Number (707) 963-1228	Email Address gladys@sthelena.catholic.com	
Mailing Address 1255 Oak Ave	City St. Helena	State CA	Zip Code 94574
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: May 1, 2021 - June 30, 2021		Amount of Penalties Assessed: \$24,590.26	
Please list any additional information for the Water Advisory Board consideration:			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT - I have read and will adhere to all specific requirements of 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: MANUEL CHAVEZ	Signature:	Date: 9.21.2021	
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofsthelela.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:	
MARCH 2021 APRIL 2021 MAY 2021 JUNE 2021	
Date item to be heard by Water Advisory Board: 10/1/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/27/21	
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

Ian Dale

From: Gladys De Haro <Gladys@StHelenaCatholic.com>
Sent: Friday, September 24, 2021 9:37 AM
To: Ian Dale
Subject: RE: [External] St Helena Catholic Church

City of St Helena, City Hall
Received

SEP 23

Hello Ian,

can you please add the month of July for the Water Penalty Leak Adjustment Application.

Thank you,

Gladys De Haro
Office Manager
St. Helena Catholic Church

1480 Main St.
St Helena, CA 94574

From: Ian Dale <idale@ci.st-helena.ca.us>
Sent: Monday, August 09, 2021 3:57 PM
To: Gladys De Haro <Gladys@StHelenaCatholic.com>
Subject: St Helena Catholic Church

Hi Gladys,

I have attached the form for the leak appeal application, please fill out and send back with receipts of fixing the leak and any pictures if you have them. I will email the other form as soon as it is complete.
Let me know if you have any questions.

Best,

Ian Dale
Accounting Technician I
City of St. Helena
1572 Railroad Ave, St. Helena, CA 94574
IDale@cityofsthelelena.org
707-968-2745 Office





Non-Residential Leak Appeal Application

City of St Helena, City Hall

DATE SUBMITTED:	8/10/21
RECEIVED BY:	WADSWORTH

1480 Main St.
St Helena, CA 94574

PROPERTY & BILLING INFORMATION			
Date Applying: 8/11/2021			
Account Holders Name St. Helena Catholic Church Pastor - Manuel Chavez	Daytime Phone Number (707) 963-1228	Other Phone Number	
Service Address 1340 Tainter St. St Helena, Ca. 94574			
Email gladys@sthenacatholic.com			
Mailing Address (if different than above)	City	State	Zip Code
TYPE OF SERVICE			
☐ Water			
☐ Sewer			
WATER LEAK DESCRIPTION			
Did the Leak Occur Outdoors? ☒ Yes ☐ No If Yes, where: _____			
Describe how and where the leak occurred; in addition to how the leak was repaired.			
There was a water pipe that was broken. They repaired water line. At the same time we had a toilet leak, that was also fixed by our maintenance guy. As of today Aug. 11, 2021 we Do not have any leaks.			
Billing Period in which leak occurred: June - July	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



1572 Railroad Avenue
St. Helena, CA 94574
water@cityofsthelela.org

(707) 968-2745

079282000598



1196*6*1*****SCH 5-DIGIT 94515

ST. HELENA CATHOLIC CHURCH
1255 OAK AVE
SAINT HELENA, CA 94574-1941

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 005438-003
SERVICE ADDRESS: 1340 Tainter St
SERVICE PERIOD: 5/1/2021 to 6/30/2021
BILLING DATE: 7/15/2021

DUE DATE: 8/20/2021

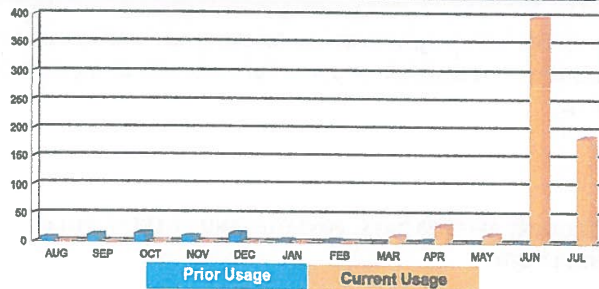
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
16298276	5/28/2021	271	6/28/2021	669	398
16298276	4/29/2021	256	5/28/2021	271	15
16298276	6/28/2021	669	7/9/2021	857	188

SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 25% of your total June Penalty. The remaining 75% of your penalty has been temporarily suspended and can be forgiven or become payable pursuant to the City Council's Penalty Forgiveness Program. For additional information please contact the St. Helena Finance Division at (707) 968-2745. Information pertaining to the Penalty Forgiveness Program is available at www.cityofsthelela.org/utility-billing.

Water Use in HCF



CURRENT CHARGES

Water Base Fee 1.5" Commercial	418.50
Water Use @ \$7.44	4,471.44
Sewer Base Fee 1.5 in	845.38
Sewer Cons Religious/Comm Center	2,470.11
June Excess Penalty	24,590.26

TOTAL CURRENT CHARGES 32,795.69

BILL SUMMARY

Previous Balance	-848.69
Payments Received	0.00
Adjustments	0.00
Additional Billing	24,590.26
Current Charges	8,205.43
TOTAL AMOUNT DUE	31,947.00

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT
PLEASE MAKE CHECK PAYABLE TO:
CITY OF ST. HELENA

ACCOUNT: 005438-003
SERVICE ADDRESS: 1340 Tainter St
SERVICE PERIOD: 5/1/2021 to 6/30/2021
BILLING DATE: 7/15/2021

DUE DATE: 8/20/2021

ST. HELENA CATHOLIC CHURCH
1255 OAK AVE
SAINT HELENA, CA 94574-1941

AMOUNT DUE

TOTAL AMOUNT DUE BY 8/20/2021 **31,947.00**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

City of St. Helena
PO BOX 1290
Suisun City, CA 94585-1290





A & S Plumbing Inc.

St. Helena Catholic Church
1255 Tainter St
St. Helena, CA 94574

☎ (707) 953-2139 (tel:(707) 953-2139)

INVOICE	#2454
SERVICE DATE	Jun 28, 2021
DUE	upon receipt
AMOUNT DUE	\$1,600.00

CONTACT US

PO Box 3053
Yountville, CA 94599

☎ (707) 696-9284 (tel:(707) 696-9284)

✉ salinasarmando29@yahoo.com

INVOICE

Services	qty	unit price	amount
Repaired 20 ft of water line with copper also installed a new hose bib checked for leaks no leaks also back filled dirt maintenance guy said he will add more rocks to cover trench	1.0	\$1,600.00	\$1,600.00
Total			\$1,600.00

Please when writing checks to us PLEASE WRITE DOWN INVOICE NUMBER ON THE CHECK if not invoice will still be marked as unpaid

Please send payment to : PO Box 3053 Yountville CA 94599

Please make payable Check to A&S Plumbing Inc.

To leave us a review just copy and paste the links below

Yelp; <https://www.yelp.com/biz/a-and-s-plumbing-napa-2>

Google; <https://g.page/r/CbuLPihPXDVcEAg/review>



INVOICE	#2433
SERVICE DATE	Jun 24, 2021
DUE	upon receipt
AMOUNT DUE	\$400.00

A & S Plumbing Inc.

St. Helena Catholic Church
1255 Tainter St
St. Helena, CA 94574

CONTACT US

PO Box 3053
Yountville, CA 94599

(707) 953-2139 (tel:(707) 953-2139)

(707) 696-9284 (tel:(707) 696-9284)

salinasarmando29@yahoo.com

INVOICE

Services	qty	unit price	amount
Repaired water line for paster house installed new 90 ft and peace of galvanized pipe check for leaks and no leaks were found.	1.0	\$400.00	\$400.00
Total			\$400.00

Please when writing checks to us PLEASE WRITE DOWN INVOICE NUMBER ON THE CHECK if not invoice will still be marked as unpaid

Please send payment to : PO Box 3053 Yountville CA 94599

Please make payable Check to A&S Plumbing Inc.

To leave us a review just copy and paste the links below

Yelp; <https://www.yelp.com/biz/a-and-s-plumbing-napa-2>

Google; <https://g.page/r/CbuLPihPXDVcEAg/review>

Utility Billing

St. Helena Catholic Church 005438-003 - 1340 Tainter St



User: AprilM

Printed: 9/27/2021 5:51:25 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005438-003	8/27/2021	918	4	08/2021	False	True	False	0	0.00000
005438-003	7/28/2021	914	57	07/2021	False	True	False	0	0.00000
005438-003	7/9/2021	857	188	07/2021	False	True	False	0	0.00000
005438-003	6/28/2021	669	398	06/2021	False	True	False	0	0.00000
005438-003	5/26/2021	271	15	05/2021	False	True	False	0	0.00000
005438-003	4/29/2021	256	16	04/2021	False	True	False	0	0.00000
005438-003	4/2/2021	240	14	04/2021	False	True	False	0	0.00000
005438-003	3/9/2021	226	12	03/2021	False	True	False	0	0.00000
005438-003	1/29/2021	214	1	01/2021	False	True	False	0	0.00000
005438-003	12/30/2020	213	1	12/2020	False	True	False	0	0.00000
005438-003	11/19/2020	212	1	11/2020	False	True	False	0	0.00000
005438-003	10/30/2020	211	2	10/2020	False	True	False	0	0.00000
005438-003	8/27/2020	209	1	08/2020	False	True	False	0	0.00000
005438-003	7/30/2020	208	1	07/2020	False	True	False	0	0.00000
005438-003	6/30/2020	207	1	06/2020	False	True	False	0	0.00000
005438-003	6/1/2020	206	1	05/2020	False	True	False	0	0.00000
005438-003	4/30/2020	205	1	04/2020	False	True	False	0	0.00000
005438-003	4/1/2020	204	2	04/2020	False	True	False	0	0.00000
005438-003	2/28/2020	202	2	02/2020	False	True	False	0	0.00000
005438-003	1/31/2020	200	2	01/2020	False	True	False	0	0.00000
005438-003	12/31/2019	198	2	12/2019	False	True	False	0	0.00000
005438-003	12/9/2019	196	13	12/2019	False	True	False	0	0.00000
005438-003	11/7/2019	183	10	11/2019	False	True	False	0	0.00000
005438-003	10/8/2019	173	15	10/2019	False	True	False	0	0.00000
005438-003	9/6/2019	158	11	09/2019	False	True	False	0	0.00000
005438-003	8/8/2019	147	7	08/2019	False	True	False	0	0.00000
005438-003	7/8/2019	140	4	07/2019	False	True	False	0	0.00000
005438-003	6/7/2019	136	7	06/2019	False	True	False	0	0.00000
005438-003	5/10/2019	129	7	05/2019	False	True	False	0	0.00000
005438-003	4/8/2019	122	5	04/2019	False	True	False	0	0.00000
005438-003	3/8/2019	117	4	03/2019	False	True	False	0	0.00000
005438-003	2/7/2019	113	5	02/2019	False	True	False	0	0.00000
005438-003	1/8/2019	108	7	01/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005438-003	12/7/2018	101	7	12/2018	False	True	False	0	0.00000
005438-003	11/7/2018	94	1	11/2018	False	True	False	0	0.00000
005438-003	10/8/2018	93	84	10/2018	False	True	False	0	0.00000
005438-003	9/7/2018	9	1	09/2018	False	True	False	0	0.00000
005438-003	8/8/2018	8	1	08/2018	False	True	False	0	0.00000
005438-003	7/25/2018	7	0	08/2018	False	True	False	0	0.00000
005438-003	7/9/2018	7	2	07/2018	False	True	False	0	0.00000
005438-003	6/7/2018	5	0	06/2018	False	True	False	0	0.00000
005438-003	5/8/2018	5	0	05/2018	False	True	False	0	0.00000
005438-003	4/9/2018	5	0	04/2018	False	True	False	0	0.00000
005438-003	3/8/2018	5	1	03/2018	False	True	False	0	0.00000
005438-003	2/8/2018	4	3	02/2018	False	True	False	0	0.00000
005438-003	1/8/2018	1	1	01/2018	False	True	False	0	0.00000
005438-003	12/8/2017	0	0	12/2017	False	True	False	0	0.00000
005438-003	11/8/2017	0	0	11/2017	False	True	False	0	0.00000
005438-003	9/8/2017	1	1	09/2017	False	True	False	0	0.00000
000000-000	1/19/2017	0	0	02/2017	False	True	False	0	0.00000



Report to the City Council
Water Advisory Board – October 1, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Sturn, F. & M.**

CEQA **Not a CEQA project**
Determination:

Prepared By: April Mitts, Administrative Services Director

Reviewed By: April Mitts, Administrative Services 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.

Per the established policy, the following criteria must be met:

1. The customer must have not received a leak letter for 2 or more consecutive months or can demonstrate there is a good faith effort to actively locate and fix leaks.
2. All leak(s) must be beyond the control of the owner, agents, tenants, contractors, or anyone occupying the property or using the property that could have reasonably foreseen such a possible leak.
3. The leak(s) cannot be the result of negligent, willful nor neglectful behavior.
4. Proof that the repairs were completed must be included with all requests for a penalty leak adjustment. Examples include a copy of the plumber's invoice or hardware store receipts showing items purchased or proof provided by the City that water use had returned to normal levels during subsequent months.

The Water Advisory Board will consider penalty leak adjustment amounts on a case-by-case basis with the following consideration:

- a. Up to 100% - First Leak
- b. Up to 50% - Subsequent Leaks

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on August 7, 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.

Tables 1 through 4 provides additional information for the Water Advisory Board.

Table 1 - 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

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	\$2,266.85	\$9,067.40	43.42	32,484
July	n/a			
August	n/a			

Table 3 – Leak Letters Sent

May 2021

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
n/a	

Based on the adopted policy, the customer is eligible for a water penalty leak adjustment.

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

Received

DATE SUBMITTED: <u>SEP 9</u>
RECEIVED BY: _____
1480 Main St

St Helena, CA 94574

PROPERTY & BILLING INFORMATION			
Date Applying 09-06-2021 (original application 08-07-2021)		Customer or Company Name Fred and Marcia Sturm	
Account Number 007277-000	Phone Number 707-963-3085	Email Address Journey2spirit@sbcglobal.net	
Mailing Address 1950 Olive Ave.	City St. Helena	State CA	Zip Code 94574
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: May / <u>June</u>		Amount of Penalties Assessed: \$9,067.40	
Please list any additional information for the Water Advisory Board consideration: Please see attached Description and invoices			
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: <u>Marcia</u>		Signature: <u>Sturm</u>	Date: <u>09.06.2021</u>
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:	
May-2021	
Date item to be heard by Water Advisory Board: 10/1/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/27/21	
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:	

In May, we received a letter from the City of St. Helena informing us that we might have a water leak. The letter was dated 26 May 2021. My husband immediately went to check the meter and it wasn't moving, but he called our gardener who came on 11 June, 2021. The gardener discovered two leaks, One was in a sprinkler head, and one was a valve that supplies the sprinkler system. This valve was the major problem. Both problems were fixed, but we turned off the sprinkler system. Also, we turned our drip irrigation system off, and turn it on manually only once a week. An invoice is included for this work.

In mid-June we discovered a dripping leak in the bathtub of our guest bathroom. We are not certain how long it had been dripping, because we don't use that bathroom. Once again, my husband checked the meter, and it was not moving, but it was obvious that we had a leak. We called MJ Plumbing, and Matt came out on June 30 to make the necessary repairs. The plumbing bill is attached with details of the work that was done.

Both of these leaks occurred during the May/June billing cycle. We have been trying to comply with the City's stated water restrictions, and in May we replaced our 30 year old toilets with new low flow toilets. MJ plumbing also handled this job. Also, I only do laundry once a week, and we only shower 3 times a week, using a bucket to catch water before it is warmed, shutting off the water while washing hair and body. I only run the dishwasher when it is full, about 3 times a week. And, we have potted plants, which we were watering once a week.

Since receiving our penalty notice, we are showering once a week. Manual irrigation is once a week. Potted plants are watered once a week, and we are not watering 3 citrus plants that are in pots. For dishes, I am filling two large bowls with water, one soapy and one to rinse. I use those two bowls of water all day, and pour the rinse water onto plants outside. We continue to flush the toilet only when we have a bowel movement.

In addition to the above measures, on Sunday, August 1, we installed a Flume water monitoring device which allows us to monitor our water daily, and alerts us of any leaks. I am including printouts of our water use since installation of the Flume device.

I give you these details in hopes of demonstrating our good intentions and honest attempt to conserve water and follow the mandates set by the City of St Helena. We want to be good citizens and to follow the laws.

Thank you for your consideration in this matter. We appreciate the opportunity to explain our situation to you.

Marcia and Fred Sturm

JOB INVOICE

12225

CUSTOMERS ORDER NO.		DATE ORDERED 6-30-21	
ORDER TAKEN BY		DATE PROMISED ☐ A.M. ☐ P.M.	
BILL TO FRED STRUM		PHONE	
ADDRESS 1950 Olive Ave		MECHANIC MARTIN	
CITY ST Helena cal 94514		HELPER	
JOB NAME AND LOCATION		☒ DAY WORK ☐ CONTRACT ☐ EXTRA	
DESCRIPTION OF WORK Repaired Water Leak on H/S and Front Also Tub & Shower Leaking Seats & Washer Leaks Repaired			
QUANT.	DESCRIPTION OF MATERIAL USED	PRICE	AMOUNT
	Pkt Rite		12.25
HOURS	LABOR	AMOUNT	TOTAL MATERIALS
	MECHANICS @		
	HELPERS @		TOTAL LABOR
I hereby acknowledge the satisfactory completion of the above described work.		TOTAL LABOR	TAX
SIGNATURE	DATE COMPLETED	TOTAL	

DATE SUBMITTED: 8/11/21
RECEIVED BY: IAN DALE

Updated 07/26/2021

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.		
Marcia Sturm	Marcia Sturm	8.7.21
Signature	Print Name	Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745
STAFF USE ONLY		
Billing month the leak occurred: May & June	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? MAY 2021 ☒ Yes ☐ No	Average Water Usage calculated for adjustment 215 / 23
Total Water Usage adjusted: 45 / 15	Total Dollar Amount Adjusted: \$ 300.- Maximum Adj Per Policy	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

In May, we received a letter from the City of St. Helena informing us that we might have a water leak. The letter was dated 26 May 2021. My husband immediately went to check the meter and it wasn't moving, but he called our gardener who came on 11 June, 2021. The gardener discovered two leaks, One was in a sprinkler head, and one was a valve that supplies the sprinkler system. This valve was the major problem. Both problems were fixed, but we turned off the sprinkler system. Also, we turned our drip irrigation system off, and turn it on manually only once a week. An invoice is included for this work.

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Thank you for your consideration in this matter. We appreciate the opportunity to explain our situation to you.

Marcia and Fred Sturm

INVOICE NO.

INVOICE
DATE

JUNE 11 2021

CUSTOMER
ORDER NUMBER

SALESPERSON	SHIPPED VIA	TERMS	F.O.B.
-------------	-------------	-------	--------

QTY ORDERED	QTY SHIPPED	DESCRIPTION	UNIT	AMOUNT
	1	VALVE STUCK OPEN		
	2)	VALVE HAS A SMALL LEAK!		
		REPAIR VALVES ADDED NEW SEALS		
			PARTS	18 ⁰⁰
		LABOR, TRIP		260-
				278 ⁰⁰



Sturm Residence



Current



Flow

EXPORT

August 2021

SIMPLE
HOUR

DAY

WEEK

MONTH

YEAR

ADVANCED

THIS MONTH

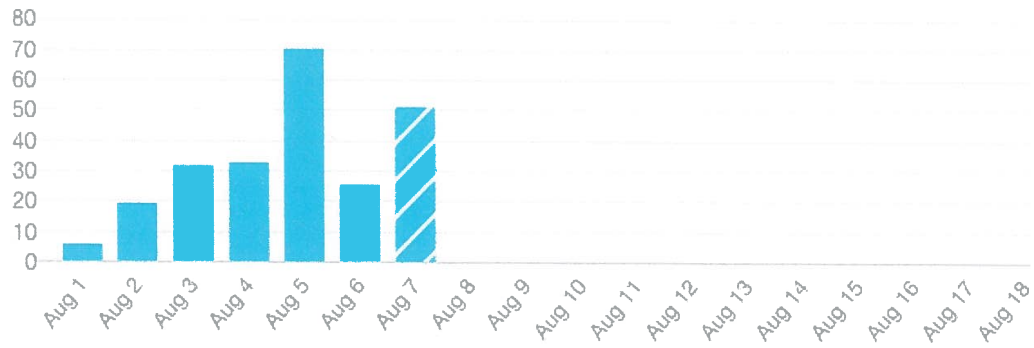
LAST 2 MONTHS

LAST 6 MONTHS

< JUL

Fri, Aug 6, 2021, 8:51 AM

SEP >



Total: 236.92 gallo



Sturm Residence



Current



Flow

EXPORT

Aug 2, 2021 - Aug 8, 2021

SIMPLE
HOUR

DAY

WEEK

MONTH

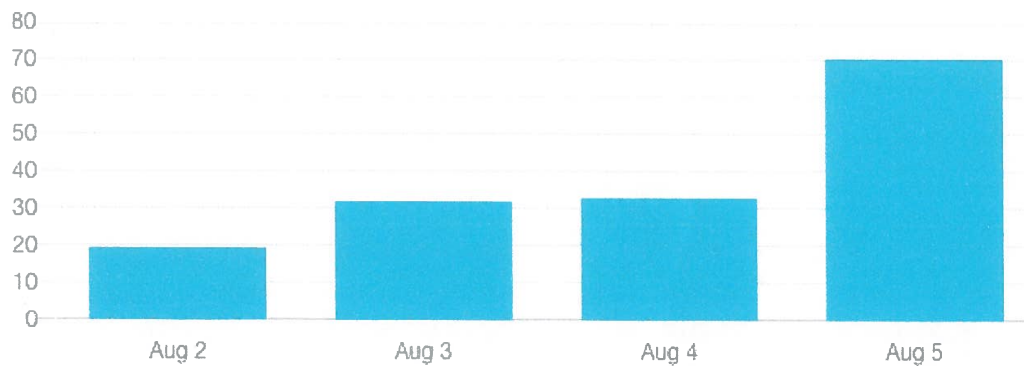
YEAR

ADVANCED
THIS WEEK

< 7/26 - 8/1

Fri, Aug 6, 2021, 8:51 AM

8/9 - 8/15 >



Total: 231.05 gallo

[illegible]

Jennifer Weeks

From: Jennifer Weeks
Sent: Friday, September 3, 2021 10:00 AM
To: journey2spirit@sbcglobal.net
Subject: FW: Leap Appeal Application - 1950 Olive Ave
Attachments: Leak Adjustment - Phase II and Phase III Water Penalty Adjustment Form.pdf

Good Morning Fred & Marcia,

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.cityofsthelema.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.CITYOFSTHELEMA.ORG!

Utility Billing

Sturm Fred Marcia 007277-000 - 1950 Olive Ave



User: AprilM

Printed: 9/27/2021 4:04:04 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007277-000	8/27/2021	2117	3	08/2021	False	True	False	0	0.00000
007277-000	7/28/2021	2114	8	07/2021	False	True	False	0	0.00000
007277-000	6/28/2021	2106	53	06/2021	False	True	False	0	0.00000
007277-000	5/26/2021	2053	105	05/2021	False	True	False	0	0.00000
007277-000	4/29/2021	1948	15	04/2021	False	True	False	0	0.00000
007277-000	3/29/2021	1933	2	03/2021	False	True	False	0	0.00000
007277-000	3/9/2021	1931	7	03/2021	False	True	False	0	0.00000
007277-000	1/29/2021	1924	3	01/2021	False	True	False	0	0.00000
007277-000	12/30/2020	1921	14	12/2020	False	True	False	0	0.00000
007277-000	11/19/2020	1907	7	11/2020	False	True	False	0	0.00000
007277-000	10/30/2020	1900	51	10/2020	False	True	False	0	0.00000
007277-000	8/27/2020	1849	22	08/2020	False	True	False	0	0.00000
007277-000	7/30/2020	1827	26	07/2020	False	True	False	0	0.00000
007277-000	6/30/2020	1801	28	06/2020	False	True	False	0	0.00000
007277-000	6/1/2020	1773	21	05/2020	False	True	False	0	0.00000
007277-000	4/30/2020	1752	21	04/2020	False	True	False	0	0.00000
007277-000	4/1/2020	1731	17	04/2020	False	True	False	0	0.00000
007277-000	2/28/2020	1714	13	02/2020	False	True	False	0	0.00000
007277-000	1/31/2020	1701	4	01/2020	False	True	False	0	0.00000
007277-000	12/31/2019	1697	2	12/2019	False	True	False	0	0.00000
007277-000	12/9/2019	1695	11	12/2019	False	True	False	0	0.00000
007277-000	11/7/2019	1684	23	11/2019	False	True	False	0	0.00000
007277-000	10/8/2019	1661	29	10/2019	False	True	False	0	0.00000
007277-000	9/6/2019	1632	24	09/2019	False	True	False	0	0.00000
007277-000	8/8/2019	1608	33	08/2019	False	True	False	0	0.00000
007277-000	7/8/2019	1575	24	07/2019	False	True	False	0	0.00000
007277-000	6/7/2019	1551	11	06/2019	False	True	False	0	0.00000
007277-000	5/10/2019	1540	12	05/2019	False	True	False	0	0.00000
007277-000	4/8/2019	1528	4	04/2019	False	True	False	0	0.00000
007277-000	3/8/2019	1524	3	03/2019	False	True	False	0	0.00000
007277-000	2/7/2019	1521	4	02/2019	False	True	False	0	0.00000
007277-000	1/8/2019	1517	3	01/2019	False	True	False	0	0.00000
007277-000	12/7/2018	1514	8	12/2018	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007277-000	11/7/2018	1506	1	11/2018	False	True	False	0	0.00000
007277-000	11/5/2018	1505	3	11/2018	False	True	False	0	0.00000
007277-000	10/29/2018	1502	9	10/2018	False	True	False	0	0.00000
007277-000	10/8/2018	1493	15	10/2018	False	True	False	0	0.00000
007277-000	9/7/2018	1478	14	09/2018	False	True	False	0	0.00000
007277-000	8/8/2018	1464	16	08/2018	False	True	False	0	0.00000
007277-000	7/9/2018	1448	17	07/2018	False	True	False	0	0.00000
007277-000	6/7/2018	1431	14	06/2018	False	True	False	0	0.00000
007277-000	5/8/2018	1417	8	05/2018	False	True	False	0	0.00000
007277-000	4/9/2018	1409	7	04/2018	False	True	False	0	0.00000
007277-000	3/8/2018	1402	5	03/2018	False	True	False	0	0.00000
007277-000	2/8/2018	1397	4	02/2018	False	True	False	0	0.00000
007277-000	1/8/2018	1393	3	01/2018	False	True	False	0	0.00000
007277-000	12/8/2017	1390	4	12/2017	False	True	False	0	0.00000
007277-000	11/8/2017	1386	22	11/2017	False	True	False	0	0.00000
007277-000	9/8/2017	1364	15	09/2017	False	True	False	0	0.00000
007277-000	8/8/2017	1349	17	08/2017	False	True	False	0	0.00000
007277-000	7/7/2017	1332	14	07/2017	False	True	False	0	0.00000
007277-000	6/8/2017	1318	13	06/2017	False	True	False	0	0.00000
007277-000	5/8/2017	1305	6	05/2017	False	True	False	0	0.00000
007277-000	4/7/2017	1299	4	04/2017	False	True	False	0	0.00000
007277-000	3/8/2017	1295	1	03/2017	False	True	False	0	0.00000
007277-000	2/8/2017	1294	1	02/2017	False	True	False	0	0.00000
007277-000	1/10/2017	1293	4	01/2017	False	True	False	0	0.00000
007277-000	12/9/2016	1289	3	12/2016	False	True	False	0	0.00000
007277-000	11/8/2016	1286	5	11/2016	False	True	False	0	0.00000
007277-000	10/7/2016	1281	18	10/2016	False	True	False	0	0.00000
007277-000	9/8/2016	1263	20	09/2016	False	True	False	0	0.00000
007277-000	8/8/2016	1243	22	08/2016	False	True	False	0	0.00000
007277-000	7/8/2016	1221	21	07/2016	False	True	False	0	0.00000
007277-000	6/8/2016	1200	23	06/2016	False	True	False	0	0.00000
007277-000	5/9/2016	1177	8	05/2016	False	True	False	0	0.00000
007277-000	4/8/2016	1169	9	04/2016	False	True	False	0	0.00000
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007277-000	2/8/2016	1159	1	02/2016	False	True	False	0	0.00000
007277-000	1/8/2016	1158	3	01/2016	False	True	False	0	0.00000
007277-000	12/8/2015	1155	2	12/2015	False	True	False	0	0.00000
007277-000	11/9/2015	1153	12	11/2015	False	True	False	0	0.00000
007277-000	10/8/2015	1141	14	10/2015	False	True	False	0	0.00000
007277-000	9/8/2015	1127	20	09/2015	False	True	False	0	0.00000
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007277-000	7/8/2015	1087	19	07/2015	False	True	False	0	0.00000
007277-000	6/8/2015	1068	15	06/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007277-000	5/8/2015	1053	13	05/2015	False	True	False	0	0.00000
007277-000	4/8/2015	1040	16	04/2015	False	True	False	0	0.00000
007277-000	3/9/2015	1024	4	03/2015	False	True	False	0	0.00000
007277-000	2/9/2015	1020	4	02/2015	False	True	False	0	0.00000
007277-000	1/8/2015	1016	5	01/2015	False	True	False	0	0.00000
007277-000	12/8/2014	1011	28	12/2014	False	True	False	0	0.00000
007277-000	11/7/2014	983	11	11/2014	False	True	False	0	0.00000
007277-000	10/8/2014	972	19	10/2014	False	True	False	0	0.00000
007277-000	9/8/2014	953	18	09/2014	False	True	False	0	0.00000
007277-000	8/8/2014	935	17	08/2014	False	True	False	0	0.00000
007277-000	7/8/2014	918	19	07/2014	False	True	False	0	0.00000
007277-000	6/9/2014	899	17	06/2014	False	True	False	0	0.00000
007277-000	5/8/2014	882	10	05/2014	False	True	False	0	0.00000
007277-000	4/7/2014	872	5	04/2014	False	True	False	0	0.00000
007277-000	3/7/2014	867	1	03/2014	False	True	False	0	0.00000
007277-000	2/21/2014	866	0	02/2014	False	True	False	0	0.00000
007277-000	2/7/2014	866	1	02/2014	False	True	False	0	0.00000
007277-000	1/9/2014	865	13	01/2014	False	True	False	0	0.00000
007277-000	12/9/2013	852	10	12/2013	False	True	False	0	0.00000
007277-000	11/8/2013	842	19	11/2013	False	True	False	0	0.00000
007277-000	10/8/2013	823	23	10/2013	False	True	False	0	0.00000
007277-000	9/9/2013	800	26	09/2013	False	True	False	0	0.00000
007277-000	8/8/2013	774	31	08/2013	False	True	False	0	0.00000
007277-000	7/8/2013	743	22	07/2013	False	True	False	0	0.00000
007277-000	6/7/2013	721	22	06/2013	False	True	False	0	0.00000
007277-000	5/8/2013	699	22	05/2013	False	True	False	0	0.00000
007277-000	4/8/2013	677	13	04/2013	False	True	False	0	0.00000
007277-000	3/8/2013	664	6	03/2013	False	True	False	0	0.00000
007277-000	2/8/2013	658	2	02/2013	False	True	False	0	0.00000
007277-000	1/8/2013	656	5	01/2013	False	True	False	0	0.00000
007277-000	12/7/2012	651	5	12/2012	False	True	False	0	0.00000
007277-000	11/8/2012	646	13	11/2012	False	True	False	0	0.00000
007277-000	10/8/2012	633	24	10/2012	False	True	False	0	0.00000
007277-000	9/7/2012	609	25	09/2012	False	True	False	0	0.00000
007277-000	8/8/2012	584	26	08/2012	False	True	False	0	0.00000
007277-000	7/9/2012	558	25	07/2012	False	True	False	0	0.00000
007277-000	6/8/2012	533	23	06/2012	False	True	False	0	0.00000
007277-000	5/8/2012	510	13	05/2012	False	True	False	0	0.00000
007277-000	4/9/2012	497	6	04/2012	False	True	False	0	0.00000
007277-000	3/8/2012	491	7	03/2012	False	True	False	0	0.00000
007277-000	2/8/2012	484	0	02/2012	False	True	False	0	0.00000
007277-000	1/9/2012	484	6	01/2012	False	True	False	0	0.00000
007277-000	12/8/2011	478	5	12/2011	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007277-000	11/8/2011	473	20	11/2011	False	True	False	0	0.00000
007277-000	10/7/2011	453	20	10/2011	False	True	False	0	0.00000
007277-000	9/8/2011	433	26	09/2011	False	True	False	0	0.00000
007277-000	8/8/2011	407	28	08/2011	False	True	False	0	0.00000
007277-000	7/7/2011	379	20	07/2011	False	True	False	0	0.00000
007277-000	6/8/2011	359	16	06/2011	False	True	False	0	0.00000
007277-000	5/6/2011	343	8	05/2011	False	True	False	0	0.00000
007277-000	4/7/2011	335	5	04/2011	False	True	False	0	0.00000
007277-000	3/8/2011	330	2	03/2011	False	True	False	0	0.00000
007277-000	2/8/2011	328	1	02/2011	False	True	False	0	0.00000
007277-000	1/7/2011	327	4	01/2011	False	True	False	0	0.00000
007277-000	12/8/2010	323	7	12/2010	False	True	False	0	0.00000
007277-000	11/8/2010	316	12	11/2010	False	True	False	0	0.00000
007277-000	10/8/2010	304	27	10/2010	False	True	False	0	0.00000
007277-000	9/9/2010	277	30	09/2010	False	True	False	0	0.00000
007277-000	8/9/2010	247	30	08/2010	False	True	False	0	0.00000
007277-000	7/8/2010	217	29	07/2010	False	True	False	0	0.00000
007277-000	6/8/2010	188	15	06/2010	False	True	False	0	0.00000
007277-000	5/10/2010	173	15	05/2010	False	True	False	0	0.00000
007277-000	4/8/2010	158	6	04/2010	False	True	False	0	0.00000
007277-000	3/8/2010	152	3	03/2010	False	True	False	0	0.00000
007277-000	2/5/2010	149	1	02/2010	False	True	False	0	0.00000
007277-000	1/7/2010	148	4	01/2010	False	True	False	0	0.00000
007277-000	12/8/2009	144	3	12/2009	False	True	False	0	0.00000
007277-000	11/9/2009	141	20	11/2009	False	True	False	0	0.00000
007277-000	10/8/2009	121	26	10/2009	False	True	False	0	0.00000
007277-000	9/10/2009	95	36	09/2009	False	True	False	0	0.00000
007277-000	8/11/2009	59	59	08/2009	False	True	False	0	0.00000
000000-000	6/17/2009	0	0	08/2009	False	True	False	0	0.00000



Report to the City Council
Water Advisory Board – October 1, 2021

Agenda Section: **NEW BUSINESS**

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

CEQA **Not a CEQA project**
Determination:

Prepared By: April Mitts, Administrative Services Director

Reviewed By: April Mitts, Administrative Services 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.

Per the established policy, the following criteria must be met:

1. The customer must have not received a leak letter for 2 or more consecutive months or can demonstrate there is a good faith effort to actively locate and fix leaks.
2. All leak(s) must be beyond the control of the owner, agents, tenants, contractors, or anyone occupying the property or using the property that could have reasonably foreseen such a possible leak.
3. The leak(s) cannot be the result of negligent, willful nor neglectful behavior.
4. Proof that the repairs were completed must be included with all requests for a penalty leak adjustment. Examples include a copy of the plumber's invoice or hardware store receipts showing items purchased or proof provided by the City that water use had returned to normal levels during subsequent months.

The Water Advisory Board will consider penalty leak adjustment amounts on a case-by-case basis with the following consideration:

- a. Up to 100% - First Leak
- b. Up to 50% - Subsequent Leaks

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on August 18, 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.

Tables 1 through 4 provides additional information for the Water Advisory Board.

Table 1 - Current Allocation – based on a 30-day month:

	Gallons	HCF
Number in Household: 3	5,850	
Phase II Outdoor Summer Allocation	2,500	
Exception		
TOTAL ALLOCATION	8,350	11.16

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	\$517.90	\$2,071.60	17.64	13,192
July	\$866.78	\$1,733.55	15.44	11,546
August	n/a			

Table 3 – Leak Letters Sent

March 2021
April 2021

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
n/a	

Based on the adopted policy, the customer is eligible for a water penalty leak adjustment. Although the customer did receive leak letters for 2 or more consecutive months the customer has demonstrated there was a good faith effort to actively locate and fix leaks. It can also be seen the usage has decreased in August following the repairs.

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: ReceivedRECEIVED BY AUG 231480 Main St.
St Helena, CA 94574

Date Applying August 18, 2021		Customer or Company Name John Wright	
Account Number 017681-000	Phone Number 415-810-3980	Email Address johnwright@aol.com	
Mailing Address 1468 Kearney Street	City Saint Helena	State CA	Zip Code 94574
Month Penalties Occurred: June & July, 2021		Amount of Penalties Assessed: \$2,071.60 & \$1,733.55 respectively	
Please list any additional information for the Water Advisory Board consideration: A description of the leaks and their repairs is detailed in my Water Penalty Adjustment Application. I would like to stress that since the discovery and repair of those leaks and our very diligent water conservation measures, we are projected to only use approximately 65% of our August allocation. We sincerely appeal to the Water Advisory Board to find that our circumstances warrant a penalty adjustment.			
- 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: <i>Article 10, Chapter 10.01, Sections 10.01.010 through 10.01.040.</i> - 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 Wright		Signature: <i>John Wright</i>	Date: August 18, 2021
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: Apr-2021 March-2021	
Date item to be heard by Water Advisory Board: 10/1/21	
Date customer notified via email the item will be heard by the Water Advisory Board: 9/27/21	
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:	



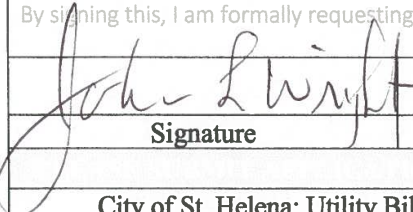
Residential Leak Appeal Application

City of St. Helena, City Hall	
DATE SUBMITTED:	Received
RECEIVED BY:	AUG 23

1480 Main St. St Helena, CA 94574			
Date Applying:	August 18, 2021		
Account Holders Name	Daytime Phone Number	Other Phone Number	
John Wright	415-810-3980		
Service Address			
1468 Kearney Street, St Helena CA 94574			
Email			
johnwrigh@aol.com			
Mailing Address (if different than above)	City	State	Zip Code
☒ 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) Perplexed by our excess water consumption despite strenuous conservation efforts, (huge holding pots in kitchen sink and all showers to save water, flushing only when absolutely necessary, cutting back on landscape watering) we installed a Flume water meter and detection unit, in late July, which confirmed that we had significant water leaks. Therefore, as part of our search for them, we asked our gardener, Gaudy Sanchez, to closely inspect the entire irrigation system. He subsequently discovered 7 faulty or broken irrigation emitters that were leaking and he immediately repaired them. We were disappointed that he hadn't noticed them previously, as part of his routine service. Consequently, he did not charge us extra for these repairs. Attached is a signed statement from him confirming this. After these repairs were made, the Flume meter still indicated a small leak. We traced it to one of two toilets in our home that had a leaking flapper. I purchased a replacement flapper from Steve's Hardware and installed it myself, which stopped that leak. We have also installed a Rachio 3 smart irrigation controller system to precisely deliver the minimum amount of needed irrigation water to further aid water consumption. Our system is currently free of all the leaks that we were experiencing back in June and July. Those unknown leaks, were the cause of the excess penalties we incurred for those two months. Indeed, after making these repairs, our water consumption has dropped dramatically and we are on target to use only 65% of our August allocation. We sincerely appeal to the Water Advisory Board to find that our circumstances warrant a penalty adjustment.			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
June & July of 2021	☒ Yes ☐ No ☐ Unsure		☐ Yes ☒ No

Updated 07/26/2021

Page 1 of 2

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 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.		
	John Wright	August 18, 2021
Signature	Print Name	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: <u>June / July</u>	Prior Leak adjustment on file: ☐ Yes ☒ No Date:	Documentation of Repair attached? ☐ Yes ☐ No
Leak Verified by City Employee & Date of Verification: <u>August 18, 2021</u> ☐ Yes ☒ No	Leak Letter Received? <u>MARCH 2021</u> ☒ Yes ☐ No <u>APRIL 2021</u>	Average Water Usage calculated for adjustment
Total Water Usage adjusted:	Total Dollar Amount Adjusted: <u>Does not Qualify</u>	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes:		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection:		
August 18, 2021		
Signature	Print Name (Authorized Signature)	Date

To whom it may concern:

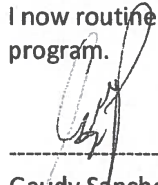
RE: 1468 Kearney Street irrigation system leak repairs

My name is Gaudy Sanchez and I've been the gardener for the John & Deborah Wright at their residence (1468 Kearney St) for approximately 3 years.

After they installed a Flume Water Meter and determined that their water system was leaking, they asked me to closely reexamine their entire irrigation system for any leaks. I then discovered seven faulty irrigation emitters with significant leaks and promptly repaired them.

In addition, they had me install a Rachio 3 Smart Irrigation Controller System to precisely deliver irrigation water in minimum quantities necessary for maintenance.

I now routinely examine their system for any additional leaks during my weekly maintenance program.

A handwritten signature in black ink, appearing to read 'Gaudy Sanchez', is written over a horizontal dashed line.

Gaudy Sanchez, Gardener
August 23, 2021

Utility Billing

Wright John 017681-000 - 1468 Kearney St



User: AprilM

Printed: 9/27/2021 4:33:06 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
017681-000	8/27/2021	2988	6	08/2021	False	True	False	0	0.00000
017681-000	7/28/2021	2982	26	07/2021	False	True	False	0	0.00000
017681-000	6/28/2021	2956	30	06/2021	False	True	False	0	0.00000
017681-000	5/26/2021	2926	20	05/2021	False	True	False	0	0.00000
017681-000	4/29/2021	2906	34	04/2021	False	True	False	0	0.00000
017681-000	3/29/2021	2872	21	03/2021	False	True	False	0	0.00000
017681-000	3/9/2021	2851	12	03/2021	False	True	False	0	0.00000
017681-000	1/29/2021	2839	9	01/2021	False	True	False	0	0.00000
017681-000	12/30/2020	2830	28	12/2020	False	True	False	0	0.00000
017681-000	11/19/2020	2802	20	11/2020	False	True	False	0	0.00000
017681-000	10/30/2020	2782	120	10/2020	False	True	False	0	0.00000
017681-000	8/27/2020	2662	86	08/2020	False	True	False	0	0.00000
017681-000	7/30/2020	2576	89	07/2020	False	True	False	0	0.00000
017681-000	6/30/2020	2487	72	06/2020	False	True	False	0	0.00000
017681-000	6/1/2020	2415	69	05/2020	False	True	False	0	0.00000
017681-000	4/30/2020	2346	60	04/2020	False	True	False	0	0.00000
017681-000	4/1/2020	2286	16	04/2020	False	True	False	0	0.00000
017681-000	2/28/2020	2270	17	02/2020	False	True	False	0	0.00000
017681-000	1/31/2020	2253	3	01/2020	False	True	False	0	0.00000
017681-000	12/31/2019	2250	4	12/2019	False	True	False	0	0.00000
017681-000	12/9/2019	2246	29	12/2019	False	True	False	0	0.00000
017681-000	11/7/2019	2217	38	11/2019	False	True	False	0	0.00000
017681-000	10/8/2019	2179	51	10/2019	False	True	False	0	0.00000
017681-000	9/6/2019	2128	51	09/2019	False	True	False	0	0.00000
017681-000	8/8/2019	2077	81	08/2019	False	True	False	0	0.00000
017681-000	7/8/2019	1996	90	07/2019	False	True	False	0	0.00000
017681-000	6/7/2019	1906	31	06/2019	False	True	False	0	0.00000
017681-000	5/10/2019	1875	22	05/2019	False	True	False	0	0.00000
017681-000	4/8/2019	1853	8	04/2019	False	True	False	0	0.00000
017681-000	3/8/2019	1845	2	03/2019	False	True	False	0	0.00000
017681-000	2/7/2019	1843	7	02/2019	False	True	False	0	0.00000
017681-000	1/8/2019	1836	10	01/2019	False	True	False	0	0.00000
017681-000	12/7/2018	1826	30	12/2018	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
017681-000	11/7/2018	1796	3	11/2018	False	True	False	0	0.00000
017681-000	11/5/2018	1793	12	11/2018	False	True	False	0	0.00000
017681-000	10/29/2018	1781	33	10/2018	False	True	False	0	0.00000
017681-000	10/8/2018	1748	38	10/2018	False	True	False	0	0.00000
017681-000	9/7/2018	1710	45	09/2018	False	True	False	0	0.00000
017681-000	8/8/2018	1665	79	08/2018	False	True	False	0	0.00000
017681-000	7/9/2018	1586	87	07/2018	False	True	False	0	0.00000
017681-000	6/7/2018	1499	41	06/2018	False	True	False	0	0.00000
017681-000	5/8/2018	1458	29	05/2018	False	True	False	0	0.00000
017681-000	4/9/2018	1429	11	04/2018	False	True	False	0	0.00000
017681-000	3/8/2018	1418	5	03/2018	False	True	False	0	0.00000
017681-000	2/8/2018	1413	6	02/2018	False	True	False	0	0.00000
017681-000	1/8/2018	1407	15	01/2018	False	True	False	0	0.00000
017681-000	12/8/2017	1392	14	12/2017	False	True	False	0	0.00000
017681-000	11/8/2017	1378	90	11/2017	False	True	False	0	0.00000
017681-000	9/8/2017	1288	80	09/2017	False	True	False	0	0.00000
017681-000	8/8/2017	1208	92	08/2017	False	True	False	0	0.00000
017681-000	7/7/2017	1116	34	07/2017	False	True	False	0	0.00000
017681-000	6/8/2017	1082	12	06/2017	False	True	False	0	0.00000
015589-000	5/26/2017	1070	25	06/2017	False	True	False	0	0.00000
015589-000	5/8/2017	1045	27	05/2017	False	True	False	0	0.00000
015589-000	4/7/2017	1018	16	04/2017	False	True	False	0	0.00000
015589-000	3/8/2017	1002	5	03/2017	False	True	False	0	0.00000
015589-000	2/8/2017	997	4	02/2017	False	True	False	0	0.00000
015589-000	1/10/2017	993	3	01/2017	False	True	False	0	0.00000
015589-000	12/9/2016	990	3	12/2016	False	True	False	0	0.00000
015589-000	11/8/2016	987	17	11/2016	False	True	False	0	0.00000
015589-000	10/7/2016	970	19	10/2016	False	True	False	0	0.00000
015589-000	9/8/2016	951	21	09/2016	False	True	False	0	0.00000
015589-000	8/8/2016	930	21	08/2016	False	True	False	0	0.00000
015589-000	7/8/2016	909	13	07/2016	False	True	False	0	0.00000
015589-000	6/8/2016	896	9	06/2016	False	True	False	0	0.00000
015589-000	5/9/2016	887	9	05/2016	False	True	False	0	0.00000
015589-000	4/8/2016	878	4	04/2016	False	True	False	0	0.00000
015589-000	3/8/2016	874	5	03/2016	False	True	False	0	0.00000
015589-000	2/8/2016	869	7	02/2016	False	True	False	0	0.00000
015589-000	1/8/2016	862	5	01/2016	False	True	False	0	0.00000
015589-000	12/8/2015	857	7	12/2015	False	True	False	0	0.00000
015589-000	11/9/2015	850	10	11/2015	False	True	False	0	0.00000
015589-000	10/8/2015	840	9	10/2015	False	True	False	0	0.00000
015589-000	9/8/2015	831	11	09/2015	False	True	False	0	0.00000
015589-000	8/7/2015	820	12	08/2015	False	True	False	0	0.00000
015589-000	7/8/2015	808	12	07/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
015589-000	6/8/2015	796	15	06/2015	False	True	False	0	0.00000
015589-000	5/8/2015	781	6	05/2015	False	True	False	0	0.00000
015589-000	4/8/2015	775	2	04/2015	False	True	False	0	0.00000
014054-001	3/27/2015	773	1	04/2015	False	True	False	0	0.00000
014054-001	3/9/2015	772	2	03/2015	False	True	False	0	0.00000
014054-001	2/9/2015	770	0	02/2015	False	True	False	0	0.00000
014054-001	1/8/2015	770	0	01/2015	False	True	False	0	0.00000
014054-001	12/8/2014	770	11	12/2014	False	True	False	0	0.00000
014054-001	11/7/2014	759	8	11/2014	False	True	False	0	0.00000
014054-001	10/8/2014	751	1	10/2014	False	True	False	0	0.00000
007050-000	9/8/2014	750	0	09/2014	False	True	False	0	0.00000
007050-000	8/8/2014	750	6	08/2014	False	True	False	0	0.00000
007050-000	7/8/2014	744	8	07/2014	False	True	False	0	0.00000
007050-000	6/9/2014	736	11	06/2014	False	True	False	0	0.00000
007050-000	5/8/2014	725	10	05/2014	False	True	False	0	0.00000
007050-000	4/7/2014	715	5	04/2014	False	True	False	0	0.00000
007050-000	3/7/2014	710	3	03/2014	False	True	False	0	0.00000
007050-000	2/21/2014	707	2	02/2014	False	True	False	0	0.00000
007050-000	2/7/2014	705	5	02/2014	False	True	False	0	0.00000
007050-000	1/9/2014	700	8	01/2014	False	True	False	0	0.00000
007050-000	12/9/2013	692	9	12/2013	False	True	False	0	0.00000
007050-000	11/8/2013	683	16	11/2013	False	True	False	0	0.00000
007050-000	10/8/2013	667	15	10/2013	False	True	False	0	0.00000
007050-000	9/9/2013	652	22	09/2013	False	True	False	0	0.00000
007050-000	8/8/2013	630	18	08/2013	False	True	False	0	0.00000
007050-000	7/8/2013	612	20	07/2013	False	True	False	0	0.00000
007050-000	6/7/2013	592	15	06/2013	False	True	False	0	0.00000
007050-000	5/8/2013	577	11	05/2013	False	True	False	0	0.00000
007050-000	4/8/2013	566	7	04/2013	False	True	False	0	0.00000
007050-000	3/8/2013	559	4	03/2013	False	True	False	0	0.00000
007050-000	2/8/2013	555	5	02/2013	False	True	False	0	0.00000
007050-000	1/8/2013	550	4	01/2013	False	True	False	0	0.00000
007050-000	12/7/2012	546	3	12/2012	False	True	False	0	0.00000
007050-000	11/8/2012	543	8	11/2012	False	True	False	0	0.00000
007050-000	10/8/2012	535	43	10/2012	False	True	False	0	0.00000
007050-000	9/7/2012	492	22	09/2012	False	True	False	0	0.00000
007050-000	8/8/2012	470	47	08/2012	False	True	False	0	0.00000
007050-000	7/9/2012	423	16	07/2012	False	True	False	0	0.00000
007050-000	6/8/2012	407	15	06/2012	False	True	False	0	0.00000
007050-000	5/8/2012	392	6	05/2012	False	True	False	0	0.00000
007050-000	4/9/2012	386	4	04/2012	False	True	False	0	0.00000
007050-000	3/8/2012	382	5	03/2012	False	True	False	0	0.00000
007050-000	2/8/2012	377	4	02/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007050-000	1/9/2012	373	6	01/2012	False	True	False	0	0.00000
007050-000	12/8/2011	367	5	12/2011	False	True	False	0	0.00000
007050-000	11/8/2011	362	10	11/2011	False	True	False	0	0.00000
007050-000	10/7/2011	352	18	10/2011	False	True	False	0	0.00000
007050-000	9/8/2011	334	19	09/2011	False	True	False	0	0.00000
007050-000	8/8/2011	315	17	08/2011	False	True	False	0	0.00000
007050-000	7/7/2011	298	16	07/2011	False	True	False	0	0.00000
007050-000	6/8/2011	282	7	06/2011	False	True	False	0	0.00000
007050-000	5/6/2011	275	7	05/2011	False	True	False	0	0.00000
007050-000	4/7/2011	268	4	04/2011	False	True	False	0	0.00000
007050-000	3/8/2011	264	3	03/2011	False	True	False	0	0.00000
007050-000	2/8/2011	261	4	02/2011	False	True	False	0	0.00000
007050-000	1/7/2011	257	2	01/2011	False	True	False	0	0.00000
007050-000	12/8/2010	255	5	12/2010	False	True	False	0	0.00000
007050-000	11/8/2010	250	13	11/2010	False	True	False	0	0.00000
007050-000	10/8/2010	237	16	10/2010	False	True	False	0	0.00000
007050-000	9/9/2010	221	23	09/2010	False	True	False	0	0.00000
007050-000	8/9/2010	198	24	08/2010	False	True	False	0	0.00000
007050-000	7/8/2010	174	23	07/2010	False	True	False	0	0.00000
007050-000	6/8/2010	151	11	06/2010	False	True	False	0	0.00000
007050-000	5/10/2010	140	8	05/2010	False	True	False	0	0.00000
007050-000	4/8/2010	132	7	04/2010	False	True	False	0	0.00000
007050-000	3/8/2010	125	3	03/2010	False	True	False	0	0.00000
007050-000	2/5/2010	122	3	02/2010	False	True	False	0	0.00000
007050-000	1/7/2010	119	2	01/2010	False	True	False	0	0.00000
007050-000	12/8/2009	117	4	12/2009	False	True	False	0	0.00000
007050-000	11/9/2009	113	18	11/2009	False	True	False	0	0.00000
007050-000	10/8/2009	95	45	10/2009	False	True	False	0	0.00000
007050-000	9/10/2009	50	20	09/2009	False	True	False	0	0.00000
007050-000	8/11/2009	30	30	08/2009	False	True	False	0	0.00000
007050-000	6/26/2009	0	0	07/2009	False	True	False	1	0.00000
007050-000	6/25/2009	2799	18	07/2009	False	True	False	0	0.00000
007050-000	6/8/2009	2781	18	06/2009	False	True	False	0	0.00000
007050-000	5/8/2009	2763	15	05/2009	False	True	False	0	0.00000
007050-000	4/7/2009	2748	10	04/2009	False	True	False	0	0.00000
007050-000	3/9/2009	2738	3	03/2009	False	True	False	0	0.00000
007050-000	2/9/2009	2735	8	02/2009	False	True	False	0	0.00000
007050-000	12/8/2008	2727	30	12/2008	False	True	False	0	0.00000
007050-000	10/7/2008	2697	36	10/2008	False	True	False	0	0.00000
007050-000	8/8/2008	2661	47	08/2008	False	True	False	0	0.00000
007050-000	6/10/2008	2614	33	06/2008	False	True	False	0	0.00000
007050-000	4/10/2008	2581	14	04/2008	False	True	False	0	0.00000
007050-000	2/10/2008	2567	9	02/2008	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007050-000	12/10/2007	2558	22	12/2007	False	True	False	0	0.00000
007050-000	10/10/2007	2536	26	10/2007	False	True	False	0	0.00000
007050-000	8/10/2007	2510	37	08/2007	False	True	False	0	0.00000
007050-000	6/10/2007	2473	26	06/2007	False	True	False	0	0.00000
007050-000	4/10/2007	2447	19	04/2007	False	True	False	0	0.00000
007050-000	2/10/2007	2428	22	02/2007	False	True	False	0	0.00000
007050-000	12/10/2006	2406	23	12/2006	False	True	False	0	0.00000
007050-000	10/10/2006	2383	50	10/2006	False	True	False	0	0.00000
007050-000	8/10/2006	2333	69	08/2006	False	True	False	0	0.00000
007050-000	6/10/2006	2264	36	06/2006	False	True	False	0	0.00000
007050-000	4/10/2006	2228	10	04/2006	False	True	False	0	0.00000
007050-000	2/10/2006	2218	17	02/2006	False	True	False	0	0.00000
007050-000	12/10/2005	2201	28	12/2005	False	True	False	0	0.00000
007050-000	10/10/2005	2173	50	10/2005	False	True	False	0	0.00000
007050-000	8/10/2005	2123	45	08/2005	False	True	False	0	0.00000
007050-000	6/10/2005	2078	30	06/2005	False	True	False	0	0.00000
007050-000	4/10/2005	2048	14	04/2005	False	True	False	0	0.00000
007050-000	2/10/2005	2034	12	02/2005	False	True	False	0	0.00000
007050-000	12/10/2004	2022	23	12/2004	False	True	False	0	0.00000
007050-000	10/10/2004	1999	54	10/2004	False	True	False	0	0.00000
007050-000	8/10/2004	1945	77	08/2004	False	True	False	0	0.00000