City of St. Helena
Water Advisory Board
Regular Meeting
Friday, October 15, 2021 @ 10:00 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.

This meeting will be conducted pursuant to the provisions of Government Code Section 54953 (as amended by AB 361) which authorizes teleconferenced meetings under the Brown Act during certain proclaimed States of Emergency. The Governor of California proclaimed a State of Emergency related to COVID-19 on March 4, 2020. This teleconferenced meeting is necessary so that the City can conduct essential business and is permitted under Government Code 54953 in order to protect public health and safety of attendees.
Consistent with Government Code Section 54953, this meeting will be held via teleconference only, and will not be physically open to the public. Board, Commission and Committee members and staff will teleconference into the meeting by audio and/or video. The meeting will be conducted via Zoom Webinar.

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 meetings will be accepted via email to publiccomment@cityofsthelena.org. All public comments must be emailed by two hours prior to the meeting. Emailed public comments will not be read out loud but will be publicly available and attached to the on-line agenda.

Please see the end of the agenda for detailed PUBLIC PARTICIPATION instructions.

Please click the link below to join the meeting:
https://us02web.zoom.us/j/82070802157
Or One tap mobile :
US: +16699006833,,82070802157# or +13462487799,,82070802157#
Or Telephone:
Dial(for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 929 205 6099 or +1 301 715 8592 or +1 312 626 6799
Webinar ID: 820 7080 2157
International numbers available: https://us02web.zoom.us/u/kdIJ8BN89b

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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. Discussion and direction of August 6, 2021 Adopted Water Advisory Board Leak Adjustment Policy (~~Staff report forthcoming~~ Provided 10-12-21) 7 - 12
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Revisit, discuss, and provide direction on P-FI-0022 – Leak Adjustment Policy – Phase II and Phase II Water Penalties.
Water Advisory Board Staff Report Review of Current Policy

7. NEW BUSINESS:

7.1. Consideration of Penalty Adjustment Request - American AgCredit 13 - 34
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
Staff Report American Ag - Water Advisory Penalty Waiver Request

7.2. Consideration of Penalty Adjustment – Corsetti, Richard 35 - 50
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.

STAFF REPORT Corsetti, Richard - Water Advisory Penalty Waiver Request

7.3. Consideration of Penalty Adjustment – Fintel, Hertha 51 - 67
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
STAFF REPORT Fintel, Hertha - Water Advisory Penalty Waiver Request

7.4. Consideration of Penalty Adjustment – Jonelis, Tracy 69 - 84
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
STAFF REPORT Jonelis, Tracy - Water Advisory Penalty Waiver Request

7.5. Consideration of Penalty Adjustment – Kaye, Susan 85 - 99
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
STAFF REPORT Kaye, Susan - Water Advisory Penalty Waiver Request

7.6. Consideration of Penalty Adjustment – MacPherson, Kelly 101 - 122
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
STAFF REPORT MacPherson, Kelly - Water Advisory Penalty Waiver Request

7.7. Consideration of Penalty Adjustment – Ryan, Megan 123 - 140
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
STAFF REPORT Ryan, Megan - Water Advisory Penalty Waiver Request

7.8. Consideration of Penalty Adjustment – Shah, Alyssa 141 - 159
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make a determination for Water Penalty adjustment request.
STAFF REPORT Shah, Alyssa - Water Advisory Penalty Waiver Request

7.9. Consideration of Penalty Adjustment – St. Helena Montessori 161 - 180
Prepared By: April Mitts, Administrative Services Director
Recommendation:

Discuss and make a determination for Water Penalty adjustment request.

St. Helena Montessori STAFF REPORT - Water Advisory Penalty Waiver Request

7.10. Consideration of Penalty Adjustment - Wheeler Winery (~~Staff Report Forthcoming~~ Provided 10-12-21) 181 - 204
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make determination for Water Penalty adjustment request.

STAFF REPORT Wheeler Winery - Water Advisory Penalty Waiver Request

7.11. Consideration of Penalty Adjustment - Forsey, Danielle (~~Staff Report Forthcoming~~ Provided 10-12-21) 205 - 220
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Discuss and make determination for Water Penalty adjustment request.

STAFF REPORT Forsey, Danielle - Water Advisory Penalty Waiver Request

8. ADJOURNMENT

The next regular Water Advisory Board meeting is scheduled for November 5, 2021 at 10:00 am.

I do hereby certify that a copy of the foregoing agenda was posted on the City website on October 12, 2021 at 9:40 a.m. Republished October 12, 2021 at 11:45 am.

Cindy Tzafopoulos

Cindy Tzafopoulos, City Clerk

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

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

St. Helena, CA– The City of St. Helena is committed to public participation in City government in a manner that is consistent with guidance provided by the Napa County Public Health Official and Governor Newsom's Executive Order N-25-20. These guidelines relate to social distancing, and are intended to protect everyone by limiting the spread of COVID-19 in our community. In adherence to these guidelines, the St. Helena Water Advisory Board will host a Virtual Meetings on Zoom; a free teleconferencing tool that enables users to watch and/or call into the meeting from their computers or phones. This meeting will be open to public and allows for live public comment. The meeting will also be

recorded, and posted on the City's website at the conclusion of the meeting: https://sthelena.civicweb.net/Portal/

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

How to Watch or Listen to Meetings:

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

Watch by Joining the Zoom Meeting:

1. **By Computer, Tablet, or Smart Phone:**

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

1. **Listen Only by Telephone:**

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

Ways to Provide Public Comment:

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

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

The easiest way to provide public comment is to email your public comment. Public comments may be emailed to publiccomment@cityofsthelena.org. Please include in the subject line "COMMENT TO WATER ADVISORY BOARD and the AGENDA ITEM". Any public comment is required to be submitted no later than 2 hours before the scheduled meeting and will be included as an attachment to the agenda. All public comments will be made publicly available and attached to the agenda item and will not be read out loud. All public comments that are received after 8:00 AM will be attached to the agenda the following day.

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

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

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

The host will be notified that you've raised your hand and you will be placed in a queue with all incoming requests.
When it is your turn to speak, you will be notified that the host has unmuted you. To be removed from the queue, just click the ‘**raise hand’** button again.

3. **Call in to the ZOOM meeting from a cell phone or landline phone only**
This option allows the member of the public with the opportunity to verbally participate in public comment.

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

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

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

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

Report to the City Council
Water Advisory Board – 15 October 2021

Agenda Section: **OLD BUSINESS**

Subject: **Discussion and direction of August 6, 2021 Adopted Water Advisory Board Leak Adjustment Policy**

CEQA Determination: **Not a CEQA project**

Prepared By: April Mitts, Administrative Services Director

Reviewed By: April Mitts, Administrative Services Director

Approved By: April Mitts, Administrative Services Director

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.

On April 30, 2021, the Water Advisory Board approved SOP-FI-0021 *Application and Use of Exception Permits Water Emergency* and the applicable *Exception Form.*

On August 6, 2021, the Water Advisory Board approved *P-FI-0022 – Leak Adjustment Policy – Phase II and Phase II Water Penalties*

DISCUSSION

The Water Advisory Board has held three meetings in which they heard and granted several Water Penalty appeals which were the result of a water leak. At the October 1, 2021 Water Advisory Board Meeting, the Board asked to agenize, at a future meeting, a review the current policy to see if any adjustments were necessary. One example given at the October 1, 2021 meeting is that the current policy allows up to 100% of the penalties be waived for a first request and up to 50% for subsequent leaks. At this time, the Water Advisory Board has only considered first time Water Penalty appeals.

FISCAL IMPACT

Not Applicable.

RECOMMENDED ACTION

Revisit, discuss, and provide direction on *P-FI-0022 – Leak Adjustment Policy – Phase II and Phase II Water Penalties.*

ATTACHMENTS

Attachment 1 – *P-FI-00022 – Leak Adjustment Policy – Phase II and Phase III Water Penalties*

	City of St. Helena Water Advisory Board Policy Finance	Policy Water Leak Adjustment Policy - Penalties Page 1 of 2

Title: **Leak Adjustment Policy – Phase II and Phase III Water Penalties**	Policy #	P-FI-0022
	Revision #	Implementation
	Implementation Date	2021-08-06
	Last Update Date	2021-08-06
Approval by Water Advisory Board	Date Approved	2021-08-06

I. Purpose, Overview and Scope of this Policy

The City of St. Helena is committed to preventing water waste but also understands that, infrequently, a water leak may occur. When a leak does occur, customers can request a credit to their utility bill for a portion of the excess water. This policy addresses penalties incurred during a water emergency in which were triggered by a water leak.

This policy remains in effect until rescinded by Water Advisory Board or City Council.

II. Authority

The Water Advisory Board has authority to update this policy.

III. Policy

1. To be eligible for a penalty leak adjustment 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. The penalty leak adjustment is in the form of a bill credit in which the customer can request a refund check once the credit has been applied.
5. The Water Advisory Board will consider penalty leak adjustment amounts on a case-by-case basis.
    a. Up to 100% - First Leak
    b. Up to 50% - Subsequent Leaks
6. Hardship Agreements may be used to pay any remaining penalties incurred as a result of a leak.
7. 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.

8. Penalty Leak Adjustments will be considered by the Water Advisory Board. If a penalty leak adjustment is denied or outside the scope of the current Penalty Leak Adjustment Policy, an appeal may be made to the City Council.

IV. Procedures

1. Customers must formally request a Penalty Leak Adjustment by completing the Penalty Leak Adjustment Request Form available online at: https://www.cityofsthelena.org/water-emergency/page/leak-adjustments-during-water-emergency or through the Administrative Services Department Finance Division by emailing water@cityofsthelena.org.
2. Penalty leak adjustment requests must be submitted via email to the City of St. Helena Administrative Services Department Finance Division at: water@cityofsthelena.org within 60 days of: (1) issuance of the initial bill covering the period in which leak occurred; or (2) from the date of the penalty letter issued.
3. Finance staff verifies a complete request was submitted and verifies the request meets the terms outlined in the policy.
4. Penalty leak adjustment requests will be heard by the Water Advisory Board as soon as it is practical. The Water Advisory Board meets at a minimum once per month.
5. Customer is notified via email of decision within 10 business days of the decision.
6. If penalty leak adjustment is granted, staff will enter adjustment as a bill credit within 30 days of decision.

V. Attachments

1. Penalty Leak Adjustment Form

Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____

RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying	Customer or Company Name		
Account Number	Phone Number	Email Address	
Mailing Address	City	State	Zip Code

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred:	Amount of Penalties Assessed:
Please list any additional information for the Water Advisory Board consideration:	

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

- I have read and will adhere to all specific requirements of *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:	Signature	Date

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

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

Report to the City Council
Water Advisory Board October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – American Ag Credit FLCA**

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 5, 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.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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

Table 1 - Current Allocations –

	HCF	Gallons
June	25.2	18,851
July	34.5	25,808
August	45.3	33,887
September	49.95	37,365

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	4,237.88	16,951.50	87.084	65,143
July	10,219.52	20,439.05	108.149	80,901
August	10,192.30	10,192.30	75.424	56,421
September	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.

Non-Residential Leak Appeal Application

DATE SUBMITTED: 8/9/21
RECEIVED BY: IAN DALE

PROPERTY & BILLING INFORMATION			
Date Applying: 8/5/2021			
Account Holders Name: American AgCredit	Daytime Phone Number: 707-545-1200	Other Phone Number: (707) 521-7642	
Service Address: 1101 Vinatge Ave., Saint Helena, CA 94574			
Email: cjewett@agloan.com			
Mailing Address (if different than above): PO BOX 1200	City: Santa Rosa	State: CA	Zip Code: 95402

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.

The leak was actually a toilet that was running for quite some time. Our office building has not been regularly occupied since the pandemic started. We noticed it was running while onsite for a another reason. We are hoping for an exemption to the penalty since this was an accident and not out of disregard for water conservation. We have installed drought tolerant plants with a drip systems for our landscaping solely for the reason of minimizing water consumption at all of our buildings. Please let us know if there are any questions, concerns or otherwise. Thank you

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
June	☒ Yes ☐ No ☐ Unsure	☐ Yes ☒ No

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 am aware the excess sewer adjustment only applies to leaks that occurred outdoors.
- 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.

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

Signature	Print Name	Date
Casi Jewett	Casi Jewett	8/6/2021

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Utility Billing 1572 Railroad Avenue 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 - AUG	Prior Leak adjustment on file: D Yes X No Date:	Documentation of Repair attached? D Yes D No
Leak Verified by City Employee & Date of Verification: D Yes D No ___/___/___	Leak Letter Received? D Yes X No	Average Water Usage calculated for adjustment
Total Water Usage adjusted:	Total Dollar Amount Adjusted: WATER - $500 SEWER - $223.10	Verified adjusted dollar amount with customer: D Yes D No
Total Sewer Usage adjusted:		

Additional Notes:

Leak adjustment request is hereby: D Approved D Rejected
Reason for rejection:

Signature	Print Name (Authorized Signature)	Date

Ian Dale

From: Casi Jewett <cjewett@agloan.com>
Sent: Tuesday, August 10, 2021 3:20 PM
To: Ian Dale
Subject: [External] Application Exception Proof of Repair-American AgCredit 110 Vintage Ave.

Hello Ian,

This e-mail is in follow-up to our application for an exception on our water bill for 1101 Vintage Ave. As noted in our application, the toilet in the men's restroom was running and we were unaware it due to our building be unoccupied as a result of Covid. Our internal Facilities Specialist has replaced the flapper on the men's toilet and the water is no longer running. Since we used internal labor and parts, we do not have a repair bill to show as proof, but we have instead included before and after pictures of the repair to accompany our application.

Can you please confirm receipt of this email so that I know it made its way to you?

If you have any further questions, please don't hesitate to contact me directly at any time.

Thank you,
Casi

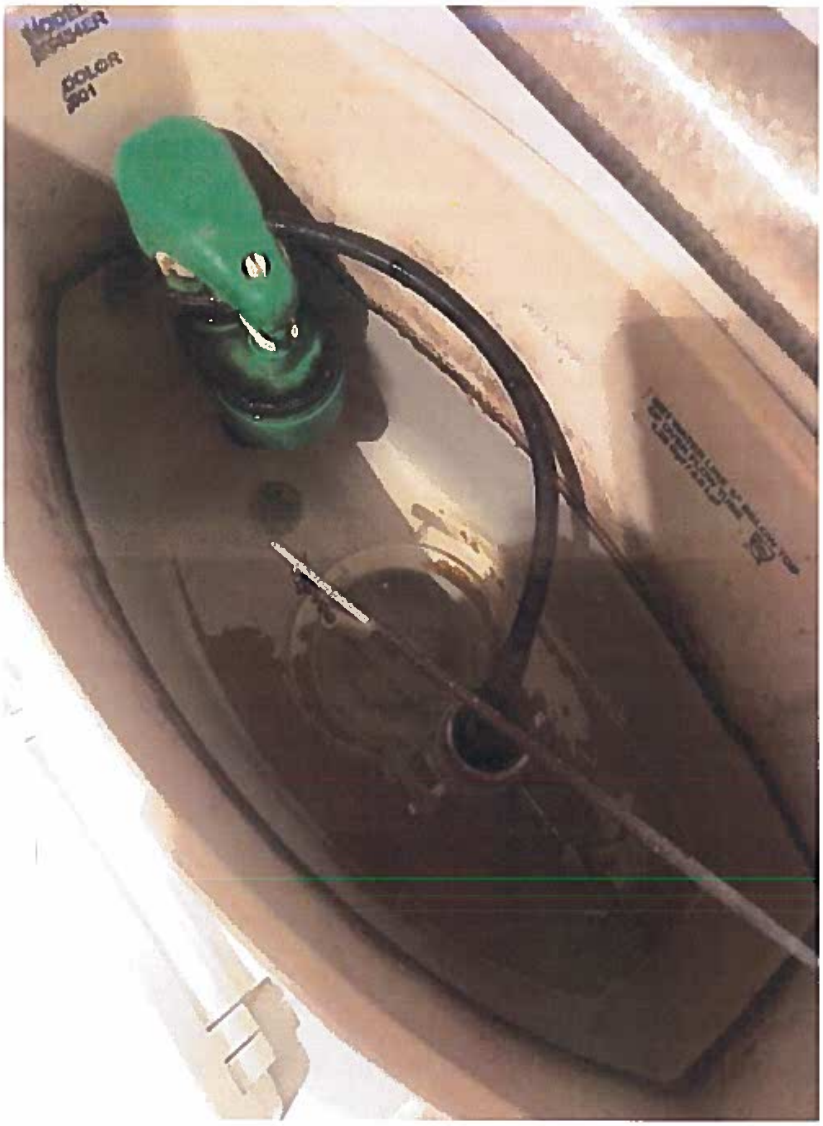
Casi Jewett
Director of Facilities, CEAS
SPHR, SHRM-SCP

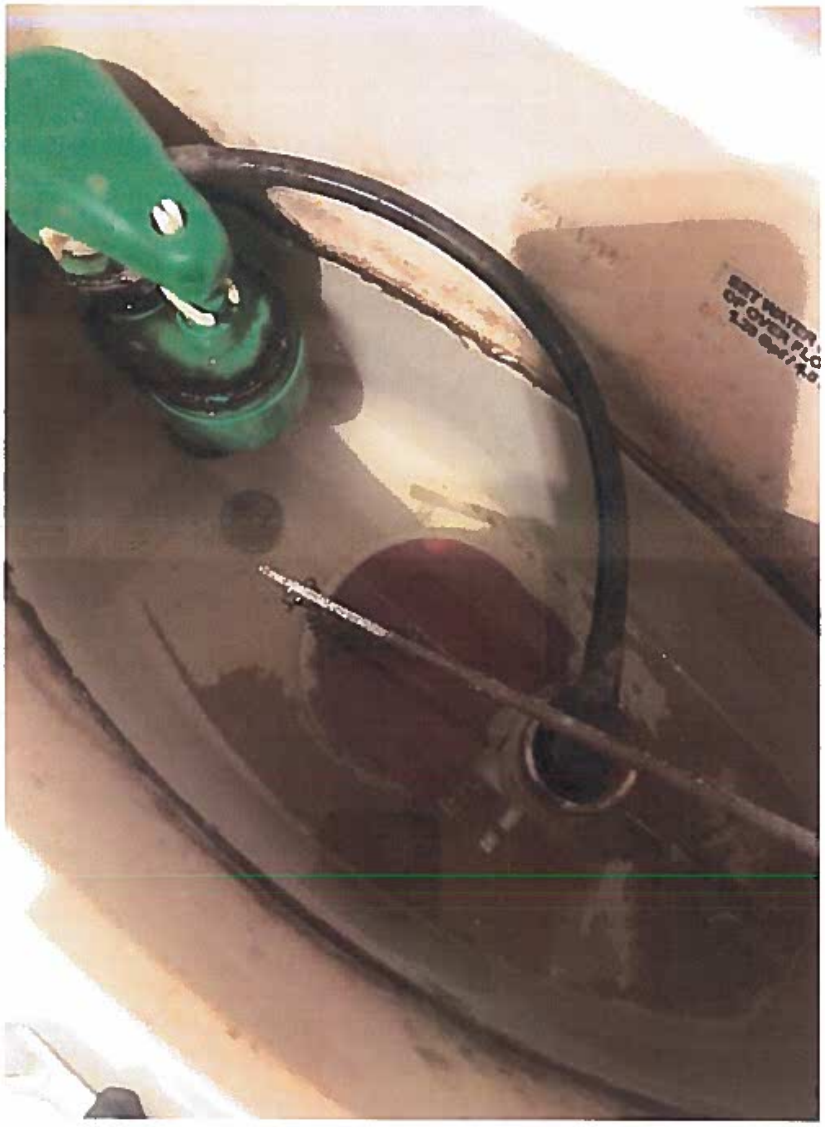
AMERICAN AGCREDIT
MONEY FOR AGRICULTURE

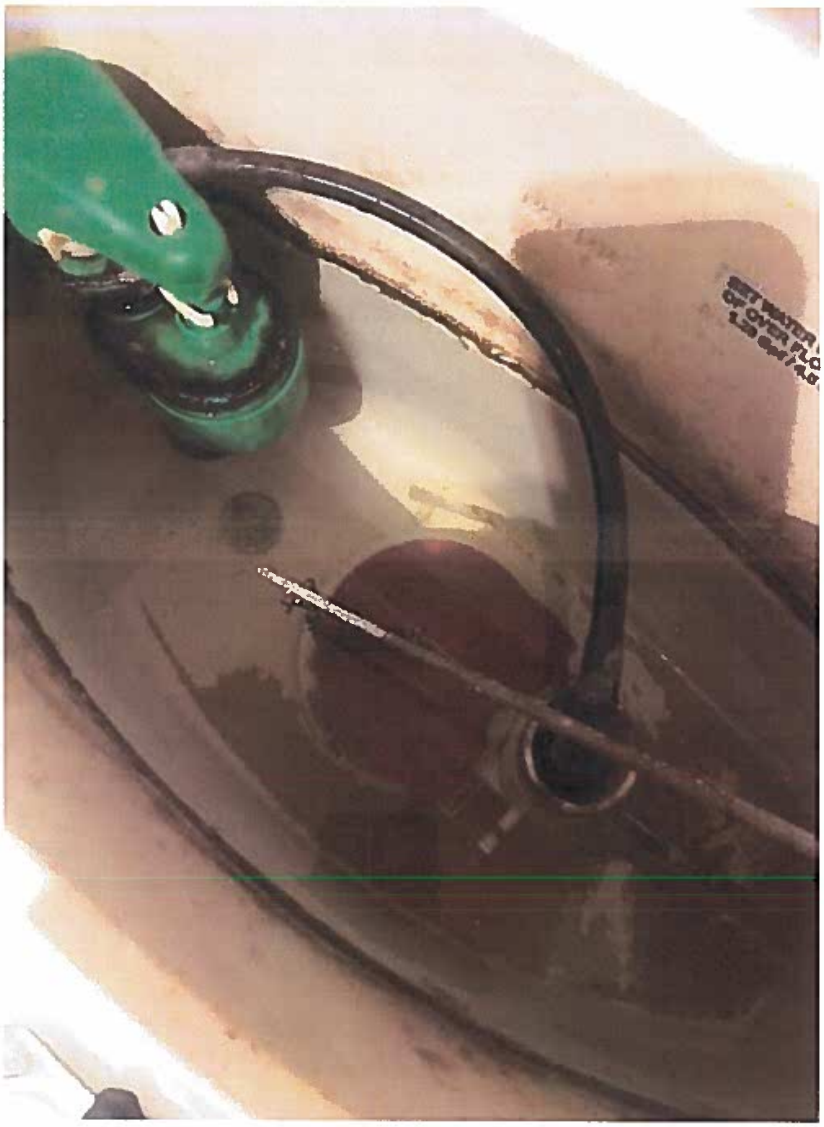
400 Aviation Blvd. #100
Santa Rosa, CA 95403
cjewett@agloan.com
Direct Line: (707) 521-7642
Mobile: (707) 239-6392
Main Office: (707) 545-1200
AgLoan.com

From: Todd Bellah <tbellah@agloan.com>
Sent: Tuesday, August 10, 2021 11:04 AM
To: Casi Jewett <cjewett@agloan.com>
Subject: Re: [External] Application Exception




COLOR
201







Sent from my iPhone

IMPORTANT: This message may contain confidential information and/or trade secrets of American AgCredit. Unauthorized use or disclosure is prohibited. If you are not the intended recipient of this message, please notify me at American AgCredit immediately by responsive e-mail or by telephone at the number shown above.

Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____

RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying 9/15/2021	Customer or Company Name American AgCredit FLCA		
Account Number 005049-000	Phone Number 707-545-1200	Email Address cjewett@agloan.com	
Mailing Address PO BOX 1120	City Santa Rosa	State CA	Zip Code 95402

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred: June	Amount of Penalties Assessed: $16,951.50

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

Hello,
Our building has not been regularly occupied since the pandemic started. On a random visit to the building, a running toilet was noticed, which was repaired. After receiving the next bill and penalty for the following month (July), it was difficult to tell if the issues was resolved since the repair of the toilet took place mid-month. We decide to do some further investigation by having the city check the meter and run a report of the usage per day. After receiving the the report, we contacted a leak detection company as well as our landscaper to determine where the leak was coming from. It was determined that is was due to a faulty landscaping valve and a faulty irrigation clock. Both were replaced and the leak detection company confirmed that all lines were at their appropriate pressure and no leaks are now evident. We expect another bill for the month of August will have similar penalties since it was fully repaired and confirmed until mid August.

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: Casi Jewett	Signature Casi Jewett Digitally signed by Casi Jewett Date: 2021.09.16 08:33:23 -07'00'	Date

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

STAFF USE ONLY
Leak Application attached ☑
Has Customer Received a Leak Notification: ○ Yes ✓ ○ No If yes, list all leak notifications sent and date of leak notification:
Date item to be heard by Water Advisory Board: 10/15/21
Date customer notified via email the item will be heard by the Water Advisory Board:
Water use exception is hereby: ○ Approved ○ Denied
Percentage of Penalty to be Adjusted (up to 100% for first leak and up to 50% for subsequent leaks): ____% of Penalty to be Adjusted _____ Amount of Penalty to be Adjusted
If denied, reason for denial:
Date Approved by Water Advisory Board:
Date notification of Approval/Denial emailed to customer:
Date adjustment made to customer account:

Ian Dale

From: Todd Bellah <tbellah@agloan.com>
Sent: Friday, September 24, 2021 10:04 AM
To: Ian Dale
Cc: Casi Jewett
Subject: RE: [External] 1101 Vintage Ave.

City of St Helena, City Hall
Received
SEP 24
1480 Main St.
St Helena, CA 94574

Hello Ian,

Thank you very much for the call today. Yes, we would very much like to apply the same documentation for the months of July and August. We were not sure if we would have to complete another form for the additional months. We went ahead and processed payment for June since we had not heard back and wanted to make sure we remained in good standing with the city. I believe that was for just over $7k and I approved payment earlier this week. Please let me know if anything else is needed on our part.

Thank you very much for working with us on this and have a great weekend!

Regards,

Todd Bellah - FMP, SFP, CEAS 1
Facilities Specialist
American AgCredit
tbellah@agloan.com
Direct: (707) 521-4111

AMERICAN AGCREDIT
MONEY FOR AGRICULTURE

From: Ian Dale <idale@cityofsthelena.org>
Sent: Friday, August 27, 2021 10:14 AM
To: Todd Bellah <tbellah@agloan.com>
Subject: RE: [External] 1101 Vintage Ave.

The e-mail below is from an external source. Please do not open attachments or click links from an unknown or suspicious origin. If this email appears to be coming from an Agloan.com email address, then it should be considered suspicious and should be reported as phishing with the Phish Alert Button.

External Email

Hi Todd,

I have received the pictures and receipt; I can email you another leak appeal application and penalty appeal application for you to fill out for this specific month of the leak. I have attached them to this email for you to fill out and return. Let me know if you have any questions.

Utility Billing

American Ag Credit Flca 005049-000 - 1101 Vintage Ave

User: AprilM
Printed: 10/11/2021 12:28:30 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005049-000	9/28/2021	4564	35	09/2021	True	False	False	0	0.00000
005049-000	8/27/2021	4529	121	08/2021	False	True	False	0	0.00000
005049-000	7/28/2021	4408	142	07/2021	False	True	False	0	0.00000
005049-000	6/28/2021	4266	113	06/2021	False	True	False	0	0.00000
005049-000	5/26/2021	4153	85	05/2021	False	True	False	0	0.00000
005049-000	4/29/2021	4068	90	04/2021	False	True	False	0	0.00000
005049-000	3/29/2021	3978	0	03/2021	False	True	False	0	0.00000
005049-000	3/9/2021	3978	1	03/2021	False	True	False	0	0.00000
005049-000	1/29/2021	3977	0	01/2021	False	True	False	0	0.00000
005049-000	12/30/2020	3977	58	12/2020	False	True	False	0	0.00000
005049-000	11/19/2020	3919	58	11/2020	False	True	False	0	0.00000
005049-000	10/30/2020	3861	175	10/2020	False	True	False	0	0.00000
005049-000	8/27/2020	3686	82	08/2020	False	True	False	0	0.00000
005049-000	7/30/2020	3604	87	07/2020	False	True	False	0	0.00000
005049-000	6/30/2020	3517	31	06/2020	False	True	False	0	0.00000
005049-000	6/1/2020	3486	18	05/2020	False	True	False	0	0.00000
005049-000	4/30/2020	3468	17	04/2020	False	True	False	0	0.00000
005049-000	4/1/2020	3451	21	04/2020	False	True	False	0	0.00000
005049-000	2/28/2020	3430	1	02/2020	False	True	False	0	0.00000
005049-000	1/31/2020	3429	0	01/2020	False	True	False	0	0.00000
005049-000	12/31/2019	3429	6	12/2019	False	True	False	0	0.00000
005049-000	12/9/2019	3423	32	12/2019	False	True	False	0	0.00000
005049-000	11/7/2019	3391	62	11/2019	False	True	False	0	0.00000
005049-000	10/8/2019	3329	77	10/2019	False	True	False	0	0.00000
005049-000	9/6/2019	3252	68	09/2019	False	True	False	0	0.00000
005049-000	8/8/2019	3184	55	08/2019	False	True	False	0	0.00000
005049-000	7/8/2019	3129	18	07/2019	False	True	False	0	0.00000
005049-000	6/7/2019	3111	4	06/2019	False	True	False	0	0.00000
005049-000	5/10/2019	3107	0	05/2019	False	True	False	0	0.00000
005049-000	4/8/2019	3107	1	04/2019	False	True	False	0	0.00000
005049-000	3/8/2019	3106	0	03/2019	False	True	False	0	0.00000
005049-000	2/7/2019	3106	1	02/2019	False	True	False	0	0.00000
005049-000	1/8/2019	3105	0	01/2019	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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005049-000	11/7/2018	3073	3	11/2018	False	True	False	0	0.00000
005049-000	11/5/2018	3070	7	11/2018	False	True	False	0	0.00000
005049-000	10/29/2018	3063	20	10/2018	False	True	False	0	0.00000
005049-000	10/8/2018	3043	34	10/2018	False	True	False	0	0.00000
005049-000	9/7/2018	3009	18	09/2018	False	True	False	0	0.00000
005049-000	8/8/2018	2991	14	08/2018	False	True	False	0	0.00000
005049-000	7/9/2018	2977	16	07/2018	False	True	False	0	0.00000
005049-000	6/7/2018	2961	14	06/2018	False	True	False	0	0.00000
005049-000	5/8/2018	2947	0	05/2018	False	True	False	0	0.00000
005049-000	4/9/2018	2947	1	04/2018	False	True	False	0	0.00000
005049-000	3/8/2018	2946	0	03/2018	False	True	False	0	0.00000
005049-000	2/8/2018	2946	1	02/2018	False	True	False	0	0.00000
005049-000	1/8/2018	2945	1	01/2018	False	True	False	0	0.00000
005049-000	12/8/2017	2944	12	12/2017	False	True	False	0	0.00000
005049-000	11/8/2017	2932	90	11/2017	False	True	False	0	0.00000
005049-000	9/8/2017	2842	65	09/2017	False	True	False	0	0.00000
005049-000	8/8/2017	2777	46	08/2017	False	True	False	0	0.00000
005049-000	7/7/2017	2731	50	07/2017	False	True	False	0	0.00000
005049-000	6/8/2017	2681	12	06/2017	False	True	False	0	0.00000
005049-000	5/8/2017	2669	1	05/2017	False	True	False	0	0.00000
005049-000	4/7/2017	2668	1	04/2017	False	True	False	0	0.00000
005049-000	3/8/2017	2667	0	03/2017	False	True	False	0	0.00000
005049-000	2/8/2017	2667	1	02/2017	False	True	False	0	0.00000
005049-000	1/10/2017	2666	17	01/2017	False	True	False	0	0.00000
005049-000	12/9/2016	2649	39	12/2016	False	True	False	0	0.00000
005049-000	11/8/2016	2610	42	11/2016	False	True	False	0	0.00000
005049-000	10/7/2016	2568	39	10/2016	False	True	False	0	0.00000
005049-000	9/8/2016	2529	42	09/2016	False	True	False	0	0.00000
005049-000	8/8/2016	2487	44	08/2016	False	True	False	0	0.00000
005049-000	7/8/2016	2443	26	07/2016	False	True	False	0	0.00000
005049-000	6/8/2016	2417	14	06/2016	False	True	False	0	0.00000
005049-000	5/9/2016	2403	0	05/2016	False	True	False	0	0.00000
005049-000	4/8/2016	2403	1	04/2016	False	True	False	0	0.00000
005049-000	3/8/2016	2402	1	03/2016	False	True	False	0	0.00000
005049-000	2/8/2016	2401	1	02/2016	False	True	False	0	0.00000
005049-000	1/8/2016	2400	4	01/2016	False	True	False	0	0.00000
005049-000	12/8/2015	2396	9	12/2015	False	True	False	0	0.00000
005049-000	11/9/2015	2387	20	11/2015	False	True	False	0	0.00000
005049-000	10/8/2015	2367	22	10/2015	False	True	False	0	0.00000
005049-000	9/8/2015	2345	23	09/2015	False	True	False	0	0.00000
005049-000	8/7/2015	2322	22	08/2015	False	True	False	0	0.00000
005049-000	7/8/2015	2300	13	07/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005049-000	6/8/2015	2287	6	06/2015	False	True	False	0	0.00000
005049-000	5/8/2015	2281	6	05/2015	False	True	False	0	0.00000
005049-000	4/8/2015	2275	6	04/2015	False	True	False	0	0.00000
005049-000	3/9/2015	2269	2	03/2015	False	True	False	0	0.00000
005049-000	2/9/2015	2267	2	02/2015	False	True	False	0	0.00000
005049-000	1/8/2015	2265	121	01/2015	False	True	False	0	0.00000
005049-000	12/8/2014	2144	164	12/2014	False	True	False	0	0.00000
005049-000	11/7/2014	1980	46	11/2014	False	True	False	0	0.00000
005049-000	10/8/2014	1934	19	10/2014	False	True	False	0	0.00000
005049-000	9/8/2014	1915	40	09/2014	False	True	False	0	0.00000
005049-000	8/8/2014	1875	59	08/2014	False	True	False	0	0.00000
005049-000	7/8/2014	1816	3	07/2014	False	True	False	0	0.00000
005049-000	7/2/2014	1813	8	07/2014	False	True	False	0	0.00000
005049-000	6/9/2014	1805	3	06/2014	False	True	False	0	0.00000
005049-000	5/8/2014	1802	2	05/2014	False	True	False	0	0.00000
005049-000	4/7/2014	1800	1	04/2014	False	True	False	0	0.00000
005049-000	3/7/2014	1799	1	03/2014	False	True	False	0	0.00000
005049-000	2/21/2014	1798	1	02/2014	False	True	False	0	0.00000
005049-000	2/7/2014	1797	1	02/2014	False	True	False	0	0.00000
005049-000	1/9/2014	1796	2	01/2014	False	True	False	0	0.00000
005049-000	12/9/2013	1794	1	12/2013	False	True	False	0	0.00000
005049-000	11/8/2013	1793	2	11/2013	False	True	False	0	0.00000
005049-000	10/8/2013	1791	13	10/2013	False	True	False	0	0.00000
005049-000	9/9/2013	1778	69	09/2013	False	True	False	0	0.00000
005049-000	8/8/2013	1709	76	08/2013	False	True	False	0	0.00000
005049-000	7/8/2013	1633	48	07/2013	False	True	False	0	0.00000
005049-000	6/7/2013	1585	7	06/2013	False	True	False	0	0.00000
005049-000	5/8/2013	1578	6	05/2013	False	True	False	0	0.00000
005049-000	4/8/2013	1572	7	04/2013	False	True	False	0	0.00000
005049-000	3/8/2013	1565	6	03/2013	False	True	False	0	0.00000
005049-000	2/8/2013	1559	6	02/2013	False	True	False	0	0.00000
005049-000	1/8/2013	1553	6	01/2013	False	True	False	0	0.00000
005049-000	12/7/2012	1547	5	12/2012	False	True	False	0	0.00000
005049-000	11/8/2012	1542	26	11/2012	False	True	False	0	0.00000
005049-000	10/8/2012	1516	70	10/2012	False	True	False	0	0.00000
005049-000	9/7/2012	1446	70	09/2012	False	True	False	0	0.00000
005049-000	8/8/2012	1376	69	08/2012	False	True	False	0	0.00000
005049-000	7/9/2012	1307	68	07/2012	False	True	False	0	0.00000
005049-000	6/8/2012	1239	62	06/2012	False	True	False	0	0.00000
005049-000	5/21/2012	1177	6	06/2012	False	True	False	0	0.00000
005049-000	5/8/2012	1171	76	05/2012	False	True	False	0	0.00000
005049-000	4/9/2012	1095	3	04/2012	False	True	False	0	0.00000
005049-000	3/8/2012	1092	4	03/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005049-000	2/8/2012	1088	4	02/2012	False	True	False	0	0.00000
005049-000	1/9/2012	1084	5	01/2012	False	True	False	0	0.00000
005049-000	12/8/2011	1079	4	12/2011	False	True	False	0	0.00000
005049-000	11/8/2011	1075	35	11/2011	False	True	False	0	0.00000
005049-000	10/7/2011	1040	58	10/2011	False	True	False	0	0.00000
005049-000	9/8/2011	982	85	09/2011	False	True	False	0	0.00000
005049-000	8/8/2011	897	97	08/2011	False	True	False	0	0.00000
005049-000	7/7/2011	800	71	07/2011	False	True	False	0	0.00000
005049-000	6/8/2011	729	33	06/2011	False	True	False	0	0.00000
005049-000	5/6/2011	696	27	05/2011	False	True	False	0	0.00000
005049-000	4/7/2011	669	3	04/2011	False	True	False	0	0.00000
005049-000	3/8/2011	666	6	03/2011	False	True	False	0	0.00000
005049-000	2/8/2011	660	2	02/2011	False	True	False	0	0.00000
005049-000	1/7/2011	658	3	01/2011	False	True	False	0	0.00000
005049-000	12/8/2010	655	3	12/2010	False	True	False	0	0.00000
005049-000	11/8/2010	652	18	11/2010	False	True	False	0	0.00000
005049-000	10/8/2010	634	50	10/2010	False	True	False	0	0.00000
005049-000	9/9/2010	584	62	09/2010	False	True	False	0	0.00000
005049-000	8/9/2010	522	82	08/2010	False	True	False	0	0.00000
005049-000	7/8/2010	440	74	07/2010	False	True	False	0	0.00000
005049-000	6/8/2010	366	30	06/2010	False	True	False	0	0.00000
005049-000	5/10/2010	336	16	05/2010	False	True	False	0	0.00000
005049-000	4/8/2010	320	2	04/2010	False	True	False	0	0.00000
005049-000	3/8/2010	318	1	03/2010	False	True	False	0	0.00000
005049-000	2/5/2010	317	2	02/2010	False	True	False	0	0.00000
005049-000	1/7/2010	315	1	01/2010	False	True	False	0	0.00000
005049-000	12/8/2009	314	1	12/2009	False	True	False	0	0.00000
005049-000	11/9/2009	313	26	11/2009	False	True	False	0	0.00000
005049-000	10/8/2009	287	79	10/2009	False	True	False	0	0.00000
005049-000	9/10/2009	208	81	09/2009	False	True	False	0	0.00000
005049-000	8/11/2009	127	127	08/2009	False	True	False	0	0.00000
000000-000	6/24/2009	0	0	08/2009	False	True	False	0	0.00000

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005049-000**
SERVICE ADDRESS:	1101 Vintage Ave
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

AMERICAN AG CREDIT FLCA
P.O. Box 1120
Santa Rosa, CA 95402-1120

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
07061001F	1/29/2021	0	3/9/2021	0	0
07061001F	12/30/2020	0	1/29/2021	0	0
09196355	1/29/2021	3977	3/9/2021	3978	1
09196355	12/30/2020	3977	1/29/2021	3977	0

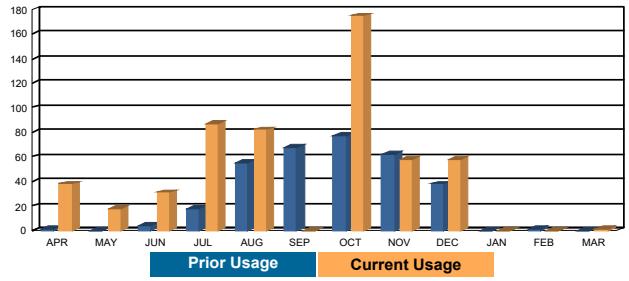
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 1" Commercial	238.82
Water Use @ $6.69	6.69
Sewer Base Fee 1 in	422.72
Sewer Consumption Commercial	4.85
4" Fire Service	25.54
TOTAL CURRENT CHARGES	**698.62**

Water Use in HCF



BILL SUMMARY

Previous Balance	2,017.21
Thank you for your payment.	-2,017.21
Adjustments	0.00
Additional Billing	0.00
Current Charges	698.62
TOTAL AMOUNT DUE	**698.62**

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT:	**005049-000**
SERVICE ADDRESS:	1101 Vintage Ave
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

AMERICAN AG CREDIT FLCA
P.O. Box 1120
Santa Rosa, CA 95402-1120

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **698.62**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005049-000**
SERVICE ADDRESS:	1101 Vintage Ave
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

AMERICAN AG CREDIT FLCA
P.O. Box 1120
Santa Rosa, CA 95402-1120

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
07061001F	3/29/2021	0	4/29/2021	0	0
07061001F	3/9/2021	0	3/29/2021	0	0
09196355	3/29/2021	3978	4/29/2021	4068	90
09196355	3/9/2021	3978	3/29/2021	3978	0

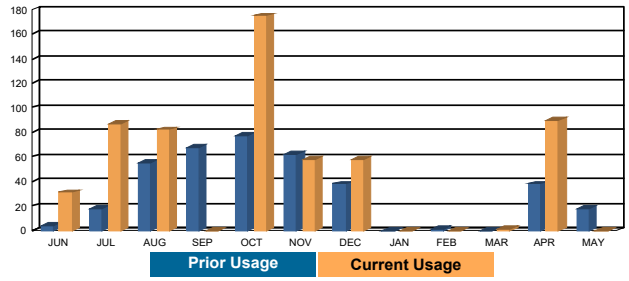
SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 1" Commercial	238.82
Water Use @ $6.69	602.10
Sewer Base Fee 1 in	422.72
Sewer Consumption Commercial	436.50
4" Fire Service	25.54
TOTAL CURRENT CHARGES	**1,725.68**

Water Use in HCF



BILL SUMMARY

Previous Balance	698.62
Thank you for your payment.	-698.62
Adjustments	0.00
Additional Billing	0.00
Current Charges	1,725.68
TOTAL AMOUNT DUE	**1,725.68**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**005049-000**
SERVICE ADDRESS:	1101 Vintage Ave
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

AMERICAN AG CREDIT FLCA
P.O. Box 1120
Santa Rosa, CA 95402-1120

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **1,725.68**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005049-000**
SERVICE ADDRESS:	1101 Vintage Ave
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

AMERICAN AG CREDIT FLCA
P.O. Box 1120
Santa Rosa, CA 95402-1120

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
07061001F	4/29/2021	0	5/26/2021	0	0
07061001F	5/26/2021	0	6/28/2021	0	0
09196355	5/26/2021	4153	6/28/2021	4266	113
09196355	4/29/2021	4068	5/26/2021	4153	85

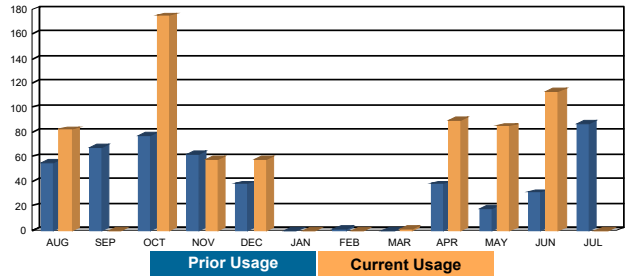
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 1" Commercial	238.82
Water Use @ $7.44	1,473.12
Sewer Base Fee 1 in	422.72
Sewer Consumption Commercial	960.30
4" Fire Service	25.54
June Excess Penalty	4,237.88
TOTAL CURRENT CHARGES	**7,358.38**

Water Use in HCF



BILL SUMMARY

Previous Balance	1,725.68
Thank you for your payment.	-1,725.68
Adjustments	0.00
Additional Billing	4,237.88
Current Charges	3,120.50
TOTAL AMOUNT DUE	**7,358.38**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**005049-000**
SERVICE ADDRESS:	1101 Vintage Ave
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

AMERICAN AG CREDIT FLCA
P.O. Box 1120
Santa Rosa, CA 95402-1120

AMOUNT DUE

TOTAL AMOUNT DUE BY **8/20/2021** **7,358.38**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005049-000**
SERVICE ADDRESS:	1101 Vintage Ave
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

AMERICAN AG CREDIT FLCA
P.O. Box 1120
Santa Rosa, CA 95402-1120

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
07061001F	6/28/2021	0	7/28/2021	0	0
07061001F	7/28/2021	0	8/27/2021	0	0
09196355	7/28/2021	4408	8/27/2021	4529	121
09196355	6/28/2021	4266	7/28/2021	4408	142

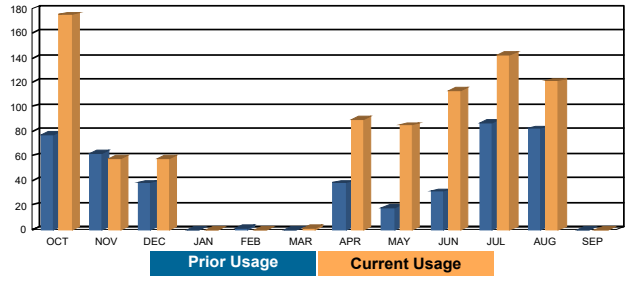
SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 50% of your total July Penalty and 100% of your August Penalty. The remaining 50% of your July 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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 1" Commercial	238.82
Water Use @ $7.44	1,956.72
Sewer Base Fee 1 in	422.72
Sewer Consumption Commercial	1,275.55
4" Fire Service	25.54
July 50% Excess Pen	10,219.52
Aug Excess Penalty	10,192.30
TOTAL CURRENT CHARGES	**24,331.17**

Water Use in HCF



BILL SUMMARY

Previous Balance	7,358.38
Payments Received	0.00
Adjustments	0.00
Additional Billing	20,411.82
Current Charges	3,919.35
TOTAL AMOUNT DUE	**31,689.55**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/25/2021** **31,689.55**

ACCOUNT INFORMATION

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

ACCOUNT:	**005049-000**
SERVICE ADDRESS:	1101 Vintage Ave
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

AMERICAN AG CREDIT FLCA
P.O. Box 1120
Santa Rosa, CA 95402-1120

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

Report to the City Council
Water Advisory Board – October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Corsetti, Richard**

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 24, 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.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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	0	
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	n/a			
July	n/a			
August	4.73	9.46	.946	708
September	n/a			

Table 3 – Leak Letters Sent

January 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.

City of St Helena, City Hall
Received
DATE SUBMITTED: 8/24/21
RECEIVED BY: AUG 25
1480 Main St.
St Helena, CA 94574

Residential Leak Appeal Application

PROPERTY & BILLING INFORMATION		
Date Applying:	8/24/21	
Account Holders Name: Richard Corsetti	Daytime Phone Number: 707-963-8526	Other Phone Number: 415-515-0680
Service Address: 1401 Spring Street, St. Helena, CA 94574		
Email: richcorsetti@outlook.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 water leak occurred in the water line for the weir (waterfall) that flows into our swimming pool. We noticed a drop in the water level in our pool, but did not know the cause of the water level drop. We contacted Leak Detection Pros. Their technician looked at all of the possible sources of the water leak. They concluded that the leak was stemming from a break in the water line that the weir delivers water into our pool. His solution was to shut off the water lines to the weir. That has now been accomplished by cutting the water line and capping it so that no further water will flow through the line. A copy of the Leak Detection Pros invoice is included.

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
July, 2021	■ Yes ☐ No ☐ Unsure	☐ Yes ■ No

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.

	Richard Corsetti	8/24/21
Signature	Print Name	Date

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Utility Billing 1572 Railroad Avenue St. Helena, CA 95404	Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745

STAFF USE ONLY

Billing month the leak occurred:	Prior Leak adjustment on file: ☒ Yes ☐ No	Documentation of Repair attached?
JULY 2021	Date: OCTOBER 2010	☒ Yes ☐ No
Leak Verified by City Employee & Date of Verification:	**Leak Letter Received?** JAN 2021	**Average Water Usage calculated for adjustment**
☐ Yes ☐ No __/__/__	☒ Yes ☐ No	-0
Total Water Usage adjusted:	**Total Dollar Amount Adjusted:**	**Verified adjusted dollar amount with customer:**
-0	DOES NOT QUALIFY	☐ Yes ☐ No

Additional Notes:

Leak adjustment request is hereby: ☐ Approved ☐ Rejected

Reason for rejection:

Signature | Print Name (Authorized Signature) | Date

Leak Detection Pros Inc.

P. O. Box 750596
Petaluma, CA94975

Invoice

Date	Invoice #
7/23/2021	11155

Bill To
Richard Corsetti 1401 Spring Street Saint Helena, Ca 94574

P.O. No.	Terms	Project
	Due on receipt	

Quantity	Description	Rate	Amount
1	Pool suction to skimmer held pressure as well as did the returns and sweep recommend capping off waterfall line and if leak continues to seal light conduits with butyl rubber	550.00	550.00

PAID BY VISA

Total $550.00

E-mail
markm@leakdetectionpros.com

P.O. Box 750596 • Petaluma, California 94975 • P: (707) 769-7373 • F: (707) 658-2969
www.LeakDetectionPros.com

Water Penalty Leak Adjustment Application

DATE SUBMITTED: 8/24/21

RECEIVED BY:

PROPERTY & BILLING INFORMATION			
Date Applying 8/24/21	Customer or Company Name Richard Corsetti		
Account Number 005526-000	Phone Number 707-963-8526	Email Address richcorsetti@outlook.com	
Mailing Address 1401 Spring Street	City St. Helena	State CA	Zip Code 94574

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred: July 2021	Amount of Penalties Assessed: $9.46 total, reduced by 50% to $4.73

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

In July 2021 we found that we had a water leak. We had Leak Detection Pros Inc. come to our home. They determined where the leak was coming from and helped us fix the leak. That leak was the cause of the extra water that we used in July.

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

- I have read and will adhere to all specific requirements of *P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties* and to any other specified conditions as determined by the City of St. Helena or Water Advisory Board.
- I am aware of and agree to comply with the Water and Wastewater System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena.
- I certify that the leak was not the result of neglect, willful or neglectful behavior.
- By signing below, applicant acknowledges and consents to the Water Advisory Board's review and use of applicant's customer records for the purpose of making a decision related to this application, and understands that such information, including historical water use, leak information, and other water use related information may be discussed and disclosed at a public meeting.
- I am requesting relief under *P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties.*
- By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements set forth in the policy. Failure to comply with Water and Wastewater System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.

Name: Richard Corsetti	Signature	Date 8/24/21

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

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

Utility Billing

Corsetti Richard Arlene 005526-000 - 1401 Spring St

User: AprilM
Printed: 10/11/2021 5:25:14 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005526-000	9/28/2021	2558	5	09/2021	True	False	False	0	0.00000
005526-000	8/27/2021	2553	2	08/2021	False	True	False	0	0.00000
005526-000	7/28/2021	2551	10	07/2021	False	True	False	0	0.00000
005526-000	6/28/2021	2541	5	06/2021	False	True	False	0	0.00000
005526-000	5/26/2021	2536	10	05/2021	False	True	False	0	0.00000
005526-000	4/29/2021	2526	9	04/2021	False	True	False	0	0.00000
005526-000	3/29/2021	2517	3	03/2021	False	True	False	0	0.00000
005526-000	3/9/2021	2514	7	03/2021	False	True	False	0	0.00000
005526-000	1/29/2021	2507	5	01/2021	False	True	False	0	0.00000
005526-000	12/30/2020	2502	13	12/2020	False	True	False	0	0.00000
005526-000	11/19/2020	2489	6	11/2020	False	True	False	0	0.00000
005526-000	10/30/2020	2483	32	10/2020	False	True	False	0	0.00000
005526-000	8/27/2020	2451	20	08/2020	False	True	False	0	0.00000
005526-000	7/30/2020	2431	15	07/2020	False	True	False	0	0.00000
005526-000	6/30/2020	2416	14	06/2020	False	True	False	0	0.00000
005526-000	6/1/2020	2402	7	05/2020	False	True	False	0	0.00000
005526-000	4/30/2020	2395	5	04/2020	False	True	False	0	0.00000
005526-000	4/1/2020	2390	6	04/2020	False	True	False	0	0.00000
005526-000	2/28/2020	2384	3	02/2020	False	True	False	0	0.00000
005526-000	1/31/2020	2381	3	01/2020	False	True	False	0	0.00000
005526-000	12/31/2019	2378	3	12/2019	False	True	False	0	0.00000
005526-000	12/9/2019	2375	10	12/2019	False	True	False	0	0.00000
005526-000	11/7/2019	2365	10	11/2019	False	True	False	0	0.00000
005526-000	10/8/2019	2355	16	10/2019	False	True	False	0	0.00000
005526-000	9/6/2019	2339	28	09/2019	False	True	False	0	0.00000
005526-000	8/8/2019	2311	37	08/2019	False	True	False	0	0.00000
005526-000	7/8/2019	2274	17	07/2019	False	True	False	0	0.00000
005526-000	6/7/2019	2257	10	06/2019	False	True	False	0	0.00000
005526-000	5/10/2019	2247	13	05/2019	False	True	False	0	0.00000
005526-000	4/8/2019	2234	5	04/2019	False	True	False	0	0.00000
005526-000	3/8/2019	2229	3	03/2019	False	True	False	0	0.00000
005526-000	2/7/2019	2226	7	02/2019	False	True	False	0	0.00000
005526-000	1/8/2019	2219	7	01/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005526-000	12/7/2018	2212	6	12/2018	False	True	False	0	0.00000
005526-000	11/7/2018	2206	1	11/2018	False	True	False	0	0.00000
005526-000	11/5/2018	2205	4	11/2018	False	True	False	0	0.00000
005526-000	10/29/2018	2201	7	10/2018	False	True	False	0	0.00000
005526-000	10/8/2018	2194	13	10/2018	False	True	False	0	0.00000
005526-000	9/7/2018	2181	8	09/2018	False	True	False	0	0.00000
005526-000	8/8/2018	2173	12	08/2018	False	True	False	0	0.00000
005526-000	7/9/2018	2161	10	07/2018	False	True	False	0	0.00000
005526-000	6/7/2018	2151	9	06/2018	False	True	False	0	0.00000
005526-000	5/8/2018	2142	7	05/2018	False	True	False	0	0.00000
005526-000	4/9/2018	2135	5	04/2018	False	True	False	0	0.00000
005526-000	3/8/2018	2130	7	03/2018	False	True	False	0	0.00000
005526-000	2/8/2018	2123	3	02/2018	False	True	False	0	0.00000
005526-000	1/8/2018	2120	10	01/2018	False	True	False	0	0.00000
005526-000	12/8/2017	2110	4	12/2017	False	True	False	0	0.00000
005526-000	11/8/2017	2106	25	11/2017	False	True	False	0	0.00000
005526-000	9/8/2017	2081	11	09/2017	False	True	False	0	0.00000
005526-000	8/8/2017	2070	16	08/2017	False	True	False	0	0.00000
005526-000	7/7/2017	2054	14	07/2017	False	True	False	0	0.00000
005526-000	6/8/2017	2040	10	06/2017	False	True	False	0	0.00000
005526-000	5/8/2017	2030	2	05/2017	False	True	False	0	0.00000
005526-000	4/7/2017	2028	4	04/2017	False	True	False	0	0.00000
005526-000	3/8/2017	2024	21	03/2017	False	True	False	0	0.00000
005526-000	2/8/2017	2003	3	02/2017	False	True	False	0	0.00000
005526-000	1/10/2017	2000	8	01/2017	False	True	False	0	0.00000
005526-000	12/9/2016	1992	4	12/2016	False	True	False	0	0.00000
005526-000	11/8/2016	1988	52	11/2016	False	True	False	0	0.00000
005526-000	10/7/2016	1936	55	10/2016	False	True	False	0	0.00000
005526-000	9/8/2016	1881	10	09/2016	False	True	False	0	0.00000
005526-000	8/8/2016	1871	29	08/2016	False	True	False	0	0.00000
005526-000	7/8/2016	1842	7	07/2016	False	True	False	0	0.00000
005526-000	6/8/2016	1835	4	06/2016	False	True	False	0	0.00000
005526-000	5/9/2016	1831	4	05/2016	False	True	False	0	0.00000
005526-000	4/8/2016	1827	5	04/2016	False	True	False	0	0.00000
005526-000	3/8/2016	1822	4	03/2016	False	True	False	0	0.00000
005526-000	2/8/2016	1818	5	02/2016	False	True	False	0	0.00000
005526-000	1/8/2016	1813	8	01/2016	False	True	False	0	0.00000
005526-000	12/8/2015	1805	4	12/2015	False	True	False	0	0.00000
005526-000	11/9/2015	1801	6	11/2015	False	True	False	0	0.00000
005526-000	10/8/2015	1795	2	10/2015	False	True	False	0	0.00000
005526-000	9/22/2015	1793	8	10/2015	False	True	False	0	0.00000
005526-000	9/8/2015	1785	17	09/2015	False	True	False	0	0.00000
005526-000	8/7/2015	1768	16	08/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005526-000	7/8/2015	1752	26	07/2015	False	True	False	0	0.00000
005526-000	6/8/2015	1726	14	06/2015	False	True	False	0	0.00000
005526-000	5/8/2015	1712	5	05/2015	False	True	False	0	0.00000
005526-000	4/8/2015	1707	6	04/2015	False	True	False	0	0.00000
005526-000	3/9/2015	1701	3	03/2015	False	True	False	0	0.00000
005526-000	2/9/2015	1698	5	02/2015	False	True	False	0	0.00000
005526-000	1/8/2015	1693	4	01/2015	False	True	False	0	0.00000
005526-000	12/8/2014	1689	5	12/2014	False	True	False	0	0.00000
005526-000	11/7/2014	1684	5	11/2014	False	True	False	0	0.00000
005526-000	10/8/2014	1679	4	10/2014	False	True	False	0	0.00000
005526-000	9/8/2014	1675	38	09/2014	False	True	False	0	0.00000
005526-000	8/8/2014	1637	55	08/2014	False	True	False	0	0.00000
005526-000	7/8/2014	1582	51	07/2014	False	True	False	0	0.00000
005526-000	6/9/2014	1531	44	06/2014	False	True	False	0	0.00000
005526-000	5/8/2014	1487	6	05/2014	False	True	False	0	0.00000
005526-000	4/7/2014	1481	4	04/2014	False	True	False	0	0.00000
005526-000	3/7/2014	1477	2	03/2014	False	True	False	0	0.00000
005526-000	2/21/2014	1475	1	02/2014	False	True	False	0	0.00000
005526-000	2/7/2014	1474	4	02/2014	False	True	False	0	0.00000
005526-000	1/9/2014	1470	13	01/2014	False	True	False	0	0.00000
005526-000	12/9/2013	1457	6	12/2013	False	True	False	0	0.00000
005526-000	11/8/2013	1451	6	11/2013	False	True	False	0	0.00000
005526-000	10/8/2013	1445	42	10/2013	False	True	False	0	0.00000
005526-000	9/9/2013	1403	47	09/2013	False	True	False	0	0.00000
005526-000	8/8/2013	1356	45	08/2013	False	True	False	0	0.00000
005526-000	7/8/2013	1311	44	07/2013	False	True	False	0	0.00000
005526-000	6/7/2013	1267	40	06/2013	False	True	False	0	0.00000
005526-000	5/8/2013	1227	22	05/2013	False	True	False	0	0.00000
005526-000	4/8/2013	1205	4	04/2013	False	True	False	0	0.00000
005526-000	3/8/2013	1201	2	03/2013	False	True	False	0	0.00000
005526-000	2/8/2013	1199	2	02/2013	False	True	False	0	0.00000
005526-000	1/8/2013	1197	3	01/2013	False	True	False	0	0.00000
005526-000	12/7/2012	1194	2	12/2012	False	True	False	0	0.00000
005526-000	11/8/2012	1192	19	11/2012	False	True	False	0	0.00000
005526-000	10/8/2012	1173	43	10/2012	False	True	False	0	0.00000
005526-000	9/7/2012	1130	40	09/2012	False	True	False	0	0.00000
005526-000	8/8/2012	1090	38	08/2012	False	True	False	0	0.00000
005526-000	7/9/2012	1052	39	07/2012	False	True	False	0	0.00000
005526-000	6/8/2012	1013	51	06/2012	False	True	False	0	0.00000
005526-000	5/8/2012	962	12	05/2012	False	True	False	0	0.00000
005526-000	4/9/2012	950	1	04/2012	False	True	False	0	0.00000
005526-000	3/8/2012	949	1	03/2012	False	True	False	0	0.00000
005526-000	2/8/2012	948	1	02/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005526-000	1/9/2012	947	0	01/2012	False	True	False	0	0.00000
005526-000	12/8/2011	947	1	12/2011	False	True	False	0	0.00000
005526-000	11/18/2011	946	8	12/2011	False	True	False	0	0.00000
005526-000	11/8/2011	938	43	11/2011	False	True	False	0	0.00000
005526-000	10/7/2011	895	40	10/2011	False	True	False	0	0.00000
005526-000	9/8/2011	855	43	09/2011	False	True	False	0	0.00000
005526-000	8/8/2011	812	47	08/2011	False	True	False	0	0.00000
005526-000	7/7/2011	765	45	07/2011	False	True	False	0	0.00000
005526-000	6/8/2011	720	49	06/2011	False	True	False	0	0.00000
005526-000	5/6/2011	671	7	05/2011	False	True	False	0	0.00000
005526-000	4/7/2011	664	1	04/2011	False	True	False	0	0.00000
005526-000	3/28/2011	663	15	04/2011	False	True	False	0	0.00000
005526-000	2/8/2011	648	43	02/2011	False	True	False	0	0.00000
005526-000	1/7/2011	605	40	01/2011	False	True	False	0	0.00000
005526-000	12/8/2010	565	42	12/2010	False	True	False	0	0.00000
005526-000	11/8/2010	523	41	11/2010	False	True	False	0	0.00000
005526-000	10/8/2010	482	65	10/2010	False	True	False	0	0.00000
005526-000	9/9/2010	417	50	09/2010	False	True	False	0	0.00000
005526-000	8/9/2010	367	43	08/2010	False	True	False	0	0.00000
005526-000	7/8/2010	324	49	07/2010	False	True	False	0	0.00000
005526-000	6/8/2010	275	39	06/2010	False	True	False	0	0.00000
005526-000	5/10/2010	236	1	05/2010	False	True	False	0	0.00000
005526-000	4/8/2010	235	2	04/2010	False	True	False	0	0.00000
005526-000	3/8/2010	233	1	03/2010	False	True	False	0	0.00000
005526-000	2/5/2010	232	2	02/2010	False	True	False	0	0.00000
005526-000	1/7/2010	230	18	01/2010	False	True	False	0	0.00000
005526-000	12/8/2009	212	31	12/2009	False	True	False	0	0.00000
005526-000	11/9/2009	181	34	11/2009	False	True	False	0	0.00000
005526-000	10/8/2009	147	53	10/2009	False	True	False	0	0.00000
005526-000	9/10/2009	94	38	09/2009	False	True	False	0	0.00000
005526-000	8/11/2009	56	56	08/2009	False	True	False	0	0.00000
000000-000	6/18/2009	0	0	08/2009	False	True	False	0	0.00000

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005526-000**
SERVICE ADDRESS:	1401 Spring St
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09183050	12/30/2020	2502	1/29/2021	2507	5
09183050	1/29/2021	2507	3/9/2021	2514	7

RICHARD & ARLENE CORSETTI
1401 Spring Street
St. Helena, CA 94574

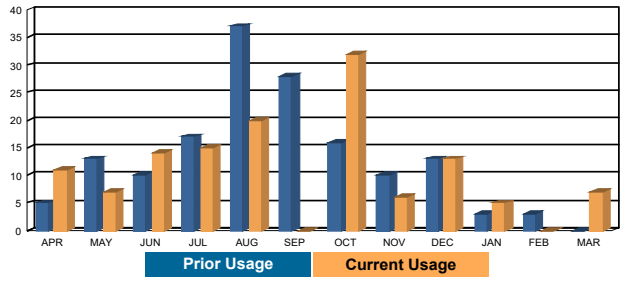
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	80.28
Sewer Use @ $5.34	42.72
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**376.08**

Water Use in HCF



BILL SUMMARY

Previous Balance	420.88
Thank you for your payment.	-420.88
Adjustments	0.00
Additional Billing	0.00
Current Charges	376.08
TOTAL AMOUNT DUE	**376.08**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **376.08**

ACCOUNT INFORMATION

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

ACCOUNT:	**005526-000**
SERVICE ADDRESS:	1401 Spring St
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

RICHARD & ARLENE CORSETTI
1401 Spring Street
St. Helena, CA 94574

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005526-000**
SERVICE ADDRESS:	1401 Spring St
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

METER READING

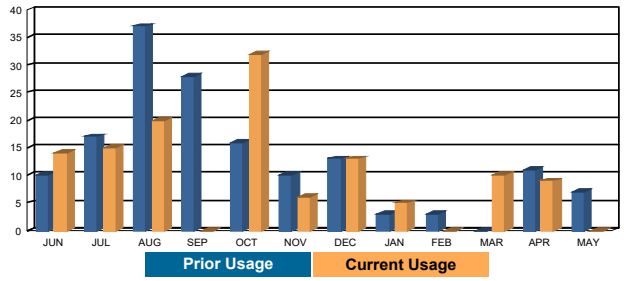
	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09183050	3/29/2021	2517	4/29/2021	2526	9
09183050	3/9/2021	2514	3/29/2021	2517	3

RICHARD & ARLENE CORSETTI
1401 Spring Street
St. Helena, CA 94574

SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	80.28
Sewer Use @ $5.34	53.40
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**386.76**

BILL SUMMARY

Previous Balance	376.08
Thank you for your payment.	-376.08
Adjustments	0.00
Additional Billing	0.00
Current Charges	386.76
TOTAL AMOUNT DUE	**386.76**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**005526-000**
SERVICE ADDRESS:	1401 Spring St
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

RICHARD & ARLENE CORSETTI
1401 Spring Street
St. Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **386.76**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005526-000**
SERVICE ADDRESS:	1401 Spring St
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

RICHARD & ARLENE CORSETTI
1401 Spring Street
St. Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09183050	5/26/2021	2536	6/28/2021	2541	5
09183050	4/29/2021	2526	5/26/2021	2536	10

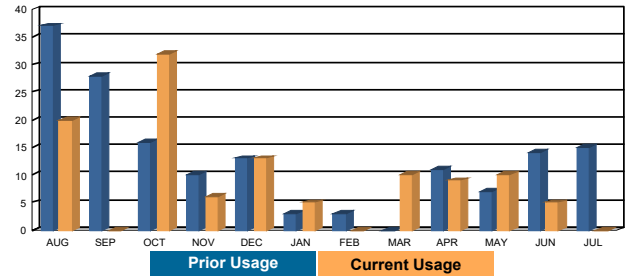
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	111.60
Sewer Use @ $5.34	53.40
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**418.08**

Water Use in HCF



BILL SUMMARY

Previous Balance	386.76
Thank you for your payment.	-386.76
Adjustments	0.00
Additional Billing	0.00
Current Charges	418.08
TOTAL AMOUNT DUE	**418.08**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **8/20/2021** **418.08**

ACCOUNT INFORMATION

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

ACCOUNT:	**005526-000**
SERVICE ADDRESS:	1401 Spring St
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

RICHARD & ARLENE CORSETTI
1401 Spring Street
St. Helena, CA 94574

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005526-000**
SERVICE ADDRESS:	1401 Spring St
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09183050	7/28/2021	2551	8/27/2021	2553	2
09183050	6/28/2021	2541	7/28/2021	2551	10

RICHARD & ARLENE CORSETTI
1401 Spring Street
St. Helena, CA 94574

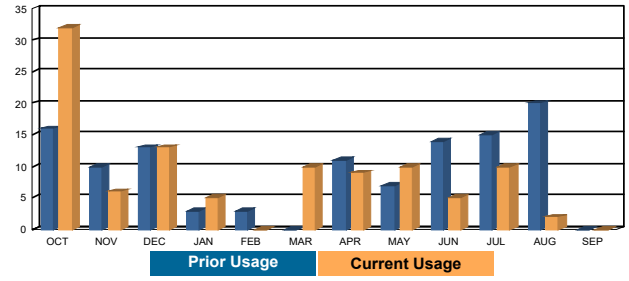
SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 50% of your total July Penalty and 100% of your August Penalty. The remaining 50% of your July 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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	89.28
Sewer Use @ $5.34	53.40
Sewer Single Family Residential	121.82
July 50% Excess Pen	4.73
TOTAL CURRENT CHARGES	**400.49**

Water Use in HCF



BILL SUMMARY

Previous Balance	418.08
Thank you for your payment.	-418.08
Adjustments	0.00
Additional Billing	4.73
Current Charges	395.76
TOTAL AMOUNT DUE	**400.49**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**005526-000**
SERVICE ADDRESS:	1401 Spring St
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

RICHARD & ARLENE CORSETTI
1401 Spring Street
St. Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/25/2021** **400.49**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

Report to the City Council
Water Advisory Board – October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Fintel, Hertha**

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 31, 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.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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	7,500	
TOTAL ALLOCATION	***13,900***	***18.58***

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	$9.34	$37.35	2.898	2,168
July	$872.28	$1,744.55	13.481	10,085
August	$92.12	$92.12	6.469	4,840
September	n/a			

Table 3 – Leak Letters Sent

January 2021
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.

Residential Leak Appeal Application

City of St Helena, City Hall
DATE SUBMITTED: Received
RECEIVED BY: AUG 31
1480 Main St.
St Helena, CA 94574

PROPERTY & BILLING INFORMATION

Date Applying:	611 Stanton Dr. St.	Acct #
8/31/2021		000 5771 - 000

Account Holders Name	Daytime Phone Number	Other Phone Number
Fintel, Hertha	963-4560	650-270-9335

Service Address: 611 Stanton Drive. St. Helena 94574

Email: chfintel@pacbell.net

Mailing Address (if different than above)	City	State	Zip Code
2150 Manzanita Dr	Oakland	CA	94611

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)

Grape farmer (unfamiliar with watering system) attempted To do emergency DRIP (one hour/week) Turned on vineyard irrigation, Results 448 1.5 gal/hour drippers Ran for 1.5 hours 3 time each week → Discussed with (DRY FARMER) he said he THOUGHT he had programmed it however he did Not quit watering until after we got AUGUST 11 – letter

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
July and August	☒ Yes ☐ No ☐ Unsure	☐ Yes ☒ No

Updated 07/26/2021

Tough issue – seep, seep see C
Re drip and with new flapper valve

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

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

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

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

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

Signature	Print Name	Date
Charles Fiutak	Charles Fiutak	8/31/2021

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 - August	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 AVG HIGHER THAN USAGE
Total Water Usage adjusted: -0-	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

Water Penalty Leak Adjustment Application

DATE SUBMITTED: City of St Helena, City Hall Received
RECEIVED BY: SEP 29

1480 Main St
St Helena, CA 94574

PROPERTY & BILLING INFORMATION			
Date Applying: 9/28/2021	Customer or Company Name: Hertha Fintel		
Account Number	Phone Number: 963 4560	Email Address: hgfintel@pacbell.net	
Mailing Address: 611 Stanton Dr.	City: St. Helena	State: Ca	Zip Code: 94574

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred:	Amount of Penalties Assessed:

Please list any additional information for the Water Advisory Board consideration: During June/July, until August 11, my husband was working by phone with Ian on what he thought was a small but continuous LEAK. Not until we Received the MAILED $17 hundred PENALTY Letter did we Realize there was Real HEAVY WATER USAGE. Our vineyard is farmed by a DRY Process so it took another week to Get our FARMER to Stop watering our 448 Cabernet Sauvignon vine (he Felt were in EXTREME distress no MALICE or Neglect (please see over)

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: Hertha Fintel	Signature: Hertha Fintel	Date: 9/28/2021

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

cont. (from front):
We believe we have shut down all but manual irrigation... The Grapes Have been harvested (else the entire crop would turn into Raisins).
a request for extra water was placed with Ian (based on Lot size NOT GRAPES).

We believe our Vineyard (since 1973) had the water under strict control before —— and again now. This level of water consumption will Not happen outside of EMERGENT circumstances.
448 vines Replanting in 1997 was $10,000.00

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: Jan-21 June-21
Date item to be heard by Water Advisory Board:
Date customer notified via email the item will be heard by the Water Advisory Board:
Water use exception is hereby: ○ Approved ○ Denied
Percentage of Penalty to be Adjusted (up to 100% for first leak and up to 50% for subsequent leaks): ____% of Penalty to be Adjusted _____ Amount of Penalty to be Adjusted
If denied, reason for denial:
Date Approved by Water Advisory Board:
Date notification of Approval/Denial emailed to customer:
Date adjustment made to customer account:

Utility Billing

Fintel Hertha 005771-000 - 611 Stanton Dr

User: AprilM
Printed: 10/12/2021 8:43:29 AM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005771-000	9/28/2021	2261	9	09/2021	True	False	False	0	0.00000
005771-000	8/27/2021	2252	25	08/2021	False	True	False	0	0.00000
005771-000	7/28/2021	2227	22	07/2021	False	True	False	0	0.00000
005771-000	6/28/2021	2205	13	06/2021	False	True	False	0	0.00000
005771-000	5/26/2021	2192	9	05/2021	False	True	False	0	0.00000
005771-000	4/29/2021	2183	10	04/2021	False	True	False	0	0.00000
005771-000	3/29/2021	2173	0	03/2021	False	True	False	0	0.00000
005771-000	3/9/2021	2173	1	03/2021	False	True	False	0	0.00000
005771-000	1/29/2021	2172	3	01/2021	False	True	False	0	0.00000
005771-000	12/30/2020	2169	7	12/2020	False	True	False	0	0.00000
005771-000	11/19/2020	2162	14	11/2020	False	True	False	0	0.00000
005771-000	10/30/2020	2148	45	10/2020	False	True	False	0	0.00000
005771-000	8/27/2020	2103	42	08/2020	False	True	False	0	0.00000
005771-000	7/30/2020	2061	57	07/2020	False	True	False	0	0.00000
005771-000	6/30/2020	2004	43	06/2020	False	True	False	0	0.00000
005771-000	6/1/2020	1961	30	05/2020	False	True	False	0	0.00000
005771-000	4/30/2020	1931	5	04/2020	False	True	False	0	0.00000
005771-000	4/1/2020	1926	12	04/2020	False	True	False	0	0.00000
005771-000	2/28/2020	1914	15	02/2020	False	True	False	0	0.00000
005771-000	1/31/2020	1899	15	01/2020	False	True	False	0	0.00000
005771-000	12/31/2019	1884	10	12/2019	False	True	False	0	0.00000
005771-000	12/9/2019	1874	15	12/2019	False	True	False	0	0.00000
005771-000	11/7/2019	1859	14	11/2019	False	True	False	0	0.00000
005771-000	10/8/2019	1845	22	10/2019	False	True	False	0	0.00000
005771-000	9/6/2019	1823	26	09/2019	False	True	False	0	0.00000
005771-000	8/8/2019	1797	35	08/2019	False	True	False	0	0.00000
005771-000	7/8/2019	1762	18	07/2019	False	True	False	0	0.00000
005771-000	6/7/2019	1744	13	06/2019	False	True	False	0	0.00000
005771-000	5/10/2019	1731	7	05/2019	False	True	False	0	0.00000
005771-000	4/8/2019	1724	3	04/2019	False	True	False	0	0.00000
005771-000	3/8/2019	1721	3	03/2019	False	True	False	0	0.00000
005771-000	2/7/2019	1718	3	02/2019	False	True	False	0	0.00000
005771-000	1/8/2019	1715	9	01/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005771-000	12/7/2018	1706	18	12/2018	False	True	False	0	0.00000
005771-000	11/7/2018	1688	1	11/2018	False	True	False	0	0.00000
005771-000	11/5/2018	1687	4	11/2018	False	True	False	0	0.00000
005771-000	10/29/2018	1683	14	10/2018	False	True	False	0	0.00000
005771-000	10/8/2018	1669	20	10/2018	False	True	False	0	0.00000
005771-000	9/7/2018	1649	30	09/2018	False	True	False	0	0.00000
005771-000	8/8/2018	1619	36	08/2018	False	True	False	0	0.00000
005771-000	7/9/2018	1583	21	07/2018	False	True	False	0	0.00000
005771-000	6/7/2018	1562	14	06/2018	False	True	False	0	0.00000
005771-000	5/8/2018	1548	1	05/2018	False	True	False	0	0.00000
005771-000	4/9/2018	1547	0	04/2018	False	True	False	0	0.00000
005771-000	3/8/2018	1547	10	03/2018	False	True	False	0	0.00000
005771-000	2/8/2018	1537	10	02/2018	False	True	False	0	0.00000
005771-000	1/8/2018	1527	9	01/2018	False	True	False	0	0.00000
005771-000	12/8/2017	1518	2	12/2017	False	True	False	0	0.00000
005771-000	11/27/2017	1516	0	12/2017	False	True	False	0	0.00000
005771-000	11/8/2017	1516	4	11/2017	False	True	False	0	0.00000
005771-000	10/30/2017	1512	0	11/2017	False	True	False	1	0.00000
005771-000	10/30/2017	1512	81	11/2017	False	True	False	0	0.00000
005771-000	9/8/2017	1431	25	09/2017	False	True	False	0	0.00000
005771-000	8/8/2017	1406	38	08/2017	False	True	False	0	0.00000
005771-000	7/7/2017	1368	26	07/2017	False	True	False	0	0.00000
005771-000	6/8/2017	1342	26	06/2017	False	True	False	0	0.00000
005771-000	5/8/2017	1316	1	05/2017	False	True	False	0	0.00000
005771-000	4/7/2017	1315	0	04/2017	False	True	False	0	0.00000
005771-000	3/8/2017	1315	0	03/2017	False	True	False	0	0.00000
005771-000	2/8/2017	1315	0	02/2017	False	True	False	0	0.00000
005771-000	1/10/2017	1315	9	01/2017	False	True	False	0	0.00000
005771-000	12/9/2016	1306	21	12/2016	False	True	False	0	0.00000
005771-000	11/8/2016	1285	20	11/2016	False	True	False	0	0.00000
005771-000	10/7/2016	1265	29	10/2016	False	True	False	0	0.00000
005771-000	9/8/2016	1236	19	09/2016	False	True	False	0	0.00000
005771-000	8/8/2016	1217	27	08/2016	False	True	False	0	0.00000
005771-000	7/8/2016	1190	19	07/2016	False	True	False	0	0.00000
005771-000	6/8/2016	1171	5	06/2016	False	True	False	0	0.00000
005771-000	5/9/2016	1166	6	05/2016	False	True	False	0	0.00000
005771-000	4/8/2016	1160	5	04/2016	False	True	False	0	0.00000
005771-000	3/8/2016	1155	6	03/2016	False	True	False	0	0.00000
005771-000	2/8/2016	1149	5	02/2016	False	True	False	0	0.00000
005771-000	1/8/2016	1144	6	01/2016	False	True	False	0	0.00000
005771-000	12/8/2015	1138	5	12/2015	False	True	False	0	0.00000
005771-000	11/9/2015	1133	6	11/2015	False	True	False	0	0.00000
005771-000	10/8/2015	1127	9	10/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005771-000	9/8/2015	1118	8	09/2015	False	True	False	0	0.00000
005771-000	8/7/2015	1110	6	08/2015	False	True	False	0	0.00000
005771-000	7/8/2015	1104	7	07/2015	False	True	False	0	0.00000
005771-000	6/8/2015	1097	6	06/2015	False	True	False	0	0.00000
005771-000	5/8/2015	1091	5	05/2015	False	True	False	0	0.00000
005771-000	4/8/2015	1086	13	04/2015	False	True	False	0	0.00000
005771-000	3/9/2015	1073	6	03/2015	False	True	False	0	0.00000
005771-000	2/9/2015	1067	6	02/2015	False	True	False	0	0.00000
005771-000	1/8/2015	1061	5	01/2015	False	True	False	0	0.00000
005771-000	12/8/2014	1056	6	12/2014	False	True	False	0	0.00000
005771-000	11/7/2014	1050	5	11/2014	False	True	False	0	0.00000
005771-000	10/8/2014	1045	9	10/2014	False	True	False	0	0.00000
005771-000	9/8/2014	1036	6	09/2014	False	True	False	0	0.00000
005771-000	8/8/2014	1030	8	08/2014	False	True	False	0	0.00000
005771-000	7/8/2014	1022	14	07/2014	False	True	False	0	0.00000
005771-000	7/2/2014	1008	34	07/2014	False	True	False	0	0.00000
005771-000	6/9/2014	974	18	06/2014	False	True	False	0	0.00000
005771-000	5/8/2014	956	2	05/2014	False	True	False	0	0.00000
005771-000	4/7/2014	954	2	04/2014	False	True	False	0	0.00000
005771-000	3/7/2014	952	1	03/2014	False	True	False	0	0.00000
005771-000	2/21/2014	951	1	02/2014	False	True	False	0	0.00000
005771-000	2/7/2014	950	2	02/2014	False	True	False	0	0.00000
005771-000	1/9/2014	948	8	01/2014	False	True	False	0	0.00000
005771-000	12/9/2013	940	23	12/2013	False	True	False	0	0.00000
005771-000	11/8/2013	917	15	11/2013	False	True	False	0	0.00000
005771-000	10/8/2013	902	14	10/2013	False	True	False	0	0.00000
005771-000	9/9/2013	888	29	09/2013	False	True	False	0	0.00000
005771-000	8/8/2013	859	17	08/2013	False	True	False	0	0.00000
005771-000	7/8/2013	842	12	07/2013	False	True	False	0	0.00000
005771-000	6/7/2013	830	9	06/2013	False	True	False	0	0.00000
005771-000	5/8/2013	821	5	05/2013	False	True	False	0	0.00000
005771-000	4/8/2013	816	3	04/2013	False	True	False	0	0.00000
005771-000	3/8/2013	813	5	03/2013	False	True	False	0	0.00000
005771-000	2/8/2013	808	5	02/2013	False	True	False	0	0.00000
005771-000	1/8/2013	803	5	01/2013	False	True	False	0	0.00000
005771-000	12/7/2012	798	4	12/2012	False	True	False	0	0.00000
005771-000	11/8/2012	794	10	11/2012	False	True	False	0	0.00000
005771-000	10/8/2012	784	15	10/2012	False	True	False	0	0.00000
005771-000	9/7/2012	769	11	09/2012	False	True	False	0	0.00000
005771-000	8/8/2012	758	43	08/2012	False	True	False	0	0.00000
005771-000	7/9/2012	715	12	07/2012	False	True	False	0	0.00000
005771-000	6/8/2012	703	17	06/2012	False	True	False	0	0.00000
005771-000	5/8/2012	686	0	05/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005771-000	4/9/2012	686	0	04/2012	False	True	False	0	0.00000
005771-000	3/8/2012	686	8	03/2012	False	True	False	0	0.00000
005771-000	2/8/2012	678	13	02/2012	False	True	False	0	0.00000
005771-000	1/9/2012	665	7	01/2012	False	True	False	0	0.00000
005771-000	12/8/2011	658	6	12/2011	False	True	False	0	0.00000
005771-000	11/8/2011	652	17	11/2011	False	True	False	0	0.00000
005771-000	10/7/2011	635	21	10/2011	False	True	False	0	0.00000
005771-000	9/8/2011	614	12	09/2011	False	True	False	0	0.00000
005771-000	8/8/2011	602	21	08/2011	False	True	False	0	0.00000
005771-000	7/7/2011	581	9	07/2011	False	True	False	0	0.00000
005771-000	6/8/2011	572	6	06/2011	False	True	False	0	0.00000
005771-000	5/6/2011	566	20	05/2011	False	True	False	0	0.00000
005771-000	4/7/2011	546	6	04/2011	False	True	False	0	0.00000
005771-000	3/8/2011	540	5	03/2011	False	True	False	0	0.00000
005771-000	2/8/2011	535	6	02/2011	False	True	False	0	0.00000
005771-000	1/7/2011	529	6	01/2011	False	True	False	0	0.00000
005771-000	12/8/2010	523	8	12/2010	False	True	False	0	0.00000
005771-000	11/8/2010	515	12	11/2010	False	True	False	0	0.00000
005771-000	10/8/2010	503	23	10/2010	False	True	False	0	0.00000
005771-000	9/9/2010	480	12	09/2010	False	True	False	0	0.00000
005771-000	8/9/2010	468	12	08/2010	False	True	False	0	0.00000
005771-000	7/8/2010	456	35	07/2010	False	True	False	0	0.00000
005771-000	6/8/2010	421	13	06/2010	False	True	False	0	0.00000
005771-000	5/10/2010	408	14	05/2010	False	True	False	0	0.00000
005771-000	4/8/2010	394	9	04/2010	False	True	False	0	0.00000
005771-000	3/8/2010	385	1	03/2010	False	True	False	0	0.00000
005771-000	2/5/2010	384	16	02/2010	False	True	False	0	0.00000
005771-000	1/7/2010	368	33	01/2010	False	True	False	0	0.00000
005771-000	12/8/2009	335	16	12/2009	False	True	False	0	0.00000
005771-000	11/9/2009	319	20	11/2009	False	True	False	0	0.00000
005771-000	10/8/2009	299	20	10/2009	False	True	False	0	0.00000
005771-000	9/10/2009	279	17	09/2009	False	True	False	0	0.00000
005771-000	8/11/2009	262	38	08/2009	False	True	False	0	0.00000
005771-000	6/8/2009	224	10	06/2009	False	True	False	0	0.00000
005771-000	5/7/2009	214	10	05/2009	False	True	False	0	0.00000
005771-000	4/7/2009	204	9	04/2009	False	True	False	0	0.00000
005771-000	3/9/2009	195	10	03/2009	False	True	False	0	0.00000
005771-000	2/9/2009	185	18	02/2009	False	True	False	0	0.00000
005771-000	12/9/2008	167	38	12/2008	False	True	False	0	0.00000
005771-000	10/6/2008	129	38	10/2008	False	True	False	0	0.00000
005771-000	8/8/2008	91	35	08/2008	False	True	False	0	0.00000
005771-000	6/10/2008	56	31	06/2008	False	True	False	0	0.00000
005771-000	4/10/2008	25	25	04/2008	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005771-000	2/10/2008	0	15	02/2008	False	True	False	0	0.00000

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005771-000**
SERVICE ADDRESS:	611 Stanton Dr
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

HERTHA FINTEL
2150 Manzanita Drive
Oakland, CA 94611-1140

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
003238150	1/29/2021	2172	3/9/2021	2173	1
003238150	12/30/2020	2169	1/29/2021	2172	3

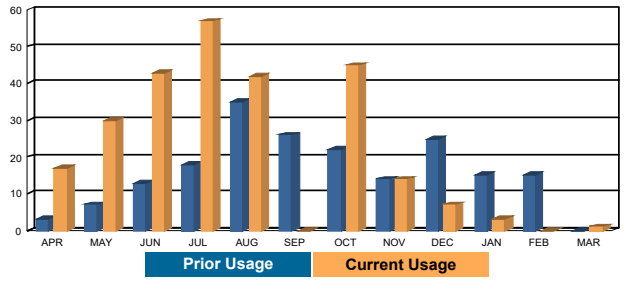
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	26.76
TOTAL CURRENT CHARGES	**158.02**

Water Use in HCF



BILL SUMMARY

Previous Balance	270.09
Thank you for your payment.	-270.09
Adjustments	0.00
Additional Billing	0.00
Current Charges	158.02
TOTAL AMOUNT DUE	**158.02**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**005771-000**
SERVICE ADDRESS:	611 Stanton Dr
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

HERTHA FINTEL
2150 Manzanita Drive
Oakland, CA 94611-1140

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **158.02**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005771-000**
SERVICE ADDRESS:	611 Stanton Dr
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

HERTHA FINTEL
2150 Manzanita Drive
Oakland, CA 94611-1140

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
003238150	3/9/2021	2173	3/29/2021	2173	0
003238150	3/29/2021	2173	4/29/2021	2183	10

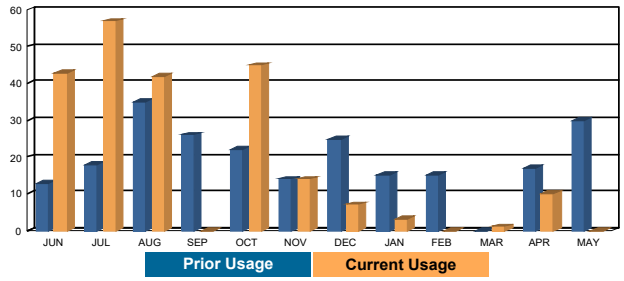
SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	66.90
TOTAL CURRENT CHARGES	**198.16**

Water Use in HCF



BILL SUMMARY

Previous Balance	158.02
Thank you for your payment.	-158.02
Adjustments	0.00
Additional Billing	0.00
Current Charges	198.16
TOTAL AMOUNT DUE	**198.16**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **198.16**

ACCOUNT INFORMATION

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

ACCOUNT:	**005771-000**
SERVICE ADDRESS:	611 Stanton Dr
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

HERTHA FINTEL
2150 Manzanita Drive
Oakland, CA 94611-1140

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005771-000**
SERVICE ADDRESS:	611 Stanton Dr
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

HERTHA FINTEL
2150 Manzanita Drive
Oakland, CA 94611-1140

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
003238150	4/29/2021	2183	5/26/2021	2192	9
003238150	5/26/2021	2192	6/28/2021	2205	13

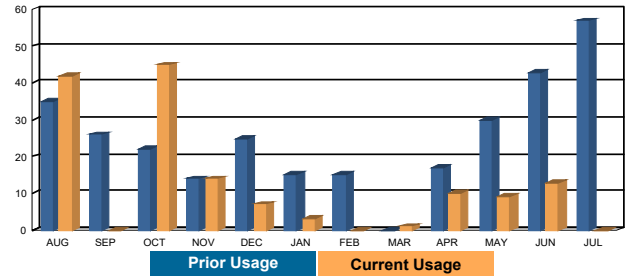
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	163.68
June Excess Penalty	9.34
TOTAL CURRENT CHARGES	**304.28**

Water Use in HCF



BILL SUMMARY

Previous Balance	198.16
Thank you for your payment.	-198.16
Adjustments	0.00
Additional Billing	9.34
Current Charges	294.94
TOTAL AMOUNT DUE	**304.28**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **8/20/2021** **304.28**

ACCOUNT INFORMATION

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

ACCOUNT:	**005771-000**
SERVICE ADDRESS:	611 Stanton Dr
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

HERTHA FINTEL
2150 Manzanita Drive
Oakland, CA 94611-1140

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005771-000**
SERVICE ADDRESS:	611 Stanton Dr
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

HERTHA FINTEL
2150 Manzanita Drive
Oakland, CA 94611-1140

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
003238150	6/28/2021	2205	7/28/2021	2227	22
003238150	7/28/2021	2227	8/27/2021	2252	25

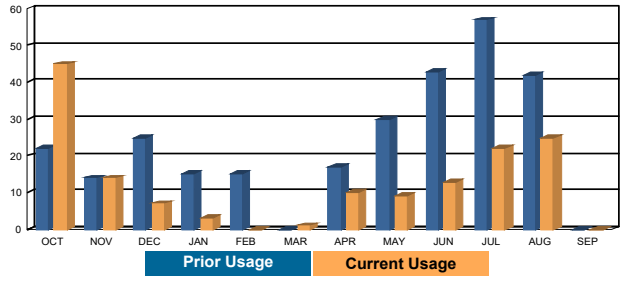
SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 50% of your total July Penalty and 100% of your August Penalty. The remaining 50% of your July 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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	349.68
July 50% Excess Pen	872.28
Aug Excess Penalty	92.12
TOTAL CURRENT CHARGES	**1,445.34**

Water Use in HCF



BILL SUMMARY

Previous Balance	304.28
Thank you for your payment.	-304.28
Adjustments	-864.37
Additional Billing	964.40
Current Charges	480.94
TOTAL AMOUNT DUE	**580.97**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/25/2021** **580.97**

ACCOUNT INFORMATION

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

ACCOUNT:	**005771-000**
SERVICE ADDRESS:	611 Stanton Dr
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

HERTHA FINTEL
2150 Manzanita Drive
Oakland, CA 94611-1140

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

Report to the City Council
Water Advisory Board – October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Jonelis, Tracy**

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 23, 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.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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	0	
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	691.71	2,766.85	20.416	15,272
July	2,390.65	4,781.30	27.626	20,665
August	2,039.30	2,039.30	18.647	13,949
September	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.

City of St Helena, City Hall
Received
DATE SUBMITTED:
RECEIVED BY: AUG 30
1480 Main St.
St Helena, CA 94574

Residential Leak Appeal Application

PROPERTY & BILLING INFORMATION			
Date Applying:	8/23/2021		
Account Holders Name: Tracy Jonelis	Daytime Phone Number: 415-518-4067	Other Phone Number: 415-246-3576	
Service Address: 708 Hunt Ave, Saint Helena CA 94574			
Email: Tracy.Jonelis@gmail.com			
Mailing Address (if different than above): 8 Buckwheat Ct. (Jonelis Family Trust)	City: Tiburon	State: CA	Zip Code: 94920

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 received a voice message from the water department on Friday 8/20 to infom us that there would be a water penalty for June.

We suspected there was a water leak and rushed back from out of town. A "Flume" water device was intalled on the same date, 8/20, which detected a water leak in the yard.

We also met with our gardener on scene. He was unaware of the yard water leakage problem.

Water valves to the yard are now completely turned off.

We will continue to monitor water usage via Flume device.

We apologize for the water leakage and the lack of awareness to the leakage prior to the city's call on 8/20. We appreciated your call which prompted us to take immediate corrective actions.

We ask the City to forgive the penalty.

Tracy has been working extra hard in the hospital during the COVID pandemic and the Delta Surge.

We will continue to monitor water usage and take immediate corrective actions if there would be further leakage problems. We will make sure there will be low flow fixtures through out the property. We would like to sign up for the "developer water retrofit program'.

Thank you very much for your consideration.

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
June, July, August	☐ Yes ☐ No ■ Unsure	■ Yes ☐ No

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.

Tracy Jonelis	Tracy Jonelis	8/23/2021
Signature	Print Name	Date

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404	Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745

STAFF USE ONLY

Billing month the leak occurred:	Prior Leak adjustment on file: ☐ Yes ☒ No Date:	Documentation of Repair attached? ☐ Yes ☒ No
JUNE - AUGUST		
Leak Verified by City Employee & Date of Verification: ☐ Yes ☐ No 8/23/2021	Leak Letter Received? ☐ Yes ☒ No	Average Water Usage calculated for adjustment 26, 25 ÷ 29
Total Water Usage adjusted: 3,7 ÷ 2	Total Dollar Amount Adjusted: $89.28	Verified adjusted dollar amount with customer: ☐ Yes ☐ No

Additional Notes:

Leak adjustment request is hereby: ☐ Approved ☐ Rejected

Reason for rejection:

8/23/2021

Signature | Print Name (Authorized Signature) | Date

Water Penalty Leak Adjustment Application

City of St Helena, City Hall

Received
DATE SUBMITTED: _____
RECEIVED BY: AUG 30

1480 Main St.
St Helena, CA 94574

PROPERTY & BILLING INFORMATION			
Date Applying: 8/23/2021	Customer or Company Name: Tracy Jonelis		
Account Number: 020135-000	Phone Number: 415-518-4087	Email Address: Tracy.Jonelis@gmail.com	
Mailing Address: 8 Buckwheat Ct. (Jonelis Family Trust)	City: Tiburon	State: CA	Zip Code: 94920

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred: June and July	Amount of Penalties Assessed: June $691.71; July assessed at $2390.65

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

We received a voice message from the water department on Friday 8/20 to infom us that there would be a water penalty for June.

We suspected there was a water leak and rushed back from out of town. A "Flume" water device was intalled on the same date, 8/20, which detected a water leak in the yard.

We also met with our gardener on scene. He was unaware of the yard water leakage problem.

Water valves to the yard are now completely turned off.

We will continue to monitor water usage via Flume device.

We apologize for the water leakage and the lack of awareness to the leakage prior to the city's call on 8/20. We appreciated your call which prompted us to take immediate corrective actions.

We ask the City to forgive the penalty.

Tracy has been working extra hard in the hospital during the COVID pandemic and the Delta Surge.

We will continue to monitor water usage and take immediate corrective actions if there would be further leakage problems. We will make sure there will be low flow fixtures through out the property. We would like to sign up for the "developer water retrofit program".

Thank you very much for your 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: Tracy Jonelis	Signature	Date

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

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

Utility Billing

Jonelis Tracy 020135-000 - 708 Hunt Ave

User: AprilM
Printed: 10/11/2021 4:40:16 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
020135-000	9/28/2021	2155	4	09/2021	True	False	False	0	0.00000
020135-000	8/27/2021	2151	32	08/2021	False	True	False	0	0.00000
020135-000	7/28/2021	2119	39	07/2021	False	True	False	0	0.00000
020135-000	6/28/2021	2080	32	06/2021	False	True	False	0	0.00000
020135-000	5/26/2021	2048	27	05/2021	False	True	False	0	0.00000
020135-000	4/29/2021	2021	33	04/2021	False	True	False	0	0.00000
020135-000	3/29/2021	1988	5	03/2021	False	True	False	0	0.00000
020135-000	3/9/2021	1983	13	03/2021	False	True	False	0	0.00000
020135-000	1/29/2021	1970	7	01/2021	False	True	False	0	0.00000
020135-000	12/30/2020	1963	29	12/2020	False	True	False	0	0.00000
020135-000	11/19/2020	1934	20	11/2020	False	True	False	0	0.00000
020135-000	10/30/2020	1914	104	10/2020	False	True	False	0	0.00000
020135-000	8/27/2020	1810	50	08/2020	False	True	False	0	0.00000
020135-000	7/29/2020	1760	0	07/2020	False	True	False	0	0.00000
014785-000	7/29/2020	1760	47	08/2020	False	True	False	0	0.00000
014785-000	6/30/2020	1713	44	06/2020	False	True	False	0	0.00000
014785-000	6/1/2020	1669	18	05/2020	False	True	False	0	0.00000
014785-000	4/30/2020	1651	4	04/2020	False	True	False	0	0.00000
014785-000	4/1/2020	1647	3	04/2020	False	True	False	0	0.00000
014785-000	2/28/2020	1644	0	02/2020	False	True	False	0	0.00000
014785-000	1/31/2020	1644	1	01/2020	False	True	False	0	0.00000
014785-000	12/31/2019	1643	1	12/2019	False	True	False	0	0.00000
014785-000	12/9/2019	1642	6	12/2019	False	True	False	0	0.00000
014785-000	11/7/2019	1636	20	11/2019	False	True	False	0	0.00000
014785-000	10/8/2019	1616	19	10/2019	False	True	False	0	0.00000
014785-000	9/6/2019	1597	16	09/2019	False	True	False	0	0.00000
014785-000	8/8/2019	1581	11	08/2019	False	True	False	0	0.00000
014785-000	7/8/2019	1570	7	07/2019	False	True	False	0	0.00000
014785-000	6/7/2019	1563	5	06/2019	False	True	False	0	0.00000
014785-000	5/10/2019	1558	4	05/2019	False	True	False	0	0.00000
014785-000	4/8/2019	1554	0	04/2019	False	True	False	0	0.00000
014785-000	3/8/2019	1554	0	03/2019	False	True	False	0	0.00000
014785-000	2/7/2019	1554	21	02/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
014785-000	1/8/2019	1533	36	01/2019	False	True	False	0	0.00000
014785-000	12/7/2018	1497	29	12/2018	False	True	False	0	0.00000
014785-000	11/7/2018	1468	2	11/2018	False	True	False	0	0.00000
014785-000	11/5/2018	1466	6	11/2018	False	True	False	0	0.00000
014785-000	10/29/2018	1460	17	10/2018	False	True	False	0	0.00000
014785-000	10/8/2018	1443	24	10/2018	False	True	False	0	0.00000
014785-000	9/7/2018	1419	20	09/2018	False	True	False	0	0.00000
014785-000	8/8/2018	1399	17	08/2018	False	True	False	0	0.00000
014785-000	7/9/2018	1382	26	07/2018	False	True	False	0	0.00000
014785-000	6/7/2018	1356	32	06/2018	False	True	False	0	0.00000
014785-000	5/8/2018	1324	20	05/2018	False	True	False	0	0.00000
014785-000	4/9/2018	1304	8	04/2018	False	True	False	0	0.00000
014785-000	3/8/2018	1296	4	03/2018	False	True	False	0	0.00000
014785-000	2/8/2018	1292	9	02/2018	False	True	False	0	0.00000
014785-000	1/8/2018	1283	9	01/2018	False	True	False	0	0.00000
014785-000	12/8/2017	1274	7	12/2017	False	True	False	0	0.00000
014785-000	11/8/2017	1267	72	11/2017	False	True	False	0	0.00000
014785-000	9/8/2017	1195	48	09/2017	False	True	False	0	0.00000
014785-000	8/8/2017	1147	52	08/2017	False	True	False	0	0.00000
014785-000	7/7/2017	1095	40	07/2017	False	True	False	0	0.00000
014785-000	6/8/2017	1055	30	06/2017	False	True	False	0	0.00000
014785-000	5/8/2017	1025	11	05/2017	False	True	False	0	0.00000
014785-000	4/7/2017	1014	2	04/2017	False	True	False	0	0.00000
014785-000	3/8/2017	1012	2	03/2017	False	True	False	0	0.00000
014785-000	2/8/2017	1010	2	02/2017	False	True	False	0	0.00000
014785-000	1/10/2017	1008	3	01/2017	False	True	False	0	0.00000
014785-000	12/9/2016	1005	1	12/2016	False	True	False	0	0.00000
014785-000	11/8/2016	1004	23	11/2016	False	True	False	0	0.00000
014785-000	10/7/2016	981	32	10/2016	False	True	False	0	0.00000
014785-000	9/8/2016	949	32	09/2016	False	True	False	0	0.00000
014785-000	8/8/2016	917	30	08/2016	False	True	False	0	0.00000
014785-000	7/8/2016	887	24	07/2016	False	True	False	0	0.00000
014785-000	6/8/2016	863	16	06/2016	False	True	False	0	0.00000
014785-000	5/9/2016	847	16	05/2016	False	True	False	0	0.00000
014785-000	4/8/2016	831	4	04/2016	False	True	False	0	0.00000
014785-000	3/8/2016	827	1	03/2016	False	True	False	0	0.00000
014785-000	2/8/2016	826	3	02/2016	False	True	False	0	0.00000
014785-000	1/8/2016	823	1	01/2016	False	True	False	0	0.00000
014785-000	12/8/2015	822	1	12/2015	False	True	False	0	0.00000
014785-000	11/9/2015	821	29	11/2015	False	True	False	0	0.00000
014785-000	10/8/2015	792	36	10/2015	False	True	False	0	0.00000
014785-000	9/8/2015	756	40	09/2015	False	True	False	0	0.00000
014785-000	8/7/2015	716	35	08/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
014785-000	7/8/2015	681	38	07/2015	False	True	False	0	0.00000
014785-000	6/8/2015	643	35	06/2015	False	True	False	0	0.00000
014785-000	5/8/2015	608	19	05/2015	False	True	False	0	0.00000
014785-000	4/9/2015	589	11	04/2015	False	True	False	0	0.00000
014785-000	3/9/2015	578	2	03/2015	False	True	False	0	0.00000
014785-000	2/9/2015	576	5	02/2015	False	True	False	0	0.00000
014785-000	1/8/2015	571	3	01/2015	False	True	False	0	0.00000
014785-000	12/8/2014	568	6	12/2014	False	True	False	0	0.00000
014785-000	11/7/2014	562	16	11/2014	False	True	False	0	0.00000
014785-000	10/8/2014	546	22	10/2014	False	True	False	0	0.00000
014785-000	9/8/2014	524	28	09/2014	False	True	False	0	0.00000
014785-000	8/8/2014	496	24	08/2014	False	True	False	0	0.00000
014461-000	7/9/2014	472	0	08/2014	False	True	False	0	0.00000
014461-000	7/8/2014	472	25	07/2014	False	True	False	0	0.00000
014461-000	6/9/2014	447	32	06/2014	False	True	False	0	0.00000
014461-000	5/8/2014	415	11	05/2014	False	True	False	0	0.00000
014461-000	4/16/2014	404	0	05/2014	False	True	False	0	0.00000
013399-000	4/15/2014	404	4	05/2014	False	True	False	0	0.00000
013399-000	4/7/2014	400	18	04/2014	False	True	False	0	0.00000
013399-000	3/7/2014	382	8	03/2014	False	True	False	0	0.00000
013399-000	2/21/2014	374	7	02/2014	False	True	False	0	0.00000
013399-000	2/7/2014	367	18	02/2014	False	True	False	0	0.00000
013399-000	1/9/2014	349	19	01/2014	False	True	False	0	0.00000
013399-000	12/9/2013	330	19	12/2013	False	True	False	0	0.00000
013399-000	11/8/2013	311	31	11/2013	False	True	False	0	0.00000
013399-000	10/8/2013	280	33	10/2013	False	True	False	0	0.00000
013399-000	9/9/2013	247	47	09/2013	False	True	False	0	0.00000
013399-000	8/8/2013	200	23	08/2013	False	True	False	0	0.00000
013399-000	7/8/2013	177	0	07/2013	False	True	False	0	0.00000
013399-000	6/7/2013	177	1	06/2013	False	True	False	0	0.00000
013399-000	5/8/2013	176	0	05/2013	False	True	False	0	0.00000
012369-000	4/30/2013	176	0	05/2013	False	True	False	0	0.00000
013399-000	4/30/2013	176	0	05/2013	False	True	False	0	0.00000
012369-000	4/8/2013	176	0	04/2013	False	True	False	0	0.00000
012369-000	3/8/2013	176	0	03/2013	False	True	False	0	0.00000
012369-000	2/8/2013	176	0	02/2013	False	True	False	0	0.00000
012369-000	1/8/2013	176	0	01/2013	False	True	False	0	0.00000
012369-000	12/7/2012	176	0	12/2012	False	True	False	0	0.00000
012369-000	11/8/2012	176	1	11/2012	False	True	False	0	0.00000
012369-000	10/8/2012	175	0	10/2012	False	True	False	0	0.00000
012369-000	9/7/2012	175	1	09/2012	False	True	False	0	0.00000
012369-000	8/8/2012	174	0	08/2012	False	True	False	0	0.00000
012369-000	7/9/2012	174	1	07/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
012369-000	6/8/2012	173	0	06/2012	False	True	False	0	0.00000
007948-005	5/18/2012	173	0	06/2012	False	True	False	0	0.00000
012369-000	5/18/2012	173	0	06/2012	False	True	False	0	0.00000
007948-005	5/8/2012	173	0	05/2012	False	True	False	0	0.00000
007948-005	4/9/2012	173	1	04/2012	False	True	False	0	0.00000
007948-005	3/8/2012	172	0	03/2012	False	True	False	0	0.00000
007948-005	3/1/2012	172	0	03/2012	False	True	False	0	0.00000
008055-000	3/1/2012	172	0	03/2012	False	True	False	0	0.00000
008055-000	2/8/2012	172	0	02/2012	False	True	False	0	0.00000
008055-000	1/9/2012	172	0	01/2012	False	True	False	0	0.00000
008055-000	12/8/2011	172	0	12/2011	False	True	False	0	0.00000
008055-000	11/8/2011	172	1	11/2011	False	True	False	0	0.00000
008055-000	10/7/2011	171	0	10/2011	False	True	False	0	0.00000
008055-000	9/8/2011	171	1	09/2011	False	True	False	0	0.00000
008055-000	8/8/2011	170	0	08/2011	False	True	False	0	0.00000
008055-000	7/7/2011	170	0	07/2011	False	True	False	0	0.00000
008055-000	6/8/2011	170	1	06/2011	False	True	False	0	0.00000
008055-000	5/6/2011	169	1	05/2011	False	True	False	0	0.00000
008055-000	4/7/2011	168	1	04/2011	False	True	False	0	0.00000
008055-000	3/8/2011	167	0	03/2011	False	True	False	0	0.00000
008055-000	2/8/2011	167	0	02/2011	False	True	False	0	0.00000
008055-000	1/7/2011	167	0	01/2011	False	True	False	0	0.00000
008055-000	12/8/2010	167	1	12/2010	False	True	False	0	0.00000
008055-000	11/8/2010	166	1	11/2010	False	True	False	0	0.00000
008055-000	10/8/2010	165	1	10/2010	False	True	False	0	0.00000
008055-000	9/9/2010	164	1	09/2010	False	True	False	0	0.00000
008055-000	8/9/2010	163	4	08/2010	False	True	False	0	0.00000
008055-000	7/8/2010	159	6	07/2010	False	True	False	0	0.00000
008055-000	6/8/2010	153	12	06/2010	False	True	False	0	0.00000
008055-000	5/10/2010	141	9	05/2010	False	True	False	0	0.00000
008055-000	4/8/2010	132	0	04/2010	False	True	False	0	0.00000
008055-000	3/8/2010	132	1	03/2010	False	True	False	0	0.00000
008055-000	2/5/2010	131	1	02/2010	False	True	False	0	0.00000
008055-000	1/7/2010	130	0	01/2010	False	True	False	0	0.00000
008055-000	12/8/2009	130	9	12/2009	False	True	False	0	0.00000
008055-000	11/9/2009	121	13	11/2009	False	True	False	0	0.00000
008055-000	10/8/2009	108	34	10/2009	False	True	False	0	0.00000
008055-000	9/10/2009	74	33	09/2009	False	True	False	0	0.00000
008055-000	8/11/2009	41	41	08/2009	False	True	False	0	0.00000
008055-000	6/25/2009	0	0	07/2009	False	True	False	1	0.00000
008055-000	6/24/2009	3523	4	07/2009	False	True	False	0	0.00000
007948-000	6/18/2009	3519	11	08/2009	False	True	False	0	0.00000
008055-000	6/18/2009	3519	0	08/2009	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007948-000	6/8/2009	3508	33	06/2009	False	True	False	0	0.00000
007948-000	5/7/2009	3475	16	05/2009	False	True	False	0	0.00000
007948-000	4/9/2009	3459	0	06/2009	False	True	False	0	0.00000
007944-000	4/7/2009	3459	0	04/2009	False	False	False	0	0.00000
005192-000	4/6/2009	3459	15	04/2009	False	True	False	0	0.00000
005192-000	2/10/2009	3444	16	02/2009	False	True	False	0	0.00000
005192-000	12/8/2008	3428	39	12/2008	False	True	False	0	0.00000
005192-000	10/7/2008	3389	82	10/2008	False	True	False	0	0.00000
005192-000	8/8/2008	3307	88	08/2008	False	True	False	0	0.00000
005192-000	6/10/2008	3219	106	06/2008	False	True	False	0	0.00000
005192-000	4/10/2008	3113	13	04/2008	False	True	False	0	0.00000
005192-000	2/10/2008	3100	16	02/2008	False	True	False	0	0.00000
005192-000	12/10/2007	3084	17	12/2007	False	True	False	0	0.00000
005192-000	10/10/2007	3067	55	10/2007	False	True	False	0	0.00000
005192-000	8/10/2007	3012	65	08/2007	False	True	False	0	0.00000
005192-000	6/10/2007	2947	53	06/2007	False	True	False	0	0.00000
005192-000	4/10/2007	2894	14	04/2007	False	True	False	0	0.00000
005192-000	2/10/2007	2880	13	02/2007	False	True	False	0	0.00000
005192-000	12/10/2006	2867	43	12/2006	False	True	False	0	0.00000
005192-000	10/10/2006	2824	71	10/2006	False	True	False	0	0.00000
005192-000	8/10/2006	2753	62	08/2006	False	True	False	0	0.00000
005192-000	6/10/2006	2691	137	06/2006	False	True	False	0	0.00000
005192-000	4/10/2006	2554	15	04/2006	False	True	False	0	0.00000
005192-000	2/10/2006	2539	16	02/2006	False	True	False	0	0.00000
005192-000	12/10/2005	2523	13	12/2005	False	True	False	0	0.00000
005192-000	10/10/2005	2510	94	10/2005	False	True	False	0	0.00000
005192-000	8/10/2005	2416	618	08/2005	False	True	False	0	0.00000
005192-000	6/10/2005	1798	106	06/2005	False	True	False	0	0.00000
005192-000	4/10/2005	1692	20	04/2005	False	True	False	0	0.00000
005192-000	2/10/2005	1672	18	02/2005	False	True	False	0	0.00000
005192-000	12/10/2004	1654	28	12/2004	False	True	False	0	0.00000
005192-000	10/10/2004	1626	116	10/2004	False	True	False	0	0.00000
005192-000	8/10/2004	1510	265	08/2004	False	True	False	0	0.00000

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**020135-000**
SERVICE ADDRESS:	708 Hunt Ave
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

TRACY JONELIS
8 Buckwheat Ct.
Tiburon, CA 94920

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
015928791	12/30/2020	1963	1/29/2021	1970	7
015928791	1/29/2021	1970	3/9/2021	1983	13

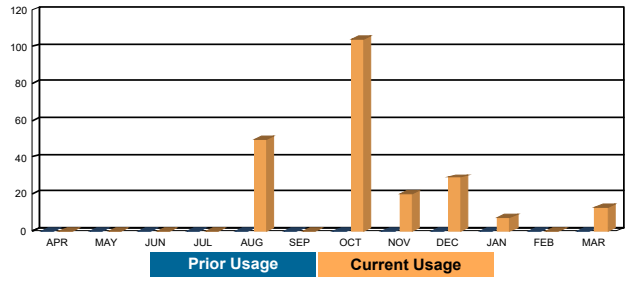
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	133.80
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**386.88**

Water Use in HCF



BILL SUMMARY

Previous Balance	578.32
Thank you for your payment.	-578.32
Adjustments	0.00
Additional Billing	0.00
Current Charges	386.88
TOTAL AMOUNT DUE	**386.88**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**020135-000**
SERVICE ADDRESS:	708 Hunt Ave
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

TRACY JONELIS
8 Buckwheat Ct.
Tiburon, CA 94920

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **386.88**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**020135-000**
SERVICE ADDRESS:	708 Hunt Ave
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

TRACY JONELIS
8 Buckwheat Ct.
Tiburon, CA 94920

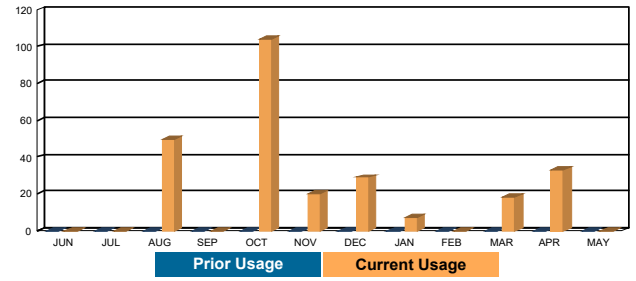
METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
015928791	3/9/2021	1983	3/29/2021	1988	5
015928791	3/29/2021	1988	4/29/2021	2021	33

SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	254.22
Sewer Use @ $5.34	85.44
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**592.74**

BILL SUMMARY

Previous Balance	386.88
Thank you for your payment.	-386.88
Adjustments	0.00
Additional Billing	0.00
Current Charges	592.74
TOTAL AMOUNT DUE	**592.74**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**020135-000**
SERVICE ADDRESS:	708 Hunt Ave
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

TRACY JONELIS
8 Buckwheat Ct.
Tiburon, CA 94920

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **592.74**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**020135-000**
SERVICE ADDRESS:	708 Hunt Ave
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

TRACY JONELIS
8 Buckwheat Ct.
Tiburon, CA 94920

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
015928791	5/26/2021	2048	6/28/2021	2080	32
015928791	4/29/2021	2021	5/26/2021	2048	27

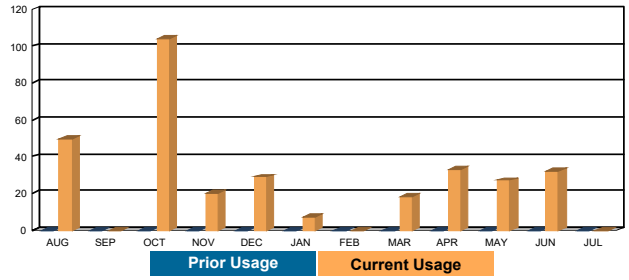
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	438.96
Sewer Use @ $5.34	85.44
Sewer Single Family Residential	121.82
June Excess Penalty	691.71
TOTAL CURRENT CHARGES	**1,469.19**

Water Use in HCF



BILL SUMMARY

Previous Balance	592.74
Thank you for your payment.	-592.74
Adjustments	0.00
Additional Billing	691.71
Current Charges	777.48
TOTAL AMOUNT DUE	**1,469.19**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**020135-000**
SERVICE ADDRESS:	708 Hunt Ave
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

TRACY JONELIS
8 Buckwheat Ct.
Tiburon, CA 94920

AMOUNT DUE

TOTAL AMOUNT DUE BY **8/20/2021** **1,469.19**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**020135-000**
SERVICE ADDRESS:	708 Hunt Ave
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

TRACY JONELIS
8 Buckwheat Ct.
Tiburon, CA 94920

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
015928791	6/28/2021	2080	7/28/2021	2119	39
015928791	7/28/2021	2119	8/27/2021	2151	32

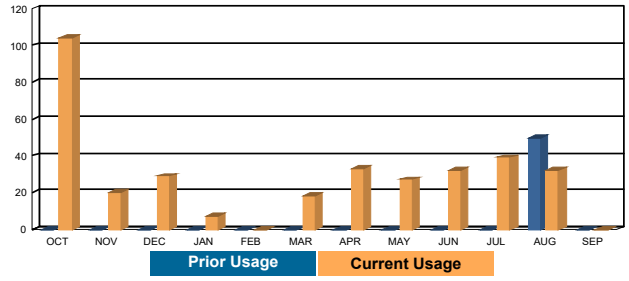
SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 50% of your total July Penalty and 100% of your August Penalty. The remaining 50% of your July 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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	528.24
Sewer Use @ $5.34	85.44
Sewer Single Family Residential	121.82
July 50% Excess Pen	1,817.03
Aug Excess Penalty	2,039.30
TOTAL CURRENT CHARGES	**4,723.09**

Water Use in HCF



BILL SUMMARY

Previous Balance	1,469.19
Thank you for your payment.	-777.48
Adjustments	-315.48
Additional Billing	3,856.33
Current Charges	866.76
TOTAL AMOUNT DUE	**5,099.32**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/25/2021** **5,099.32**

ACCOUNT INFORMATION

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

ACCOUNT:	**020135-000**
SERVICE ADDRESS:	708 Hunt Ave
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

TRACY JONELIS
8 Buckwheat Ct.
Tiburon, CA 94920

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

Report to the City Council
Water Advisory Board – October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Kaye, Susan**

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 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.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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	2,391	
TOTAL ALLOCATION	***8,791***	***11.75***

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	$58.35	$233.40	5.007	3,746
July	$1,035.40	$2,070.80	12.791	9,568
August	$1.61	$1.61	0.161	121
September	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.

Residential Leak Appeal Application

City of St Helena, City Hall
DATE SUBMITTED: Received
RECEIVED BY: AUG 3 0
1480 Main St.

PROPERTY & BILLING INFORMATION			
Date Applying: 8/30/21			
Account Holders Name: SUSAN KAYE	Daytime Phone Number: 619) 843-7440		Other Phone Number:
Service Address: 1744 STOCKTON ST. ST. HELENA, CA 94574			
Email: SKAYE@JBMATERIALS.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)

LEAK DETECTED BY TURNING ON EACH STATION OF RAINBIRD SYSTEM SEPARATELY. SOLVED BY TURNING WATER TO IRRIGATION OFF. ALLOWED ALL VEGETATION IN BACK YARD TO DIE. HAND-WATER ONLY A FEW PLANTS I WISH TO SAVE.

PURCHASED AND INSTALLED FLUME 2

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
LAST	☐ Yes ☐ No ☒ Unsure	☐ Yes ☐ No

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.

SKaye	SUSAN KAYE	8/30/21
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:	Prior Leak adjustment on file: ☐ Yes ☒ No	Documentation of Repair attached?
JULY & AUGUST	Date:	☐ Yes ☒ No
Leak Verified by City Employee & Date of Verification:	**Leak Letter Received?**	**Average Water Usage calculated for adjustment**
☐ Yes ☐ No ___/___/___	☐ Yes ☒ No	1 & -2
Total Water Usage adjusted:	**Total Dollar Amount Adjusted:**	**Verified adjusted dollar amount with customer:**
-0-	DOES NOT QUALIFY	☐ Yes ☐ No

Additional Notes:

Leak adjustment request is hereby: ☐ Approved ☐ Rejected

Reason for rejection:

Signature | Print Name (Authorized Signature) | Date

Deliver to Susan
Saint Helena 94574
All
Hello, susan
Account & Lists
Returns
& Orders
0
All Browsing History Buy Again Best Sellers Shopper Toolkit Livestreams Whole Foods
Get your school supplies, fast

Order Details

Ordered on August 20, 2021 Order# 113-9116938-3746632

View or Print Invoice

Shipping Address
Susan Kaye
1744 STOCKTON ST
SAINT HELENA, CA 94574-1742
United States

Payment Method
•••• 0957

Order Summary

Item(s) Subtotal:	$199.00
Shipping & Handling:	$0.00
Total before tax:	$199.00
Estimated tax to be collected:	$16.42
Grand Total:	**$215.42**

Earned 5% Back with your Amazon Prime Rewards Visa Signature card.
See terms and conditions.

Transactions

Delivered Aug 23, 2021

Package was left inside the residence's mailbox



Flume 2 Smart Home WiFi Water Monitor and Leak Detector: Detect Water Leaks Before They Cause Damage. Monitor Your Water Use in Real Time to Reduce Wa
Sold by: Flume, Inc.
Return eligible through Sep 22, 2021
$199.00
Condition: New
Buy it again

Track package
Return or replace items
Share gift receipt
Leave seller feedback
Write a product review
Archive order

Customers who bought Flume 2 Smart Home Water Monitor & Water Leak Dete... also bought

Page 1 of 10



Sense Flex Home Energy Monitor
63
$279.00
FREE One-Day



Orbit 57995 B-hyve XR Smart 16-Zone Indoor/Outdoor Sprinkler Controller, Compatible with Alexa, Gray
338
$151.99
Prime FREE Delivery
In stock soon.



Emporia Smart Home Energy Monitor with 16 50A Circuit Level Sensors | Real Time Electricity Monitor...
1,324
$149.99
FREE One-Day



Govee WiFi Water Sensor 3 Pack, 100dB Adjustable Alarm and App Alerts, Leak and...
4,647
#1 Best Seller in Water Detectors & Alarms
$53.99
FREE One-Day

Water Penalty Leak Adjustment Application

City of St Helena, City Hall
DATE SUBMITTED: Received
RECEIVED BY: AUG 30
1480 Main St.
St Helena, CA 94574

PROPERTY & BILLING INFORMATION			
Date Applying: 8-30-21	Customer or Company Name: SUSAN KAYE		
Account Number: 014765-000	Phone Number: 619 843-7440	Email Address: SKAYE@JBMATERIALS.COM	
Mailing Address: 1744 STOCKTON ST.	City: ST. HELENA	State: CA	Zip Code: 94574

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred: 2070.80	Amount of Penalties Assessed: 1035.40

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

THERE IS APPARENTLY A LEAK SOMEWHERE IN MY IRRIGATION SYSTEM. I HAVE SINCE TURNED OFF ALL IRRIGATION, LET BOTH LAWNS DIE, AND WATER ONLY A FEW PLANTS BY HAND. NOBODY CALLED ME TO LET ME KNOW THERE WAS A LEAK. I ALSO INSTALLED A FLUME 3 DAYS AGO.

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:	Signature	Date

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

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

Utility Billing

Kaye Susan 014765-000 - 1744 Stockton St

User: AprilM
Printed: 10/12/2021 8:56:46 AM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
014765-000	9/28/2021	748	3	09/2021	True	False	False	0	0.00000
014765-000	8/27/2021	745	12	08/2021	False	True	False	0	0.00000
014765-000	7/28/2021	733	19	07/2021	False	True	False	0	0.00000
014765-000	6/28/2021	714	11	06/2021	False	True	False	0	0.00000
014765-000	5/26/2021	703	5	05/2021	False	True	False	0	0.00000
014765-000	4/29/2021	698	9	04/2021	False	True	False	0	0.00000
014765-000	3/29/2021	689	4	03/2021	False	True	False	0	0.00000
014765-000	3/9/2021	685	4	03/2021	False	True	False	0	0.00000
014765-000	1/29/2021	681	2	01/2021	False	True	False	0	0.00000
014765-000	12/30/2020	679	9	12/2020	False	True	False	0	0.00000
014765-000	11/19/2020	670	6	11/2020	False	True	False	0	0.00000
014765-000	10/30/2020	664	32	10/2020	False	True	False	0	0.00000
014765-000	8/27/2020	632	12	08/2020	False	True	False	0	0.00000
014765-000	7/30/2020	620	14	07/2020	False	True	False	0	0.00000
014765-000	6/30/2020	606	10	06/2020	False	True	False	0	0.00000
014765-000	6/1/2020	596	9	05/2020	False	True	False	0	0.00000
014765-000	4/30/2020	587	7	04/2020	False	True	False	0	0.00000
014765-000	4/1/2020	580	8	04/2020	False	True	False	0	0.00000
014765-000	2/28/2020	572	7	02/2020	False	True	False	0	0.00000
014765-000	1/31/2020	565	2	01/2020	False	True	False	0	0.00000
014765-000	12/31/2019	563	1	12/2019	False	True	False	0	0.00000
014765-000	12/9/2019	562	13	12/2019	False	True	False	0	0.00000
014765-000	11/7/2019	549	20	11/2019	False	True	False	0	0.00000
014765-000	10/8/2019	529	22	10/2019	False	True	False	0	0.00000
014765-000	9/6/2019	507	20	09/2019	False	True	False	0	0.00000
014765-000	8/8/2019	487	21	08/2019	False	True	False	0	0.00000
014765-000	7/8/2019	466	21	07/2019	False	True	False	0	0.00000
014765-000	6/7/2019	445	8	06/2019	False	True	False	0	0.00000
014765-000	5/10/2019	437	17	05/2019	False	True	False	0	0.00000
014765-000	4/8/2019	420	7	04/2019	False	True	False	0	0.00000
014765-000	3/8/2019	413	4	03/2019	False	True	False	0	0.00000
014765-000	2/7/2019	409	1	02/2019	False	True	False	0	0.00000
014765-000	1/8/2019	408	2	01/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
014765-000	12/7/2018	406	9	12/2018	False	True	False	0	0.00000
014765-000	11/7/2018	397	1	11/2018	False	True	False	0	0.00000
014765-000	11/5/2018	396	3	11/2018	False	True	False	0	0.00000
014765-000	10/29/2018	393	10	10/2018	False	True	False	0	0.00000
014765-000	10/8/2018	383	15	10/2018	False	True	False	0	0.00000
014765-000	9/7/2018	368	17	09/2018	False	True	False	0	0.00000
014765-000	8/8/2018	351	17	08/2018	False	True	False	0	0.00000
014765-000	7/9/2018	334	18	07/2018	False	True	False	0	0.00000
014765-000	6/7/2018	316	12	06/2018	False	True	False	0	0.00000
014765-000	5/8/2018	304	10	05/2018	False	True	False	0	0.00000
014765-000	4/9/2018	294	5	04/2018	False	True	False	0	0.00000
014765-000	3/8/2018	289	8	03/2018	False	True	False	0	0.00000
014765-000	2/8/2018	281	7	02/2018	False	True	False	0	0.00000
014765-000	1/8/2018	274	13	01/2018	False	True	False	0	0.00000
014765-000	12/8/2017	261	6	12/2017	False	True	False	0	0.00000
014765-000	11/8/2017	255	34	11/2017	False	True	False	0	0.00000
014765-000	9/8/2017	221	20	09/2017	False	True	False	0	0.00000
014765-000	8/8/2017	201	20	08/2017	False	True	False	0	0.00000
014765-000	7/7/2017	181	16	07/2017	False	True	False	0	0.00000
014765-000	6/8/2017	165	20	06/2017	False	True	False	0	0.00000
014765-000	5/8/2017	145	9	05/2017	False	True	False	0	0.00000
014765-000	4/7/2017	136	7	04/2017	False	True	False	0	0.00000
014765-000	3/8/2017	129	2	03/2017	False	True	False	0	0.00000
014765-000	2/8/2017	127	2	02/2017	False	True	False	0	0.00000
014765-000	1/10/2017	125	3	01/2017	False	True	False	0	0.00000
014765-000	12/9/2016	122	7	12/2016	False	True	False	0	0.00000
014765-000	11/8/2016	115	9	11/2016	False	True	False	0	0.00000
014765-000	10/7/2016	106	17	10/2016	False	True	False	0	0.00000
014765-000	9/9/2016	89	1	09/2016	False	True	False	0	0.00000
014765-000	9/8/2016	88	18	09/2016	False	True	False	0	0.00000
014765-000	8/8/2016	70	17	08/2016	False	True	False	0	0.00000
014765-000	7/8/2016	53	16	07/2016	False	True	False	0	0.00000
014765-000	6/8/2016	37	14	06/2016	False	True	False	0	0.00000
014765-000	5/9/2016	23	10	05/2016	False	True	False	0	0.00000
014765-000	4/8/2016	13	2	04/2016	False	True	False	0	0.00000
014765-000	4/1/2016	11	3	04/2016	False	True	False	0	0.00000
014765-000	3/8/2016	80	35	03/2016	False	True	False	0	0.00000
014765-000	2/23/2016	45	0	03/2016	False	True	False	0	0.00000
014765-000	2/8/2016	45	26	02/2016	False	True	False	0	0.00000
014765-000	1/8/2016	19	19	01/2016	False	True	False	0	0.00000
000000-000	12/15/2015	0	0	01/2016	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**014765-000**
SERVICE ADDRESS:	1744 Stockton St
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

SUSAN KAYE
1744 Stockton St
St Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
04328735	1/29/2021	681	3/9/2021	685	4
04328735	12/30/2020	679	1/29/2021	681	2

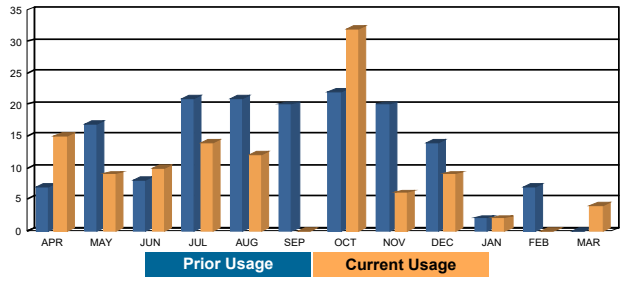
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	40.14
Sewer Use @ $5.34	64.08
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**357.30**

Water Use in HCF



BILL SUMMARY

Previous Balance	415.49
Thank you for your payment.	-415.49
Adjustments	0.00
Additional Billing	0.00
Current Charges	357.30
TOTAL AMOUNT DUE	**357.30**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**014765-000**
SERVICE ADDRESS:	1744 Stockton St
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

SUSAN KAYE
1744 Stockton St
St Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **357.30**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**014765-000**
SERVICE ADDRESS:	1744 Stockton St
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

SUSAN KAYE
1744 Stockton St
St Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
04328735	3/29/2021	689	4/29/2021	698	9
04328735	3/9/2021	685	3/29/2021	689	4

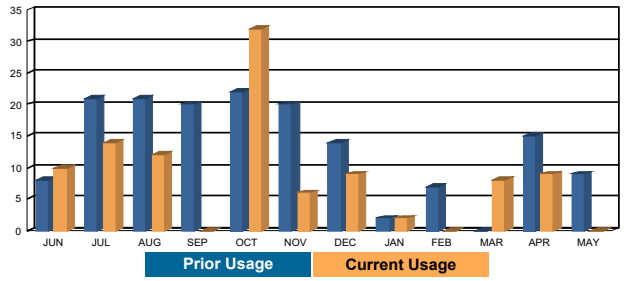
SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	86.97
Sewer Use @ $5.34	32.04
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**372.09**

Water Use in HCF



BILL SUMMARY

Previous Balance	357.30
Thank you for your payment.	-357.30
Adjustments	0.00
Additional Billing	0.00
Current Charges	372.09
TOTAL AMOUNT DUE	**372.09**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **372.09**

ACCOUNT INFORMATION

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

ACCOUNT:	**014765-000**
SERVICE ADDRESS:	1744 Stockton St
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

SUSAN KAYE
1744 Stockton St
St Helena, CA 94574

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**014765-000**
SERVICE ADDRESS:	1744 Stockton St
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

SUSAN KAYE
1744 Stockton St
St Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
04328735	5/26/2021	703	6/28/2021	714	11
04328735	4/29/2021	698	5/26/2021	703	5

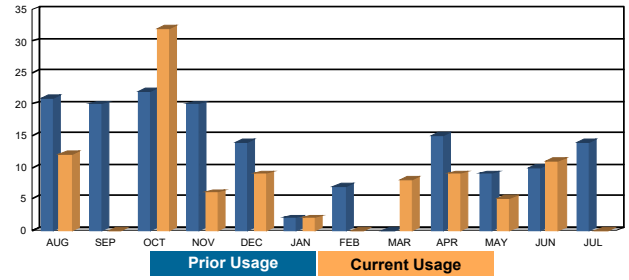
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	119.04
Sewer Use @ $5.34	32.04
Sewer Single Family Residential	121.82
June Excess Penalty	58.35
TOTAL CURRENT CHARGES	**462.51**

Water Use in HCF



BILL SUMMARY

Previous Balance	372.09
Thank you for your payment.	-372.09
Adjustments	0.00
Additional Billing	58.35
Current Charges	404.16
TOTAL AMOUNT DUE	**462.51**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**014765-000**
SERVICE ADDRESS:	1744 Stockton St
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

SUSAN KAYE
1744 Stockton St
St Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **8/20/2021** **462.51**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**014765-000**
SERVICE ADDRESS:	1744 Stockton St
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
04328735	7/28/2021	733	8/27/2021	745	12
04328735	6/28/2021	714	7/28/2021	733	19

SUSAN KAYE
1744 Stockton St
St Helena, CA 94574

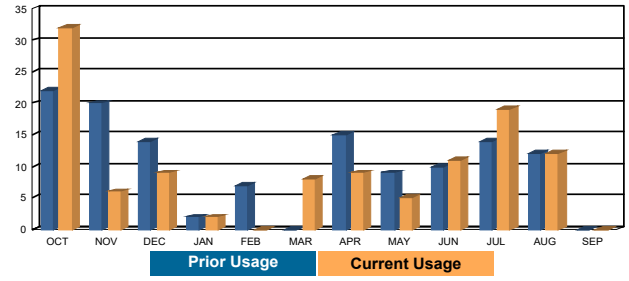
SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 50% of your total July Penalty and 100% of your August Penalty. The remaining 50% of your July 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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	230.64
Sewer Use @ $5.34	32.04
Sewer Single Family Residential	121.82
July 50% Excess Pen	1,035.40
Aug Excess Penalty	1.61
TOTAL CURRENT CHARGES	**1,552.77**

Water Use in HCF



BILL SUMMARY

Previous Balance	462.51
Thank you for your payment.	-462.51
Adjustments	-985.60
Additional Billing	1,037.01
Current Charges	515.76
TOTAL AMOUNT DUE	**567.17**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/25/2021** **567.17**

ACCOUNT INFORMATION

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

ACCOUNT:	**014765-000**
SERVICE ADDRESS:	1744 Stockton St
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

SUSAN KAYE
1744 Stockton St
St Helena, CA 94574

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

Report to the City Council
Water Advisory Board – October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – MacPherson, Kelly**

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 31, 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.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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	7,500	
TOTAL ALLOCATION	***13,900***	***18.58***

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	1,678.60	6,714.40	34.012	25,443
July	7,986.15	15,972.30	70.392	52,657
August	4,676.15	4,676.15	32.882	24,598
September	n/a			

Table 3 – Leak Letters Sent

July 2021
August 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.

Residential Leak Appeal Application

DATE SUBMITTED: 8/31/2021

RECEIVED BY:

PROPERTY & BILLING INFORMATION			
Date Applying: 8/31/2021	017780-000		
Account Holders Name: Kelly MacPherson	Daytime Phone Number: 305 793-4303	Other Phone Number:	
Service Address: 540 Meadowood LN St. Helena CA 94574			
Email: macphersm.calum@gmail.com			
Mailing Address (if different than above): 6365 Collins Ave #1503	City: Miami Beach	State: FL	Zip Code: 33141

TYPE OF SERVICE

☒ Single Family

☐ Multi-Family

WATER LEAK DESCRIPTION

Describe how and where the leak occurred; in addition to how the leak was repaired. (Include any proof of repair, such as receipts, invoices and/or photos)

See Attached

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
June, July, Aug 2021	☒ Yes ☐ No ☐ Unsure	☐ Yes ☐ No

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

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

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

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

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

Signature	Print Name	Date
[signature]	Kelly MacPherson	8/31/21

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, July, August	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 JULY-21, Aug-21	Average Water Usage calculated for adjustment 15, 22 ÷ 22
Total Water Usage adjusted: 14, 28 ÷ 15	Total Dollar Amount Adjusted: $426.56	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

GTW Construction
Lic#494068

Date	09/01/21
Job Name	MacPherson Water issue
Address	540 Meadowood Lane

Activity	Amount	Mark up	Total
GTW 31 hours	$2,325.00		$2,325.00
Central Valley	$105.35	$10.53	$115.88
American Leak Detectors	$495.00	$49.50	$544.50
			$0.00
			$0.00
			$0.00
			$0.00
			$0.00
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			$0.00
			$0.00
			$0.00
			$0.00
			$0.00
			$0.00
			$0.00
			$0.00
Total this Invoice:			$2,985.38

1964 Trinity Way, Napa CA 94558 • Telephone 707.312.0476
Facsimile 707.226.5540 • gary.t.williams@comcast.net

amazon.com

Final Details for Order #111-6630427-4005804

Print this page for your records.

Order Placed: August 31, 2021
Amazon.com order number: 111-6630427-4005804
Order Total: $230.63

Shipped on September 1, 2021

Items Ordered	Price
1 of: *Rachio 3 Smart Sprinkler Controller, 8 Zone 3rd Generation, Alexa and Apple HomeKit Compatible with Hyperlocal Weather Intelligence Plus and Rain, Freeze and Wind Skip* Part 1 of 2 - **Rachio 3 Smart Bundle: Includes Rachio 3rd Generation-8 Zone Smart Sprinkler Controller (Alexa Compatible w/ Hyperlocal Weather Intelligence Plus & Rain Skip) & Rachio Weatherproof Outdoor Enclosure** Sold by: Amazon.com Services LLC Condition: New	$184.06
1 of: *Rachio Smart Sprinkler Controller Weatherproof Outdoor Enclosure, Compatible With Rachio 3 Smart Controllers, Also 2nd Generation Compatible* Part 2 of 2 - **Rachio 3 Smart Bundle: Includes Rachio 3rd Generation-8 Zone Smart Sprinkler Controller (Alexa Compatible w/ Hyperlocal Weather Intelligence Plus & Rain Skip) & Rachio Weatherproof Outdoor Enclosure** Sold by: Amazon.com Services LLC Condition: New	$29.99

Shipping Address:
Kelly MacPherson
540 MEADOWOOD LN
SAINT HELENA, CA 94574-9643
United States

Shipping Speed:
Amazon Day Delivery

Payment information

Payment Method:
American Express | Last digits: 6009

Billing address
Kelly MacPherson
5507 BLUE LAGOON DR
MIAMI, FL 33126-2029
United States

Item(s) Subtotal:	$214.05
Shipping & Handling:	$0.00
Total before tax:	$214.05
Estimated tax to be collected:	$16.58
Grand Total:	**$230.63**

Credit Card transactions AmericanExpress ending in 6009: September 1, 2021: $230.63

To view the status of your order, return to Order Summary.

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amazon.com

Final Details for Order #111-9212502-2741052

Print this page for your records.

Order Placed: August 31, 2021
Amazon.com order number: 111-9212502-2741052
Order Total: $230.63

Shipped on September 1, 2021

Items Ordered	Price
1 of: *Rachio Smart Sprinkler Controller Weatherproof Outdoor Enclosure, Compatible With Rachio 3 Smart Controllers, Also 2nd Generation Compatible* Part 1 of 2 - **Rachio 3 Smart Bundle: Includes Rachio 3rd Generation-8 Zone Smart Sprinkler Controller (Alexa Compatible w/ Hyperlocal Weather Intelligence Plus & Rain Skip) & Rachio Weatherproof Outdoor Enclosure** Sold by: Amazon.com Services LLC Condition: New	$29.99
1 of: *Rachio 3 Smart Sprinkler Controller, 8 Zone 3rd Generation, Alexa and Apple HomeKit Compatible with Hyperlocal Weather Intelligence Plus and Rain, Freeze and Wind Skip* Part 2 of 2 - **Rachio 3 Smart Bundle: Includes Rachio 3rd Generation-8 Zone Smart Sprinkler Controller (Alexa Compatible w/ Hyperlocal Weather Intelligence Plus & Rain Skip) & Rachio Weatherproof Outdoor Enclosure** Sold by: Amazon.com Services LLC Condition: New	$184.06

Shipping Address:
Kelly MacPherson
540 MEADOWOOD LN
SAINT HELENA, CA 94574-9643
United States

Shipping Speed:
Amazon Day Delivery

Payment information

Payment Method:
American Express | Last digits: 6009

Billing address
Kelly MacPherson
5507 BLUE LAGOON DR
MIAMI, FL 33126-2029
United States

Item(s) Subtotal:	$214.05
Shipping & Handling:	$0.00
Total before tax:	$214.05
Estimated tax to be collected:	$16.58
Grand Total:	**$230.63**

Credit Card transactions AmericanExpress ending in 6009: September 1, 2021: $230.63

To view the status of your order, return to Order Summary.

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Updated Letter.

Sept 07, 2021

City Of St Helena, Water Department
1572 Railroad Ave
St Helena CA 94574

RE: 540 Meadowood Lane – Water Leak

To Whom it May Concern:

We are currently nonresident homeowners with a property at 540 Meadowood Lane. On Friday Aug 13th on a return trip to our primary residence in Miami, we received our bimonthly water bill along with a letter dated July 29th indicating a water leak on the property. Prior to this, we had taken all precautionary measures to limit water usage given the drought situation.

We immediately engaged our landscape company and general contractor to help diagnose the issue. The timeline for the remediation is as follows post the receipt of the letter on 8/13/2021.

8.13 Calum calls GTW Construction to schedule time first thing Monday Morning.

8.16 Gary Williams, GTW Construction, arrives on site, walks the property and all irrigation inspected with no clear findings that would account for the leak /usage. We then contracted American Leak Detection. The first available appointment was August 26th. During this time, the water was shut off with only testing happening during this period.

8.26 Upon inspection, it was then detected there was a pressure issue between the water main and irrigation box serving part of the property on the left side of the driveway, results of assessment are attached. The piped was cut and capped to verify, and subsequently assumed this was the cause.

8.27 Our landscape company, Soria's Landscape, then determined on August 27th there was debrief (rocks) in the water line, causing the diaphragm on the value to not seal property causing continuous flow. The water line was flushed out by Soria's Landscape replaced the valve, flushed the line and reset all irrigation schedules. Upon completion, system appeared to be working as expected.

8.30 After monitoring and the first scheduled watering date, the volume of water was still not in line with expectations. We called GTW construction our general contractor, GTW Construction, retested the lines and determine the second value showed signs of leaking. The second value had debris and the line was flushed again. The working hypothesis is debris was caused by repairs post the Glass Fire as several components of the system had to be repaired /replaced because of the fire. Small particles of debris continue to enter the water line but pressure is holding so no leaks or damage is apparent. We have now flushed the line again and adding a **sediment** filter to the system. This is scheduled to be installed on 9.1.

8:31 Calum went to city office and met with Martin Beltran in person. Reviewed exception forms and usage and approach for resolution.

8.31 Irrigation schedule was verified but as a contingency, new rain controllers were ordered to enable us to monitor via app with a delivery date expected for 9.3.

8.31 Received mail from Miami Mailing address indicating July penalty – this would be expected due to the leak notification received from the city.

09.1 Flume installed and continued monitoring. It's observed that the tank is slowly filling throughout the day. Concerns regarding pump and tank operations noted and being monitored.

9.3 Sediment filter installed on driveway side irrigation.

9.5 Installation of new irrigation sensors. Timers are manual and continued inspection of every line is monitored.

9.6. Ordered second meter and flume for tank, expected install by 9.10

9.7. Contacted Oakville Pump to have tank inspected, earliest date 6-8 weeks.

During this period, we also called and emailed the water utility office starting on August 13th on several occasions with a first return call made on Friday August 20th.

After speaking to the utility office, we have also filed the necessary paperwork to file the water exception report permit form on 8/20. Our allocation is not accurate based on our size of property. Our parcel is 1.67 acres with over 18,000 sq ft of mature landscape. This should be adjusted back to the initial fine date and proper adjustments made in the calculations. We were also contacted from the billing department to have penalty withheld from the latest payment, which was confirmed. However, the full amount was deducted from our account on August 30th ($2338.10).

We are respectfully requesting and exception for the penalty period of June 1st through August 31st when the culprit was identified and repaired. We were not aware of any issues as they were not visible in any manner until 1) the bill and 2) the notice of the leak by the city. Our measures to identify and resolve were of that of the greatest urgency including daily monitoring of usages to ensure stabilization. Daily monitoring of the meter demonstrates our immediate reactions. Chart is below.

Thanks again for your prompt attention and understanding. As you can appreciate, it's been a difficult year given the aftermath of the Glass Fire damage and now this situation.

Best Regards,

Kelly & Calum MacPherson

540 Meadowood Lane

St. Helena CA 94574

Day	Time		Meter Reading	
17-Aug	10:00	AM	224469	
18-Aug	8:19	AM	224517	
18-Aug	1:01	AM	224591	
18-Aug	5:44	PM	224609	
19-Aug	11:49	PM	224880	
20-Aug	3:15	PM	224889	
21-Aug	9:36	AM	224890	
21-Aug	6:27	PM	224903	
22-Aug	9:12	AM	224905	
22-Aug	4:43	PM	224939	
23-Aug	8:57	AM	224947	
23-Aug	5:14	PM	224949	
28-Aug	9:32	AM	225229	
29-Aug	9:32	AM	225230	
30-Aug	9:05	AM	225343	
30-Aug	6:09	PM	225385	
31-Aug	7:31	AM	225392	
1-Sep	12:19	PM	225417	
2-Sep	7:44	AM	225668	
2-Sep	8:42	PM	225669	* 4 Adults
4-Sep	9:31	AM	225688	* 4 Adults
5-Sep	9:06	AM	225205	* 4 Adults
6-Sep	7:20	AM	225727	* 4 Adults

Water Penalty Leak Adjustment Application

DATE SUBMITTED: 8/31/2021
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying: 8/31/2021	Customer or Company Name: Kelly MacPherson		
Account Number: 01778D-000	Phone Number: 305 793 4303	Email Address: MacPherson.calumc@gmail.com	
Mailing Address: 540 Meadowood LN	City: St. Helena	State: CA	Zip Code: 94574

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred: June, July, August 2021	Amount of Penalties Assessed:

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

See Attached

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: Kelly MacPherson	Signature: Kelly	Date: 8/31/2021

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

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

Utility Billing

MacPherson Kelly 017780-000 - 540 Meadowood Ln

User: AprilM
Printed: 10/11/2021 4:23:28 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
017780-000	9/28/2021	2262	10	09/2021	True	False	False	0	0.00000
017780-000	8/27/2021	2252	52	08/2021	False	True	False	0	0.00000
017780-000	7/28/2021	2200	79	07/2021	False	True	False	0	0.00000
017780-000	6/28/2021	2121	43	06/2021	False	True	False	0	0.00000
017780-000	5/26/2021	2078	28	05/2021	False	True	False	0	0.00000
017780-000	4/29/2021	2050	25	04/2021	False	True	False	0	0.00000
017780-000	3/29/2021	2025	2	03/2021	False	True	False	0	0.00000
017780-000	3/9/2021	2023	2	03/2021	False	True	False	0	0.00000
017780-000	1/29/2021	2021	34	01/2021	False	True	False	0	0.00000
017780-000	12/30/2020	1987	46	12/2020	False	True	False	0	0.00000
017780-000	11/19/2020	1941	28	11/2020	False	True	False	0	0.00000
017780-000	10/30/2020	1913	51	10/2020	False	True	False	0	0.00000
017780-000	8/27/2020	1862	40	08/2020	False	True	False	0	0.00000
017780-000	7/30/2020	1822	34	07/2020	False	True	False	0	0.00000
017780-000	6/30/2020	1788	27	06/2020	False	True	False	0	0.00000
017780-000	6/1/2020	1761	22	05/2020	False	True	False	0	0.00000
017780-000	4/30/2020	1739	18	04/2020	False	True	False	0	0.00000
017780-000	4/1/2020	1721	16	04/2020	False	True	False	0	0.00000
017780-000	2/28/2020	1705	13	02/2020	False	True	False	0	0.00000
017780-000	1/31/2020	1692	5	01/2020	False	True	False	0	0.00000
017780-000	12/31/2019	1687	10	12/2019	False	True	False	0	0.00000
017780-000	12/9/2019	1677	26	12/2019	False	True	False	0	0.00000
017780-000	11/7/2019	1651	17	11/2019	False	True	False	0	0.00000
017780-000	10/8/2019	1634	25	10/2019	False	True	False	0	0.00000
017780-000	9/6/2019	1609	22	09/2019	False	True	False	0	0.00000
017780-000	8/8/2019	1587	30	08/2019	False	True	False	0	0.00000
017780-000	7/8/2019	1557	17	07/2019	False	True	False	0	0.00000
017780-000	6/7/2019	1540	3	06/2019	False	True	False	0	0.00000
017780-000	5/10/2019	1537	6	05/2019	False	True	False	0	0.00000
017780-000	4/8/2019	1531	5	04/2019	False	True	False	0	0.00000
017780-000	3/8/2019	1526	4	03/2019	False	True	False	0	0.00000
017780-000	2/7/2019	1522	1	02/2019	False	True	False	0	0.00000
017780-000	1/8/2019	1521	4	01/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
017780-000	12/7/2018	1517	47	12/2018	False	True	False	0	0.00000
017780-000	11/7/2018	1470	1	11/2018	False	True	False	0	0.00000
017780-000	11/5/2018	1469	3	11/2018	False	True	False	0	0.00000
017780-000	10/29/2018	1466	13	10/2018	False	True	False	0	0.00000
017780-000	10/8/2018	1453	5	10/2018	False	True	False	0	0.00000
017780-000	9/7/2018	1448	4	09/2018	False	True	False	0	0.00000
017780-000	8/8/2018	1444	3	08/2018	False	True	False	0	0.00000
017780-000	7/9/2018	1441	1	07/2018	False	True	False	0	0.00000
017780-000	6/7/2018	1440	0	06/2018	False	True	False	0	0.00000
017780-000	5/8/2018	1440	5	05/2018	False	True	False	0	0.00000
017780-000	4/9/2018	1435	3	04/2018	False	True	False	0	0.00000
017780-000	3/8/2018	1432	0	03/2018	False	True	False	0	0.00000
017780-000	2/8/2018	1432	2	02/2018	False	True	False	0	0.00000
017780-000	1/8/2018	1430	16	01/2018	False	True	False	0	0.00000
017780-000	12/8/2017	1414	13	12/2017	False	True	False	0	0.00000
017780-000	11/8/2017	1401	41	11/2017	False	True	False	0	0.00000
017780-000	9/8/2017	1360	22	09/2017	False	True	False	0	0.00000
017780-000	8/8/2017	1338	29	08/2017	False	True	False	0	0.00000
017780-000	7/13/2017	1309	38	07/2017	False	True	False	0	0.00000
006362-000	7/3/2017	1271	37	07/2017	False	True	False	0	0.00000
006362-000	6/8/2017	1234	22	06/2017	False	True	False	0	0.00000
006362-000	5/8/2017	1212	20	05/2017	False	True	False	0	0.00000
006362-000	4/7/2017	1192	17	04/2017	False	True	False	0	0.00000
006362-000	3/8/2017	1175	0	03/2017	False	True	False	0	0.00000
006362-000	2/8/2017	1175	5	02/2017	False	True	False	0	0.00000
006362-000	1/10/2017	1170	0	01/2017	False	True	False	0	0.00000
006362-000	12/9/2016	1170	2	12/2016	False	True	False	0	0.00000
006362-000	11/8/2016	1168	11	11/2016	False	True	False	0	0.00000
006362-000	10/7/2016	1157	42	10/2016	False	True	False	0	0.00000
006362-000	9/8/2016	1115	48	09/2016	False	True	False	0	0.00000
006362-000	8/8/2016	1067	43	08/2016	False	True	False	0	0.00000
006362-000	7/8/2016	1024	42	07/2016	False	True	False	0	0.00000
006362-000	6/8/2016	982	49	06/2016	False	True	False	0	0.00000
006362-000	5/9/2016	933	42	05/2016	False	True	False	0	0.00000
006362-000	4/8/2016	891	43	04/2016	False	True	False	0	0.00000
006362-000	3/8/2016	848	29	03/2016	False	True	False	0	0.00000
006362-000	2/8/2016	819	3	02/2016	False	True	False	0	0.00000
006362-000	1/8/2016	816	4	01/2016	False	True	False	0	0.00000
006362-000	12/8/2015	812	23	12/2015	False	True	False	0	0.00000
006362-000	11/9/2015	789	51	11/2015	False	True	False	0	0.00000
006362-000	10/8/2015	738	53	10/2015	False	True	False	0	0.00000
006362-000	9/8/2015	685	49	09/2015	False	True	False	0	0.00000
006362-000	8/7/2015	636	43	08/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006362-000	7/8/2015	593	20	07/2015	False	True	False	0	0.00000
006362-000	6/8/2015	573	19	06/2015	False	True	False	0	0.00000
006362-000	5/8/2015	554	22	05/2015	False	True	False	0	0.00000
006362-000	4/8/2015	532	25	04/2015	False	True	False	0	0.00000
006362-000	3/9/2015	507	12	03/2015	False	True	False	0	0.00000
006362-000	2/9/2015	495	16	02/2015	False	True	False	0	0.00000
006362-000	1/8/2015	479	6	01/2015	False	True	False	0	0.00000
006362-000	12/8/2014	473	22	12/2014	False	True	False	0	0.00000
006362-000	11/7/2014	451	39	11/2014	False	True	False	0	0.00000
006362-000	10/8/2014	412	51	10/2014	False	True	False	0	0.00000
006362-000	9/8/2014	361	51	09/2014	False	True	False	0	0.00000
006362-000	8/8/2014	310	46	08/2014	False	True	False	0	0.00000
006362-000	7/8/2014	264	39	07/2014	False	True	False	0	0.00000
006362-000	6/9/2014	225	34	06/2014	False	True	False	0	0.00000
006362-000	5/8/2014	191	28	05/2014	False	True	False	0	0.00000
006362-000	4/7/2014	163	9	04/2014	False	True	False	0	0.00000
006362-000	3/7/2014	154	7	03/2014	False	True	False	0	0.00000
006362-000	2/21/2014	147	3	02/2014	False	True	False	0	0.00000
006362-000	2/7/2014	144	14	02/2014	False	True	False	0	0.00000
006362-000	1/9/2014	130	24	01/2014	False	True	False	0	0.00000
006362-000	12/9/2013	106	23	12/2013	False	True	False	0	0.00000
006362-000	11/8/2013	83	44	11/2013	False	True	False	0	0.00000
006362-000	10/8/2013	39	39	10/2013	False	True	False	0	0.00000
006362-000	9/12/2013	0	0	09/2013	False	True	False	0	0.00000
006362-000	9/9/2013	2565	0	09/2013	False	True	False	0	0.00000
006362-000	8/8/2013	2565	0	08/2013	False	True	False	0	0.00000
006362-000	7/8/2013	2565	28	07/2013	False	True	False	0	0.00000
006362-000	6/7/2013	2537	43	06/2013	False	True	False	0	0.00000
006362-000	5/8/2013	2494	41	05/2013	False	True	False	0	0.00000
006362-000	4/8/2013	2453	31	04/2013	False	True	False	0	0.00000
006362-000	3/8/2013	2422	13	03/2013	False	True	False	0	0.00000
006362-000	2/8/2013	2409	5	02/2013	False	True	False	0	0.00000
006362-000	1/8/2013	2404	13	01/2013	False	True	False	0	0.00000
006362-000	12/7/2012	2391	5	12/2012	False	True	False	0	0.00000
006362-000	11/8/2012	2386	26	11/2012	False	True	False	0	0.00000
006362-000	10/8/2012	2360	48	10/2012	False	True	False	0	0.00000
006362-000	9/7/2012	2312	54	09/2012	False	True	False	0	0.00000
006362-000	8/8/2012	2258	46	08/2012	False	True	False	0	0.00000
006362-000	7/9/2012	2212	42	07/2012	False	True	False	0	0.00000
006362-000	6/8/2012	2170	40	06/2012	False	True	False	0	0.00000
006362-000	5/8/2012	2130	19	05/2012	False	True	False	0	0.00000
006362-000	4/9/2012	2111	5	04/2012	False	True	False	0	0.00000
006362-000	3/8/2012	2106	11	03/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006362-000	2/8/2012	2095	14	02/2012	False	True	False	0	0.00000
006362-000	1/9/2012	2081	20	01/2012	False	True	False	0	0.00000
006362-000	12/8/2011	2061	7	12/2011	False	True	False	0	0.00000
006362-000	11/8/2011	2054	29	11/2011	False	True	False	0	0.00000
006362-000	10/7/2011	2025	42	10/2011	False	True	False	0	0.00000
006362-000	9/8/2011	1983	53	09/2011	False	True	False	0	0.00000
006362-000	8/8/2011	1930	49	08/2011	False	True	False	0	0.00000
006362-000	7/7/2011	1881	41	07/2011	False	True	False	0	0.00000
006362-000	6/8/2011	1840	36	06/2011	False	True	False	0	0.00000
006362-000	5/6/2011	1804	29	05/2011	False	True	False	0	0.00000
006362-000	4/7/2011	1775	15	04/2011	False	True	False	0	0.00000
006362-000	3/8/2011	1760	6	03/2011	False	True	False	0	0.00000
006362-000	2/8/2011	1754	5	02/2011	False	True	False	0	0.00000
006362-000	1/7/2011	1749	7	01/2011	False	True	False	0	0.00000
006362-000	12/8/2010	1742	7	12/2010	False	True	False	0	0.00000
006362-000	11/8/2010	1735	14	11/2010	False	True	False	0	0.00000
006362-000	10/8/2010	1721	37	10/2010	False	True	False	0	0.00000
006362-000	9/9/2010	1684	52	09/2010	False	True	False	0	0.00000
006362-000	8/9/2010	1632	56	08/2010	False	True	False	0	0.00000
006362-000	7/8/2010	1576	49	07/2010	False	True	False	0	0.00000
006362-000	6/8/2010	1527	46	06/2010	False	True	False	0	0.00000
006362-000	5/10/2010	1481	18	05/2010	False	True	False	0	0.00000
006362-000	4/8/2010	1463	5	04/2010	False	True	False	0	0.00000
006362-000	3/8/2010	1458	10	03/2010	False	True	False	0	0.00000
006362-000	2/5/2010	1448	4	02/2010	False	True	False	0	0.00000
006362-000	1/21/2010	1444	13	02/2010	False	True	False	0	0.00000
006362-000	12/8/2009	1431	10	12/2009	False	True	False	0	0.00000
006362-000	11/9/2009	1421	10	11/2009	False	True	False	0	0.00000
006362-000	10/8/2009	1411	43	10/2009	False	True	False	0	0.00000
006362-000	9/10/2009	1368	56	09/2009	False	True	False	0	0.00000
006362-000	8/11/2009	1312	95	08/2009	False	True	False	0	0.00000
006362-000	6/8/2009	1217	53	06/2009	False	True	False	0	0.00000
006362-000	5/7/2009	1164	33	05/2009	False	True	False	0	0.00000
006362-000	4/7/2009	1131	22	04/2009	False	True	False	0	0.00000
006362-000	3/9/2009	1109	6	03/2009	False	True	False	0	0.00000
006362-000	2/9/2009	1103	34	02/2009	False	True	False	0	0.00000
006362-000	12/9/2008	1069	36	12/2008	False	True	False	0	0.00000
006362-000	10/6/2008	1033	82	10/2008	False	True	False	0	0.00000
006362-000	8/8/2008	951	84	08/2008	False	True	False	0	0.00000
006362-000	6/10/2008	867	64	06/2008	False	True	False	0	0.00000
006362-000	4/10/2008	803	39	04/2008	False	True	False	0	0.00000
006362-000	2/10/2008	764	24	02/2008	False	True	False	0	0.00000
006362-000	12/10/2007	740	30	12/2007	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006362-000	10/10/2007	710	88	10/2007	False	True	False	0	0.00000
006362-000	8/10/2007	622	117	08/2007	False	True	False	0	0.00000
006362-000	6/10/2007	505	86	06/2007	False	True	False	0	0.00000
006362-000	4/10/2007	419	21	04/2007	False	True	False	0	0.00000
006362-000	2/10/2007	398	29	02/2007	False	True	False	0	0.00000
006362-000	12/10/2006	369	34	12/2006	False	True	False	0	0.00000
006362-000	10/10/2006	335	106	10/2006	False	True	False	0	0.00000
006362-000	8/10/2006	229	119	08/2006	False	True	False	0	0.00000
006362-000	6/10/2006	110	53	06/2006	False	True	False	0	0.00000
006362-000	4/10/2006	57	24	04/2006	False	True	False	0	0.00000
006362-000	2/10/2006	33	22	02/2006	False	True	False	0	0.00000
006362-000	12/10/2005	11	31	12/2005	False	True	False	0	0.00000

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**017780-000**
SERVICE ADDRESS:	540 Meadowood Ln
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

KELLY MACPHERSON
6365 Collins Ave. #1503
Miami Beach, FL 33141

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
005191719	1/29/2021	2021	3/9/2021	2023	2
005191719	12/30/2020	1987	1/29/2021	2021	34

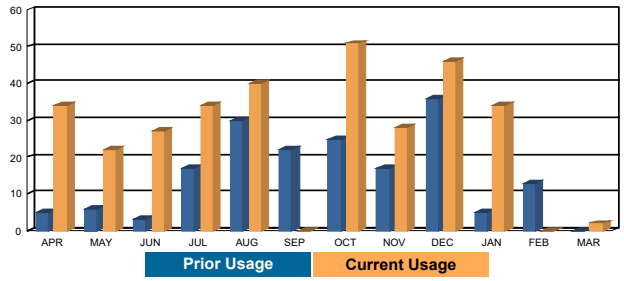
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	240.84
TOTAL CURRENT CHARGES	**372.10**

Water Use in HCF



BILL SUMMARY

Previous Balance	623.64
Thank you for your payment.	-623.64
Adjustments	0.00
Additional Billing	0.00
Current Charges	372.10
TOTAL AMOUNT DUE	**372.10**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**017780-000**
SERVICE ADDRESS:	540 Meadowood Ln
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

KELLY MACPHERSON
6365 Collins Ave. #1503
Miami Beach, FL 33141

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **372.10**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**017780-000**
SERVICE ADDRESS:	540 Meadowood Ln
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

KELLY MACPHERSON
6365 Collins Ave. #1503
Miami Beach, FL 33141

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
005191719	3/9/2021	2023	3/29/2021	2025	2
005191719	3/29/2021	2025	4/29/2021	2050	25

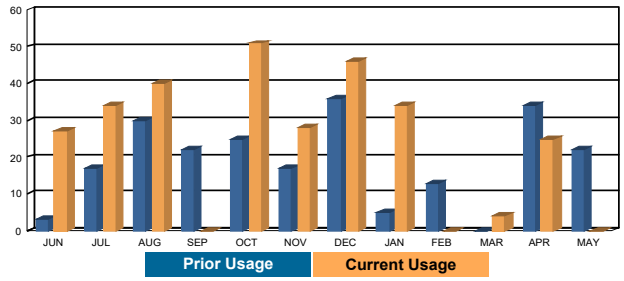
SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	180.63
TOTAL CURRENT CHARGES	**311.89**

Water Use in HCF



BILL SUMMARY

Previous Balance	372.10
Thank you for your payment.	-372.10
Adjustments	0.00
Additional Billing	0.00
Current Charges	311.89
TOTAL AMOUNT DUE	**311.89**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**017780-000**
SERVICE ADDRESS:	540 Meadowood Ln
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

KELLY MACPHERSON
6365 Collins Ave. #1503
Miami Beach, FL 33141

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **311.89**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**017780-000**
SERVICE ADDRESS:	540 Meadowood Ln
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
005191719	4/29/2021	2050	5/26/2021	2078	28
005191719	5/26/2021	2078	6/28/2021	2121	43

KELLY MACPHERSON
6365 Collins Ave. #1503
Miami Beach, FL 33141

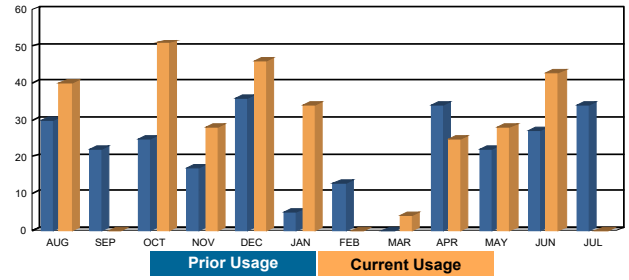
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	528.24
June Excess Penalty	1,678.60
TOTAL CURRENT CHARGES	**2,338.10**

Water Use in HCF



BILL SUMMARY

Previous Balance	311.89
Thank you for your payment.	-311.89
Adjustments	0.00
Additional Billing	1,678.60
Current Charges	659.50
TOTAL AMOUNT DUE	**2,338.10**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY	**8/20/2021**	**2,338.10**

ACCOUNT INFORMATION

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

ACCOUNT:	**017780-000**
SERVICE ADDRESS:	540 Meadowood Ln
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

KELLY MACPHERSON
6365 Collins Ave. #1503
Miami Beach, FL 33141

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**017780-000**
SERVICE ADDRESS:	540 Meadowood Ln
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
005191719	7/28/2021	2200	8/27/2021	2252	52
005191719	6/28/2021	2121	7/28/2021	2200	79

KELLY MACPHERSON
6365 Collins Ave. #1503
Miami Beach, FL 33141

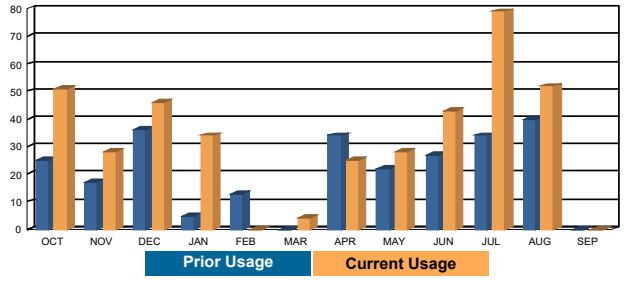
SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 50% of your total July Penalty and 100% of your August Penalty. The remaining 50% of your July 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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	974.64
July 50% Excess Pen	5,774.28
Aug Excess Penalty	4,676.15
TOTAL CURRENT CHARGES	**11,556.33**

Water Use in HCF



BILL SUMMARY

Previous Balance	2,338.10
Thank you for your payment.	-2,338.10
Adjustments	-1,216.06
Additional Billing	10,450.43
Current Charges	1,105.90
TOTAL AMOUNT DUE	**10,340.27**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**017780-000**
SERVICE ADDRESS:	540 Meadowood Ln
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

KELLY MACPHERSON
6365 Collins Ave. #1503
Miami Beach, FL 33141

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/25/2021** **10,340.27**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

Report to the City Council
Water Advisory Board – October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Ryan, Megan**

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 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.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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	45.693	34,180
July	6,531.40	13,062.80	62.741	46,933
August	4,976.30	4,976.30	30.395	22,737
September	1,484.60	1,484.60	17.132	12,816

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.

Residential Leak Appeal Application

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

1480 Main St
St Helena, CA 94574

PROPERTY & BILLING INFORMATION

Date Applying:		#20206
8/19/24		

Account Holders Name	Daytime Phone Number	Other Phone Number
Megan Ryan	949 547 2580	

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. Its now fixed.

Please see pics & receipts ..

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
We dont know how long it was leaking	☐ Yes ☐ No ☑ Unsure	☐ Yes ☑ No

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

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

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

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

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

Signature	Print Name	Date
	Megan Ryan	Aug 19 21

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

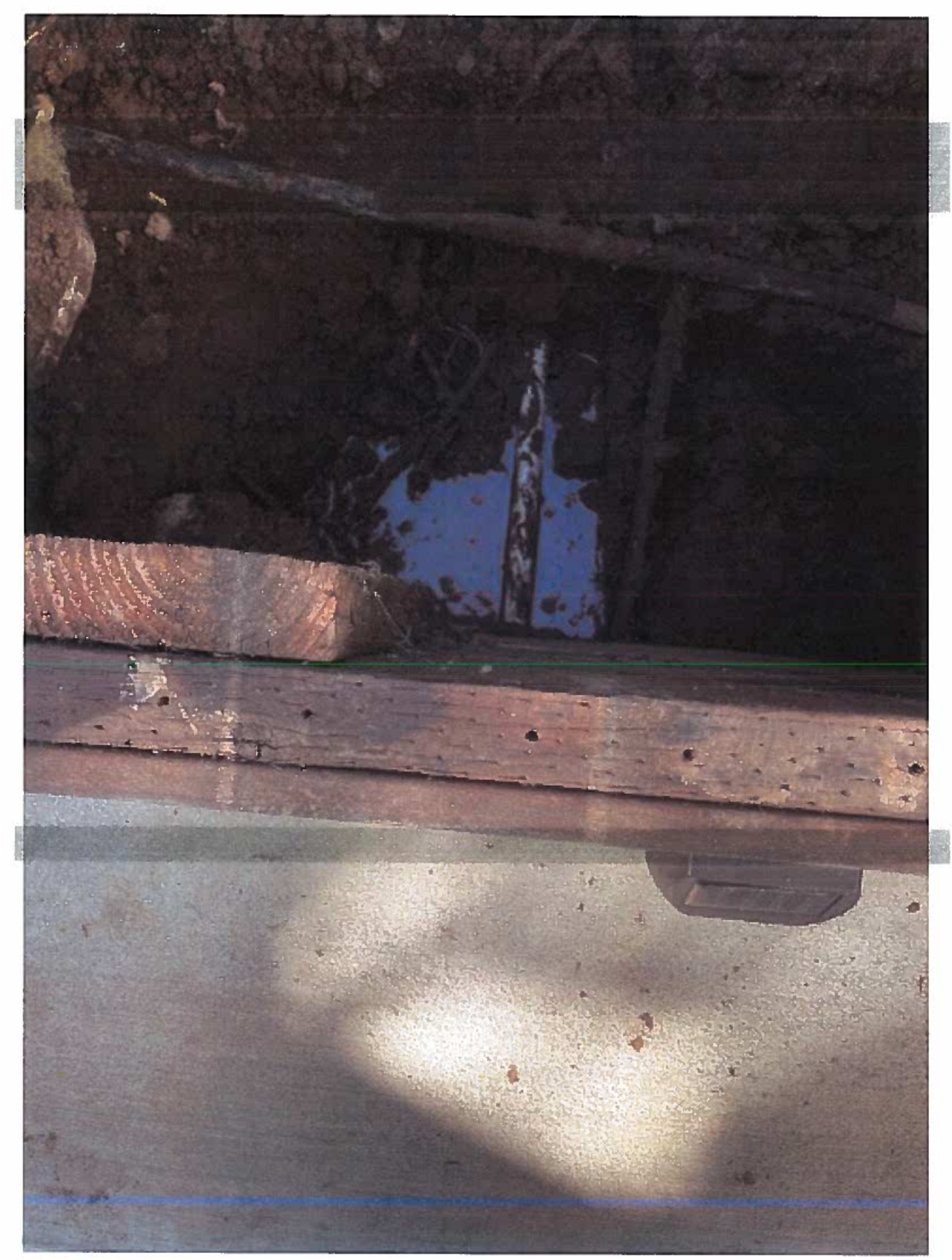
Billing month the leak occurred: July	Prior Leak adjustment on file: ☐ Yes ☑ No Date:	Documentation of Repair attached? ☑ Yes ☐ No
Leak Verified by City Employee & Date of Verification: ☐ Yes ☑ No __/__/__	Leak Letter Received? ☐ Yes ☒ No	Average Water Usage calculated for adjustment 48
Total Water Usage adjusted: 14	Total Dollar Amount Adjusted: $102.92	Verified adjusted dollar amount with customer: ☐ Yes ☐ No

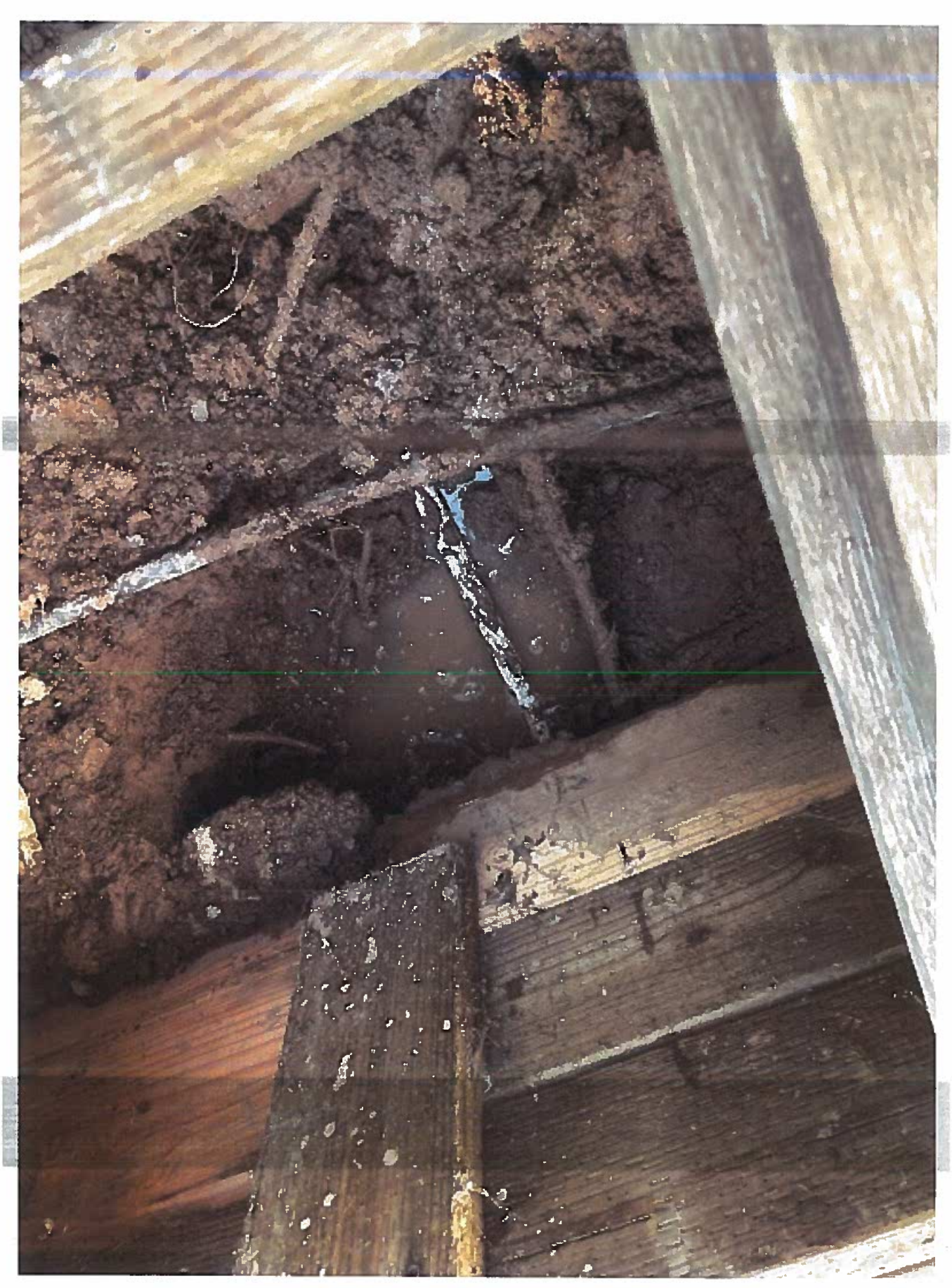
Additional Notes:

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

PAID

- 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**

Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____

RECEIVED BY: _____

PROPERTY & BILLING INFORMATION

Date Applying	Customer or Company Name		
Aug 19, 21	Meg Ryan		
Account Number	**Phone Number**	**Email Address**	
20206	949 547 2580	Megryan@yahoo.com	
Mailing Address	**City**	**State**	**Zip Code**
2543 Pinot Way	St Helena	Ca	94574

WATER LEAK INFORMATION (in addition to Water Leak Application)

Month Penalties Occurred:	Amount of Penalties Assessed:
July	3K

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

We purchased this home in Sept. and had a litney of problems since. One 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 our deck to find it under the cement. after a month they were able to access (and not having to rip up all cement). It is now fixed.

Please consider waiving this fee. I don't have it to pay.

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: Meg Ryan	Signature	Date 8/19/21

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

STAFF USE ONLY
Leak Application attached ☑
Has Customer Received a Leak Notification: ○Yes ☒No If yes, list all leak notifications sent and date of leak notification:
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:

Utility Billing

Ryan Megan 020206-000 - 2543 Pinot Way

User: AprilM
Printed: 10/11/2021 4:02:51 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
020206-000	9/28/2021	3999	32	09/2021	True	False	False	0	0.00000
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
011569-000	11/6/2019	3390	43	11/2019	False	True	False	0	0.00000
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

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
011569-000	4/8/2019	3051	11	04/2019	False	True	False	0	0.00000
011569-000	3/8/2019	3040	8	03/2019	False	True	False	0	0.00000
011569-000	2/7/2019	3032	8	02/2019	False	True	False	0	0.00000
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
011569-000	8/8/2017	2462	89	08/2017	False	True	False	0	0.00000
011569-000	7/7/2017	2373	37	07/2017	False	True	False	0	0.00000
011569-000	6/8/2017	2336	34	06/2017	False	True	False	0	0.00000
011569-000	5/8/2017	2302	28	05/2017	False	True	False	0	0.00000
011569-000	4/7/2017	2274	12	04/2017	False	True	False	0	0.00000
011569-000	3/8/2017	2262	4	03/2017	False	True	False	0	0.00000
011569-000	2/8/2017	2258	4	02/2017	False	True	False	0	0.00000
011569-000	1/10/2017	2254	12	01/2017	False	True	False	0	0.00000
011569-000	12/9/2016	2242	41	12/2016	False	True	False	0	0.00000
011569-000	11/8/2016	2201	39	11/2016	False	True	False	0	0.00000
011569-000	10/7/2016	2162	34	10/2016	False	True	False	0	0.00000
011569-000	9/8/2016	2128	37	09/2016	False	True	False	0	0.00000
011569-000	8/8/2016	2091	32	08/2016	False	True	False	0	0.00000
011569-000	7/8/2016	2059	23	07/2016	False	True	False	0	0.00000
011569-000	6/8/2016	2036	15	06/2016	False	True	False	0	0.00000
011569-000	5/9/2016	2021	13	05/2016	False	True	False	0	0.00000
011569-000	4/8/2016	2008	12	04/2016	False	True	False	0	0.00000
011569-000	3/8/2016	1996	11	03/2016	False	True	False	0	0.00000
011569-000	2/8/2016	1985	11	02/2016	False	True	False	0	0.00000
011569-000	1/8/2016	1974	11	01/2016	False	True	False	0	0.00000
011569-000	12/8/2015	1963	10	12/2015	False	True	False	0	0.00000
011569-000	11/9/2015	1953	13	11/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
011569-000	10/8/2015	1940	11	10/2015	False	True	False	0	0.00000
011569-000	9/8/2015	1929	12	09/2015	False	True	False	0	0.00000
011569-000	8/7/2015	1917	47	08/2015	False	True	False	0	0.00000
011569-000	7/8/2015	1870	37	07/2015	False	True	False	0	0.00000
011569-000	6/8/2015	1833	37	06/2015	False	True	False	0	0.00000
011569-000	5/8/2015	1796	31	05/2015	False	True	False	0	0.00000
011569-000	4/8/2015	1765	30	04/2015	False	True	False	0	0.00000
011569-000	3/9/2015	1735	13	03/2015	False	True	False	0	0.00000
011569-000	2/9/2015	1722	17	02/2015	False	True	False	0	0.00000
011569-000	1/8/2015	1705	6	01/2015	False	True	False	0	0.00000
011569-000	12/8/2014	1699	8	12/2014	False	True	False	0	0.00000
011569-000	11/7/2014	1691	29	11/2014	False	True	False	0	0.00000
011569-000	10/8/2014	1662	34	10/2014	False	True	False	0	0.00000
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
011569-000	11/8/2013	1329	48	11/2013	False	True	False	0	0.00000
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
011569-000	7/8/2013	1134	47	07/2013	False	True	False	0	0.00000
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
011569-000	1/8/2013	914	6	01/2013	False	True	False	0	0.00000
011569-000	12/7/2012	908	29	12/2012	False	True	False	0	0.00000
011569-000	11/8/2012	879	43	11/2012	False	True	False	0	0.00000
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
011569-000	5/8/2012	639	33	05/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
011569-000	4/9/2012	606	36	04/2012	False	True	False	0	0.00000
011569-000	3/8/2012	570	30	03/2012	False	True	False	0	0.00000
011569-000	2/8/2012	540	31	02/2012	False	True	False	0	0.00000
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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**020206-000**
SERVICE ADDRESS:	2543 Pinot Way
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

MEGAN RYAN
2543 Pinot Way
St. Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09196674	12/30/2020	3704	1/29/2021	3710	6
09196674	1/29/2021	3710	3/9/2021	3717	7

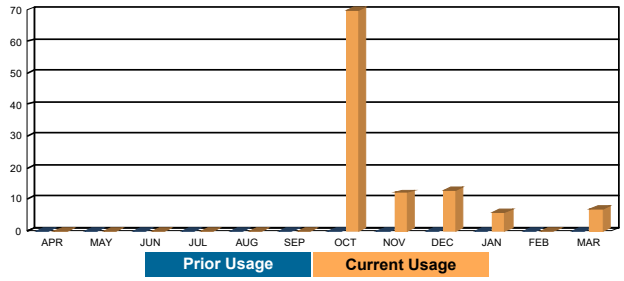
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	86.97
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**340.05**

Water Use in HCF



BILL SUMMARY

Previous Balance	418.32
Thank you for your payment.	-418.32
Adjustments	0.00
Additional Billing	0.00
Current Charges	340.05
TOTAL AMOUNT DUE	**340.05**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**020206-000**
SERVICE ADDRESS:	2543 Pinot Way
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

MEGAN RYAN
2543 Pinot Way
St. Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **340.05**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**020206-000**
SERVICE ADDRESS:	2543 Pinot Way
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

MEGAN RYAN
2543 Pinot Way
St. Helena, CA 94574

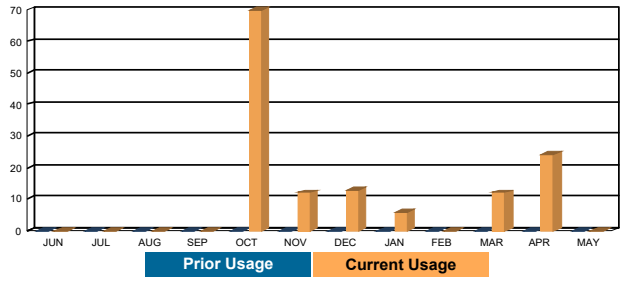
METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09196674	3/29/2021	3722	4/29/2021	3746	24
09196674	3/9/2021	3717	3/29/2021	3722	5

SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	194.01
Sewer Use @ $5.34	64.08
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**511.17**

BILL SUMMARY

Previous Balance	340.05
Thank you for your payment.	-340.05
Adjustments	0.00
Additional Billing	0.00
Current Charges	511.17
TOTAL AMOUNT DUE	**511.17**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**020206-000**
SERVICE ADDRESS:	2543 Pinot Way
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

MEGAN RYAN
2543 Pinot Way
St. Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **511.17**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**020206-000**
SERVICE ADDRESS:	2543 Pinot Way
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

MEGAN RYAN
2543 Pinot Way
St. Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09196674	5/26/2021	3786	6/28/2021	3847	61
09196674	4/29/2021	3746	5/26/2021	3786	40

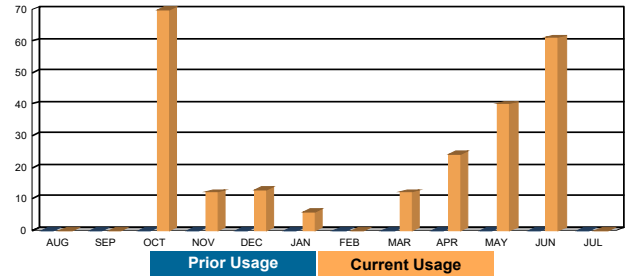
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	751.44
Sewer Use @ $5.34	64.08
Sewer Single Family Residential	121.82
June Excess Penalty	2,134.80
TOTAL CURRENT CHARGES	**3,203.40**

Water Use in HCF



BILL SUMMARY

Previous Balance	511.17
Thank you for your payment.	-511.17
Adjustments	0.00
Additional Billing	2,134.80
Current Charges	1,068.60
TOTAL AMOUNT DUE	**3,203.40**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **8/20/2021** **3,203.40**

ACCOUNT INFORMATION

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

ACCOUNT:	**020206-000**
SERVICE ADDRESS:	2543 Pinot Way
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

MEGAN RYAN
2543 Pinot Way
St. Helena, CA 94574

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**020206-000**
SERVICE ADDRESS:	2543 Pinot Way
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09196674	7/28/2021	3923	8/27/2021	3967	44
09196674	6/28/2021	3847	7/28/2021	3923	76

MEGAN RYAN
2543 Pinot Way
St. Helena, CA 94574

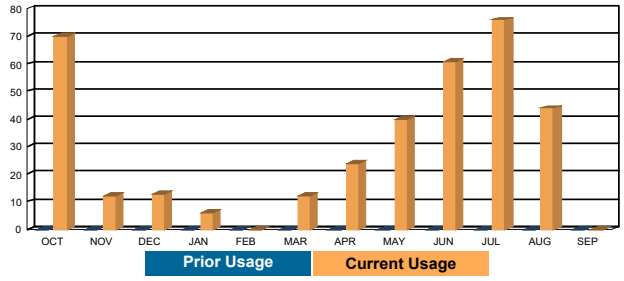
SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 50% of your total July Penalty and 100% of your August Penalty. The remaining 50% of your July 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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	892.80
Sewer Use @ $5.34	64.08
Sewer Single Family Residential	121.82
July 50% Excess Pen	6,531.40
Aug Excess Penalty	4,976.30
TOTAL CURRENT CHARGES	**12,717.66**

Water Use in HCF



BILL SUMMARY

Previous Balance	3,203.40
Payments Received	0.00
Adjustments	0.00
Additional Billing	11,507.70
Current Charges	1,209.96
TOTAL AMOUNT DUE	**15,921.06**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/25/2021** **15,921.06**

ACCOUNT INFORMATION

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

ACCOUNT:	**020206-000**
SERVICE ADDRESS:	2543 Pinot Way
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

MEGAN RYAN
2543 Pinot Way
St. Helena, CA 94574

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

Report to the City Council
Water Advisory Board – October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Shah, Alyssa**

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 25, 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.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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	0	
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	n/a			
July	4,135.90	8,271.80	39.590	29,616
August	14,927.80	14,927.80	66.214	49,532
September	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. Additionally, the customer moved out of the house and closed the account on 9/10/21. A new customer is now at this property.

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.

Residential Leak Appeal Application

DATE SUBMITTED: ~~City of St Helena, City Hall~~
RECEIVED BY: ~~Received~~
AUG 31

PROPERTY & BILLING INFORMATION

Date Applying: 8/25/21

1480 Main St.
St Helena, CA 94574

Account Holders Name	Daytime Phone Number	Other Phone Number
ALYSSA A. SHAH	323-632-5906	N/A

Service Address: 958 HUNT AVE. ST HELENA CA., 94574

Email: alyssashah@earthlink.net

Mailing Address (if different than above)	City	State	Zip Code
348 S. McCADDEN PL.	LA- CA.	90020	

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 DISCOVERED A DRIP LINE LEAK DUE TO GOPHER CHEWING THE LINE. THIS WAS REPAIRED RIGHT AWAY. PLEASE SEE EXPOSED LEAK PHOTO ATTACHED ON EMAIL. THE LEAK WAS FIXED 8/23/21 WHEN IT WAS DISCOVERED SAME DAY.

Thank You, Alyssa A. Shah

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
JULY/AUGUST	☒ 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	ALYSSA A. SHAH	8/25/21
	Print Name	Date

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404	Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745

STAFF USE ONLY

Billing month the leak occurred:	Prior Leak adjustment on file: ☐ Yes ☐ No Date:	Documentation of Repair attached? ☐ Yes ☐ No
Leak Verified by City Employee & Date of Verification: ☐ Yes ☐ No __/__/__	Leak Letter Received? ☐ Yes ☒ No	Average Water Usage calculated for adjustment
Total Water Usage adjusted:	Total Dollar Amount Adjusted:	Verified adjusted dollar amount with customer: ☐ Yes ☐ No

Additional Notes:

Leak adjustment request is hereby: ☐ Approved ☐ Rejected
Reason for rejection:

Signature | Print Name (Authorized Signature) | Date

Page 2 of 2

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

August 11, 2021

070901000136*2*1 MIXED AADC 970
SHAH ALYSSA
348 S MCCADDEN PL
LOS ANGELES, CA 90020-4818

Account number:
018021-000

Service Address:
958 Hunt Ave

Dear Shah Alyssa,

MONTHLY ALLOCATION UPDATE – NOTICE OF WATER PENALTY

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

Actual Water Use Update

Your July 2021 water allocation was: ***8.500 units***, or ***6,358 gallons***. The meter read for July reflects the following use ***48.090 units***, or ***35,974 gallons***.

Penalties

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

Because you exceeded your July 2021 water allocation by: ***39.590 units***, or ***29,616 gallons*** you are being assessed a penalty in the amount of **$4,135.90.** This penalty amount represents 50% of the total penalty amount of: **$8,271.80.** This penalty will be added to your bi-monthly utility bill.

Continuing Water Conservation

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

Learn More

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

Questions or Concerns?

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

INVOICE

SORIA'S LANDSCAPE & MAINTENANCE
1529 B STREET
NAPA, CA, 94559

LISCENSE NUMBER:1000930
SORIASLANDSCAPE@ATT.NET
(707) 363-2226

Bill To:
Alyssa Shah
958 Hunt Avenue
St. Helena, Ca, 94574

Invoice: 141

Invoice Date: August 26th, 2021

Invoice Total: $380

ADDITIONAL SERVICES

We thereby provided the materials and equipment necessary to complete the following;

As Requested by Alyssa;

Repair Landscape Irrigation leak

INVOICE TOTAL: $380

This Invoice was issued by Jose C. Soria
Please send all remittance to: 1529 B Street, Napa, Ca, 94559



Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____

RECEIVED BY _____

PROPERTY & BILLING INFORMATION			
Date Applying: 8/25/21	Customer or Company Name: Alyssa A. Shah		
Account Number: 01802/-000	Phone Number: 323-632-5906	Email Address: alyssashah@earthlink.net	
Mailing Address: 348 S. McCADDEN PLACE	City: LOS ANGELES	State: CA.	Zip Code: 90020

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred: 4,135.90 ?	Amount of Penalties Assessed: 4135.90

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

PLEASE DO NOT ADD ANY PENALTY AMOUNT TO MY UTILITY BILL. NO ONE LIVES AT THIS ONE BEDROOM HOUSE FOR PAST 6 MONTHS. * LANDSCAPE LEAK WAS FOUND & REPAIRED RIGHT AWAY. PLEASE SEE EMAIL PHOTO WITH REPAIR COMPLETED ON 8/23/21. Thank You, Alyssa Shah

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: ALYSSA A. SHAH	Signature	Date: 8/25/21

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

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

Utility Billing

Shah Alyssa 018021-000 - 958 Hunt Ave

User: AprilM
Printed: 10/12/2021 8:29:49 AM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
020928-000	9/28/2021	2265	11	09/2021	True	False	False	0	0.00000
018021-000	9/10/2021	2254	10	08/2021	False	True	False	0	0.00000
018021-000	8/27/2021	2244	75	08/2021	False	True	False	0	0.00000
018021-000	7/28/2021	2169	48	08/2021	False	True	False	0	0.00000
018021-000	6/28/2021	2121	5	06/2021	False	True	False	0	0.00000
018021-000	5/26/2021	2116	4	05/2021	False	True	False	0	0.00000
018021-000	4/29/2021	2112	6	04/2021	False	True	False	0	0.00000
018021-000	3/29/2021	2106	4	03/2021	False	True	False	0	0.00000
018021-000	3/9/2021	2102	4	03/2021	False	True	False	0	0.00000
018021-000	1/29/2021	2098	4	01/2021	False	True	False	0	0.00000
018021-000	12/30/2020	2094	10	12/2020	False	True	False	0	0.00000
018021-000	11/19/2020	2084	7	11/2020	False	True	False	0	0.00000
018021-000	10/30/2020	2077	50	10/2020	False	True	False	0	0.00000
018021-000	8/27/2020	2027	43	08/2020	False	True	False	0	0.00000
018021-000	7/30/2020	1984	29	07/2020	False	True	False	0	0.00000
018021-000	6/30/2020	1955	24	06/2020	False	True	False	0	0.00000
018021-000	6/1/2020	1931	17	05/2020	False	True	False	0	0.00000
018021-000	4/30/2020	1914	28	04/2020	False	True	False	0	0.00000
018021-000	4/1/2020	1886	33	04/2020	False	True	False	0	0.00000
018021-000	2/28/2020	1853	3	02/2020	False	True	False	0	0.00000
018021-000	1/31/2020	1850	0	01/2020	False	True	False	0	0.00000
018021-000	12/31/2019	1850	0	12/2019	False	True	False	0	0.00000
018021-000	12/9/2019	1850	22	12/2019	False	True	False	0	0.00000
018021-000	11/7/2019	1828	23	11/2019	False	True	False	0	0.00000
018021-000	10/8/2019	1805	26	10/2019	False	True	False	0	0.00000
018021-000	9/6/2019	1779	22	09/2019	False	True	False	0	0.00000
018021-000	8/8/2019	1757	20	08/2019	False	True	False	0	0.00000
018021-000	7/8/2019	1737	17	07/2019	False	True	False	0	0.00000
018021-000	6/7/2019	1720	24	06/2019	False	True	False	0	0.00000
018021-000	5/10/2019	1696	3	05/2019	False	True	False	0	0.00000
018021-000	4/8/2019	1693	2	04/2019	False	True	False	0	0.00000
018021-000	3/8/2019	1691	6	03/2019	False	True	False	0	0.00000
018021-000	2/7/2019	1685	3	02/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
018021-000	1/8/2019	1682	1	01/2019	False	True	False	0	0.00000
018021-000	12/7/2018	1681	9	12/2018	False	True	False	0	0.00000
018021-000	11/7/2018	1672	1	11/2018	False	True	False	0	0.00000
018021-000	11/5/2018	1671	4	11/2018	False	True	False	0	0.00000
018021-000	10/29/2018	1667	13	10/2018	False	True	False	0	0.00000
018021-000	10/8/2018	1654	22	10/2018	False	True	False	0	0.00000
018021-000	9/7/2018	1632	19	09/2018	False	True	False	0	0.00000
018021-000	8/8/2018	1613	16	08/2018	False	True	False	0	0.00000
018021-000	7/9/2018	1597	14	07/2018	False	True	False	0	0.00000
018021-000	6/7/2018	1583	20	06/2018	False	True	False	0	0.00000
018021-000	5/8/2018	1563	8	05/2018	False	True	False	0	0.00000
018021-000	4/9/2018	1555	7	04/2018	False	True	False	0	0.00000
018021-000	3/8/2018	1548	4	03/2018	False	True	False	0	0.00000
018021-000	2/8/2018	1544	5	02/2018	False	True	False	0	0.00000
018021-000	1/8/2018	1539	6	01/2018	False	True	False	0	0.00000
018021-000	12/27/2017	1533	9	01/2018	False	True	False	0	0.00000
018021-000	12/11/2017	1524	17	12/2017	False	True	False	0	0.00000
018021-000	11/8/2017	1507	0	11/2017	False	True	False	1	0.00000
018021-000	11/8/2017	1507	22	11/2017	False	True	False	0	0.00000
006071-000	10/3/2017	1485	16	10/2017	False	True	False	0	0.00000
018021-000	10/3/2017	1485	0	10/2017	False	True	False	0	0.00000
006071-000	9/8/2017	1469	18	09/2017	False	True	False	0	0.00000
006071-000	8/8/2017	1451	16	08/2017	False	True	False	0	0.00000
006071-000	7/7/2017	1435	18	07/2017	False	True	False	0	0.00000
006071-000	6/8/2017	1417	17	06/2017	False	True	False	0	0.00000
006071-000	5/8/2017	1400	7	05/2017	False	True	False	0	0.00000
006071-000	4/7/2017	1393	3	04/2017	False	True	False	0	0.00000
006071-000	3/8/2017	1390	2	03/2017	False	True	False	0	0.00000
006071-000	2/8/2017	1388	4	02/2017	False	True	False	0	0.00000
006071-000	1/10/2017	1384	2	01/2017	False	True	False	0	0.00000
006071-000	12/9/2016	1382	4	12/2016	False	True	False	0	0.00000
006071-000	11/8/2016	1378	4	11/2016	False	True	False	0	0.00000
006071-000	10/7/2016	1374	13	10/2016	False	True	False	0	0.00000
006071-000	9/8/2016	1361	15	09/2016	False	True	False	0	0.00000
006071-000	8/8/2016	1346	14	08/2016	False	True	False	0	0.00000
006071-000	7/8/2016	1332	14	07/2016	False	True	False	0	0.00000
006071-000	6/8/2016	1318	13	06/2016	False	True	False	0	0.00000
006071-000	5/9/2016	1305	2	05/2016	False	True	False	0	0.00000
006071-000	4/8/2016	1303	3	04/2016	False	True	False	0	0.00000
006071-000	3/8/2016	1300	2	03/2016	False	True	False	0	0.00000
006071-000	2/8/2016	1298	3	02/2016	False	True	False	0	0.00000
006071-000	1/8/2016	1295	3	01/2016	False	True	False	0	0.00000
006071-000	12/8/2015	1292	3	12/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006071-000	11/9/2015	1289	10	11/2015	False	True	False	0	0.00000
006071-000	10/8/2015	1279	14	10/2015	False	True	False	0	0.00000
006071-000	9/8/2015	1265	17	09/2015	False	True	False	0	0.00000
006071-000	8/7/2015	1248	15	08/2015	False	True	False	0	0.00000
006071-000	7/8/2015	1233	15	07/2015	False	True	False	0	0.00000
006071-000	6/8/2015	1218	130	06/2015	False	True	False	0	0.00000
006071-000	5/8/2015	1088	6	05/2015	False	True	False	0	0.00000
006071-000	4/9/2015	1082	4	04/2015	False	True	False	0	0.00000
006071-000	3/9/2015	1078	3	03/2015	False	True	False	0	0.00000
006071-000	2/9/2015	1075	4	02/2015	False	True	False	0	0.00000
006071-000	1/8/2015	1071	4	01/2015	False	True	False	0	0.00000
006071-000	12/8/2014	1067	7	12/2014	False	True	False	0	0.00000
006071-000	11/7/2014	1060	15	11/2014	False	True	False	0	0.00000
006071-000	10/8/2014	1045	15	10/2014	False	True	False	0	0.00000
006071-000	9/8/2014	1030	17	09/2014	False	True	False	0	0.00000
006071-000	8/8/2014	1013	16	08/2014	False	True	False	0	0.00000
006071-000	7/8/2014	997	14	07/2014	False	True	False	0	0.00000
006071-000	6/9/2014	983	16	06/2014	False	True	False	0	0.00000
006071-000	5/8/2014	967	7	05/2014	False	True	False	0	0.00000
006071-000	4/7/2014	960	3	04/2014	False	True	False	0	0.00000
006071-000	3/7/2014	957	2	03/2014	False	True	False	0	0.00000
006071-000	2/21/2014	955	3	02/2014	False	True	False	0	0.00000
006071-000	2/7/2014	952	11	02/2014	False	True	False	0	0.00000
006071-000	1/9/2014	941	19	01/2014	False	True	False	0	0.00000
006071-000	12/9/2013	922	21	12/2013	False	True	False	0	0.00000
006071-000	11/8/2013	901	20	11/2013	False	True	False	0	0.00000
006071-000	10/8/2013	881	20	10/2013	False	True	False	0	0.00000
006071-000	9/9/2013	861	18	09/2013	False	True	False	0	0.00000
006071-000	8/8/2013	843	18	08/2013	False	True	False	0	0.00000
006071-000	7/8/2013	825	16	07/2013	False	True	False	0	0.00000
006071-000	6/7/2013	809	15	06/2013	False	True	False	0	0.00000
006071-000	5/8/2013	794	12	05/2013	False	True	False	0	0.00000
006071-000	4/8/2013	782	6	04/2013	False	True	False	0	0.00000
006071-000	3/8/2013	776	5	03/2013	False	True	False	0	0.00000
006071-000	2/8/2013	771	3	02/2013	False	True	False	0	0.00000
006071-000	1/8/2013	768	3	01/2013	False	True	False	0	0.00000
006071-000	12/7/2012	765	9	12/2012	False	True	False	0	0.00000
006071-000	11/8/2012	756	19	11/2012	False	True	False	0	0.00000
006071-000	10/8/2012	737	19	10/2012	False	True	False	0	0.00000
006071-000	9/7/2012	718	20	09/2012	False	True	False	0	0.00000
006071-000	8/8/2012	698	17	08/2012	False	True	False	0	0.00000
006071-000	7/9/2012	681	18	07/2012	False	True	False	0	0.00000
006071-000	6/8/2012	663	14	06/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006071-000	5/8/2012	649	10	05/2012	False	True	False	0	0.00000
006071-000	4/9/2012	639	9	04/2012	False	True	False	0	0.00000
006071-000	3/8/2012	630	9	03/2012	False	True	False	0	0.00000
006071-000	2/8/2012	621	9	02/2012	False	True	False	0	0.00000
006071-000	1/9/2012	612	11	01/2012	False	True	False	0	0.00000
006071-000	12/8/2011	601	12	12/2011	False	True	False	0	0.00000
006071-000	11/8/2011	589	10	11/2011	False	True	False	0	0.00000
006071-000	10/7/2011	579	19	10/2011	False	True	False	0	0.00000
006071-000	9/8/2011	560	37	09/2011	False	True	False	0	0.00000
006071-000	8/8/2011	523	50	08/2011	False	True	False	0	0.00000
006071-000	7/7/2011	473	46	07/2011	False	True	False	0	0.00000
006071-000	6/8/2011	427	33	06/2011	False	True	False	0	0.00000
006071-000	5/6/2011	394	23	05/2011	False	True	False	0	0.00000
006071-000	4/7/2011	371	2	04/2011	False	True	False	0	0.00000
006071-000	3/8/2011	369	1	03/2011	False	True	False	0	0.00000
006071-000	2/8/2011	368	2	02/2011	False	True	False	0	0.00000
006071-000	1/7/2011	366	2	01/2011	False	True	False	0	0.00000
006071-000	12/8/2010	364	1	12/2010	False	True	False	0	0.00000
006071-000	11/8/2010	363	18	11/2010	False	True	False	0	0.00000
006071-000	10/8/2010	345	31	10/2010	False	True	False	0	0.00000
006071-000	9/9/2010	314	34	09/2010	False	True	False	0	0.00000
006071-000	8/9/2010	280	35	08/2010	False	True	False	0	0.00000
006071-000	7/8/2010	245	23	07/2010	False	True	False	0	0.00000
006071-000	6/8/2010	222	6	06/2010	False	True	False	0	0.00000
006071-000	5/10/2010	216	25	05/2010	False	True	False	0	0.00000
006071-000	4/8/2010	191	22	04/2010	False	True	False	0	0.00000
006071-000	3/8/2010	169	15	03/2010	False	True	False	0	0.00000
006071-000	2/5/2010	154	2	02/2010	False	True	False	0	0.00000
006071-000	1/7/2010	152	1	01/2010	False	True	False	0	0.00000
006071-000	12/8/2009	151	1	12/2009	False	True	False	0	0.00000
006071-000	11/30/2009	150	1	12/2009	False	True	False	0	0.00000
006071-000	11/13/2009	149	16	12/2009	False	True	False	0	0.00000
006071-000	10/8/2009	133	36	10/2009	False	True	False	0	0.00000
006071-000	9/10/2009	97	73	09/2009	False	True	False	0	0.00000
006071-000	8/11/2009	24	23	08/2009	False	True	False	0	0.00000
006071-000	6/8/2009	1	1	06/2009	False	True	False	0	0.00000
006071-000	5/21/2009	0	0	05/2009	False	True	False	0	0.00000
006071-000	5/20/2009	15	0	05/2009	False	True	False	0	0.00000
006071-000	5/7/2009	14	0	05/2009	False	True	False	0	0.00000
006071-000	4/7/2009	14	0	04/2009	False	True	False	0	0.00000
006071-000	3/9/2009	14	0	03/2009	False	True	False	0	0.00000
006071-000	2/9/2009	14	1	02/2009	False	True	False	0	0.00000
006071-000	12/8/2008	13	8	12/2008	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006071-000	10/6/2008	5	5	10/2008	False	True	False	0	0.00000
006071-000	7/8/2008	0	17	07/2008	False	True	False	0	0.00000
006071-000	1/17/2007	0	0	01/2007	False	True	False	0	0.00000

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**018021-000**
SERVICE ADDRESS:	958 Hunt Ave
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

ALYSSA SHAH
348 S. Mac Cadden Place
Los Angeles, CA 90020

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
07221187	12/30/2020	2094	1/29/2021	2098	4
07221187	1/29/2021	2098	3/9/2021	2102	4

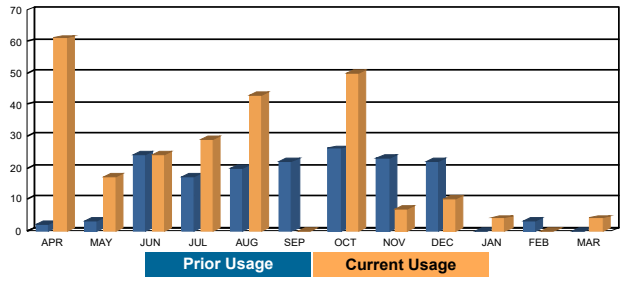
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	53.52
Sewer Use @ $5.34	128.16
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**434.76**

Water Use in HCF



BILL SUMMARY

Previous Balance	493.33
Thank you for your payment.	-493.33
Adjustments	0.00
Additional Billing	0.00
Current Charges	434.76
TOTAL AMOUNT DUE	**434.76**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**018021-000**
SERVICE ADDRESS:	958 Hunt Ave
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

ALYSSA SHAH
348 S. Mac Cadden Place
Los Angeles, CA 90020

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **434.76**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**018021-000**
SERVICE ADDRESS:	958 Hunt Ave
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

ALYSSA SHAH
348 S. Mac Cadden Place
Los Angeles, CA 90020

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
07221187	3/29/2021	2106	4/29/2021	2112	6
07221187	3/9/2021	2102	3/29/2021	2106	4

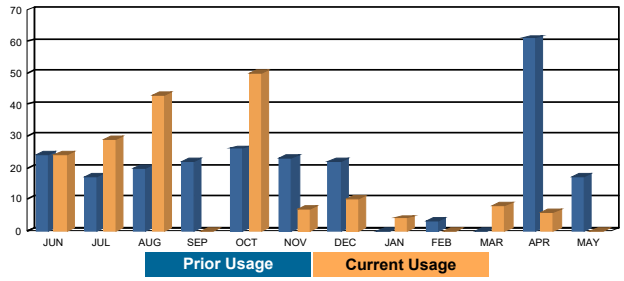
SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	66.90
Sewer Use @ $5.34	42.72
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**362.70**

Water Use in HCF



BILL SUMMARY

Previous Balance	434.76
Thank you for your payment.	-434.76
Adjustments	0.00
Additional Billing	0.00
Current Charges	362.70
TOTAL AMOUNT DUE	**362.70**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **362.70**

ACCOUNT INFORMATION

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

ACCOUNT:	**018021-000**
SERVICE ADDRESS:	958 Hunt Ave
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

ALYSSA SHAH
348 S. Mac Cadden Place
Los Angeles, CA 90020

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**018021-000**
SERVICE ADDRESS:	958 Hunt Ave
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

ALYSSA SHAH
348 S. Mac Cadden Place
Los Angeles, CA 90020

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
07221187	4/29/2021	2112	5/26/2021	2116	4
07221187	5/26/2021	2116	6/28/2021	2121	5

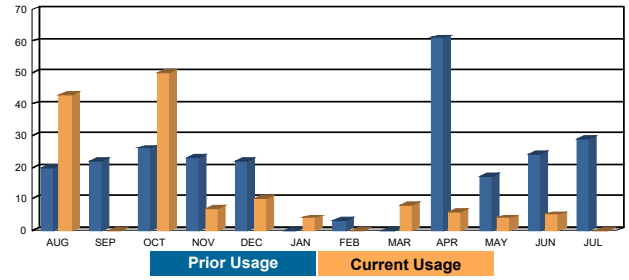
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	66.96
Sewer Use @ $5.34	42.72
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**362.76**

Water Use in HCF



BILL SUMMARY

Previous Balance	362.70
Thank you for your payment.	-362.00
Adjustments	0.00
Additional Billing	0.00
Current Charges	362.76
TOTAL AMOUNT DUE	**363.46**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **8/20/2021** **363.46**

ACCOUNT INFORMATION

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

ACCOUNT:	**018021-000**
SERVICE ADDRESS:	958 Hunt Ave
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

ALYSSA SHAH
348 S. Mac Cadden Place
Los Angeles, CA 90020

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

Account
Statement

ACCOUNT INFORMATION

ACCOUNT:	**018021-000**
SERVICE ADDRESS:	958 Hunt Ave
SERVICE PERIOD:	9/1/2021 to 9/10/2021
BILLING DATE:	9/27/2021
DUE DATE:	**10/27/2021**

ALYSSA SHAH
348 S. Mac Cadden Place
Los Angeles, CA 90020

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
07221187	8/27/2021	2244	9/10/2021	2254	10
07221187	7/28/2021	2169	8/27/2021	2244	75
07221187	6/28/2021	2121	7/28/2021	2169	48

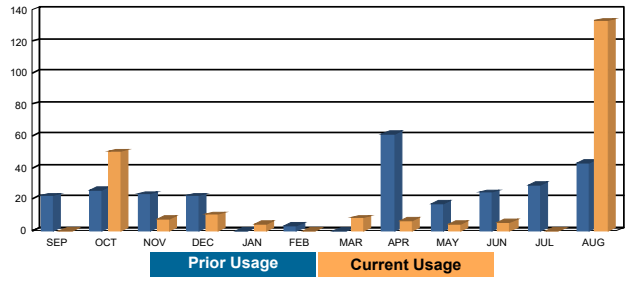
SPECIAL MESSAGE

THIS IS YOUR FINAL BILL.
For questions on your final bill, please call the Water Department at (707) 968-2745 or email water@cityofsthelena.org

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	989.52
Sewer Use @ $5.34	42.72
Sewer Single Family Residential	121.82
July 50% Excess Pen	4,135.90
Aug Excess Penalty	14,927.80
TOTAL CURRENT CHARGES	**20,349.02**

Water Use



BILL SUMMARY

Previous Balance	363.46
Thank you!	-363.46
Adjustments	0.00
Additional Billing	19,063.70
Current Charges	1,285.32
TOTAL AMOUNT DUE	**20,349.02**

Payment
Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**018021-000**
SERVICE ADDRESS:	958 Hunt Ave
SERVICE PERIOD:	9/1/2021 to 9/10/2021
BILLING DATE:	9/27/2021
DUE DATE:	**10/27/2021**

ALYSSA SHAH
348 S. Mac Cadden Place
Los Angeles, CA 90020

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/27/2021** **20,349.02**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

FINAL BILL

City of St. Helena
1572 Railroad Avenue
St. Helena, CA 94574

Report to the City Council
Water Advisory Board October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – St. Helena Montessori**

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 6, 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.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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

Table 1 - Current Allocations –

	HCF	Gallons
June	40.5	30,296
July	93.6	70,017
August	101.7	76,077
September	88.2	65,978

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	4,819.26	19,277.05	108.091	80,857
July	n/a			
August	n/a			
September	n/a			

Table 3 – Leak Letters Sent

January 2021
February 2021
March 2021
April 2021
May 2021
June 2021
July 2021
August 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 not eligible for a water penalty leak adjustment based on leak letters being sent for more than 2 consecutive months; however, it can be seen that the use for July, August, and September is substantially lower than the previous years actual use.

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.

Non-Residential Leak Appeal Application

DATE SUBMITTED: 8/12/21
RECEIVED BY: JW

PROPERTY & BILLING INFORMATION

Date Applying:		
8.6.2021		

Account Holders Name	Daytime Phone Number	Other Phone Number
Elena Heil St. Helena Montessori	707 963-1527	

Service Address: 880 College Avenue St. Helena, CA 94574

Email: elena@sthms.org

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: on main water line near barn

Describe how and where the leak occurred; in addition to how the leak was repaired.

The leak occurred in the May/June period. It was located on the main line and turned out to be approximately at least 5' deep. See Exhibit A. When we were first made aware of the leak we immediately tried to isolate if it were located in one of the buildings. This took some time as we are currently in operation and could only test when no staff/students were present. Once we ascertained that the leak was outside, we hired American Leak Detection to find the leak. They were here two days, June 18th and 21st. Once the leak was located, we hired Taylor Bailey to repair the leak, which took 2 days, June 21st and June 22nd. See Exhibits B and C. Total paid: $5,556.51.

We are requesting forgiveness due to financial hardship. We feel we were not negligent; we were constrained in finding the leak by only being able to test toilets, sinks, faucets, etc. on the weekends, by a two week wait for an appointment for detection and then 2 days to detect the leak. Once it was ascertained that the leak was in a complex in a 2" main water line buried 5' deep, we ~~have no ability~~ We have paid the fine, but are hoping we can be reimbursed

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
May/June	☒ Yes ☐ No ☐ Unsure	☐ Yes ☒ No

We may need our allotment ~~increased~~ to be adjusted for The Covid protocols, which require additional water usage. It is our understanding that the penalty can be forgiven if we are under our allotment for 4 months. We will certainly endeavor to be successful in doing that, however Covid protocols require a great deal of hand washing. Thank you.

We are a non-profit business and this expense was not budgeted & is quite impactful.

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.

Elena O. Heil	Elena O. Heil	8.6.2021
Signature	Print Name	Date

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404	Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745

STAFF USE ONLY

Billing month the leak occurred:	Prior Leak adjustment on file: ☐ Yes ☐ No	Documentation of Repair attached?
May & June	Date:	☒ Yes ☐ No
Leak Verified by City Employee & Date of Verification:	**Leak Letter Received?** Feb 2020 –	**Average Water Usage calculated for adjustment**
☐ Yes ☐ No __/__/__	☒ Yes ☐ No Aug 2021	86 & 72
Total Water Usage adjusted:	**Total Dollar Amount Adjusted:**	**Verified adjusted dollar amount with customer:**
36 & 39	$500.00 MAX	☐ Yes ☐ No

Additional Notes:

Leak adjustment request is hereby: ☐ Approved ☐ Rejected

Reason for rejection:

Signature Print Name (Authorized Signature) Date

Page 2 of 2

Exhibit A

AMERICAN LEAK DETECTION
PLUMBING AND REPAIR

Form Information

Form Name:	**Plumbing -**
Submitter Name:	Greg R (ald1769)
Submission Date:	Jun 21, 2021 10:05:06 AM PDT
Reference Number:	35499p 20210621-18192376410

Customer Information

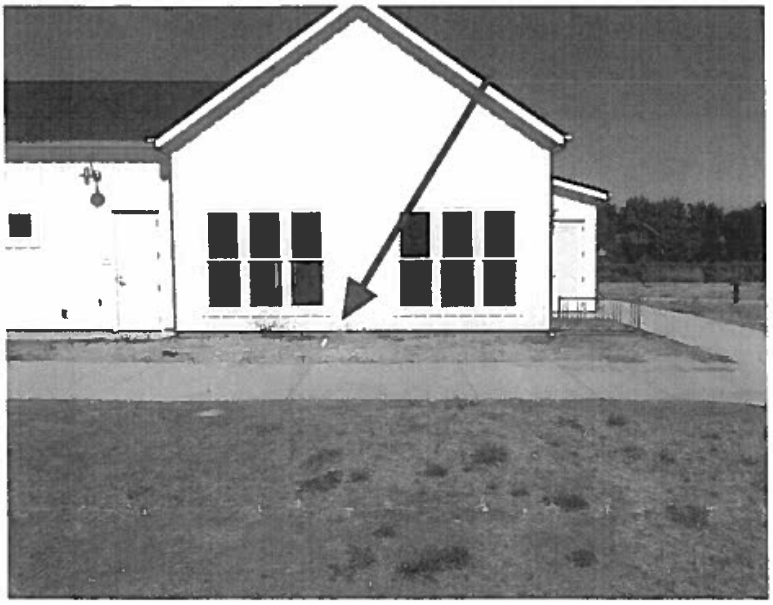
Customer Name:	St. Helena Montessori School
Address:	880 College Ave, St Helena, CA 94574, USA Jun 21, 2021 9:25:04 AM PDT [View Map]
Job Type:	Commercial
Leak Detection Type:	Main Line >300'
Job Estimate:	$2,500 for the first 3 hours plus $400 per hour thereafter and $120 per tank of tracer gas.

Plumbing Tests

Concern:	Leak isolated to the new building and barn.
Meter Movement:	N/A
Leak Detected On:	MAIN LINE
Leak Location:	Approximately 11' from the inground electrical boxes behind the storage room (the leak may be under the walkway).

Leak Location Photo:





Pipe Size/Material:	2"-3" pvc
Marked:	White ALD Flag; Blue Spray Paint.
Deck/Floor Finish:	Concrete Slab Dirt

Payment Information

Results:	The results of the inspection were shown to and discussed with the customer.
Additional Applicable Charges:	$600 tracer gas (5 tanks)
Total Charge:	$3,100
Payment:	Payment is due upon receipt.

THANK YOU FOR CALLING AMERICAN LEAK DETECTION.

Exhibit B, Part 1

AMERICAN LEAK DETECTION
THE ORIGINAL LEAK SPECIALISTS™

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

St. Helena Montessori School

880 College Avenue
St. Helena,California 94574
P.: 707 963 1527

INVOICE #	35178A
DATE:	18-Jun-2021
TERMS:	30 DAYS
AMOUNT DUE:	**$ 0.00**

JOB CODE	PO/CLAIM #	SITE ADDRESS
35178		880 College Avenue, California, St. Helena, 94574

DESCRIPTION	QTY	UNIT PRICE ($)	SUB TOTAL ($)
Tracer Gas	8.00	120.00	960.00
Courtesy Discount	1.00	-960.00	-960.00
Commercial Water Main Leak Detection >300'	1.00	495.00	495.00
		TOTAL	$ 495.00
		TOTAL PAYMENTS MADE	$ 495.00
		AMOUNT DUE	$ **0.00**

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

paid 6/22/21

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

Sincerely,
Paul and 'Greg
Your Service Team

ALL WORK IS GUARANTEED FOR 30 DAYS FROM THE DATE OF ORIGINAL DETECTION. *If repairs are performed by anyone other than ALD and the leak is not located within a radius of 3 feet or the equivalent radius of the depth of the pipe (whichever is greater) of the original identified point,* ***ALD must be notified immediately.*** *Most leaks will be located within several inches of their exact location, but this can vary to within several feet, depending on soil conditions, construction methods, and other factors, known and unknown. ALD will retest the system or refund the leak detection fee (at our sole option). If ALD retests the line and the leak is located within the guaranteed radius, a minimum charge of one hour of service will apply. ALD will not be responsible for any repair completed by others, and accepts no liability, financial or otherwise, for any consequential losses arising from the inaccurate location of leaks in excess of the fee paid.*
Minor repairs guarantee *(less then $600): 30 days.* ***Major repairs guarantee:*** *2 years. All work is guaranteed from date of completion and for defective workmanship only. We will not be liable for any consequential losses.*
PAST DUE ACCOUNTS: *Subject to 1.75% per month finance charge.*
STATE OF CALIFORNIA CONTRACTOR LICENSE 662617 *Contractors are required by law to be licensed & regulated by the CSLB. Refer questions concerning a contractor to the Registrar, Contractors State License P.O. Box 26000, Sacramento, CA 95826.*

Exhibit B, Part 2

AMERICAN LEAK DETECTION
THE ORIGINAL LEAK SPECIALISTS™

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

St. Helena Montessori School

880 College Avenue
St. Helena,California 94574
P.: 707 963 1527

INVOICE #	35499A
DATE:	21-Jun-2021
TERMS:	30 DAYS
AMOUNT DUE:	**$ 3,100.00**

JOB CODE	PO/CLAIM #	SITE ADDRESS
35499		880 College Avenue, California, St. Helena, 94574

DESCRIPTION	QTY	UNIT PRICE ($)	SUB TOTAL ($)
Tracer Gas	5.00	120.00	600.00
CW 2T Plus Compressor	1.00	2,500.00	2,500.00
		TOTAL	$ 3,100.00
		TOTAL PAYMENTS MADE	$ 0.00
		AMOUNT DUE	**$ 3,100.00**

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

paid
6/23/21

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

Sincerely,
Paul and 'Greg
Your Service Team

ALL WORK IS GUARANTEED FOR 30 DAYS FROM THE DATE OF ORIGINAL DETECTION. *If repairs are performed by anyone other than ALD and the leak is not located within a radius of 3 feet or the equivalent radius of the depth of the pipe (whichever is greater) of the original identified point,* ***ALD must be notified immediately.*** *Most leaks will be located within several inches of their exact location, but this can vary to within several feet, depending on soil conditions, construction methods, and other factors, known and unknown. ALD will retest the system or refund the leak detection fee (at our sole option). If ALD retests the line and the leak is located within the guaranteed radius, a minimum charge of one hour of service will apply. ALD will not be responsible for any repair completed by others, and accepts no liability, financial or otherwise, for any consequential losses arising from the inaccurate location of leaks in excess of the fee paid.*
Minor repairs guarantee *(less than $500): 30 days.* ***Major repairs guarantee:*** *2 years. All work is guaranteed from date of completion and for defective workmanship only. We will not be liable for any consequential losses.*
PAST DUE ACCOUNTS: *Subject to 1.75% per month finance charge.*
STATE OF CALIFORNIA CONTRACTOR LICENSE 662617 *Contractors are required by law to be licensed & regulated by the CSLB. Refer questions concerning a contractor to the Registrar, Contractors State License P.O. Box 26000, Sacramento, CA 95826.*

Exhibit C



Taylor Bailey, Inc.
355 LaFata Street
Suite E
St. Helena, CA 94574

Lic. # 778716

Invoice

Date	Invoice #
6/25/2021	2311

Bill To	Project
St. Helena Montessori Attention Peter White 880 College Ave. Saint Helena, CA 94574	Water Leak June 21 & 22

P.O. Number	Terms	Due Date
21-0603	Net 15	7/10/2021

Description	Hours/Qty.	Rate	Amount
Equipment Total		608.00	608.00
Labor Total		1,324.00	1,324.00
Material Purchased / Central Valley		29.51	29.51

A service charge of 18% per annum will be charged on all amounts overdue on regular statement dates

We appreciate your prompt payment!

Total	$1,961.51
Payments/Credits	$0.00
Balance Due	$1,961.51

paid 7/2/21

Water Penalty Leak Adjustment Application

City of St Helena, City Hall
DATE SUBMITTED: ~~Received~~
RECEIVED BY: SEP 28

1480 Main St.
St Helena, CA 94574

PROPERTY & BILLING INFORMATION			
Date Applying: 9/28/21	Customer or Company Name: St. Helena Montessori School, Inc.		
Account Number: 009958 -001	Phone Number: (707)963-1527	Email Address: Stephanie@Sthms.org	
Mailing Address: 880 College Ave.	City: St. Helena	State: CA	Zip Code: 94574

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred: June 2021	Amount of Penalties Assessed: 4,819.26 → 25% of 19,277.05

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

As soon as we knew there was a leak we called American Leak Detection - found the leak and had Taylor Bonly repair it. We are making all our best efforts to keep our water usage low which is showing on our current bills + we have purchased + are using our flume meter. We understand that water conservation in our city is important and thank you for considering dismissing our 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 *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: Stephanie Grimes	Signature: SGrimes	Date: 9/28/21

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

STATE 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: Jan-21 Apr-21 Feb-21 May-21 Mar-21 June-21 July-21 Aug-21 Jan-21 May-21 Feb-21 June-21 Mar-21 July-21 Apr-21 Aug-21
Date item to be heard by Water Advisory Board:
Date customer notified via email the item will be heard by the Water Advisory Board:
Water use exception is hereby: ○ Approved ○ Denied
Percentage of Penalty to be Adjusted (up to 100% for first leak and up to 50% for subsequent leaks): ____% of Penalty to be Adjusted _____ Amount of Penalty to be Adjusted
If denied, reason for denial:
Date Approved by Water Advisory Board:
Date notification of Approval/Denial emailed to customer:
Date adjustment made to customer account:

Updated 08/07/2021

Utility Billing

St. Helena Montessori School 009558-001 - 880 College Ave

User: AprilM
Printed: 10/11/2021 5:45:13 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
009558-001	9/28/2021	8454	46	09/2021	True	False	False	0	0.00000
009558-001	8/27/2021	8408	35	08/2021	False	True	False	0	0.00000
009558-001	7/28/2021	8373	28	07/2021	False	True	False	0	0.00000
009558-001	7/6/2021	8345	9	07/2021	False	True	False	0	0.00000
009558-001	6/28/2021	8336	149	06/2021	False	True	False	0	0.00000
009558-001	5/26/2021	8187	158	05/2021	False	True	False	0	0.00000
009558-001	4/29/2021	8029	174	04/2021	False	True	False	0	0.00000
009558-001	3/29/2021	7855	116	03/2021	False	True	False	0	0.00000
009558-001	3/9/2021	7739	222	03/2021	False	True	False	0	0.00000
009558-001	1/29/2021	7517	161	01/2021	False	True	False	0	0.00000
009558-001	12/30/2020	7356	191	12/2020	False	True	False	0	0.00000
009558-001	11/19/2020	7165	97	11/2020	False	True	False	0	0.00000
009558-001	10/30/2020	7068	293	10/2020	False	True	False	0	0.00000
009558-001	8/27/2020	6775	112	08/2020	False	True	False	0	0.00000
009558-001	7/30/2020	6663	123	07/2020	False	True	False	0	0.00000
009558-001	6/30/2020	6540	114	06/2020	False	True	False	0	0.00000
009558-001	6/1/2020	6426	128	05/2020	False	True	False	0	0.00000
009558-001	4/30/2020	6298	161	04/2020	False	True	False	0	0.00000
009558-001	4/1/2020	6137	151	04/2020	False	True	False	0	0.00000
009558-001	2/28/2020	5986	145	02/2020	False	True	False	0	0.00000
009558-001	1/31/2020	5841	156	01/2020	False	True	False	0	0.00000
009558-001	12/31/2019	5685	92	12/2019	False	True	False	0	0.00000
009558-001	12/9/2019	5593	197	12/2019	False	True	False	0	0.00000
009558-001	11/7/2019	5396	163	11/2019	False	True	False	0	0.00000
009558-001	10/8/2019	5233	143	10/2019	False	True	False	0	0.00000
009558-001	9/6/2019	5090	103	09/2019	False	True	False	0	0.00000
009558-001	8/8/2019	4987	97	08/2019	False	True	False	0	0.00000
009558-001	7/8/2019	4890	76	07/2019	False	True	False	0	0.00000
009558-001	6/7/2019	4814	83	06/2019	False	True	False	0	0.00000
009558-001	5/10/2019	4731	88	05/2019	False	True	False	0	0.00000
009558-001	4/8/2019	4643	92	04/2019	False	True	False	0	0.00000
009558-001	3/8/2019	4551	85	03/2019	False	True	False	0	0.00000
009558-001	2/7/2019	4466	88	02/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
009558-001	1/8/2019	4378	78	01/2019	False	True	False	0	0.00000
009558-001	12/7/2018	4300	77	12/2018	False	True	False	0	0.00000
009558-001	11/7/2018	4223	5	11/2018	False	True	False	0	0.00000
009558-001	11/5/2018	4218	15	11/2018	False	True	False	0	0.00000
009558-001	10/29/2018	4203	41	10/2018	False	True	False	0	0.00000
009558-001	10/8/2018	4162	52	10/2018	False	True	False	0	0.00000
009558-001	9/7/2018	4110	37	09/2018	False	True	False	0	0.00000
009558-001	8/8/2018	4073	44	08/2018	False	True	False	0	0.00000
009558-001	7/9/2018	4029	26	07/2018	False	True	False	0	0.00000
009558-001	6/7/2018	4003	47	06/2018	False	True	False	0	0.00000
009558-001	5/8/2018	3956	41	05/2018	False	True	False	0	0.00000
009558-001	4/9/2018	3915	40	04/2018	False	True	False	0	0.00000
009558-001	3/8/2018	3875	45	03/2018	False	True	False	0	0.00000
009558-001	2/8/2018	3830	54	02/2018	False	True	False	0	0.00000
009558-001	1/8/2018	3776	31	01/2018	False	True	False	0	0.00000
009558-001	12/8/2017	3745	45	12/2017	False	True	False	0	0.00000
009558-001	11/8/2017	3700	343	11/2017	False	True	False	0	0.00000
009558-001	9/8/2017	3357	198	09/2017	False	True	False	0	0.00000
009558-001	8/8/2017	3159	171	08/2017	False	True	False	0	0.00000
009558-001	7/7/2017	2988	33	07/2017	False	True	False	0	0.00000
009558-001	6/8/2017	2955	58	06/2017	False	True	False	0	0.00000
009558-001	5/8/2017	2897	53	05/2017	False	True	False	0	0.00000
009558-001	4/7/2017	2844	61	04/2017	False	True	False	0	0.00000
009558-001	3/8/2017	2783	62	03/2017	False	True	False	0	0.00000
009558-001	2/8/2017	2721	72	02/2017	False	True	False	0	0.00000
009558-001	1/10/2017	2649	59	01/2017	False	True	False	0	0.00000
009558-001	12/9/2016	2590	57	12/2016	False	True	False	0	0.00000
009558-001	11/8/2016	2533	57	11/2016	False	True	False	0	0.00000
009558-001	10/7/2016	2476	47	10/2016	False	True	False	0	0.00000
009558-001	9/8/2016	2429	33	09/2016	False	True	False	0	0.00000
009558-001	8/8/2016	2396	28	08/2016	False	True	False	0	0.00000
009558-001	7/8/2016	2368	30	07/2016	False	True	False	0	0.00000
009558-001	6/8/2016	2338	56	06/2016	False	True	False	0	0.00000
009558-001	5/9/2016	2282	55	05/2016	False	True	False	0	0.00000
009558-001	4/8/2016	2227	51	04/2016	False	True	False	0	0.00000
009558-001	3/8/2016	2176	56	03/2016	False	True	False	0	0.00000
009558-001	2/8/2016	2120	55	02/2016	False	True	False	0	0.00000
009558-001	1/8/2016	2065	42	01/2016	False	True	False	0	0.00000
009558-001	12/8/2015	2023	45	12/2015	False	True	False	0	0.00000
009558-001	11/9/2015	1978	45	11/2015	False	True	False	0	0.00000
009558-001	10/8/2015	1933	45	10/2015	False	True	False	0	0.00000
009558-001	9/8/2015	1888	29	09/2015	False	True	False	0	0.00000
009558-001	8/7/2015	1859	17	08/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
009558-001	7/8/2015	1842	23	07/2015	False	True	False	0	0.00000
009558-001	6/8/2015	1819	51	06/2015	False	True	False	0	0.00000
009558-001	5/8/2015	1768	42	05/2015	False	True	False	0	0.00000
009558-001	4/9/2015	1726	54	04/2015	False	True	False	0	0.00000
009558-001	3/9/2015	1672	166	03/2015	False	True	False	0	0.00000
009558-001	2/9/2015	1506	87	02/2015	False	True	False	0	0.00000
009558-001	1/8/2015	1419	40	01/2015	False	True	False	0	0.00000
009558-001	12/8/2014	1379	48	12/2014	False	True	False	0	0.00000
009558-001	11/7/2014	1331	50	11/2014	False	True	False	0	0.00000
009558-001	10/8/2014	1281	46	10/2014	False	True	False	0	0.00000
009558-001	9/8/2014	1235	35	09/2014	False	True	False	0	0.00000
009558-001	8/8/2014	1200	30	08/2014	False	True	False	0	0.00000
009558-001	7/8/2014	1170	33	07/2014	False	True	False	0	0.00000
009558-001	6/9/2014	1137	51	06/2014	False	True	False	0	0.00000
009558-001	5/8/2014	1086	52	05/2014	False	True	False	0	0.00000
009558-001	4/7/2014	1034	45	04/2014	False	True	False	0	0.00000
009558-001	3/7/2014	989	20	03/2014	False	True	False	0	0.00000
009558-001	2/21/2014	969	19	02/2014	False	True	False	0	0.00000
009558-001	2/7/2014	950	90	02/2014	False	True	False	0	0.00000
009558-001	1/9/2014	860	67	01/2014	False	True	False	0	0.00000
009558-001	12/9/2013	793	45	12/2013	False	True	False	0	0.00000
009558-001	11/8/2013	748	45	11/2013	False	True	False	0	0.00000
009558-001	10/8/2013	703	44	10/2013	False	True	False	0	0.00000
009558-001	9/9/2013	659	55	09/2013	False	True	False	0	0.00000
009558-001	8/8/2013	604	32	08/2013	False	True	False	0	0.00000
009558-001	7/8/2013	572	19	07/2013	False	True	False	0	0.00000
009558-001	6/7/2013	553	31	06/2013	False	True	False	0	0.00000
009558-001	5/8/2013	522	41	05/2013	False	True	False	0	0.00000
009558-001	4/8/2013	481	39	04/2013	False	True	False	0	0.00000
009558-001	3/8/2013	442	26	03/2013	False	True	False	0	0.00000
009558-001	2/8/2013	416	28	02/2013	False	True	False	0	0.00000
009558-001	1/8/2013	388	16	01/2013	False	True	False	0	0.00000
009558-001	12/7/2012	372	20	12/2012	False	True	False	0	0.00000
009558-001	11/8/2012	352	23	11/2012	False	True	False	0	0.00000
009558-001	10/8/2012	329	21	10/2012	False	True	False	0	0.00000
009558-001	9/7/2012	308	19	09/2012	False	True	False	0	0.00000
009558-001	8/8/2012	289	14	08/2012	False	True	False	0	0.00000
009558-001	7/9/2012	275	11	07/2012	False	True	False	0	0.00000
009558-001	6/8/2012	264	24	06/2012	False	True	False	0	0.00000
009558-001	5/8/2012	240	12	05/2012	False	True	False	0	0.00000
009558-001	4/9/2012	228	17	04/2012	False	True	False	0	0.00000
009558-001	3/8/2012	211	17	03/2012	False	True	False	0	0.00000
009558-001	2/8/2012	194	21	02/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
009558-001	1/9/2012	173	8	01/2012	False	True	False	0	0.00000
009558-001	12/8/2011	165	34	12/2011	False	True	False	0	0.00000
009558-001	11/8/2011	131	15	11/2011	False	True	False	0	0.00000
009558-001	10/7/2011	116	12	10/2011	False	True	False	0	0.00000
009558-001	9/8/2011	104	8	09/2011	False	True	False	0	0.00000
009558-001	8/8/2011	96	2	08/2011	False	True	False	0	0.00000
009558-001	7/7/2011	94	2	07/2011	False	True	False	0	0.00000
009558-001	6/8/2011	92	13	06/2011	False	True	False	0	0.00000
009558-001	5/6/2011	79	13	05/2011	False	True	False	0	0.00000
009558-001	4/7/2011	66	11	04/2011	False	True	False	0	0.00000
009558-001	3/8/2011	55	13	03/2011	False	True	False	0	0.00000
009558-001	2/8/2011	42	11	02/2011	False	True	False	0	0.00000
009558-001	1/7/2011	31	10	01/2011	False	True	False	0	0.00000
009558-001	12/8/2010	21	4	12/2010	False	True	False	0	0.00000
009558-001	11/8/2010	17	7	11/2010	False	True	False	0	0.00000
009558-001	10/8/2010	10	8	10/2010	False	True	False	0	0.00000
009558-001	9/9/2010	2	2	10/2010	False	True	False	0	0.00000
000000-000	9/3/2010	0	0	10/2010	False	True	False	0	0.00000

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**009558-001**
SERVICE ADDRESS:	880 College Ave
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

ST. HELENA MONTESSORI SCHOOL
c/o Elena O Heil
880 College Ave.
St. Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09197184	12/30/2020	7356	1/29/2021	7517	161
09197184	1/29/2021	7517	3/9/2021	7739	222
09359323F	1/29/2021	17	3/9/2021	17	0
09359323F	12/30/2020	17	1/29/2021	17	0

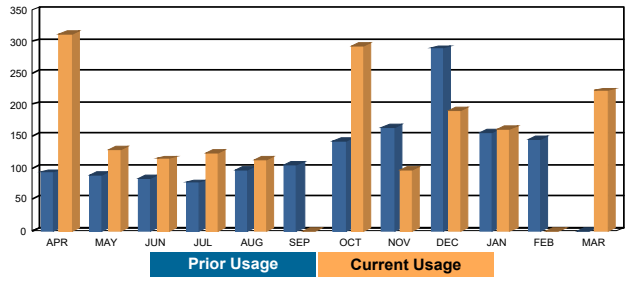
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 1" Commercial	238.82
Water Use @ $6.69	2,562.27
8" Fire Service	158.10
TOTAL CURRENT CHARGES	**2,959.19**

Water Use in HCF



BILL SUMMARY

Previous Balance	2,314.19
Thank you for your payment.	-2,314.19
Adjustments	0.00
Additional Billing	0.00
Current Charges	2,959.19
TOTAL AMOUNT DUE	**2,959.19**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **2,959.19**

ACCOUNT INFORMATION

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

ACCOUNT:	**009558-001**
SERVICE ADDRESS:	880 College Ave
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

ST. HELENA MONTESSORI SCHOOL
c/o Elena O Heil
880 College Ave.
St. Helena, CA 94574

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**009558-001**
SERVICE ADDRESS:	880 College Ave
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

ST. HELENA MONTESSORI SCHOOL
c/o Elena O Heil
880 College Ave.
St. Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09197184	3/29/2021	7855	4/29/2021	8029	174
09197184	3/9/2021	7739	3/29/2021	7855	116
09359323F	3/9/2021	17	3/29/2021	17	0
09359323F	3/29/2021	17	4/29/2021	17	0

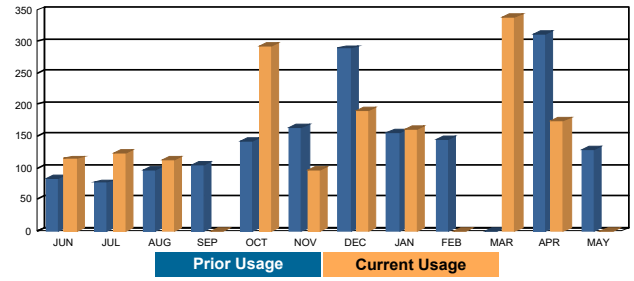
SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 1" Commercial	238.82
Water Use @ $6.69	1,940.10
8" Fire Service	158.10
TOTAL CURRENT CHARGES	**2,337.02**

Water Use in HCF



BILL SUMMARY

Previous Balance	2,959.19
Thank you for your payment.	-2,959.19
Adjustments	0.00
Additional Billing	0.00
Current Charges	2,337.02
TOTAL AMOUNT DUE	**2,337.02**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **2,337.02**

ACCOUNT INFORMATION

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

ACCOUNT:	**009558-001**
SERVICE ADDRESS:	880 College Ave
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

ST. HELENA MONTESSORI SCHOOL
c/o Elena O Heil
880 College Ave.
St. Helena, CA 94574

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**009558-001**
SERVICE ADDRESS:	880 College Ave
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

ST. HELENA MONTESSORI SCHOOL
c/o Elena O Heil
880 College Ave.
St. Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09197184	6/28/2021	8336	7/6/2021	8345	9
09197184	4/29/2021	8029	5/26/2021	8187	158
09197184	5/26/2021	8187	6/28/2021	8336	149
09359323F	4/29/2021	17	5/26/2021	17	0
09359323F	5/26/2021	17	6/28/2021	17	0

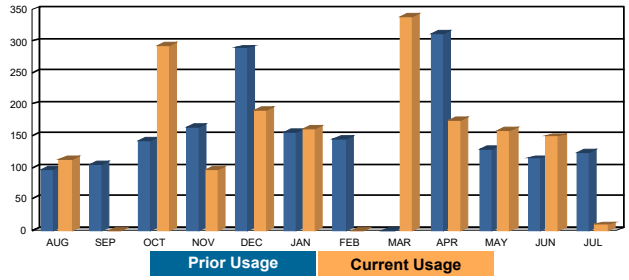
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 1" Commercial	238.82
Water Use @ $7.44	2,351.04
8" Fire Service	158.10
June Excess Penalty	4,819.26
TOTAL CURRENT CHARGES	**7,567.22**

Water Use in HCF



BILL SUMMARY

Previous Balance	2,337.02
Thank you for your payment.	-2,337.02
Adjustments	0.00
Additional Billing	4,819.26
Current Charges	2,747.96
TOTAL AMOUNT DUE	**7,567.22**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **8/20/2021** **7,567.22**

ACCOUNT INFORMATION

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

ACCOUNT:	**009558-001**
SERVICE ADDRESS:	880 College Ave
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

ST. HELENA MONTESSORI SCHOOL
c/o Elena O Heil
880 College Ave.
St. Helena, CA 94574

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**009558-001**
SERVICE ADDRESS:	880 College Ave
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

ST. HELENA MONTESSORI SCHOOL
c/o Elena O Heil
880 College Ave.
St. Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09197184	7/28/2021	8373	8/27/2021	8408	35
09197184	7/6/2021	8345	7/28/2021	8373	28
09359323F	6/28/2021	17	7/28/2021	17	0
09359323F	7/28/2021	17	8/27/2021	17	0

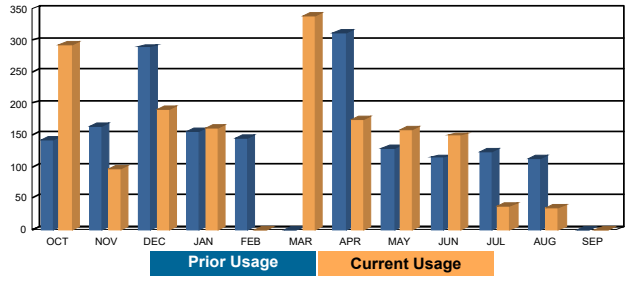
SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 50% of your total July Penalty and 100% of your August Penalty. The remaining 50% of your July 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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 1" Commercial	238.82
Water Use @ $7.44	468.72
8" Fire Service	158.10
TOTAL CURRENT CHARGES	**865.64**

Water Use in HCF



BILL SUMMARY

Previous Balance	7,567.22
Thank you for your payment.	-7,567.22
Adjustments	0.00
Additional Billing	0.00
Current Charges	865.64
TOTAL AMOUNT DUE	**865.64**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/25/2021** **865.64**

ACCOUNT INFORMATION

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

ACCOUNT:	**009558-001**
SERVICE ADDRESS:	880 College Ave
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

ST. HELENA MONTESSORI SCHOOL
c/o Elena O Heil
880 College Ave.
St. Helena, CA 94574

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

Report to the City Council
Water Advisory Board October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Wheeler Winery**

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 July 29, 2021 the City received an application for a leak adjustment and a water penalty leak adjustment for consideration (Attachment 1 and Attachment 2).

Attachment 3 provides a summary of water use for this property.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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

Table 1 - Current Allocations –

	HCF	Gallons
June	9.350	6,994
July	8.500	6,358
August	8.500	6,358
September	9.070	6,785

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	$57,849.16	$231,396.65	932.741	697,737
July	$39,159.40	$78,318.80	319.778	239,210
August	n/a			
September	n/a			

Table 3 – Leak Letters Sent

March 2021
May 2021
June 2021
July 2021
August 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 not eligible for a water penalty leak adjustment based on leak letters being sent for more than 2 consecutive months; however, it can be seen that the use for July, August, and September is substantially lower and no additional penalties have been incurred in August and September. The penalties incurred for July are a result of the was use between 6/28/21 and 7/9/21. Use between the meter read of 7/9/21 and 7/28/21 is substantially lower and coincides with the replacement of the water line.

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.

Non-Residential Leak Appeal Application

DATE SUBMITTED: _____

RECEIVED BY: _____

_____

PROPERTY & BILLING INFORMATION

Date Applying:		
7/29/21		

Account Holders Name	Daytime Phone Number	Other Phone Number
Wheeler Winery	707-225-1179	

Service Address: 1584 St. Helena Highway South

Email: K.Wrede@raymondvineyards.com

Mailing Address (if different than above)	City	State	Zip Code
849 Zinfandel Lane	St. Helena	CA	94574

TYPE OF SERVICE

X Water

D Sewer

WATER LEAK DESCRIPTION

Did the Leak Occur Outdoors? ■ Yes D No If Yes, where: Between back flow prevent & house

Describe how and where the leak occurred; in addition to how the leak was repaired.

The leak was never found. No wet spots or indications of water. However, we did replace the entire water line from the back flow preventer (blue dot on attached map) to the house. I have attached the invoice from Ken Mays Plumbing.

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
June, 2021	D Yes D No X Unsure	D Yes D No

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 am aware the excess sewer adjustment only applies to leaks that occurred outdoors.
- 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.

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

Signature	Print Name	Date
[signature]	Kirk Wrede Operations Manager	7/29/21

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Utility Billing 1572 Railroad Avenue 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 - July	Prior Leak adjustment on file: D Yes ☒ No Date:	Documentation of Repair attached? ☒ Yes D No
~~Leak Verified by City Employee &~~ Date of Verification: D Yes D No ___/___/___	~~Leak Letter Received?~~ ☒ Yes D No May, June & July	~~Average Water Usage calculated for~~ adjustment 6, 32, 18
Total Water Usage adjusted: 297,455½ 148	Total Dollar Amount Adjusted:	Verified adjusted dollar amount with customer: D Yes D No
Total Sewer Usage adjusted: N/A		
Additional Notes:		
Leak adjustment request is hereby: D Approved D Rejected Reason for rejection:		
Signature	Print Name (Authorized Signature)	Date


29
Tilcen Family Vineyard

KEN MAYS PLUMBING Inc.
Sewer Masters®

Ken Mays Plumbing, Inc.
P.O. Box 10010
Napa, CA 94581
Lic. #839864
707-226-9232

Invoice

Date	Invoice No.
07/16/21	2043580

Bill To
Raymond Vineyards 849 Zinfandel Lane St. Helena, CA 94574

Service Address
1584 St. Helena Hwy St. Helena, CA 94574

P.O. Number	Terms	Project	Rep
	Net 15		RMW

Serviced	Description	Amount
07/16/21	Replace Water Line as per proposal dated 07/12/21 Excavate ground to expose existing water line Remove water line from back flow to house Install 2" water line HTPE Backfill and compact	
07/23/21	Total Labor & Materials	7,000.00

***Thank you for your business.
Payment due upon receipt.
10% late fee after 15 days.***

Payments/Credits	$-3,500.00
Total	$7,000.00
Balance Due	$3,500.00

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

July 15, 2021

Wheeler Winery
849 Zinfandel Lane
St Helena, CA 94574

Account number:
015165-000

Service Address:
1584 St Helena Hy S

Dear Wheeler Winery,

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

Actual Water Use Update
Your June 2021 water allocation was: ***9.350 units***, or ***6,994 gallons***. The meter read for June reflects the following use ***942.091 units***, or ***704,731 gallons***.

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

Because you exceeded your June 2021 water allocation by: ***932.741 units***, or ***697,737 gallons*** you are being assessed a penalty in the amount of **$57,849.16.** This penalty amount represents 25% of the total penalty amount of: **$231,396.65.** This penalty will be added to your bi-monthly utility bill.

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

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

Questions or Concerns?
Contact City staff at (707) 968-2745 or by email at water@cityofsthelena.org.

City of St. Helena
"We will conduct city affairs on behalf of our citizens using an open and creative process."

1572 Railroad Avenue
St. Helena, CA 94574
Phone: (707) 967-2792
www.cityofsthelena.org

June 28, 2021

Wheeler Winery
849 Zinfandel Lane
St Helena, CA 94574

Service Address: 1584 St Helena Hy S
Meter MXU: 70466384 | Serial Number: 5067348

Re: Potential Leak in Water System

Dear Sir or Madam,

When your meter was read on June 28, 2021, our system indicated that there has been continuous water usage in a 24-hour period. Typically, this indicates a leak either inside or outside the home or place of business, such as a leaking toilet or irrigation valve.

While this can be a normal event for some properties, we encourage you to evaluate your property for leaks and follow up with the City of St. Helena Water Department. To verify if you have a leak, watch for movement of the sweep hand or triangle on your water meter. Watch for at least one minute. Without using any water, see if water is moving through the meter. If the meter shows water usage, you could have a leak in your water system. To help isolate the leak location, turn off the main water valve to the house or building and recheck the meter to see if the leak is in the outside line between the meter and the house. Check inside and out for any faucets that drip or have leaks around the handles.

If you are unable to identify the problem, you may enlist the help of a professional leak detection company, plumber, or irrigation specialist to help. We appreciate your water conservation efforts. If you have any questions or need further assistance, please contact me at 707-968-2746 or at MBeltran@cityofsthelena.org.

Thank you,

Martin Beltran

Martin Beltran
Public Works Management Analyst

City of St. Helena
"We will conduct city affairs on behalf of our citizens using an open and creative process."

1572 Railroad Avenue
St. Helena, CA 94574
Phone: (707) 967-2792
www.cityofsthelena.org

July 29, 2021

Wheeler Winery
849 Zinfandel Lane
St Helena, CA 94574

Service Address: 1584 St Helena Hy S
Meter MXU: 70466384
Current Read: 3959 | Usage: 329 Units

Re: Potential Leak in Water System

Dear Sir or Madam,

When your meter was read on July 28, 2021, our system indicated that there has been continuous water usage in a 24-hour period. Typically, this indicates a leak either inside or outside the home or place of business, such as a leaking toilet or irrigation valve.

While this can be a normal event for some properties, we encourage you to evaluate your property for leaks and follow up with the City of St. Helena Water Department. To verify if you have a leak, watch for movement of the sweep hand or triangle on your water meter. Watch for at least one minute. Without using any water, see if water is moving through the meter. If the meter shows water usage, you could have a leak in your water system. To help isolate the leak location, turn off the main water valve to the house or building and recheck the meter to see if the leak is in the outside line between the meter and the house. Check inside and out for any faucets that drip or have leaks around the handles.

If you are unable to identify the problem, you may enlist the help of a professional leak detection company, plumber, or irrigation specialist to help. We appreciate your water conservation efforts. If you have any questions or need further assistance, please contact me at 707-968-2746 or at MBeltran@cityofsthelena.org.

Thank you,

Martin Beltran
Public Works Management Analyst
City of St. Helena

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**015165-000**
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

777*5*1**********SCH 5-DIGIT 94515

WHEELER WINERY
C/O KELLEY NOWROUZ
849 ZINFANDEL LN
SAINT HELENA, CA 94574-1645

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
005067348	3/9/2021	2088	3/29/2021	2088	0
005067348	3/29/2021	2088	4/29/2021	2089	1

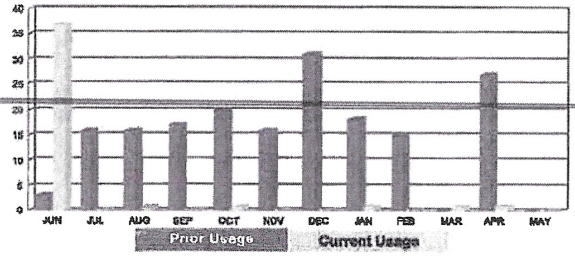
SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 1" Residential	131.26
Water Use @ $6.69	6.69
TOTAL CURRENT CHARGES	**137.95**

Water Use in HCF



BILL SUMMARY

Previous Balance	274.92
Thank you for your payment.	-274.92
Adjustments	0.00
Additional Billing	0.00
Current Charges	137.95
TOTAL AMOUNT DUE	**137.95**

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

(707) 968-2745

#667

Account Statement

TIC 32-889-04

ACCOUNT INFORMATION

ACCOUNT:	015165-000
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	8/20/2021

771*5*1**********SCH 5-DIGIT 94515

WHEELER WINERY
C/O KELLEY NOWROUZ
849 ZINFANDEL LN
SAINT HELENA, CA 94574-1645

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
005067348	6/28/2021	3630	7/9/2021	3944	314
005067348	4/29/2021	2089	5/28/2021	2688	599
005067348	5/26/2021	2888	6/28/2021	3830	942

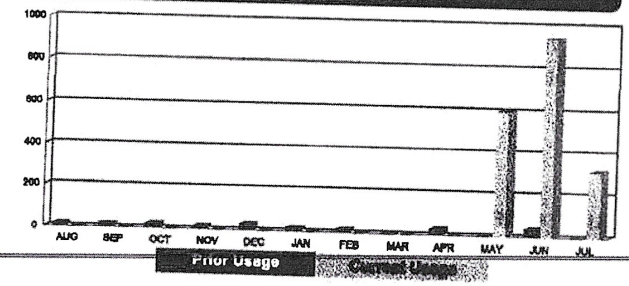
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 1" Residential	131.26
Water Use @ $7.44	13,801.20
June Excess Penalty	57,849.16
TOTAL CURRENT CHARGES	**71,781.62**

Water Use in HCF



BILL SUMMARY

Previous Balance	137.95
Thank you for your payment.	-137.95
Adjustments	0.00
Additional Billing	57,849.16
Current Charges	13,932.46
TOTAL AMOUNT DUE	**71,781.62**

Payment
Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	015165-000
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	8/20/2021

WHEELER WINERY
C/O KELLEY NOWROUZ
849 ZINFANDEL LN
SAINT HELENA, CA 94574-1645

AMOUNT DUE

TOTAL AMOUNT DUE BY 8/20/2021 71,781.62

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____

RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying 8/31/21	Customer or Company Name Wheeler Winery		
Account Number 015165-00	Phone Number 707-225-1179	Email Address k.wrede@raymondvineyards.com	
Mailing Address 849 Zinfandel Lane	City St. Helena	State CA	Zip Code 94574

WATER LEAK INFORMATION (in addition to Water Leak Application)	
Month Penalties Occurred: 5/1/21 to 6/30/21	Amount of Penalties Assessed: $57,849.16

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

Hello City of St. Helena,
The supposed leak happened at the Ticen House (which we own) located at 1584 St. Helena Hwy South. As soon as we were notified of a leak, we began looking for damp or muddy spots all around the property and under the house. We even dug up some of the pipe between the back flow preventer and the house. However we found no leaks. We did discover the water main from the meter to the house was old plastic thin gauge pipe and decided to replace it just to make sure there were no leaks (please see the attached invoice from Ken May's Plumbing). During the digging process of roughly 150 feet, no leaks were found. Something is definitely not adding up.

On June 15th, we received a letter from the City of St. Helena showing that we used 942.901 units or 704,731 gallons. As a comparison, the St. Helena High School swimming pool holds about 500,000 gallons. The 5/1 to 6/30/21 water bill was $13,801 (not including Excess Penalty). Our prior month's bill was $137.95.

How could so much water just disappear? Three potential scenarios are theft, a bad meter read or a bad meter. I am hoping there can be some common sense applied to this issue. We will do anything requested of us to help the City of St. Helena investigate. Please let us know how we can help!
Thank you,
Kirk Wrede
Raymond Vineyards/Boisset Family Estates Operations Manager

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: Kirk Wrede	Signature Kirk Wrede	Date 8/31/21

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

(1)

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

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 am aware the excess sewer adjustment only applies to leaks that occurred outdoors.
- 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.

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

Signature	Print Name	Date
[signature]	Kirk Wrede Operations Manager	7/29/21

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Utility Billing 1572 Railroad Avenue St. Helena, CA 95404	Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745

STAFF USE ONLY

Billing month the leak occurred:	Prior Leak adjustment on file: D Yes D No Date:	Documentation of Repair attached? D Yes D No
~~Leak Verified by City Employee &~~ Date of Verification: D Yes D No ___/___/___	~~Leak Letter Received?~~ D Yes D No	~~Average Water Usage calculated for~~ adjustment
Total Water Usage adjusted:	Total Dollar Amount Adjusted:	Verified adjusted dollar amount with customer: D Yes D No
Total Sewer Usage adjusted:		
Additional Notes:		
Leak adjustment request is hereby: D Approved D Rejected Reason for rejection:		
Signature	Print Name (Authorized Signature) Date	

3

Utility Billing

Wheeler Winery 015165-000 - 1584 St Helena Hy S

User: AprilM
Printed: 10/12/2021 11:07:14 AM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
015165-000	9/28/2021	3962	2	09/2021	True	False	False	0	0.00000
015165-000	8/27/2021	3960	1	08/2021	False	True	False	0	0.00000
015165-000	7/28/2021	3959	15	07/2021	False	True	False	0	0.00000
015165-000	7/9/2021	3944	314	07/2021	False	True	False	0	0.00000
015165-000	6/28/2021	3630	942	06/2021	False	True	False	0	0.00000
015165-000	5/26/2021	2688	599	05/2021	False	True	False	0	0.00000
015165-000	4/29/2021	2089	1	04/2021	False	True	False	0	0.00000
015165-000	3/29/2021	2088	0	03/2021	False	True	False	0	0.00000
015165-000	3/9/2021	2088	1	03/2021	False	True	False	0	0.00000
015165-000	1/29/2021	2087	1	01/2021	False	True	False	0	0.00000
015165-000	12/30/2020	2086	0	12/2020	False	True	False	0	0.00000
015165-000	11/19/2020	2086	0	11/2020	False	True	False	0	0.00000
015165-000	10/30/2020	2086	1	10/2020	False	True	False	0	0.00000
015165-000	8/27/2020	2085	1	08/2020	False	True	False	0	0.00000
015165-000	7/30/2020	2084	0	07/2020	False	True	False	0	0.00000
015165-000	6/30/2020	2084	37	06/2020	False	True	False	0	0.00000
015165-000	6/1/2020	2047	0	05/2020	False	True	False	0	0.00000
015165-000	4/30/2020	2047	8	04/2020	False	True	False	0	0.00000
015165-000	4/1/2020	2039	19	04/2020	False	True	False	0	0.00000
015165-000	2/28/2020	2020	15	02/2020	False	True	False	0	0.00000
015165-000	1/31/2020	2005	18	01/2020	False	True	False	0	0.00000
015165-000	12/31/2019	1987	12	12/2019	False	True	False	0	0.00000
015165-000	12/9/2019	1975	19	12/2019	False	True	False	0	0.00000
015165-000	11/7/2019	1956	16	11/2019	False	True	False	0	0.00000
015165-000	10/8/2019	1940	20	10/2019	False	True	False	0	0.00000
015165-000	9/6/2019	1920	17	09/2019	False	True	False	0	0.00000
015165-000	8/8/2019	1903	16	08/2019	False	True	False	0	0.00000
015165-000	7/8/2019	1887	16	07/2019	False	True	False	0	0.00000
015165-000	6/7/2019	1871	3	06/2019	False	True	False	0	0.00000
015165-000	5/10/2019	1868	9	05/2019	False	True	False	0	0.00000
015165-000	4/8/2019	1859	3	04/2019	False	True	False	0	0.00000
015165-000	3/8/2019	1856	1	03/2019	False	True	False	0	0.00000
015165-000	2/7/2019	1855	2	02/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
015165-000	1/8/2019	1853	3	01/2019	False	True	False	0	0.00000
015165-000	12/7/2018	1850	3	12/2018	False	True	False	0	0.00000
015165-000	11/7/2018	1847	1	11/2018	False	True	False	0	0.00000
015165-000	10/8/2018	1846	0	10/2018	False	True	False	0	0.00000
015165-000	9/7/2018	1846	35	09/2018	False	True	False	0	0.00000
015165-000	8/8/2018	1811	38	08/2018	False	True	False	0	0.00000
015165-000	7/9/2018	1773	43	07/2018	False	True	False	0	0.00000
015165-000	6/7/2018	1730	14	06/2018	False	True	False	0	0.00000
015165-000	5/8/2018	1716	0	05/2018	False	True	False	0	0.00000
015165-000	4/9/2018	1716	40	04/2018	False	True	False	0	0.00000
015165-000	3/8/2018	1676	47	03/2018	False	True	False	0	0.00000
015165-000	2/8/2018	1629	71	02/2018	False	True	False	0	0.00000
015165-000	1/8/2018	1558	1	01/2018	False	True	False	0	0.00000
015165-000	12/8/2017	1557	0	12/2017	False	True	False	0	0.00000
015165-000	11/8/2017	1557	4	11/2017	False	True	False	0	0.00000
015165-000	9/8/2017	1553	10	09/2017	False	True	False	0	0.00000
015165-000	8/8/2017	1543	7	08/2017	False	True	False	0	0.00000
015165-000	7/7/2017	1536	2	07/2017	False	True	False	0	0.00000
015165-000	6/8/2017	1534	1	06/2017	False	True	False	0	0.00000
015165-000	5/8/2017	1533	3	05/2017	False	True	False	0	0.00000
015165-000	4/7/2017	1530	4	04/2017	False	True	False	0	0.00000
015165-000	3/8/2017	1526	3	03/2017	False	True	False	0	0.00000
015165-000	2/8/2017	1523	5	02/2017	False	True	False	0	0.00000
015165-000	1/11/2017	1518	7	01/2017	False	True	False	0	0.00000
015165-000	12/9/2016	1511	8	12/2016	False	True	False	0	0.00000
015165-000	11/8/2016	1503	35	11/2016	False	True	False	0	0.00000
015165-000	10/7/2016	1468	15	10/2016	False	True	False	0	0.00000
015165-000	9/9/2016	1453	2	09/2016	False	True	False	0	0.00000
015165-000	9/8/2016	1451	67	09/2016	False	True	False	0	0.00000
015165-000	8/8/2016	1384	39	08/2016	False	True	False	0	0.00000
015165-000	7/8/2016	1345	20	07/2016	False	True	False	0	0.00000
015165-000	6/8/2016	1325	8	06/2016	False	True	False	0	0.00000
015165-000	5/9/2016	1317	2	05/2016	False	True	False	0	0.00000
015165-000	4/26/2016	1315	54	05/2016	False	True	False	0	0.00000
015165-000	4/8/2016	1261	0	04/2016	False	True	False	0	0.00000
015165-000	3/8/2016	1261	0	03/2016	False	True	False	0	0.00000
015165-000	2/8/2016	1261	0	02/2016	False	True	False	0	0.00000
015165-000	1/8/2016	1261	0	01/2016	False	True	False	0	0.00000
015165-000	12/8/2015	1261	0	12/2015	False	True	False	0	0.00000
015165-000	11/12/2015	1261	0	11/2015	False	True	False	0	0.00000
015165-000	10/8/2015	1261	0	10/2015	False	True	False	0	0.00000
015165-000	9/8/2015	1261	0	09/2015	False	True	False	0	0.00000
015165-000	8/7/2015	1261	0	08/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
015165-000	7/8/2015	1261	0	07/2015	False	True	False	0	0.00000
015165-000	6/8/2015	1261	0	06/2015	False	True	False	0	0.00000
015165-000	5/8/2015	1261	0	05/2015	False	True	False	0	0.00000
015165-000	4/9/2015	1261	0	04/2015	False	True	False	0	0.00000
015165-000	3/9/2015	1261	0	03/2015	False	True	False	0	0.00000
015165-000	2/9/2015	1261	0	02/2015	False	True	False	0	0.00000
015165-000	1/8/2015	1261	0	01/2015	False	True	False	0	0.00000
015165-000	12/8/2014	1261	0	12/2014	False	True	False	0	0.00000
015165-000	11/7/2014	1261	0	11/2014	False	True	False	0	0.00000
014856-000	10/31/2014	1261	1	11/2014	False	True	False	0	0.00000
015165-000	10/31/2014	1261	0	11/2014	False	True	False	0	0.00000
014856-000	10/8/2014	1260	1	10/2014	False	True	False	0	0.00000
014856-000	9/8/2014	1259	1	09/2014	False	True	False	0	0.00000
014856-000	8/8/2014	1258	2	08/2014	False	True	False	0	0.00000
014535-000	7/29/2014	1256	0	08/2014	False	True	False	0	0.00000
014535-000	7/8/2014	1256	0	07/2014	False	True	False	0	0.00000
014535-000	7/2/2014	1256	1	07/2014	False	True	False	0	0.00000
014535-000	6/9/2014	1255	5	06/2014	False	True	False	0	0.00000
014535-000	5/8/2014	1250	2	05/2014	False	True	False	0	0.00000
014535-000	5/2/2014	1248	0	05/2014	False	True	False	0	0.00000
012097-000	5/1/2014	1248	6	05/2014	False	True	False	0	0.00000
012097-000	4/7/2014	1242	5	04/2014	False	True	False	0	0.00000
012097-000	3/7/2014	1237	2	03/2014	False	True	False	0	0.00000
012097-000	2/21/2014	1235	3	02/2014	False	True	False	0	0.00000
012097-000	2/7/2014	1232	6	02/2014	False	True	False	0	0.00000
012097-000	1/9/2014	1226	4	01/2014	False	True	False	0	0.00000
012097-000	12/9/2013	1222	7	12/2013	False	True	False	0	0.00000
012097-000	11/8/2013	1215	8	11/2013	False	True	False	0	0.00000
012097-000	10/8/2013	1207	6	10/2013	False	True	False	0	0.00000
012097-000	9/9/2013	1201	9	09/2013	False	True	False	0	0.00000
012097-000	8/8/2013	1192	7	08/2013	False	True	False	0	0.00000
012097-000	7/8/2013	1185	8	07/2013	False	True	False	0	0.00000
012097-000	6/7/2013	1177	8	06/2013	False	True	False	0	0.00000
012097-000	5/8/2013	1169	7	05/2013	False	True	False	0	0.00000
012097-000	4/8/2013	1162	6	04/2013	False	True	False	0	0.00000
012097-000	3/8/2013	1156	5	03/2013	False	True	False	0	0.00000
012097-000	2/8/2013	1151	5	02/2013	False	True	False	0	0.00000
012097-000	1/8/2013	1146	6	01/2013	False	True	False	0	0.00000
012097-000	12/7/2012	1140	6	12/2012	False	True	False	0	0.00000
012097-000	11/8/2012	1134	0	11/2012	False	True	False	0	0.00000
012097-000	10/8/2012	1134	0	10/2012	False	True	False	0	0.00000
012097-000	9/7/2012	1134	20	09/2012	False	True	False	0	0.00000
012097-000	8/8/2012	1114	1	08/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
012097-000	7/9/2012	1113	8	07/2012	False	True	False	0	0.00000
012097-000	6/8/2012	1105	8	06/2012	False	True	False	0	0.00000
012097-000	5/8/2012	1097	9	05/2012	False	True	False	0	0.00000
012097-000	4/9/2012	1088	9	04/2012	False	True	False	0	0.00000
012097-000	3/8/2012	1079	8	03/2012	False	True	False	0	0.00000
012097-000	2/8/2012	1071	2	02/2012	False	True	False	0	0.00000
012097-000	1/25/2012	1069	0	02/2012	False	True	False	0	0.00000
007341-000	1/24/2012	1069	3	02/2012	False	True	False	0	0.00000
007341-000	1/9/2012	1066	8	01/2012	False	True	False	0	0.00000
007341-000	12/8/2011	1058	14	12/2011	False	True	False	0	0.00000
007341-000	11/8/2011	1044	19	11/2011	False	True	False	0	0.00000
007341-000	10/7/2011	1025	23	10/2011	False	True	False	0	0.00000
007341-000	9/8/2011	1002	23	09/2011	False	True	False	0	0.00000
007341-000	8/8/2011	979	23	08/2011	False	True	False	0	0.00000
007341-000	7/7/2011	956	21	07/2011	False	True	False	0	0.00000
007341-000	6/8/2011	935	19	06/2011	False	True	False	0	0.00000
007341-000	5/6/2011	916	13	05/2011	False	True	False	0	0.00000
007341-000	4/7/2011	903	16	04/2011	False	True	False	0	0.00000
007341-000	3/8/2011	887	12	03/2011	False	True	False	0	0.00000
007341-000	2/8/2011	875	13	02/2011	False	True	False	0	0.00000
007341-000	1/7/2011	862	6	01/2011	False	True	False	0	0.00000
007341-000	12/8/2010	856	11	12/2010	False	True	False	0	0.00000
007341-000	11/8/2010	845	11	11/2010	False	True	False	0	0.00000
007341-000	10/8/2010	834	13	10/2010	False	True	False	0	0.00000
007341-000	9/9/2010	821	11	09/2010	False	True	False	0	0.00000
007341-000	8/9/2010	810	11	08/2010	False	True	False	0	0.00000
007341-000	7/8/2010	799	10	07/2010	False	True	False	0	0.00000
007341-000	6/8/2010	789	10	06/2010	False	True	False	0	0.00000
007341-000	5/10/2010	779	9	05/2010	False	True	False	0	0.00000
007341-000	4/8/2010	770	9	04/2010	False	True	False	0	0.00000
007341-000	3/8/2010	761	20	03/2010	False	True	False	0	0.00000
007341-000	2/5/2010	741	15	02/2010	False	True	False	0	0.00000
007341-000	1/7/2010	726	16	01/2010	False	True	False	0	0.00000
007341-000	12/8/2009	710	9	12/2009	False	True	False	0	0.00000
007341-000	11/9/2009	701	11	11/2009	False	True	False	0	0.00000
007341-000	10/8/2009	690	16	10/2009	False	True	False	0	0.00000
007341-000	9/10/2009	674	12	09/2009	False	True	False	0	0.00000
007341-000	8/11/2009	662	23	08/2009	False	True	False	0	0.00000
007341-000	6/8/2009	639	10	06/2009	False	True	False	0	0.00000
007341-000	5/7/2009	629	12	05/2009	False	True	False	0	0.00000
007341-000	4/7/2009	617	13	04/2009	False	True	False	0	0.00000
007341-000	3/9/2009	604	7	03/2009	False	True	False	0	0.00000
007341-000	2/9/2009	597	15	02/2009	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007341-000	12/9/2008	582	23	12/2008	False	True	False	0	0.00000
007341-000	10/6/2008	559	28	10/2008	False	True	False	0	0.00000
007341-000	8/8/2008	531	22	08/2008	False	True	False	0	0.00000
007341-000	6/10/2008	509	20	06/2008	False	True	False	0	0.00000
007341-000	4/10/2008	489	22	04/2008	False	True	False	0	0.00000
007341-000	2/10/2008	467	7	02/2008	False	True	False	0	0.00000
007341-000	12/10/2007	460	18	12/2007	False	True	False	0	0.00000
007341-000	10/10/2007	442	21	10/2007	False	True	False	0	0.00000
007341-000	8/10/2007	421	46	08/2007	False	True	False	0	0.00000
007341-000	6/10/2007	375	39	06/2007	False	True	False	0	0.00000
007341-000	4/10/2007	336	19	04/2007	False	True	False	0	0.00000
007341-000	2/10/2007	317	9	02/2007	False	True	False	0	0.00000
007341-000	12/10/2006	308	30	12/2006	False	True	False	0	0.00000
007341-000	10/10/2006	278	53	10/2006	False	True	False	0	0.00000
007341-000	8/10/2006	225	56	08/2006	False	True	False	0	0.00000
007341-000	6/10/2006	169	30	06/2006	False	True	False	0	0.00000
007341-000	4/10/2006	139	25	04/2006	False	True	False	0	0.00000
007341-000	2/10/2006	114	26	02/2006	False	True	False	0	0.00000
007341-000	12/10/2005	88	43	12/2005	False	True	False	0	0.00000
007341-000	10/10/2005	45	33	10/2005	False	True	False	0	0.00000
007341-000	8/10/2005	12	28	08/2005	False	True	False	0	0.00000

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**015165-000**
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

WHEELER WINERY
c/o Kelley Nowrouz
849 Zinfandel Lane
St Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
005067348	12/30/2020	2086	1/29/2021	2087	1
005067348	1/29/2021	2087	3/9/2021	2088	1

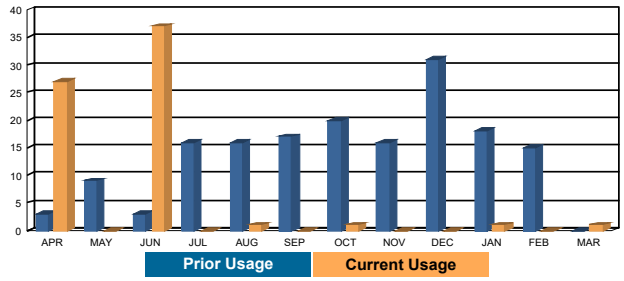
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 1" Residential	131.26
Water Use @ $6.69	13.38
TOTAL CURRENT CHARGES	**144.64**

Water Use in HCF



BILL SUMMARY

Previous Balance	130.28
Payments Received	0.00
Adjustments	0.00
Additional Billing	0.00
Current Charges	144.64
TOTAL AMOUNT DUE	**274.92**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**015165-000**
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

WHEELER WINERY
c/o Kelley Nowrouz
849 Zinfandel Lane
St Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **274.92**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**015165-000**
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

WHEELER WINERY
c/o Kelley Nowrouz
849 Zinfandel Lane
St Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
005067348	3/9/2021	2088	3/29/2021	2088	0
005067348	3/29/2021	2088	4/29/2021	2089	1

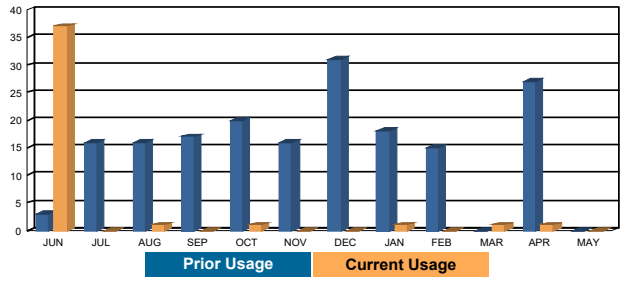
SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 1" Residential	131.26
Water Use @ $6.69	6.69
TOTAL CURRENT CHARGES	**137.95**

Water Use in HCF



BILL SUMMARY

Previous Balance	274.92
Thank you for your payment.	-274.92
Adjustments	0.00
Additional Billing	0.00
Current Charges	137.95
TOTAL AMOUNT DUE	**137.95**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **137.95**

ACCOUNT INFORMATION

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

ACCOUNT:	**015165-000**
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

WHEELER WINERY
c/o Kelley Nowrouz
849 Zinfandel Lane
St Helena, CA 94574

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**015165-000**
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

WHEELER WINERY
c/o Kelley Nowrouz
849 Zinfandel Lane
St Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
005067348	6/28/2021	3630	7/9/2021	3944	314
005067348	4/29/2021	2089	5/26/2021	2688	599
005067348	5/26/2021	2688	6/28/2021	3630	942

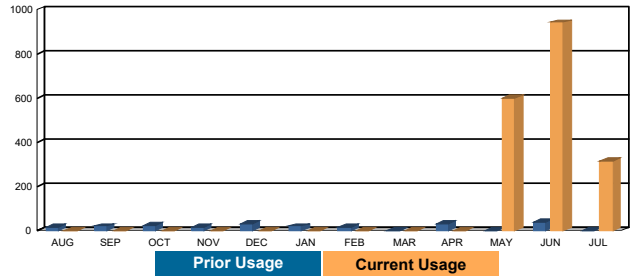
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 1" Residential	131.26
Water Use @ $7.44	13,801.20
June Excess Penalty	57,849.16
TOTAL CURRENT CHARGES	**71,781.62**

Water Use in HCF



BILL SUMMARY

Previous Balance	137.95
Thank you for your payment.	-137.95
Adjustments	0.00
Additional Billing	57,849.16
Current Charges	13,932.46
TOTAL AMOUNT DUE	**71,781.62**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**015165-000**
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

WHEELER WINERY
c/o Kelley Nowrouz
849 Zinfandel Lane
St Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **8/20/2021** **71,781.62**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**015165-000**
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
005067348	7/9/2021	3944	7/28/2021	3959	15
005067348	7/28/2021	3959	8/27/2021	3960	1

WHEELER WINERY
c/o Kelley Nowrouz
849 Zinfandel Lane
St Helena, CA 94574

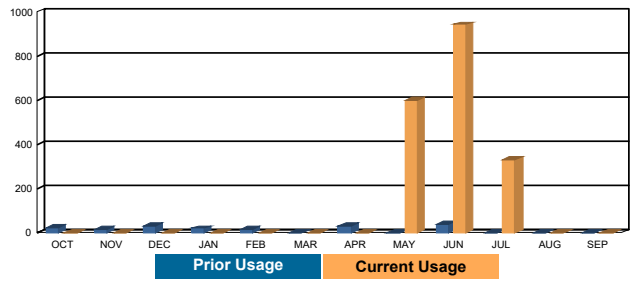
SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 50% of your total July Penalty and 100% of your August Penalty. The remaining 50% of your July 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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 1" Residential	131.26
Water Use @ $7.44	119.04
July 50% Excess Pen	39,159.40
TOTAL CURRENT CHARGES	**39,409.70**

Water Use in HCF



BILL SUMMARY

Previous Balance	71,781.62
Thank you for your payment.	-13,932.46
Adjustments	0.00
Additional Billing	39,159.40
Current Charges	250.30
TOTAL AMOUNT DUE	**97,258.86**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**015165-000**
SERVICE ADDRESS:	1584 St Helena Hy S
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

WHEELER WINERY
c/o Kelley Nowrouz
849 Zinfandel Lane
St Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/25/2021** **97,258.86**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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

Report to the City Council
Water Advisory Board – October 15, 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Forsey, Danielle**

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 23, 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.
Attachments 4-7 provides Account Statements from January 1, 2021 to present

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	7,800	
Phase II Outdoor Summer Allocation	2,500	
Exception	0	
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	n/a			
July	$248.22	$496.45	10.624	7,947
August	$1,607.80	$1,607.80	16.921	12,658
September	n/a			

Table 3 – Leak Letters Sent

December 2020
January 2021
September 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 not eligible for a water penalty leak adjustment due to a leak letter being sent in 2 consecutive months – December 2020 and January 2021; however, it can be seen the customer is within their allocation for September.

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.

City of St Helena, City Hall

DATE SUBMITTED: Received

RECEIVED BY: AUG 25

1480 Main St.
St Helena, CA 94574

Residential Leak Appeal Application

PROPERTY & BILLING INFORMATION

Date Applying:		
8/23/21		

Account Holders Name	Daytime Phone Number	Other Phone Number
Danielle Forsey	707 963-7506	707 246 1165

Service Address: 2660 Spring St.

Email: daniforsey@msn.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)

Irrigation Leak in front yard on 7/23 and again in the same place on 8/16.

Both times we immediately notified our landlord who sent someone out to repair as soon as they were able.

Our landlord is Paul Asmuth 707 738-0896

Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?	Sign up for Developer Water Retrofit Program?
July + Aug 2021	☑ Yes ☐ No ☐ Unsure Showers	☐ Yes ☐ No

Updated 07/16/2021

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.

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: July & August	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? Jan & Feb 2021 ☒ Yes ☐ No	Average Water Usage calculated for adjustment 10 & 28
Total Water Usage adjusted: 5 & 14	Total Dollar Amount Adjusted: $141.36	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



Water Penalty Leak Adjustment Application

DATE SUBMITTED _____
RECEIVED BY _____

PROPERTY & BILLING INFORMATION

Date Applying: 9/14/21	Customer or Company Name: Danielle Forsey Brown		
Account Number	Phone Number: 707 246-1165	Email Address: daniforsey@msn.com	
Mailing Address: 2560 Spring St	City: St. Helena	State: CA	Zip Code: 94574

WATER LEAK INFORMATION (in addition to Water Leak Application)

Month Penalties Occurred: July + Aug	Amount of Penalties Assessed: $496.45

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

Irrigation leak in front yard on 7/23/21 + on 8/16/21. Both times we immediately notified our landlord who sent someone out to repair as soon as they were available. Our Landlord is Paul Asmuth: 707 738-1891

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: Danielle Forsey	Signature: Dan Forsey Brown	Date: 9/15/21	

PLEASE SUBMIT APPLICATIONS TO:	QUESTIONS?
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574	Email: water@cityofsthelena.org Phone: 707-968-2745

Updated 08/07/2021

STAFF USE ONLY
Leak Application attached [X]
Has Customer Received a Leak Notification: (X) Yes ( ) No If yes, list all leak notifications sent and date of leak notification: December 2020 January 2021 September 2021
Date item to be heard by Water Advisory Board: 10/15/21
Date customer notified via email the item will be heard by the Water Advisory Board: 10/12/21
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:

Utility Billing

Forsey Danielle 005813-000 - 2660 Spring St

User: AprilM
Printed: 10/12/2021 10:38:29 AM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005813-000	9/28/2021	1644	11	09/2021	True	False	False	0	0.00000
005813-000	8/27/2021	1633	31	08/2021	False	True	False	0	0.00000
005813-000	7/28/2021	1602	24	07/2021	False	True	False	0	0.00000
005813-000	6/28/2021	1578	9	06/2021	False	True	False	0	0.00000
005813-000	5/26/2021	1569	7	05/2021	False	True	False	0	0.00000
005813-000	4/29/2021	1562	6	04/2021	False	True	False	0	0.00000
005813-000	3/29/2021	1556	3	03/2021	False	True	False	0	0.00000
005813-000	3/9/2021	1553	7	03/2021	False	True	False	0	0.00000
005813-000	1/29/2021	1546	8	01/2021	False	True	False	0	0.00000
005813-000	12/30/2020	1538	9	12/2020	False	True	False	0	0.00000
005813-000	11/19/2020	1529	7	11/2020	False	True	False	0	0.00000
005813-000	10/30/2020	1522	33	10/2020	False	True	False	0	0.00000
005813-000	8/27/2020	1489	9	08/2020	False	True	False	0	0.00000
005813-000	7/30/2020	1480	19	07/2020	False	True	False	0	0.00000
005813-000	6/30/2020	1461	16	06/2020	False	True	False	0	0.00000
005813-000	6/1/2020	1445	12	05/2020	False	True	False	0	0.00000
005813-000	4/30/2020	1433	8	04/2020	False	True	False	0	0.00000
005813-000	4/1/2020	1425	9	04/2020	False	True	False	0	0.00000
005813-000	2/28/2020	1416	2	02/2020	False	True	False	0	0.00000
005813-000	1/31/2020	1414	6	01/2020	False	True	False	0	0.00000
005813-000	12/31/2019	1408	3	12/2019	False	True	False	0	0.00000
005813-000	12/9/2019	1405	12	12/2019	False	True	False	0	0.00000
005813-000	11/7/2019	1393	12	11/2019	False	True	False	0	0.00000
005813-000	10/8/2019	1381	10	10/2019	False	True	False	0	0.00000
005813-000	9/6/2019	1371	13	09/2019	False	True	False	0	0.00000
005813-000	8/8/2019	1358	13	08/2019	False	True	False	0	0.00000
005813-000	7/8/2019	1345	11	07/2019	False	True	False	0	0.00000
005813-000	6/7/2019	1334	12	06/2019	False	True	False	0	0.00000
005813-000	5/10/2019	1322	13	05/2019	False	True	False	0	0.00000
005813-000	4/8/2019	1309	6	04/2019	False	True	False	0	0.00000
005813-000	3/8/2019	1303	5	03/2019	False	True	False	0	0.00000
005813-000	2/7/2019	1298	4	02/2019	False	True	False	0	0.00000
005813-000	1/8/2019	1294	5	01/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005813-000	12/7/2018	1289	10	12/2018	False	True	False	0	0.00000
005813-000	11/7/2018	1279	1	11/2018	False	True	False	0	0.00000
005813-000	11/5/2018	1278	2	11/2018	False	True	False	0	0.00000
005813-000	10/29/2018	1276	8	10/2018	False	True	False	0	0.00000
005813-000	10/8/2018	1268	13	10/2018	False	True	False	0	0.00000
005813-000	9/7/2018	1255	9	09/2018	False	True	False	0	0.00000
005813-000	8/8/2018	1246	10	08/2018	False	True	False	0	0.00000
005813-000	7/9/2018	1236	11	07/2018	False	True	False	0	0.00000
005813-000	6/7/2018	1225	11	06/2018	False	True	False	0	0.00000
005813-000	5/8/2018	1214	9	05/2018	False	True	False	0	0.00000
005813-000	4/9/2018	1205	13	04/2018	False	True	False	0	0.00000
005813-000	3/8/2018	1192	9	03/2018	False	True	False	0	0.00000
005813-000	2/8/2018	1183	9	02/2018	False	True	False	0	0.00000
005813-000	1/8/2018	1174	10	01/2018	False	True	False	0	0.00000
005813-000	12/8/2017	1164	8	12/2017	False	True	False	0	0.00000
005813-000	11/8/2017	1156	20	11/2017	False	True	False	0	0.00000
005813-000	9/8/2017	1136	12	09/2017	False	True	False	0	0.00000
005813-000	8/8/2017	1124	11	08/2017	False	True	False	0	0.00000
005813-000	7/7/2017	1113	13	07/2017	False	True	False	0	0.00000
005813-000	6/8/2017	1100	11	06/2017	False	True	False	0	0.00000
005813-000	5/8/2017	1089	8	05/2017	False	True	False	0	0.00000
005813-000	4/7/2017	1081	9	04/2017	False	True	False	0	0.00000
005813-000	3/8/2017	1072	7	03/2017	False	True	False	0	0.00000
005813-000	2/8/2017	1065	7	02/2017	False	True	False	0	0.00000
005813-000	1/10/2017	1058	7	01/2017	False	True	False	0	0.00000
005813-000	12/9/2016	1051	4	12/2016	False	True	False	0	0.00000
005813-000	11/8/2016	1047	7	11/2016	False	True	False	0	0.00000
005813-000	10/7/2016	1040	7	10/2016	False	True	False	0	0.00000
005813-000	9/8/2016	1033	10	09/2016	False	True	False	0	0.00000
005813-000	8/8/2016	1023	9	08/2016	False	True	False	0	0.00000
005813-000	7/8/2016	1014	11	07/2016	False	True	False	0	0.00000
005813-000	6/8/2016	1003	9	06/2016	False	True	False	0	0.00000
005813-000	5/9/2016	994	8	05/2016	False	True	False	0	0.00000
005813-000	4/8/2016	986	6	04/2016	False	True	False	0	0.00000
005813-000	3/8/2016	980	6	03/2016	False	True	False	0	0.00000
005813-000	2/8/2016	974	5	02/2016	False	True	False	0	0.00000
005813-000	1/8/2016	969	5	01/2016	False	True	False	0	0.00000
005813-000	12/8/2015	964	7	12/2015	False	True	False	0	0.00000
005813-000	11/9/2015	957	10	11/2015	False	True	False	0	0.00000
005813-000	10/8/2015	947	8	10/2015	False	True	False	0	0.00000
005813-000	9/8/2015	939	13	09/2015	False	True	False	0	0.00000
005813-000	8/7/2015	926	12	08/2015	False	True	False	0	0.00000
005813-000	7/8/2015	914	12	07/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005813-000	6/8/2015	902	12	06/2015	False	True	False	0	0.00000
005813-000	5/8/2015	890	12	05/2015	False	True	False	0	0.00000
005813-000	4/8/2015	878	14	04/2015	False	True	False	0	0.00000
005813-000	3/9/2015	864	13	03/2015	False	True	False	0	0.00000
005813-000	2/9/2015	851	15	02/2015	False	True	False	0	0.00000
005813-000	1/8/2015	836	14	01/2015	False	True	False	0	0.00000
005813-000	12/8/2014	822	14	12/2014	False	True	False	0	0.00000
005813-000	11/7/2014	808	13	11/2014	False	True	False	0	0.00000
005813-000	10/8/2014	795	13	10/2014	False	True	False	0	0.00000
005813-000	9/8/2014	782	17	09/2014	False	True	False	0	0.00000
005813-000	8/8/2014	765	13	08/2014	False	True	False	0	0.00000
005813-000	7/8/2014	752	12	07/2014	False	True	False	0	0.00000
005813-000	6/9/2014	740	13	06/2014	False	True	False	0	0.00000
005813-000	5/8/2014	727	17	05/2014	False	True	False	0	0.00000
005813-000	4/7/2014	710	12	04/2014	False	True	False	0	0.00000
005813-000	3/7/2014	698	5	03/2014	False	True	False	0	0.00000
005813-000	2/21/2014	693	6	02/2014	False	True	False	0	0.00000
005813-000	2/7/2014	687	16	02/2014	False	True	False	0	0.00000
005813-000	1/9/2014	671	16	01/2014	False	True	False	0	0.00000
005813-000	12/9/2013	655	16	12/2013	False	True	False	0	0.00000
005813-000	11/8/2013	639	16	11/2013	False	True	False	0	0.00000
005813-000	10/8/2013	623	15	10/2013	False	True	False	0	0.00000
005813-000	9/9/2013	608	16	09/2013	False	True	False	0	0.00000
005813-000	8/8/2013	592	14	08/2013	False	True	False	0	0.00000
005813-000	7/8/2013	578	13	07/2013	False	True	False	0	0.00000
005813-000	6/7/2013	565	13	06/2013	False	True	False	0	0.00000
005813-000	5/8/2013	552	18	05/2013	False	True	False	0	0.00000
005813-000	4/8/2013	534	9	04/2013	False	True	False	0	0.00000
005813-000	3/8/2013	525	4	03/2013	False	True	False	0	0.00000
005813-000	2/8/2013	521	10	02/2013	False	True	False	0	0.00000
005813-000	1/8/2013	511	11	01/2013	False	True	False	0	0.00000
005813-000	12/7/2012	500	8	12/2012	False	True	False	0	0.00000
005813-000	11/8/2012	492	10	11/2012	False	True	False	0	0.00000
005813-000	10/8/2012	482	14	10/2012	False	True	False	0	0.00000
005813-000	9/7/2012	468	15	09/2012	False	True	False	0	0.00000
005813-000	8/8/2012	453	17	08/2012	False	True	False	0	0.00000
005813-000	7/9/2012	436	17	07/2012	False	True	False	0	0.00000
005813-000	6/8/2012	419	23	06/2012	False	True	False	0	0.00000
005813-000	5/8/2012	396	6	05/2012	False	True	False	0	0.00000
005813-000	4/9/2012	390	5	04/2012	False	True	False	0	0.00000
005813-000	3/8/2012	385	5	03/2012	False	True	False	0	0.00000
005813-000	2/8/2012	380	7	02/2012	False	True	False	0	0.00000
005813-000	1/9/2012	373	5	01/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005813-000	12/8/2011	368	7	12/2011	False	True	False	0	0.00000
005813-000	11/8/2011	361	10	11/2011	False	True	False	0	0.00000
005813-000	10/7/2011	351	10	10/2011	False	True	False	0	0.00000
005813-000	9/8/2011	341	5	09/2011	False	True	False	0	0.00000
005813-000	8/25/2011	336	10	09/2011	False	True	False	0	0.00000
005813-000	8/8/2011	326	43	08/2011	False	True	False	0	0.00000
005813-000	7/7/2011	283	22	07/2011	False	True	False	0	0.00000
005813-000	6/8/2011	261	15	06/2011	False	True	False	0	0.00000
005813-000	5/6/2011	246	13	05/2011	False	True	False	0	0.00000
005813-000	4/7/2011	233	4	04/2011	False	True	False	0	0.00000
005813-000	3/8/2011	229	5	03/2011	False	True	False	0	0.00000
005813-000	2/8/2011	224	5	02/2011	False	True	False	0	0.00000
005813-000	1/7/2011	219	3	01/2011	False	True	False	0	0.00000
005813-000	12/8/2010	216	4	12/2010	False	True	False	0	0.00000
005813-000	11/8/2010	212	16	11/2010	False	True	False	0	0.00000
005813-000	10/8/2010	196	20	10/2010	False	True	False	0	0.00000
005813-000	9/9/2010	176	18	09/2010	False	True	False	0	0.00000
005813-000	8/9/2010	158	19	08/2010	False	True	False	0	0.00000
005813-000	7/8/2010	139	24	07/2010	False	True	False	0	0.00000
005813-000	6/8/2010	115	11	06/2010	False	True	False	0	0.00000
005813-000	5/10/2010	104	9	05/2010	False	True	False	0	0.00000
005813-000	4/8/2010	95	6	04/2010	False	True	False	0	0.00000
005813-000	3/8/2010	89	4	03/2010	False	True	False	0	0.00000
005813-000	2/5/2010	85	4	02/2010	False	True	False	0	0.00000
005813-000	1/7/2010	81	4	01/2010	False	True	False	0	0.00000
005813-000	12/8/2009	77	3	12/2009	False	True	False	0	0.00000
005813-000	11/9/2009	74	6	11/2009	False	True	False	0	0.00000
005813-000	10/8/2009	68	13	10/2009	False	True	False	0	0.00000
005813-000	9/10/2009	55	15	09/2009	False	True	False	0	0.00000
005813-000	8/11/2009	40	40	08/2009	False	True	False	0	0.00000
000000-000	6/17/2009	0	0	08/2009	False	True	False	0	0.00000

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005813-000**
SERVICE ADDRESS:	2660 Spring St
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

DANIELLE FORSEY
2660 Spring Street
St. Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09196585	12/30/2020	1538	1/29/2021	1546	8
09196585	1/29/2021	1546	3/9/2021	1553	7

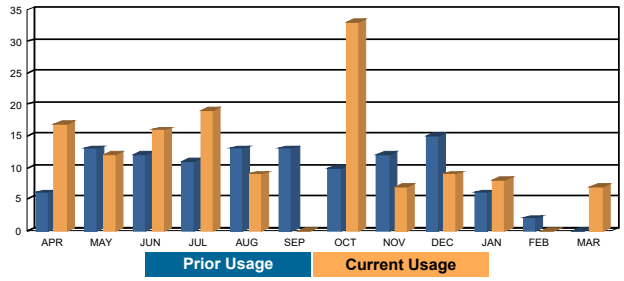
SPECIAL MESSAGE

To sign up for our Online Services or Autopay, please view the back of your statement for instructions. Any payments received after 3:00 pm on March 9th, 2021 may not be reflected on your statement. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	100.35
Sewer Use @ $5.34	64.08
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**417.51**

Water Use in HCF



BILL SUMMARY

Previous Balance	422.17
Thank you for your payment.	-422.17
Adjustments	0.00
Additional Billing	0.00
Current Charges	417.51
TOTAL AMOUNT DUE	**417.51**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**005813-000**
SERVICE ADDRESS:	2660 Spring St
SERVICE PERIOD:	1/1/2021 to 2/28/2021
BILLING DATE:	3/15/2021
DUE DATE:	**4/15/2021**

DANIELLE FORSEY
2660 Spring Street
St. Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **4/15/2021** **417.51**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005813-000**
SERVICE ADDRESS:	2660 Spring St
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

DANIELLE FORSEY
2660 Spring Street
St. Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09196585	3/29/2021	1556	4/29/2021	1562	6
09196585	3/9/2021	1553	3/29/2021	1556	3

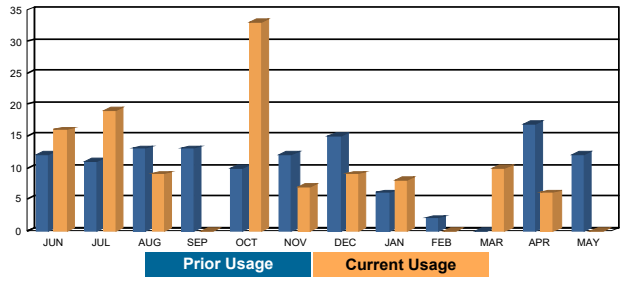
SPECIAL MESSAGE

BI-MONTHLY REMINDER - Your next statement will be issued July 15th, 2021. To sign up for our Online Services or Autopay, please view the back of your statement for instructions. If you have any questions regarding your water bill please contact us at (707) 968-2745 or email water@cityofsthelena.org.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $6.69	60.21
Sewer Use @ $5.34	48.06
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**361.35**

Water Use in HCF



BILL SUMMARY

Previous Balance	417.51
Thank you for your payment.	-417.51
Adjustments	0.00
Additional Billing	0.00
Current Charges	361.35
TOTAL AMOUNT DUE	**361.35**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**005813-000**
SERVICE ADDRESS:	2660 Spring St
SERVICE PERIOD:	3/1/2021 to 4/30/2021
BILLING DATE:	5/15/2021
DUE DATE:	**6/15/2021**

DANIELLE FORSEY
2660 Spring Street
St. Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **6/15/2021** **361.35**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005813-000**
SERVICE ADDRESS:	2660 Spring St
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09196585	4/29/2021	1562	5/26/2021	1569	7
09196585	5/26/2021	1569	6/28/2021	1578	9

DANIELLE FORSEY
2660 Spring Street
St. Helena, CA 94574

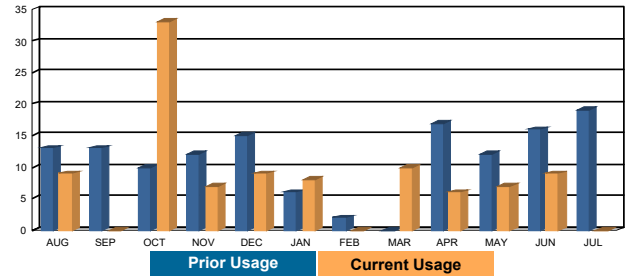
SPECIAL MESSAGE

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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	119.04
Sewer Use @ $5.34	64.08
Sewer Single Family Residential	121.82
TOTAL CURRENT CHARGES	**436.20**

Water Use in HCF



BILL SUMMARY

Previous Balance	361.35
Thank you for your payment.	-361.35
Adjustments	0.00
Additional Billing	0.00
Current Charges	436.20
TOTAL AMOUNT DUE	**436.20**

Payment Coupon

ACCOUNT INFORMATION

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

ACCOUNT:	**005813-000**
SERVICE ADDRESS:	2660 Spring St
SERVICE PERIOD:	5/1/2021 to 6/30/2021
BILLING DATE:	7/15/2021
DUE DATE:	**8/20/2021**

DANIELLE FORSEY
2660 Spring Street
St. Helena, CA 94574

AMOUNT DUE

TOTAL AMOUNT DUE BY **8/20/2021** **436.20**

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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

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

(707) 968-2745

Account Statement

ACCOUNT INFORMATION

ACCOUNT:	**005813-000**
SERVICE ADDRESS:	2660 Spring St
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

DANIELLE FORSEY
2660 Spring Street
St. Helena, CA 94574

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
09196585	7/28/2021	1602	8/27/2021	1633	31
09196585	6/28/2021	1578	7/28/2021	1602	24

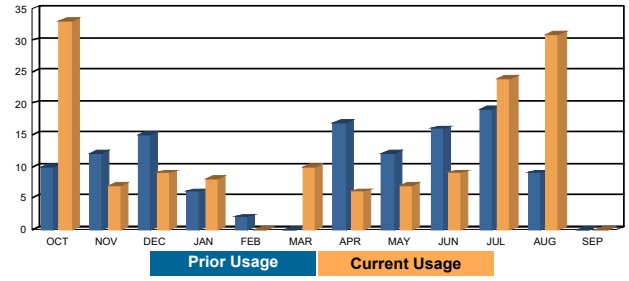
SPECIAL MESSAGE

If your bill includes penalties, please note that the penalty amount on your bill represents 50% of your total July Penalty and 100% of your August Penalty. The remaining 50% of your July 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.cityofsthelena.org/utility-billing.

CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ $7.44	409.20
Sewer Use @ $5.34	64.08
Sewer Single Family Residential	121.82
July 50% Excess Pen	248.22
Aug Excess Penalty	1,607.80
TOTAL CURRENT CHARGES	**2,582.38**

Water Use in HCF



BILL SUMMARY

Previous Balance	436.20
Thank you for your payment.	-436.20
Adjustments	0.00
Additional Billing	1,856.02
Current Charges	726.36
TOTAL AMOUNT DUE	**2,582.38**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **10/25/2021** **2,582.38**

ACCOUNT INFORMATION

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

ACCOUNT:	**005813-000**
SERVICE ADDRESS:	2660 Spring St
SERVICE PERIOD:	7/1/2021 to 8/31/2021
BILLING DATE:	9/24/2021
DUE DATE:	**10/25/2021**

DANIELLE FORSEY
2660 Spring Street
St. Helena, CA 94574

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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