



City of St. Helena Water Advisory Board Regular Meeting

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 City Council Meeting will be held via teleconference only, and will not be physically open to the public. Water Advisory Board members and staff will teleconference into the meeting by audio and/or video. The meeting will be conducted via Zoom Webinar. Public comment for Water Advisory Board meetings will be accepted via email to publiccomment@cityofstheleena.org. All public comments must be emailed by 8:00 AM prior to the meeting. Emailed public comments will not be read out loud but will be publicly available and attached to the on-line Water Advisory Board agenda.

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

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

Please click the link below to join the meeting:

<https://us02web.zoom.us/j/82070802157>

Or One tap mobile :

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

Or Telephone:

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

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

Meeting ID: 820 7080 2157

International numbers available: <https://us02web.zoom.us/j/82070802157>

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. STAFF BRIEFING

5.1. Staff update on Administrative Review of Appeals

Prepared By: April Mitts, Administrative Services Director

[Summary of WAB Penalty Waiver Actions](#)

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6. 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.

6.1. None

7. OLD BUSINESS:

7.1. None

8. NEW BUSINESS:

8.1. Water Advisory Penalty Waiver Request – Anagnostou, Gus & Kitsy

[STAFF REPORT](#)

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9. ADJOURNMENT

The next regular Water Advisory Board meeting is scheduled for December 3, 2021 at 10:00 am.

I do hereby certify that a copy of the foregoing agenda was posted on the City website on November 16, 2021 at 9:30 a.m.



Cindy Tzaferopoulos, 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.

Name	Cause of Leak	Denied	Approved	On track for Penalty Forgiveness Program	Total Amount Adjusted	Total Penalties Imposed and Being Waived	Reduction in HCF from Highest Month of Leak	Reduction from same time previous year
Water Advisory Board Approved Waivers								
Scofield, Ana			X		\$ 1,184.54	4738.16	32	-2
Schmidt, Schmidt			X		\$ 1,362.15	\$ 5,448.60	16	17
Depot Associates			X		\$ 4,799.45	\$ 19,197.80	80	-54
Smith, Howard			X		\$ 1,097.98	\$ 62,097.80	255	12
Gatens, Joseph			X		\$ 257.11	\$ 1,006.54	10	17
Glenn, Tami			X		\$ 2,049.72	\$ 8,198.88	45	3
Arnett, J.			X		\$ 2,058.77	\$ 10,201.34	24	16
Baker, J.			X		\$ 3,242.20	\$ 6,484.40	44	21
Lucchese, E.			X		\$ 1,603.36	\$ 6,413.44	37	2
Lyons, S.			X		\$ 432.90	\$ 865.80	44	215
Pagendarm, P.			X		\$ 196.13		12	17
Wright, E.		X			\$ -	\$ -	42	77
Benjamin, E.			X		\$ 517.11	\$ 1,797.04	29	54
Dodson, M.			X		\$ 3,181.51	\$ 12,206.55	35	79
Elliman, J.			X		\$ 1,516.65	\$ 6,062.60	39	5
Garber, R.			X		\$ 91.95	\$ 152.06	13	33
Sklar, E.			X		\$ 256.68	\$ 870.10	46	17
St. Helena Catholic Church			X		\$ 54,369.76	\$ 157,920.04	394	-3
Sturm, F. & M.			X		\$ 2,266.85	\$ 9,067.40	102	19
Wright, John			X		\$ 1,384.68		28	80
MacPherson, K			X		\$ 12,129.03	\$ 27,362.85	69	30
Fintel, H.			X		\$ 973.74	\$ 1,874.02	16	33
Corsetti, R			X		\$ 4.73	\$ 9.46	5	15
St. Helena Montessori School			X		\$ 4,819.26	\$ 19,277.05	176	66
Forsey, D.			X		\$ 1,856.02	\$ 2,104.25	20	-2
Wheeler Winery			X		\$ 97,008.56	\$ 309,715.45	940	0
American Ag Credit			X		\$ 24,649.70	\$ 47,582.85	107	47
Ryan, M.			X		\$ 13,642.50	\$ 28,062.90	44	-9
Shah, A			X		\$ 19,063.70	\$ 23,199.60	64	32
Water Advisory Board Approved Waivers					\$ 256,016.74	\$ 771,916.98	2,768	837
Administrative Review								
				* allocation exceeded by less than 1 unit				
Jonelis, T	Irrigation		X	No*	\$ 4,232.56	7,178.28	35	48
Kaye, S	Irrigation		X	No*	\$ 1,095.36	2,305.81	16	13
Haslip, Alexandra	Pool		X	No	\$ 1,000.70	\$ 3,554.17	32	87
Brennan, Richard	Irrigation - break during construction		X	Yes	\$ 331.54	\$ 1,257.16	19	40
Robotham, Stephanie	Irrigation		X	Yes	\$ 3,132.15	\$ 12,493.24	64	23
Sproat, Mary & Ronald	Irrigation		X	Yes	\$ 550.57	\$ 1,588.72	15	60

Name	Cause of Leak	Denied	Approved	On track for Penalty Forgiveness Program	Total Amount Adjusted	Total Penalties Imposed and Being Waived	Reduction in HCF from Highest Month of Leak	Reduction from same time previous year
Bunge, Tash	Irrigation		X	Yes	\$ 6,646.92	\$ 26,587.68	117	3
Tomasson, Helgi	Irrigation		X	No*	\$ 3,183.59	\$ 9,925.59	60	117
Quail Meadow of St. Helena HOA	Backflow Device		X	Yes	\$ 4,507.75	\$ 12,171.70	37	0
Fanucci, Robert & Layla	Irrigation		X	Yes	\$ 1,465.09	\$ 5,545.86	38	14
Wheeler, Faith		X						
Troyan, Marc	Irrigation		X	No	\$ 15,593.16	\$ 40,552.88	94	31
Martin, Richard		X						
					\$ 41,739.39	\$ 123,161.09	527	436
					\$ 297,756.13	\$ 895,078.07	3,295	1,273



Report to the City Council
Water Advisory Board – 19 November 2021

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Anagnostou, Gus & Kitsy**

CEQA **Not a CEQA project**
Determination:

Prepared By: April Mitts, Administrative Services Director

Reviewed By: April Mitts, Administrative Services Director

Approved By: Mark T. Prestwich, City Manager

BACKGROUND

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

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

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

The City of St. Helena is committed to preventing water waste but also understands that, infrequently, a water leak may occur. When a water leak does occur, customers can request a credit to their utility bill for a portion of the excess water in accordance with P-FI-0005 Leak Adjustment Policy. This policy provides relief to St. Helena water customers

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

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

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

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

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

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

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

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on October 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 4-8 provides Account Statements from January 1, 2021 to present

Attachment 9 is the Water Penalty Leak Appeal Checklist

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

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

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

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	3,231.40	12,925.60	61.051	45,669
July	147.25	294.50	7.532	5,634
August	31.77	31.77	2.939	2,199
September	24.56	24.56	2.456	1,837
October	n/a			

Table 3 – Leak Letters Sent

June 2021
October 2021

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
n/a	

This appeal has been reviewed and was not approved on an administrative level due to the following:

1. It has not been demonstrated there were any leaks which were fixed.
2. The customer has decreased water use from the initial penalties imposed in June; however, the customer was over their allocation in June, July, August, and September.
3. Administrative approval can only be granted to those appeals that clearly fall within the scope of the Water Advisory Board's adopted policy. While use has decreased and in October the customer is within their allocation, it is unclear if the water use was a result of a leak which has been corrected.

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Water Penalty Leak Adjustment Application

DATE SUBMITTED: _____
RECEIVED BY: _____
10-07-2021

PROPERTY & BILLING INFORMATION			
Date Applying Oct 5, 2021	Customer or Company Name Gus Anagnostou		
Account Number 013714-000	Phone Number 650-722-3939	Email Address gusanagnostou@yahoo.com	
Mailing Address 2317 Broadway St Ste 140	City Redwood City	State CA	Zip Code 94063-1660
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: May, June		Amount of Penalties Assessed:	
Please list any additional information for the Water Advisory Board consideration:			
Dear Water Dept ~ I am writing this with regards to a bill we recieved that needs to be adjusted. Clearly in the month of May there was a huge spike & June & yet there wast anyone at the house. We've had a plumber check for any leaks & the City, the conducted an investigation & were unable to locate any problems. Please see attached bill			
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: Kilsy Anagnostou	Signature: <i>Kilsy Anagnostou</i>		Date: 10-6-21
PLEASE RETURN APPLICATIONS TO:		QUESTIONS:	

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:	



(707) 968-2746

072187000812

[illegible]

GUS ANAGNOSTOU
2317 BROADWAY ST STE 140
REDWOOD CITY, CA 94063-1680

ACCOUNT INFORMATION

DUE DATE: 10/25/2021

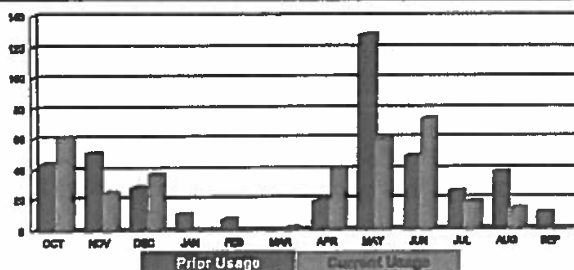
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
09182954	7/28/2021	3028	8/27/2021	3040	14
08182954	8/28/2021	3008	7/28/2021	3028	18

SPECIAL MESSAGE

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.cityofsthenena.org/utility-billing.

Water Use in HCF



CURRENT CHARGES

TOTAL CURRENT CHARGES	680.88
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BILL SUMMARY

Previous Balance	4,477.24
Thank you for your payment.	-1,245.84
Adjustments	0.00
Additional Billing	178.02
Current Charges	501.84
TOTAL AMOUNT DUE	3,912.26

Payment Coupon

ACCOUNT INFORMATION

CITY OF ST. HELENA

GUS ANAGNOSTOU
2317 BROADWAY ST STE 140
REDWOOD CITY, CA 94063-1660

AMOUNT DUE

TOTAL AMOUNT DUE BY	10/25/2021	3,912.28
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AMOUNT ENCLOSED

REMIT PAYMENT TO:

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





Residential Leak Appeal Application

DATE SUBMITTED: <u>8/25/2021</u>
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION			
Date Applying: <u>8.25.21</u>	Account # <u>013714-000</u>		
Account Holders Name <u>Kitsy Anagnostou</u>	Daytime Phone Number <u>650-888-1813*</u>	Other Phone Number <u>650-722-3939</u>	
Service Address <u>1337 Andrea Ave</u>			
Email <u>Gusanagnostou@yahoo.com</u>			
Mailing Address (if different than above)	City <u>St. Helena</u>	State <u>CA</u>	Zip Code <u>94574</u>
TYPE OF SERVICE			
☒ Single Family			
☐ Multi-Family			
WATER LEAK DESCRIPTION			
Describe how and where the leak occurred; in addition to how the leak was repaired. (Include any proof of repair, such as receipts, invoices and/or photos)			
<u>Dear Water Department -</u> <u>I am writing this with regards to a bill recieved which needs to be adjusted.</u> <u>Apparently there was some type of water leak that we were unaware of. We had a plumber come to our home and conduct an investigation along with a technician from the City of St. Helena both who said they were unable to find any active leaks at our home. Please adjust our bill to normal rate. Kindy - Kitsy</u>			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
	☐ Yes ☐ No ☐ Unsure		☐ Yes ☐ No

Updated 07/26/2021

Page 1 of 2

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

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

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

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

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

<i>Kristy Anagnostou</i> Signature	Kristy ANAGNOSTOU Print Name	8-25-21 Date
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PLEASE SUBMIT APPLICATIONS TO:

City of St. Helena: Utility Billing
1572 Railroad Avenue
St. Helena, CA 95404

QUESTIONS?

Email: water@cityofsthelena.org
Website: www.cityofsthelena.org/water
Phone: 707-968-2745

STAFF USE ONLY

Billing month the leak occurred:	Prior Leak adjustment on file: ☐ Yes ☐ No Date:	Documentation of Repair attached? ☐ Yes ☐ No
Leak Verified by City Employee & Date of Verification: ☐ Yes ☐ No ____/____/____	Leak Letter Received? ☐ Yes ☐ No	Average Water Usage calculated for adjustment
Total Water Usage adjusted:	Total Dollar Amount Adjusted:	Verified adjusted dollar amount with customer: ☐ Yes ☐ No
Additional Notes:		
Leak adjustment request is hereby: ☐ Approved ☐ Rejected Reason for rejection:		
Signature	Print Name (Authorized Signature)	Date

Jennifer Weeks

From: Jennifer Weeks
Sent: Wednesday, September 15, 2021 4:08 PM
To: Gus Anagnostou
Subject: Leak Appeal Application - 1337 Andrea Ave.
Attachments: Leak Adjustment - Phase II and Phase III Water Penalty Adjustment Form.pdf

Good Morning Ms. Anagnostou,

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

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

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

Thank you,

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

Help End St. Helena's Water Crisis



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

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



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

Utility Billing

Anagnostou Gus 013714-000 - 1337 Andrea Ave



User: AprilM

Printed: 11/15/2021 5:29:15 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
013714-000	10/27/2021	3062	7	10/2021	True	False	False	0	0.00000
013714-000	9/28/2021	3055	15	09/2021	True	False	False	0	0.00000
013714-000	8/27/2021	3040	14	08/2021	False	True	False	0	0.00000
013714-000	7/28/2021	3026	18	07/2021	False	True	False	0	0.00000
013714-000	6/28/2021	3008	73	06/2021	False	True	False	0	0.00000
013714-000	5/26/2021	2935	59	05/2021	False	True	False	0	0.00000
013714-000	4/29/2021	2876	40	04/2021	False	True	False	0	0.00000
013714-000	3/29/2021	2836	1	03/2021	False	True	False	0	0.00000
013714-000	3/9/2021	2835	1	03/2021	False	True	False	0	0.00000
013714-000	1/29/2021	2834	1	01/2021	False	True	False	0	0.00000
013714-000	12/30/2020	2833	37	12/2020	False	True	False	0	0.00000
013714-000	11/19/2020	2796	25	11/2020	False	True	False	0	0.00000
013714-000	10/30/2020	2771	61	10/2020	False	True	False	0	0.00000
013714-000	9/4/2020	2710	11	09/2020	False	True	False	0	0.00000
013714-000	8/27/2020	2699	38	08/2020	False	True	False	0	0.00000
013714-000	7/30/2020	2661	25	07/2020	False	True	False	0	0.00000
013714-000	6/30/2020	2636	48	06/2020	False	True	False	0	0.00000
013714-000	6/1/2020	2588	128	05/2020	False	True	False	0	0.00000
013714-000	4/30/2020	2460	9	04/2020	False	True	False	0	0.00000
013714-000	4/1/2020	2451	10	04/2020	False	True	False	0	0.00000
013714-000	2/28/2020	2441	7	02/2020	False	True	False	0	0.00000
013714-000	1/31/2020	2434	11	01/2020	False	True	False	0	0.00000
013714-000	12/31/2019	2423	7	12/2019	False	True	False	0	0.00000
013714-000	12/9/2019	2416	21	12/2019	False	True	False	0	0.00000
013714-000	11/7/2019	2395	51	11/2019	False	True	False	0	0.00000
013714-000	10/8/2019	2344	44	10/2019	False	True	False	0	0.00000
013714-000	9/6/2019	2300	24	09/2019	False	True	False	0	0.00000
013714-000	8/8/2019	2276	30	08/2019	False	True	False	0	0.00000
013714-000	7/8/2019	2246	27	07/2019	False	True	False	0	0.00000
013714-000	6/7/2019	2219	30	06/2019	False	True	False	0	0.00000
013714-000	5/10/2019	2189	25	05/2019	False	True	False	0	0.00000
013714-000	4/8/2019	2164	0	04/2019	False	True	False	0	0.00000
013714-000	3/8/2019	2164	1	03/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
013714-000	2/7/2019	2163	0	02/2019	False	True	False	0	0.00000
013714-000	1/8/2019	2163	8	01/2019	False	True	False	0	0.00000
013714-000	12/7/2018	2155	33	12/2018	False	True	False	0	0.00000
013714-000	11/7/2018	2122	2	11/2018	False	True	False	0	0.00000
013714-000	11/5/2018	2120	6	11/2018	False	True	False	0	0.00000
013714-000	10/29/2018	2114	18	10/2018	False	True	False	0	0.00000
013714-000	10/8/2018	2096	47	10/2018	False	True	False	0	0.00000
013714-000	9/7/2018	2049	51	09/2018	False	True	False	0	0.00000
013714-000	8/8/2018	1998	52	08/2018	False	True	False	0	0.00000
013714-000	7/9/2018	1946	48	07/2018	False	True	False	0	0.00000
013714-000	6/7/2018	1898	45	06/2018	False	True	False	0	0.00000
013714-000	5/8/2018	1853	20	05/2018	False	True	False	0	0.00000
013714-000	4/9/2018	1833	4	04/2018	False	True	False	0	0.00000
013714-000	3/8/2018	1829	17	03/2018	False	True	False	0	0.00000
013714-000	2/8/2018	1812	12	02/2018	False	True	False	0	0.00000
013714-000	1/8/2018	1800	17	01/2018	False	True	False	0	0.00000
013714-000	12/8/2017	1783	2	12/2017	False	True	False	0	0.00000
013714-000	11/8/2017	1781	95	11/2017	False	True	False	0	0.00000
013714-000	9/8/2017	1686	61	09/2017	False	True	False	0	0.00000
013714-000	8/8/2017	1625	64	08/2017	False	True	False	0	0.00000
013714-000	7/7/2017	1561	50	07/2017	False	True	False	0	0.00000
013714-000	6/8/2017	1511	45	06/2017	False	True	False	0	0.00000
013714-000	5/8/2017	1466	33	05/2017	False	True	False	0	0.00000
013714-000	4/7/2017	1433	3	04/2017	False	True	False	0	0.00000
013714-000	3/8/2017	1430	1	03/2017	False	True	False	0	0.00000
013714-000	2/8/2017	1429	0	02/2017	False	True	False	0	0.00000
013714-000	1/10/2017	1429	0	01/2017	False	True	False	0	0.00000
013714-000	12/9/2016	1429	0	12/2016	False	True	False	0	0.00000
013714-000	11/8/2016	1429	48	11/2016	False	True	False	0	0.00000
013714-000	10/7/2016	1381	42	10/2016	False	True	False	0	0.00000
013714-000	9/8/2016	1339	51	09/2016	False	True	False	0	0.00000
013714-000	8/8/2016	1288	55	08/2016	False	True	False	0	0.00000
013714-000	7/8/2016	1233	33	07/2016	False	True	False	0	0.00000
013714-000	6/8/2016	1200	19	06/2016	False	True	False	0	0.00000
013714-000	5/9/2016	1181	16	05/2016	False	True	False	0	0.00000
013714-000	4/8/2016	1165	4	04/2016	False	True	False	0	0.00000
013714-000	3/8/2016	1161	1	03/2016	False	True	False	0	0.00000
013714-000	2/8/2016	1160	0	02/2016	False	True	False	0	0.00000
013714-000	1/8/2016	1160	1	01/2016	False	True	False	0	0.00000
013714-000	12/8/2015	1159	4	12/2015	False	True	False	0	0.00000
013714-000	11/9/2015	1155	26	11/2015	False	True	False	0	0.00000
013714-000	10/8/2015	1129	22	10/2015	False	True	False	0	0.00000
013714-000	9/8/2015	1107	22	09/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
013714-000	8/7/2015	1085	25	08/2015	False	True	False	0	0.00000
013714-000	7/8/2015	1060	16	07/2015	False	True	False	0	0.00000
013714-000	6/8/2015	1044	11	06/2015	False	True	False	0	0.00000
013714-000	5/8/2015	1033	8	05/2015	False	True	False	0	0.00000
013714-000	4/8/2015	1025	6	04/2015	False	True	False	0	0.00000
013714-000	3/9/2015	1019	3	03/2015	False	True	False	0	0.00000
013714-000	2/9/2015	1016	1	02/2015	False	True	False	0	0.00000
013714-000	1/8/2015	1015	1	01/2015	False	True	False	0	0.00000
013714-000	12/8/2014	1014	3	12/2014	False	True	False	0	0.00000
013714-000	11/7/2014	1011	15	11/2014	False	True	False	0	0.00000
013714-000	10/8/2014	996	25	10/2014	False	True	False	0	0.00000
013714-000	9/8/2014	971	17	09/2014	False	True	False	0	0.00000
013714-000	8/8/2014	954	19	08/2014	False	True	False	0	0.00000
013714-000	7/8/2014	935	13	07/2014	False	True	False	0	0.00000
013714-000	6/9/2014	922	31	06/2014	False	True	False	0	0.00000
013714-000	5/8/2014	891	30	05/2014	False	True	False	0	0.00000
013714-000	4/7/2014	861	51	04/2014	False	True	False	0	0.00000
013714-000	3/7/2014	810	3	03/2014	False	True	False	0	0.00000
013714-000	2/21/2014	807	3	02/2014	False	True	False	0	0.00000
013714-000	2/7/2014	804	14	02/2014	False	True	False	0	0.00000
013714-000	1/9/2014	790	6	01/2014	False	True	False	0	0.00000
013714-000	12/9/2013	784	10	12/2013	False	True	False	0	0.00000
013714-000	11/8/2013	774	16	11/2013	False	True	False	0	0.00000
013714-000	10/8/2013	758	28	10/2013	False	True	False	0	0.00000
013714-000	9/9/2013	730	11	09/2013	False	True	False	0	0.00000
013714-000	8/27/2013	719	0	09/2013	False	True	False	0	0.00000
006618-000	8/26/2013	719	15	09/2013	False	True	False	0	0.00000
006618-000	8/8/2013	704	22	08/2013	False	True	False	0	0.00000
006618-000	7/8/2013	682	14	07/2013	False	True	False	0	0.00000
006618-000	6/7/2013	668	16	06/2013	False	True	False	0	0.00000
006618-000	5/8/2013	652	13	05/2013	False	True	False	0	0.00000
006618-000	4/8/2013	639	13	04/2013	False	True	False	0	0.00000
006618-000	3/8/2013	626	9	03/2013	False	True	False	0	0.00000
006618-000	2/8/2013	617	5	02/2013	False	True	False	0	0.00000
006618-000	1/8/2013	612	4	01/2013	False	True	False	0	0.00000
006618-000	12/7/2012	608	9	12/2012	False	True	False	0	0.00000
006618-000	11/8/2012	599	17	11/2012	False	True	False	0	0.00000
006618-000	10/8/2012	582	21	10/2012	False	True	False	0	0.00000
006618-000	9/7/2012	561	22	09/2012	False	True	False	0	0.00000
006618-000	8/8/2012	539	17	08/2012	False	True	False	0	0.00000
006618-000	7/9/2012	522	17	07/2012	False	True	False	0	0.00000
006618-000	6/8/2012	505	16	06/2012	False	True	False	0	0.00000
006618-000	5/8/2012	489	10	05/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
006618-000	4/9/2012	479	12	04/2012	False	True	False	0	0.00000
006618-000	3/8/2012	467	8	03/2012	False	True	False	0	0.00000
006618-000	2/8/2012	459	8	02/2012	False	True	False	0	0.00000
006618-000	1/9/2012	451	11	01/2012	False	True	False	0	0.00000
006618-000	12/8/2011	440	8	12/2011	False	True	False	0	0.00000
006618-000	11/8/2011	432	19	11/2011	False	True	False	0	0.00000
006618-000	10/7/2011	413	21	10/2011	False	True	False	0	0.00000
006618-000	9/8/2011	392	19	09/2011	False	True	False	0	0.00000
006618-000	8/8/2011	373	19	08/2011	False	True	False	0	0.00000
006618-000	7/7/2011	354	18	07/2011	False	True	False	0	0.00000
006618-000	6/8/2011	336	14	06/2011	False	True	False	0	0.00000
006618-000	5/12/2011	322	22	06/2011	False	True	False	0	0.00000
006618-000	4/7/2011	300	8	04/2011	False	True	False	0	0.00000
006618-000	3/8/2011	292	8	03/2011	False	True	False	0	0.00000
006618-000	2/8/2011	284	8	02/2011	False	True	False	0	0.00000
006618-000	1/7/2011	276	7	01/2011	False	True	False	0	0.00000
006618-000	12/8/2010	269	15	12/2010	False	True	False	0	0.00000
006618-000	11/8/2010	254	16	11/2010	False	True	False	0	0.00000
006618-000	10/8/2010	238	14	10/2010	False	True	False	0	0.00000
006618-000	9/9/2010	224	15	09/2010	False	True	False	0	0.00000
006618-000	8/9/2010	209	16	08/2010	False	True	False	0	0.00000
006618-000	7/8/2010	193	19	07/2010	False	True	False	0	0.00000
006618-000	6/8/2010	174	17	06/2010	False	True	False	0	0.00000
006618-000	5/10/2010	157	11	05/2010	False	True	False	0	0.00000
006618-000	4/8/2010	146	9	04/2010	False	True	False	0	0.00000
006618-000	3/8/2010	137	5	03/2010	False	True	False	0	0.00000
006618-000	2/5/2010	132	6	02/2010	False	True	False	0	0.00000
006618-000	1/7/2010	126	7	01/2010	False	True	False	0	0.00000
006618-000	12/8/2009	119	14	12/2009	False	True	False	0	0.00000
006618-000	11/9/2009	105	14	11/2009	False	True	False	0	0.00000
006618-000	10/8/2009	91	17	10/2009	False	True	False	0	0.00000
006618-000	9/10/2009	74	18	09/2009	False	True	False	0	0.00000
006618-000	8/11/2009	56	42	08/2009	False	True	False	0	0.00000
006618-000	6/9/2009	14	14	06/2009	False	True	False	0	0.00000
000000-000	5/21/2009	0	0	06/2009	False	True	False	0	0.00000



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

(707) 968-2745

GUS ANAGNOSTOU
2317 Broadway St. Ste. 140
Redwood City, CA 94063

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 013714-000
SERVICE ADDRESS: 1337 Andrea Ave
SERVICE PERIOD: 11/1/2020 to 12/31/2020
BILLING DATE: 1/22/2021

DUE DATE: 2/25/2021

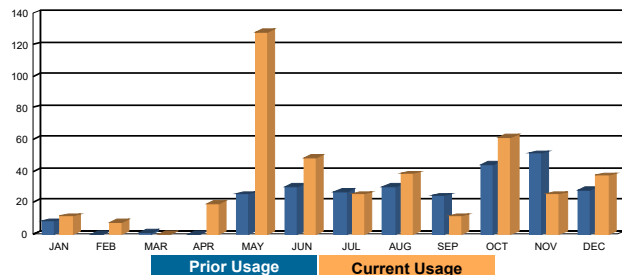
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
09182954	11/19/2020	2796	12/30/2020	2833	37
09182954	10/30/2020	2771	11/19/2020	2796	25

SPECIAL MESSAGE

The City would like to inform you that in November 2020 the City's water system had below standard traces of disinfectant. The standard is to have 95% of samples with detectable disinfectant and, when tested, only 93% of the samples detected any disinfectant. If this had been an emergency you would have been notified immediately. A notice has been posted to the City's website at: <https://www.cityofstheleena.org/publicworks/page/important-information-about-your-drinking-water>. This notice provides information on what happened, corrective actions taken, and what you should do, if anything.

Water Use in HCF



Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 013714-000
SERVICE ADDRESS: 1337 Andrea Ave
SERVICE PERIOD: 11/1/2020 to 12/31/2020
BILLING DATE: 1/22/2021

DUE DATE: 2/25/2021

GUS ANAGNOSTOU
2317 Broadway St. Ste. 140
Redwood City, CA 94063

CURRENT CHARGES

Water Base Fee 5/8" Residential	130.28
Water Use @ \$6.69	413.35
Sewer Use @ \$5.34	106.41
Sewer Single Family Residential	121.36

TOTAL CURRENT CHARGES 771.40

BILL SUMMARY

Previous Balance	1,670.41
Thank you for your payment.	-1,670.41
Adjustments	0.00
Additional Billing	0.00
Current Charges	771.40
TOTAL AMOUNT DUE	771.40

AMOUNT DUE

TOTAL AMOUNT DUE BY 2/25/2021 **771.40**

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@cityofsthelema.org

(707) 968-2745

GUS ANAGNOSTOU
2317 Broadway St. Ste. 140
Redwood City, CA 94063

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 013714-000
SERVICE ADDRESS: 1337 Andrea Ave
SERVICE PERIOD: 1/1/2021 to 2/28/2021
BILLING DATE: 3/15/2021

DUE DATE: 4/15/2021

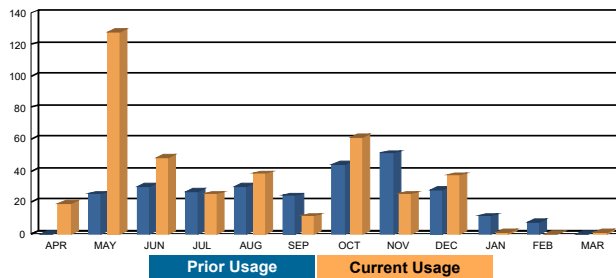
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
09182954	12/30/2020	2833	1/29/2021	2834	1
09182954	1/29/2021	2834	3/9/2021	2835	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@cityofsthelema.org.

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential 131.26
Water Use @ \$6.69 13.38
Sewer Use @ \$5.34 106.80
Sewer Single Family Residential 121.82

TOTAL CURRENT CHARGES 373.26

BILL SUMMARY

Previous Balance 771.40
Thank you for your payment. -771.40
Adjustments 0.00
Additional Billing 0.00
Current Charges 373.26
TOTAL AMOUNT DUE 373.26

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 013714-000
SERVICE ADDRESS: 1337 Andrea Ave
SERVICE PERIOD: 1/1/2021 to 2/28/2021
BILLING DATE: 3/15/2021

DUE DATE: 4/15/2021

GUS ANAGNOSTOU
2317 Broadway St. Ste. 140
Redwood City, CA 94063

AMOUNT DUE

TOTAL AMOUNT DUE BY 4/15/2021 373.26

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@cityofsthelema.org

(707) 968-2745

GUS ANAGNOSTOU
2317 Broadway St. Ste. 140
Redwood City, CA 94063

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 013714-000
SERVICE ADDRESS: 1337 Andrea Ave
SERVICE PERIOD: 3/1/2021 to 4/30/2021
BILLING DATE: 5/15/2021

DUE DATE: 6/15/2021

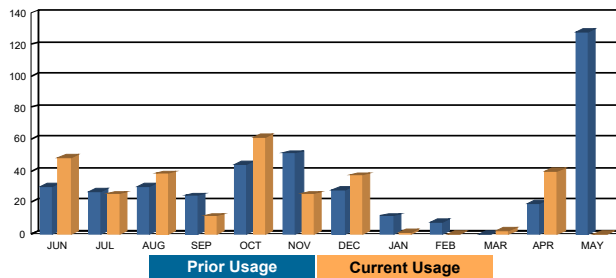
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
09182954	3/29/2021	2836	4/29/2021	2876	40
09182954	3/9/2021	2835	3/29/2021	2836	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@cityofsthelema.org.

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ \$6.69	274.29
Sewer Use @ \$5.34	10.68
Sewer Single Family Residential	121.82

TOTAL CURRENT CHARGES 538.05

BILL SUMMARY

Previous Balance	373.26
Thank you for your payment.	-373.26
Adjustments	0.00
Additional Billing	0.00
Current Charges	538.05
TOTAL AMOUNT DUE	538.05

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 013714-000
SERVICE ADDRESS: 1337 Andrea Ave
SERVICE PERIOD: 3/1/2021 to 4/30/2021
BILLING DATE: 5/15/2021

DUE DATE: 6/15/2021

GUS ANAGNOSTOU
2317 Broadway St. Ste. 140
Redwood City, CA 94063

AMOUNT DUE

TOTAL AMOUNT DUE BY 6/15/2021 538.05

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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





1572 Railroad Avenue
St. Helena, CA 94574
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GUS ANAGNOSTOU
2317 Broadway St. Ste. 140
Redwood City, CA 94063

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 013714-000
SERVICE ADDRESS: 1337 Andrea Ave
SERVICE PERIOD: 5/1/2021 to 6/30/2021
BILLING DATE: 7/15/2021

DUE DATE: 8/20/2021

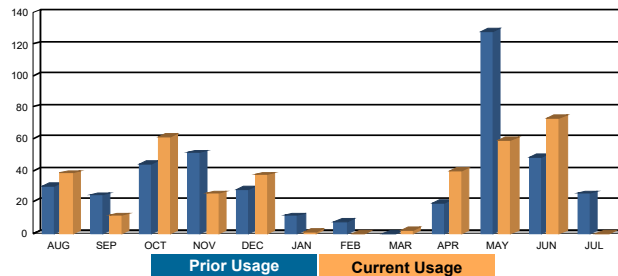
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
09182954	5/26/2021	2935	6/28/2021	3008	73
09182954	4/29/2021	2876	5/26/2021	2935	59

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.cityofsthelema.org/utility-billing.

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ \$7.44	982.08
Sewer Use @ \$5.34	10.68
Sewer Single Family Residential	121.82
June Excess Penalty	3,231.40

TOTAL CURRENT CHARGES 4,477.24

BILL SUMMARY

Previous Balance	538.05
Thank you for your payment.	-538.05
Adjustments	0.00
Additional Billing	3,231.40
Current Charges	1,245.84
TOTAL AMOUNT DUE	4,477.24

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 013714-000
SERVICE ADDRESS: 1337 Andrea Ave
SERVICE PERIOD: 5/1/2021 to 6/30/2021
BILLING DATE: 7/15/2021

DUE DATE: 8/20/2021

GUS ANAGNOSTOU
2317 Broadway St. Ste. 140
Redwood City, CA 94063

AMOUNT DUE

TOTAL AMOUNT DUE BY 8/20/2021 4,477.24

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@cityofstheleena.org

(707) 968-2745

GUS ANAGNOSTOU
2317 Broadway St. Ste. 140
Redwood City, CA 94063

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 013714-000
SERVICE ADDRESS: 1337 Andrea Ave
SERVICE PERIOD: 7/1/2021 to 8/31/2021
BILLING DATE: 9/24/2021

DUE DATE: 10/25/2021

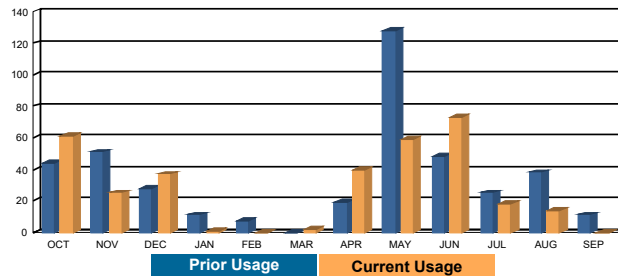
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
09182954	7/28/2021	3026	8/27/2021	3040	14
09182954	6/28/2021	3008	7/28/2021	3026	18

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.cityofstheleena.org/utility-billing.

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ \$7.44	238.08
Sewer Use @ \$5.34	10.68
Sewer Single Family Residential	121.82
July 50% Excess Pen	147.25
Aug Excess Penalty	31.77

TOTAL CURRENT CHARGES 680.86

BILL SUMMARY

Previous Balance	4,477.24
Thank you for your payment.	-1,245.84
Adjustments	0.00
Additional Billing	179.02
Current Charges	501.84

TOTAL AMOUNT DUE 3,912.26

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 013714-000
SERVICE ADDRESS: 1337 Andrea Ave
SERVICE PERIOD: 7/1/2021 to 8/31/2021
BILLING DATE: 9/24/2021

DUE DATE: 10/25/2021

GUS ANAGNOSTOU
2317 Broadway St. Ste. 140
Redwood City, CA 94063

AMOUNT DUE

TOTAL AMOUNT DUE BY 10/25/2021 3,912.26

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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



Customer Name: Anagnosta, Kitsy
Customer Account Number: 013714-000

Residential:	Current Allocation - based on a 30-day month, peak period		
		Gallons	HCF
	Number in Household:	3	5,850
	Phase II Outdoor Summer Allocation:	2,500	
	Additional Exception	0	
		8,350	11.16

Non-Residential:	Current Allocation:	HCF	Gallons
	June	-	-
	July	-	-
	August	-	-
	September	-	-
	October	-	-
	November	-	-

Leak Letters Sent:	June 2021 October 2021
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Penalties Imposed:	Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
	June	\$ 3,231.40	\$ 12,925.60	61.051	45,669
	July	\$ 147.25	\$ 294.50	7.532	5,634
	August	\$ 31.77	\$ 31.77	2.939	2,199
	September	\$ 24.56	\$ 24.56	2.456	1,837
	October				-
	November				-
	TOTAL	\$ 3,434.98	\$ 13,276.43	73.978	55,339

Administrative approval of penalty waivers is up to \$50,000.

		Yes	No
1	Leak Letters Sent	X	
2	Has the customer received a leak letter for 2 or more consecutive months?		X
3	If yes to #2, has the customer demonstrated a good faith effort to actively locate and fix leaks?		
3a	Additional considerations for administrative approval if there were 2 or more consecutive months in which leak letters were received:		
4	Was the leak 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?	Unclear	
5	Was the leak a result of negligent, willful, or neglectful behavior?	Unclear	
6	Is there proof the leak repairs were completed?		X

7	If yes to #6, what proof has been provided (including, but not limited to receipts, total irrigation shut off, etc...) resulting in a decrease of usage within the prescribed allocation: The customer had no known leaks. Usage declined in October and is within allocation; however, there were not repairs or direct cause of the leak found.		
8	Has the customer previously filed a penalty leak adjustment?		X
9	If yes to #8, was the penalty leak adjustment approved?		
10	If yes to #9, what was the amount of the penalty leak adjustment?		
11	If yes to #8, months the penalties were waived/reduced:		
12	Is there verification of dates the leak was fixed as compared to consumption?		X
13	If yes to #12, what is the verification: June - 73 units, July - 18 units, August -14 units, September - 15 units, October - 7 units		
14	Is there verification that overage was as a result of a leak?		X
15	If yes to #14, what is the verification:		
16	Is there demonstration the customer has made an ongoing commitment to water reduction (e.g. Flume device, more active monitoring, etc..)?		X
17			
18			
19			
20			

Action:

Administrative Approval:	
By:	
Signature:	
Months the Penalties are being reduced:	
Total Penalty reduction:	\$ 13,276.43

Date Customer Notified: _____

Date Adjustment Made to Acct. _____

Item to be heard by the WAB for determination:	
Date to Water Advisory Board:	11/19/2021

Administrative Denial:	
If denied, reason(s):	
By:	
Signature:	