



**City of St. Helena
Water Advisory Board
Regular Meeting
Friday, February 4, 2022 @ 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 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/kdIJ8BN89b>

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2. ROLL CALL
Chair: Brent Randol
Vice Chair: Dianna Ortiz
Board Member: George Schisler
City Council Representative: Anna Chouteau
Planning Commission Representative: Daniel Hale
3. PUBLIC FORUM:
An opportunity for the public to directly address the Board on items of interest to the public that are not listed on the agenda. Any person addressing the Board should provide his or her name and address, and limit comments to four minutes. Because of restrictions imposed by **the Brown Act, the Board may not engage in substantive discussion, nor take action on matters not described on the agenda.**
4. REPORTS BY STAFF AND BOARD
Reports by staff and/or Board on items of general interest. Brief questions for clarification may be posed and answered, and Board may request that items be placed on a future agenda. Except under certain circumstances, **the Brown Act prohibits any other discussion or action by the Water Advisory Board.**
5. CONSENT CALENDAR:
Members of the Water Advisory Board or the public may ask that any items be considered individually for purposes of considering alternative action, for extended discussion, or for public comment. Unless that is done, on motion may be used to adopt all recommendation actions.
 - 5.1. None
6. OLD BUSINESS:
 - 6.1. None
7. NEW BUSINESS:
 - 7.1. Consideration of Penalty Adjustment – Faith Wheeler (~~Staff report forthcoming~~) Provided 2-2-22 7 - 27
Prepared By: April Mitts, Administrative Services Director
[Staff Report Water Advisory Penalty Waiver Request Wheeler, Faith](#)
 - 7.2. Consideration of Penalty Adjustment – Mary Moutinho (~~Staff report forthcoming~~) Provided 2-2-22 29 - 75
Prepared By: April Mitts, Administrative Services Director
[STAFF REPORT Moutinho, M \(owner Robert Vanhellemon\) Water Advisory Penalty Waiver Request](#)
 - 7.3. *This item will not be heard.
~~Consideration of Penalty Adjustment – Woodbridge Village Apartments (Staff report forthcoming)~~
Prepared By: April Mitts, Administrative Services Director
8. ADJOURNMENT

The next regular Water Advisory Board meeting is scheduled for February 18, 2022 at 10:00 am.

I do hereby certify that a copy of the foregoing agenda was posted on the City website on February 1, 2022 at 9:55 am. Republished February 2, 2022



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.



Report to the City Council
Water Advisory Board – February 4, 2022

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Wheeler, Faith**

CEQA **Not a CEQA project**
Determination:

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.

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 September 1, 2021 the City received an application for a leak adjustment and a water penalty leak adjustment for consideration (Attachment 1 and Attachment 2).

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

The customer is currently set up for paperless billing; therefore, monthly statements are not available; however, monthly use can be seen in Attachment 3.

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

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

Current Allocation - based on a 30-day month, peak period				
			Gallons	HCF
Number in Household:	2		3,900	
Phase II Outdoor Summer Allocation:			2,500	
Additional Exception			7,500	
			13,900	18.58

Table 2 - Penalties imposed:

Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
June	\$ 143.46	\$ 573.85	14.137	10,575
July	\$ 264.17	\$ 528.35	12.923	9,667
August	\$ 49.73	\$ 49.73	4.767	3,566
September	\$ 2,769.80	\$ 2,769.80	25.691	19,218
October	\$ 5,926.70	\$ 5,926.70	37.67	28,179
November				-
				-
TOTAL	\$ 9,153.86	\$ 9,848.43	95.188	71,205

Table 3 – Leak Letters Sent

June 2021
July 2021
August 2021
September 2021
October 2021
November 2021

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
N/A	

The application for the Water Penalty Leak Appeal was reviewed on an administrative level and denied based on the following:

1. Leak letters have been sent for 2 or more consecutive months.

2. Water use on the property has not decreased overtime and has shown an increase in several months. Table 5 provides a summary of the 3-year use by month:

Table 5 – 3-year use by month

	2021	2020	2019
December	2	30	2
November	5	15	13
October	56	31*	11
September	45	31*	19
August	23	29	19
July	31	34	18
June	35	30	20
May	22	19	14
April	23	17	6
March	4	8	0
February	4	1	1
January	5	1	0

*Total use for September and October 2020 was 62 units. Due to the Glass fire, meters were unable to be read during September so the number of units per month was divided by 2 as an estimate.

The administrative denial was emailed to the customer on 11/14/21 and the customer has requested the item be heard by the Water Advisory Board for consideration. Attachment 4 provides additional details on this account.

In addition, City staff requested a detailed meter read for this customer in an effort to isolate when water is being used; however, it was found this meter is incapable of running this type of report.

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Water Penalty Leak Adjustment Application

CITY OF ST. HELENA

DATE SUBMITTED: _____

RECEIVED BY: SEP - 3 2021

Finance Department

PROPERTY & BILLING INFORMATION			
Date Applying <u>September 1, 2021</u>		Customer or Company Name <u>Faith Wheeler</u>	
Account Number <u>0075 40 -000</u>	Phone Number <u>415-606-1907</u>	Email Address <u>faithwheeler@gmail.com</u>	
Mailing Address <u>2200 Spruce Mtn. Road</u>	City <u>St. Helena</u>	State <u>CA</u>	Zip Code <u>94574</u>
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: <u>JUNE Excess penalty</u>		Amount of Penalties Assessed: <u>\$ 1442.49</u>	
Please list any additional information for the Water Advisory Board consideration: <u>I was told I would have a July penalty as well, I believe.</u>			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT			
- I have read and will adhere to all specific requirements of <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i> and to any other specified conditions as determined by the City of St. Helena or Water Advisory Board. - I am aware of and agree to comply with the Water and Wastewater System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena. - I certify that the leak was not the result of neglect, willful or neglectful behavior. - By signing below, applicant acknowledges and consents to the Water Advisory Board's review and use of applicant's customer records for the purpose of making a decision related to this application, and understands that such information, including historical water use, leak information, and other water use related information may be discussed and disclosed at a public meeting. - I am requesting relief under <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i>. - By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements set forth in the policy. Failure to comply with Water and Wastewater System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.			
Name: <u>Faith Wheeler</u>		Signature: <u>[Signature]</u>	Date: <u>Sept. 1, 2021</u>
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofsthelelena.org Phone: 707-968-2745	

Updated 08/07/2021

STAFF USE ONLY	
Leak Application attached	☐
Has Customer Received a Leak Notification: ☒ Yes ☐ No	
If yes, list all leak notifications sent and date of leak notification:	
JUNE-21 JULY-21 AUG-21	
Date item to be heard by Water Advisory Board: N/A	
Date customer notified via email the item will be heard by the Water Advisory Board: N/A	
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:	
CUSTOMER CONTINUES TO HAVE HIGH USE.	
Date Approved by Water Advisory Board: N/A	
Date notification of Approval/Denial emailed to customer: 11/14/21	
Date adjustment made to customer account: 	



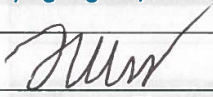
Residential Leak Appeal Application

CITY OF ST. HELENA
 DATE SUBMITTED: _____
 RECEIVED BY: SEP 8 2021
Finance Department

PROPERTY & BILLING INFORMATION			
Date Applying:			
Sept. 1, 2021			
Account Holder's Name	Daytime Phone Number	Other Phone Number	
Faith Wheeler	415-606-1907		
Service Address			
2200 Spring Mountain Road, St. Helena, CA 94574			
Email			
faithwheeler@gmail.com			
Mailing Address (if different than above)	City	State	Zip Code
TYPE OF SERVICE			
☒ Single Family			
☐ Multi-Family			
WATER LEAK DESCRIPTION			
Describe how and where the leak occurred; in addition to how the leak was repaired. (Include any proof of repair, such as receipts, invoices and/or photos)			
I believe the leak occurred by simple wear + tear of the lead pipes in my irrigation system. I called the city when they read my meter + detected a problem + they recommended a leak detection agency - who were very thorough - and then my gardener - Humberto Revulcaba - repaired it. I enclose: 1) Bill from Leak Detection \$400.00 2) Bill from my gardener 640.00 3) picture of the pipes			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
July	☒ Yes ☐ No ☐ Unsure		☐ Yes ☐ No

Updated 07/26/2021

Page 1 of 2

PLEASE READ & SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT		
I certify that I have read, understand and agree to the terms and conditions of a water leak adjustment policy identified below. - I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena - The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited. - I am aware the excess water usage must be 100% higher than normal usage based on an average of the same billing period for the previous three years or the available account history. - I certify that the leak was not the result of negligent, willful or neglectful behavior. - I am aware leak adjustments will not be granted if water use does not comply with other existing laws. - I am aware that one (1) leak adjustment may be granted no more than once every 60 months per account. - I am aware adjustments are for one month only. - I am aware if any insurance payment, reimbursement from any other entity other than the City, or equivalent is received, I must immediately notify the City and may be required to pay back the adjusted amount. If I have received reimbursement for this leak, I must provide copies of the documentation with this form. I am aware leak adjustments will not be granted if the City is in a Phase 1 or higher water emergency or subject to water use limitations by the State of California. Also, leak adjustments will not be granted if a local natural disaster has been declared. I am requesting relief under P-FI-0005 Leak Adjustment Policy set by the City of St. Helena. I certify the information provided is accurate and true, and agree to comply with all requirements as set forth in the policy. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution. By signing this, I am formally requesting an appeal pursuant to Municipal code 13.04.180.		
Signature	Print Name	Date
	Faith Wheeler	Sept. 1, 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:	Prior Leak adjustment on file: ☐ Yes ☐ No Date:	Documentation of Repair attached? ☐ Yes ☐ No
Leak Verified by City Employee & Date of Verification: ☐ Yes ☐ No ____/____/____	Leak Letter Received? ☒ Yes ☐ No JUNE-21, AUG-21 JULY-21	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


Leak Detection Pros
VIDEO INSPECTION • LEAK DETECTION • SEWER LOCATING

Leak Detection Pros Inc.
P.O. Box 750596
Petaluma, CA 94975

Invoice

Date	Invoice #
7/19/2021	11146

Bill To
 Faith Wheeler
 2200 Spring Mountain Rd
 St. Helena, Ca. 94574

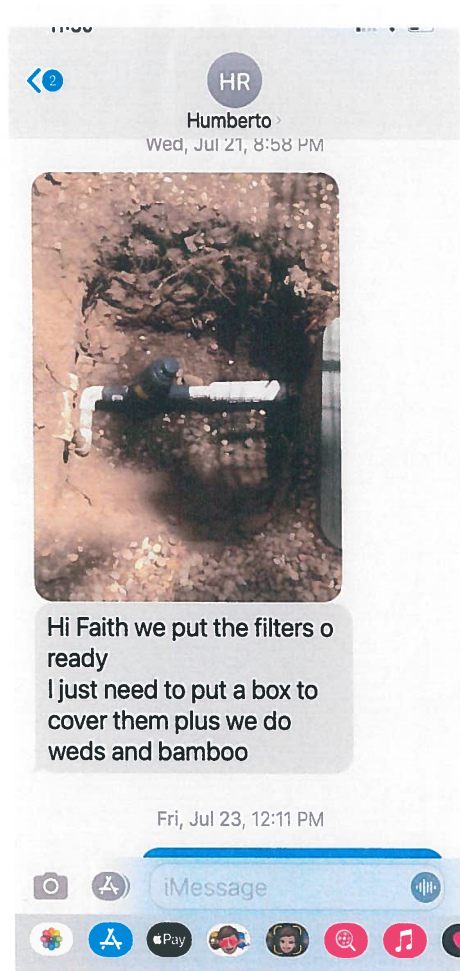
P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
1	Electronically locate bypassing irrigation solenoid valves.	400.00	400.00
			
BY CHECK		Total	\$400.00

E-mail
markm@leakdetectionpros.com

P.O. Box 750596 • Petaluma, California 94975 • P: (707) 769-7373 • F: (707) 658-2989
www.LeakDetectionPros.com





Leak Detection Pros Inc.

P. O. Box 750596
Petaluma, CA94975

Invoice

Date	Invoice #
11/23/2021	11532

Bill To
Faith Wheeler 2200 Spring Mountain Rd St. Helena, Ca, 94574

P.O. No.	Terms	Project
	Due on receipt	

Quantity	Description	Rate	Amount
	located leak in main irrigation line at garage across the road from main house	550.00	550.00
Thank you for your business.		Total	\$550.00

E-mail
markm@leakdetectionpros.com

April Mitts

From: April Mitts
Sent: Sunday, November 14, 2021 3:35 PM
To: faithwheeler@gmail.com
Subject: Water Penalty Leak Adjustment Application

Hi Faith,

Your Water Penalty Leak Adjustment Application has been reviewed on an administrative level and unfortunately it is being denied. The reason for the denial is as follows:

1. Leak letters have been sent for 2 or more consecutive months. A leak letter is triggered if the meter shows 24 hours of continuous use at the time the meter is read (1 time per month). Leak letters were sent the following months:
 - a. June 2021
 - b. July 2021
 - c. August 2021
 - d. September 2021
 - e. October 2021
2. Water use on the property has not decreased overtime and has shown an increase in many of the months. The table below provides a summary of the 3 year use by month:

	2021	2020	2019
December		30	2
November		15	13
October	56	31*	11
September	45	31*	19
August	23	29	19
July	31	34	18
June	35	30	20
May	22	19	14
April	23	17	6
March	4	8	0
February	4	1	1
January	5	1	0

*Total use for September and October 2020 was 62 units. Due to the Glass fire, meters were unable to be read during September so the number of units per month was divided by 2 as an estimate.

Due to high volume of water use, I am going to request a detailed meter read for this property (if available). Once the results are received staff will forward you a copy. This may give an indication of when the water use is taking place and may give an indication of what is occurring on the property.

Regards,

April Mitts
 Administrative Services Director
 1572 Railroad Avenue
 St. Helena, CA 94574

707.968.2751

amitts@cityofstheleena.org

Help End St. Helena's Water Crisis



Residential
< 65 Gal
per person per day



Business and
Agricultural
↓ ^{at least} **10%**

For conservation tips, visit www.cityofstheleena.org!

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



Residencial
< 65 Gal
por persona



Negocios y
Agricultura
Por Lo Menos
10% ↓

¡PARA CONSEJOS DE CONSERVACIÓN, VISITA WWW.CITYOFSTHELENA.ORG!

Utility Billing

Wheeler Faith 007540-000 - 2200 Spring Mtn Rd



User: AprilM

Printed: 1/17/2022 4:11:28 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007540-000	12/28/2021	2890	2	12/2021	True	False	False	0	0.00000
007540-000	11/29/2021	2888	5	11/2021	True	False	False	0	0.00000
007540-000	10/27/2021	2883	56	10/2021	False	True	False	0	0.00000
007540-000	9/28/2021	2827	45	09/2021	False	True	False	0	0.00000
007540-000	8/27/2021	2782	23	08/2021	False	True	False	0	0.00000
007540-000	7/28/2021	2759	31	07/2021	False	True	False	0	0.00000
007540-000	6/28/2021	2728	35	06/2021	False	True	False	0	0.00000
007540-000	5/26/2021	2693	22	05/2021	False	True	False	0	0.00000
007540-000	4/29/2021	2671	23	04/2021	False	True	False	0	0.00000
007540-000	3/29/2021	2648	4	03/2021	False	True	False	0	0.00000
007540-000	3/9/2021	2644	4	03/2021	False	True	False	0	0.00000
007540-000	1/29/2021	2640	5	01/2021	False	True	False	0	0.00000
007540-000	12/30/2020	2635	30	12/2020	False	True	False	0	0.00000
007540-000	11/19/2020	2605	15	11/2020	False	True	False	0	0.00000
007540-000	10/30/2020	2590	62	10/2020	False	True	False	0	0.00000
007540-000	8/27/2020	2528	29	08/2020	False	True	False	0	0.00000
007540-000	7/30/2020	2499	34	07/2020	False	True	False	0	0.00000
007540-000	6/30/2020	2465	30	06/2020	False	True	False	0	0.00000
007540-000	6/1/2020	2435	19	05/2020	False	True	False	0	0.00000
007540-000	4/30/2020	2416	17	04/2020	False	True	False	0	0.00000
007540-000	4/1/2020	2399	8	04/2020	False	True	False	0	0.00000
007540-000	2/28/2020	2391	1	02/2020	False	True	False	0	0.00000
007540-000	1/31/2020	2390	1	01/2020	False	True	False	0	0.00000
007540-000	12/31/2019	2389	2	12/2019	False	True	False	0	0.00000
007540-000	12/9/2019	2387	13	12/2019	False	True	False	0	0.00000
007540-000	11/7/2019	2374	11	11/2019	False	True	False	0	0.00000
007540-000	10/8/2019	2363	19	10/2019	False	True	False	0	0.00000
007540-000	9/6/2019	2344	19	09/2019	False	True	False	0	0.00000
007540-000	8/8/2019	2325	18	08/2019	False	True	False	0	0.00000
007540-000	7/8/2019	2307	20	07/2019	False	True	False	0	0.00000
007540-000	6/7/2019	2287	14	06/2019	False	True	False	0	0.00000
007540-000	5/10/2019	2273	6	05/2019	False	True	False	0	0.00000
007540-000	4/8/2019	2267	0	04/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007540-000	3/8/2019	2267	1	03/2019	False	True	False	0	0.00000
007540-000	2/7/2019	2266	0	02/2019	False	True	False	0	0.00000
007540-000	1/8/2019	2266	3	01/2019	False	True	False	0	0.00000
007540-000	12/7/2018	2263	9	12/2018	False	True	False	0	0.00000
007540-000	11/7/2018	2254	0	11/2018	False	True	False	0	0.00000
007540-000	11/5/2018	2254	3	11/2018	False	True	False	0	0.00000
007540-000	10/29/2018	2251	12	10/2018	False	True	False	0	0.00000
007540-000	10/8/2018	2239	19	10/2018	False	True	False	0	0.00000
007540-000	9/7/2018	2220	23	09/2018	False	True	False	0	0.00000
007540-000	8/8/2018	2197	29	08/2018	False	True	False	0	0.00000
007540-000	7/9/2018	2168	24	07/2018	False	True	False	0	0.00000
007540-000	6/7/2018	2144	13	06/2018	False	True	False	0	0.00000
007540-000	5/8/2018	2131	5	05/2018	False	True	False	0	0.00000
007540-000	4/9/2018	2126	1	04/2018	False	True	False	0	0.00000
007540-000	3/8/2018	2125	2	03/2018	False	True	False	0	0.00000
007540-000	2/8/2018	2123	0	02/2018	False	True	False	0	0.00000
007540-000	1/8/2018	2123	3	01/2018	False	True	False	0	0.00000
007540-000	12/8/2017	2120	6	12/2017	False	True	False	0	0.00000
007540-000	11/8/2017	2114	32	11/2017	False	True	False	0	0.00000
007540-000	9/8/2017	2082	33	09/2017	False	True	False	0	0.00000
007540-000	8/8/2017	2049	23	08/2017	False	True	False	0	0.00000
007540-000	7/7/2017	2026	16	07/2017	False	True	False	0	0.00000
007540-000	6/8/2017	2010	16	06/2017	False	True	False	0	0.00000
007540-000	5/8/2017	1994	4	05/2017	False	True	False	0	0.00000
007540-000	4/7/2017	1990	1	04/2017	False	True	False	0	0.00000
007540-000	3/8/2017	1989	1	03/2017	False	True	False	0	0.00000
007540-000	2/8/2017	1988	4	02/2017	False	True	False	0	0.00000
007540-000	1/10/2017	1984	3	01/2017	False	True	False	0	0.00000
007540-000	12/9/2016	1981	7	12/2016	False	True	False	0	0.00000
007540-000	11/8/2016	1974	12	11/2016	False	True	False	0	0.00000
007540-000	10/7/2016	1962	15	10/2016	False	True	False	0	0.00000
007540-000	9/8/2016	1947	15	09/2016	False	True	False	0	0.00000
007540-000	8/8/2016	1932	20	08/2016	False	True	False	0	0.00000
007540-000	7/8/2016	1912	20	07/2016	False	True	False	0	0.00000
007540-000	6/8/2016	1892	11	06/2016	False	True	False	0	0.00000
007540-000	5/9/2016	1881	6	05/2016	False	True	False	0	0.00000
007540-000	4/8/2016	1875	3	04/2016	False	True	False	0	0.00000
007540-000	3/8/2016	1872	1	03/2016	False	True	False	0	0.00000
007540-000	2/8/2016	1871	0	02/2016	False	True	False	0	0.00000
007540-000	1/8/2016	1871	1	01/2016	False	True	False	0	0.00000
007540-000	12/8/2015	1870	5	12/2015	False	True	False	0	0.00000
007540-000	11/9/2015	1865	8	11/2015	False	True	False	0	0.00000
007540-000	10/8/2015	1857	13	10/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007540-000	9/8/2015	1844	13	09/2015	False	True	False	0	0.00000
007540-000	8/7/2015	1831	9	08/2015	False	True	False	0	0.00000
007540-000	7/8/2015	1822	15	07/2015	False	True	False	0	0.00000
007540-000	6/8/2015	1807	10	06/2015	False	True	False	0	0.00000
007540-000	5/8/2015	1797	8	05/2015	False	True	False	0	0.00000
007540-000	4/8/2015	1789	9	04/2015	False	True	False	0	0.00000
007540-000	3/9/2015	1780	12	03/2015	False	True	False	0	0.00000
007540-000	2/9/2015	1768	6	02/2015	False	True	False	0	0.00000
007540-000	1/8/2015	1762	2	01/2015	False	True	False	0	0.00000
007540-000	12/8/2014	1760	7	12/2014	False	True	False	0	0.00000
007540-000	11/7/2014	1753	11	11/2014	False	True	False	0	0.00000
007540-000	10/8/2014	1742	17	10/2014	False	True	False	0	0.00000
007540-000	9/8/2014	1725	23	09/2014	False	True	False	0	0.00000
007540-000	8/8/2014	1702	35	08/2014	False	True	False	0	0.00000
007540-000	7/8/2014	1667	23	07/2014	False	True	False	0	0.00000
007540-000	6/9/2014	1644	27	06/2014	False	True	False	0	0.00000
007540-000	5/8/2014	1617	13	05/2014	False	True	False	0	0.00000
007540-000	4/7/2014	1604	11	04/2014	False	True	False	0	0.00000
007540-000	3/7/2014	1593	5	03/2014	False	True	False	0	0.00000
007540-000	2/21/2014	1588	6	02/2014	False	True	False	0	0.00000
007540-000	2/7/2014	1582	9	02/2014	False	True	False	0	0.00000
007540-000	1/9/2014	1573	1	01/2014	False	True	False	0	0.00000
007540-000	12/9/2013	1572	8	12/2013	False	True	False	0	0.00000
007540-000	11/8/2013	1564	21	11/2013	False	True	False	0	0.00000
007540-000	10/8/2013	1543	23	10/2013	False	True	False	0	0.00000
007540-000	9/9/2013	1520	27	09/2013	False	True	False	0	0.00000
007540-000	8/8/2013	1493	27	08/2013	False	True	False	0	0.00000
007540-000	7/8/2013	1466	27	07/2013	False	True	False	0	0.00000
007540-000	6/7/2013	1439	24	06/2013	False	True	False	0	0.00000
007540-000	5/8/2013	1415	17	05/2013	False	True	False	0	0.00000
007540-000	4/8/2013	1398	10	04/2013	False	True	False	0	0.00000
007540-000	3/8/2013	1388	1	03/2013	False	True	False	0	0.00000
007540-000	2/8/2013	1387	1	02/2013	False	True	False	0	0.00000
007540-000	1/8/2013	1386	5	01/2013	False	True	False	0	0.00000
007540-000	12/7/2012	1381	14	12/2012	False	True	False	0	0.00000
007540-000	11/8/2012	1367	27	11/2012	False	True	False	0	0.00000
007540-000	10/8/2012	1340	27	10/2012	False	True	False	0	0.00000
007540-000	9/7/2012	1313	19	09/2012	False	True	False	0	0.00000
007540-000	8/8/2012	1294	24	08/2012	False	True	False	0	0.00000
007540-000	7/9/2012	1270	17	07/2012	False	True	False	0	0.00000
007540-000	6/8/2012	1253	15	06/2012	False	True	False	0	0.00000
007540-000	5/8/2012	1238	9	05/2012	False	True	False	0	0.00000
007540-000	4/9/2012	1229	6	04/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007540-000	3/8/2012	1223	2	03/2012	False	True	False	0	0.00000
007540-000	2/8/2012	1221	3	02/2012	False	True	False	0	0.00000
007540-000	1/9/2012	1218	9	01/2012	False	True	False	0	0.00000
007540-000	12/8/2011	1209	14	12/2011	False	True	False	0	0.00000
007540-000	11/8/2011	1195	15	11/2011	False	True	False	0	0.00000
007540-000	10/7/2011	1180	16	10/2011	False	True	False	0	0.00000
007540-000	9/8/2011	1164	19	09/2011	False	True	False	0	0.00000
007540-000	8/8/2011	1145	19	08/2011	False	True	False	0	0.00000
007540-000	7/7/2011	1126	12	07/2011	False	True	False	0	0.00000
007540-000	6/8/2011	1114	15	06/2011	False	True	False	0	0.00000
007540-000	5/6/2011	1099	7	05/2011	False	True	False	0	0.00000
007540-000	4/7/2011	1092	3	04/2011	False	True	False	0	0.00000
007540-000	3/8/2011	1089	2	03/2011	False	True	False	0	0.00000
007540-000	2/8/2011	1087	2	02/2011	False	True	False	0	0.00000
007540-000	1/7/2011	1085	3	01/2011	False	True	False	0	0.00000
007540-000	12/8/2010	1082	12	12/2010	False	True	False	0	0.00000
007540-000	11/8/2010	1070	23	11/2010	False	True	False	0	0.00000
007540-000	10/8/2010	1047	22	10/2010	False	True	False	0	0.00000
007540-000	9/9/2010	1025	28	09/2010	False	True	False	0	0.00000
007540-000	8/9/2010	997	23	08/2010	False	True	False	0	0.00000
007540-000	7/8/2010	974	18	07/2010	False	True	False	0	0.00000
007540-000	6/8/2010	956	16	06/2010	False	True	False	0	0.00000
007540-000	5/10/2010	940	13	05/2010	False	True	False	0	0.00000
007540-000	4/8/2010	927	8	04/2010	False	True	False	0	0.00000
007540-000	3/8/2010	919	0	03/2010	False	True	False	0	0.00000
007540-000	2/5/2010	919	1	02/2010	False	True	False	0	0.00000
007540-000	1/7/2010	918	1	01/2010	False	True	False	0	0.00000
007540-000	12/8/2009	917	13	12/2009	False	True	False	0	0.00000
007540-000	11/9/2009	904	15	11/2009	False	True	False	0	0.00000
007540-000	10/8/2009	889	15	10/2009	False	True	False	0	0.00000
007540-000	9/10/2009	874	17	09/2009	False	True	False	0	0.00000
007540-000	8/11/2009	857	38	08/2009	False	True	False	0	0.00000
007540-000	6/8/2009	819	16	06/2009	False	True	False	0	0.00000
007540-000	5/7/2009	803	9	05/2009	False	True	False	0	0.00000
007540-000	4/7/2009	794	4	04/2009	False	True	False	0	0.00000
007540-000	3/9/2009	790	1	03/2009	False	True	False	0	0.00000
007540-000	2/9/2009	789	8	02/2009	False	True	False	0	0.00000
007540-000	12/9/2008	781	31	12/2008	False	True	False	0	0.00000
007540-000	10/6/2008	750	38	10/2008	False	True	False	0	0.00000
007540-000	8/8/2008	712	43	08/2008	False	True	False	0	0.00000
007540-000	6/10/2008	669	26	06/2008	False	True	False	0	0.00000
007540-000	4/10/2008	643	7	04/2008	False	True	False	0	0.00000
007540-000	2/10/2008	636	6	02/2008	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007540-000	12/10/2007	630	23	12/2007	False	True	False	0	0.00000
007540-000	10/10/2007	607	51	10/2007	False	True	False	0	0.00000
007540-000	8/10/2007	556	86	08/2007	False	True	False	0	0.00000
007540-000	6/10/2007	470	102	06/2007	False	True	False	0	0.00000
007540-000	4/10/2007	368	23	04/2007	False	True	False	0	0.00000
007540-000	2/10/2007	345	2	02/2007	False	True	False	0	0.00000
007540-000	12/10/2006	343	32	12/2006	False	True	False	0	0.00000
007540-000	10/10/2006	311	109	10/2006	False	True	False	0	0.00000
007540-000	8/10/2006	202	78	08/2006	False	True	False	0	0.00000
007540-000	6/10/2006	124	47	06/2006	False	True	False	0	0.00000
007540-000	4/10/2006	77	1	04/2006	False	True	False	0	0.00000
007540-000	2/10/2006	76	2	02/2006	False	True	False	0	0.00000
007540-000	12/10/2005	74	40	12/2005	False	True	False	0	0.00000
007540-000	10/10/2005	34	64	10/2005	False	True	False	0	0.00000

Customer Name: Wheeler, Faith
Customer Account Number: 007540-000

Residential:	Current Allocation - based on a 30-day month, peak period		
		Gallons	HCF
	Number in Household:	2	3,900
	Phase II Outdoor Summer Allocation:	2,500	
	Additional Exception	7,500	
		13,900	18.58

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

Leak Letters Sent:	June 2021
	July 2021
	August 2021
	September 2021
	October 2021
	November 2021

Penalties Imposed:	Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
	June	\$ 143.46	\$ 573.85	14.137	10,575
	July	\$ 264.17	\$ 528.35	12.923	9,667
	August	\$ 49.73	\$ 49.73	4.767	3,566
	September	\$ 2,769.80	\$ 2,769.80	25.691	19,218
	October	\$ 5,926.70	\$ 5,926.70	37.67	28,179
	November				-
	TOTAL	\$ 9,153.86	\$ 9,848.43	95.188	71,205

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: The customer continues to have high use which is consistent with previous water use; however, customer has been communicating on a consistent basis with staff regarding the high water use.		
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?		?
5	Was the leak a result of negligent, willful, or neglectful behavior?		?
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: Customer has fixed a leak; however, use continues to be high.							
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:							
	Consumption	June	July	August	Sept	Oct	Nov	Dec
		35	31	23	45	56	5	2
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..)?						?	
17								
18								
19								
20								

Action:

Administrative Approval:	
By:	
Signature:	
Months the Penalties are being reduced:	
Total Penalty reduction:	\$ 9,848.43

Date Customer Notified:

11/14/2021

Date Adjustment Made to Acct.

Item to be heard by the WAB for determination:	
Date to Water Advisory Board:	2/4/2022

Administrative Denial: Denial of Appeal
If denied, reason(s):
Customer continues to have very high water use and has incurred penalties in June, July, August, and September. Calculations for October have not been done, but based on use there will be penalties incurred. Current use is consistent with use in 2020 but higher than use in 2021.
Customer requested this item be heard by the Water Advisory Board
By: April Mitts, Administrative Services Director
Signature:



Report to the City Council
Water Advisory Board – 04 February 2022

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Mary Moutinho
(Owner: Robert Vanhellemont)**

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 December 13, 2022 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 4-9 provides Account Statements from January 1, 2021 to present and Attachment 10 provides a summary of the 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:

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

Table 2 - Penalties imposed:

Penalties Imposed:	Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
	June	\$ 7,654.46	\$ 30,617.84	131.82	98,608
	July	\$ 13,098.78	\$ 13,098.78	113.291	84,747
	August	\$ 20,769.55	\$ 20,769.55	91.597	68,519
	September	\$ 23,844.20	\$ 23,844.20	104.444	78,129
	October	\$ 7,625.40	\$ 7,625.40	38.718	28,963
	November				-
					-
	TOTAL	\$ 72,992.39	\$ 95,955.77	479.87	358,967

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

Table 3 – Leak Letters Sent

May 2021
June 2021
September 2021

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
n/a	

Due to the dollar amount of penalties imposed, the appeal could not be granted on an administrative level and is being brought before the Water Advisory Board for consideration. The customer did receive 2 consecutive leak letters in May and June 2021 and has incurred penalties in the months of June, July, August, September, and October. Customer was within their allocation for November and would have been below their allocation in both December 2021 and January 2022 if the City were still in a Phase II water emergency.

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Discuss and make a determination for Water Penalty adjustment request.



Water Penalty Leak Adjustment Application

DATE SUBMITTED	_____
RECEIVED BY:	_____

PROPERTY & BILLING INFORMATION			
Date Applying December 13, 2021		Customer or Company Name Mary Moutinho	
Account Number 007985-000		Phone Number (415) 457-1290	Email Address mary@fontanaco.com
Mailing Address 1945 East Francisco Blvd., Suite N		City San Rafael	State CA
			Zip Code 94901
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: June 2021 - October 2021		Amount of Penalties Assessed: \$86,091.17	
Please list any additional information for the Water Advisory Board consideration:			
Please see attached Addendum One dated 12/13/2021 for additional information for the Water Advisory Board consideration.			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT			
- I have read and will adhere to all specific requirements of <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i> and to any other specified conditions as determined by the City of St. Helena or Water Advisory Board. - I am aware of and agree to comply with the Water and Wastewater System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena - I certify that the leak was not the result of neglect, willful or neglectful behavior. - By signing below, applicant acknowledges and consents to the Water Advisory Board's review and use of applicant's customer records for the purpose of making a decision related to this application, and understands that such information, including historical water use, leak information, and other water use related information may be discussed and disclosed at a public meeting. - I am requesting relief under <i>P-FI-0022 Leak Adjustment Policy – Phase II and Phase III Water Penalties</i>. - By signing this form, I certify the information provided is accurate and true, and agree to comply with all requirements set forth in the policy. Failure to comply with Water and Wastewater System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution.			
Name: Mary Moutinho		Signature	Date 12/13/2021
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?	
City of St. Helena: Administrative Services Department – Finance Division 1572 Railroad Avenue St. Helena, CA 94574		Email: water@cityofstheleena.org Phone: 707-968-2745	

Updated 08/07/2021

STAFF USE ONLY	
Leak Application attached	☐
Has Customer Received a Leak Notification: ☐ Yes ☐ No If yes, list all leak notifications sent and date of leak notification:	
Date item to be heard by Water Advisory Board:	
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

Addendum One 12/13/2021
Water Penalty Leak Adjustment Application

1398 Inglewood Avenue Saint Helena, CA 94574

In consideration of the Property Owner's due diligence, good faith and investments in the repairs and mitigation, we request forgiveness of all penalties associated with the excess water usage, due to hidden leak issues beyond the control of the Owner.

This appeal is supported by the following facts:

- 1.) Immediate abatement measures were taken on August 6, 2021, after receipt of Notice of Water Penalty dated July 15, 2021. *Email chains between Owner and General Contractor attached.*
- 2.) The leak was completely hidden from view and impossible to see. The fill tube had a design flaw that prevented the owner, his general contractor, pool contractor, and pool-service company from seeing or easily recognizing the problem.
- 3.) Upon learning of the problem, the Owner invested in all available means to identify and correct the problem, including additional fees paid to American Leak Detection Services. *Report & Invoice dated 10/21/2021 attached.*
- 4.) In an effort to manage, monitor and conserve water, the Owner has invested in City of Saint Helena's partnership Flume Water Leak Detection Monitor on the property. *Flume Water Leak Detection report for continuous judicious water usage in December 2021 thus far attached.*

As an adjunct request, we ask that the Water District to also consider these following facts in the leak appeal.

The Owner is also the Homeowner of the property located next door at 1444 Inglewood and has also been very judicious about the water usage at this location. A 740' well was drilled at the cost of \$63,354.38 (not including other scope of work such as electrical and general contractor fees associated with the installation) in December 2020, prior to construction so as to conserve on city water usage. Ultimately, only the interior of 1444 Inglewood will use city water so as to conserve water indefinitely as all landscaping, etc. will use well water. *Monthly Allocation Updates dated July 15, 2021 & October 1, 2021, Statement dated November 19, 2021, and Weeks Drilling and Pump Co. invoice attached.*

In view of these investments and abatement measures taken by the owner, we also request that both dwellings be considered as a single property for the 2021 calendar year, the purpose of calculating future water usage, in applying any potential penalties, and in future assessments and billing of the property owner.

In consideration of the aforementioned, we request removal and forgiveness of all penalties, which resulted from the faulty auto-fill tube, a possible design flaw, installment error or combination of elements beyond the control and purview of the property owner.

Thank you for your attention to this complex matter and we look forward to a fair resolution.



Robert VanHelleMont <rvanhellemont@vfi.net>

Forward: Water Penalty for 1398 Inglewood for June

message

Robert VanHelleMont <rvanhellemont@vfi.net>
To: Robert VanHelleMont <rvanhellemont@vfi.net>

Sun, Aug 8, 2021 at 5:12 PM

----- Forwarded message -----

From: **Jon Tompioner** <jon@fontanaco.com>
Date: Fri, Jul 30, 2021 at 9:53 AM
Subject: Re: Water Penalty for 1398 Inglewood for June
To: Robert VanHelleMont <rvanhellemont@vfi.net>
Cc: Mike Larkin <mike@larkinarchitecture.com>, Justin Lee <justin.lee@fontanaco.com>

Morning Bob,
Yes, I will check #1398 today.

It may be time for a leak detection device to protect the house while you are away. May want to consider one for #1444 also. I have installed 5 of them over the years and 2 paid off big time.

I have heard complaints that certain ones are so sensitive, they have shut off while someone was in the shower. To avoid this, they can be wired to a light switch in a convenient location so you can shut it off if need be. I like a switch with a built-in timer so they are sure to be turned back on. Additionally, a valve can be added so it is simple to bypass the shut off if wanted.

Jon Tompioner

Fontana Construction Inc. | Senior Superintendent
1945 Francisco Blvd. East | Suite 35 | San Rafael, Ca 94901
ph: (415) 457-1290 | cell: (415) 559-9304
jon@fontanaco.com | www.fontanaco.com



From: Robert VanHelleMont <rvanhellemont@vfi.net>
Sent: Thursday, July 29, 2021 7:00 PM
To: Jon Tompioner <jon@fontanaco.com>

Sent: Thursday, July 29, 2021 7:00 PM

To: Jon Tompioner <jon@fontanaco.com>

Cc: Mike Larkin <mike@larkinarchitecture.com>; Justin Lee <justin.lee@fontanaco.com>

Subject: Fwd: Water Penalty for 1398 Inglewood for June

Hey Jon. Please walk around 1398 tomorrow & see if you find anything amiss. We just got this water bill for \$30,000. I was just there for a week and saw nothing. I completely walked the property while I was there.

Thanks

Bob

----- Forwarded message -----

From: Kathy Bak <kbak@varilease.com>

Date: Thu, Jul 29, 2021 at 2:15 PM

Subject: Water Penalty for 1398 Inglewood for June

To: Robert VanHellemont <rvanhellemont@vfi.net>

Hi Bob

Attached is a letter from the City of St. Helena in regards to Notice of Water Penalty for 1398 Inglewood. (something must be wrong) Page 3 is the letter for 1444 Inglewood, which is fine, no penalty.

Kathy

CONFIDENTIALITY NOTICE: The information contained in this message from VFI Corporate Finance and any attachments are confidential and intended for the named recipient(s). If you have received this message in error, you are prohibited from copying, distributing, or using this information. Please contact the sender immediately by email and delete the original message.



Robert VanHellemont

Chairman of the Board

M: 248.613.9911 | **D:** 248.366.1212 |

W: www.vfi.net

A: 27655 Middlebelt Road, Suite 150 | Farmington

Hills, MI 48334

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

July 15, 2021

Bob Vanhellemont
27655 Middlebelt #150
Farmington Hills, MI 48334

Account number:
007985-000

Service Address:
1398 Inglewood Ave

Dear Bob Vanhellemont,

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: **12.220 units**, or **9,141 gallons**. The meter read for June reflects the following use **144.040 units**, or **107,749 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: **131.820 units**, or **98,608 gallons** you are being assessed a penalty in the amount of **\$7,654.46**. This penalty amount represents 25% of the total penalty amount of: **\$30,617.85**. This penalty will be added to your bi-monthly utility bill.

Continuing Water Conservation

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

Learn More

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

Questions or Concerns?

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

The City of St. Helena is currently in a Phase II Water Emergency which provides water allocations for each customer and penalties for exceeding water allocations.

Penalty Structure for a Phase II and Phase III Water Emergency

Bin	Volume Exceeded	\$ per HCF* Exceeded (1 HCF = 748 gallons)	\$ per Gallon Exceeded
1	<25% Over (up to 24.999%)	\$10	\$0.01
2	25-50% Over (25-49.999%)	\$25	\$0.03
3	50-100% Over (50-99.999%)	\$100	\$0.13
4	>100% Over	\$250	\$0.33

June 2021 Water Meter Reads and Penalty Overview. The water penalty structure took effect on June 1, 2021. Based on meter reads, approximately 63% of residential and non-residential customers have met the required Phase II water conservation measures. Approximately 900 customers (37%) have exceeded their water allocations, resulting in penalties. However, 77% of customers have either no penalties or penalties below \$100. Additionally, water leaks account for 136 of the approximately 900 customers exceeding water allocations.

Penalty Forgiveness Program. The initial estimate of water penalties for customer use more than prescribed allocations equates to approximately \$2.9 million spread over 900 customers. Given the scale of the calculated penalties and this being the first time penalties have been imposed, the City Council adopted a Penalty Forgiveness Program.

Month	Description	Penalty Charge	Penalty Temporarily Suspended	Example
June 2021	Customer will be charged 25% percentage of their assessed penalty for being over their allocation.	25%	75%	If a customer's penalty is \$100, they will only be charged \$25
July 2021	Customer will be charged 50% percentage of their assessed penalty for being over their allocation.	50%	50%	If a customer's penalty is \$100, they will only be charged \$50
August 2021	Beginning in August and for all future months, customers will be assessed full penalties	100%	0%	If a customer's penalty is \$100, they will be charged \$100

Customers who incur penalties for water usage in the months of June and July 2021 can have penalties forgiven if the customer does not exceed their allocation in August, September, October, and November 2021. The customer must meet this target in all four months for the penalties to be forgiven. Any penalties already paid will be credited back to the customer's utility account. If a customer does not keep usage below targets during the four designated months, then any suspended amount becomes payable to the City.

Leaks. For customers who have experienced a leak which has resulted in penalties, a penalty leak adjustment appeal can be made to the Water Advisory Board.

Questions. If you have any questions regarding your account or the penalty forgiveness program, please reach out to the Utility Billing Department at: 707-968-2745 or via email at water@cityofsthenela.org.



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

July 15, 2021

Bob Vanhellemont
27655 Middlebelt #150
Farmington Hills, MI 48334

Account number:
007985-001

Service Address:
1444 Inglewood Ave

Dear Bob Vanhellemont,

MONTHLY ALLOCATION UPDATE – THANK YOU FOR DOING YOUR PART!

Like many California communities, St. Helena is facing a 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.

Actual Water Use Update

Your June 2021 water allocation was: **17.950 units**, or **13,427 gallons**.

The meter read for June reflects the following use **0.026 units**, or **19 gallons**.

Continuing Water Conservation

Thank you for your work to help us get through this difficult time together as a community. 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.

Continue to Avoid Penalties for Inefficient Water Use

In recognition of the dire water situation, the City Council has adopted a penalty structure for customers who exceed their property's monthly water allocation. Doing your part to conserve water will also help you avoid these penalties.

Learn More

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

Questions or Concerns?

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



Robert VanHelleMont <rvanhellemont@vfi.net>

Re: Water Penalty for 1398 Inglewood for June
message

From: Jon Tompioner <jon@fontanaco.com>

To: Mike Larkin <mike@larkinarchitecture.com>, Robert VanHelleMont <rvanhellemont@vfi.net>

Cc: Justin Lee <justin.lee@fontanaco.com>

The more I think about this it does not add up.. to use 107,749 gallons in a month that would be 149 gallons an hour - 24/7.....It would look like a swamp.....

Jon Tompioner

Fontana Construction Inc. | Senior Superintendent
945 Francisco Blvd East | Suite 35 | San Rafael, CA 94901
Ph: (415) 457-1290 | Cell: (415) 559-9304
jon@fontanaco.com | www.fontanaco.com



From: Mike Larkin <mike@larkinarchitecture.com>

Sent: Friday, July 30, 2021 2:15 PM

To: Jon Tompioner <jon@fontanaco.com>; 'Robert VanHelleMont' <rvanhellemont@vfi.net>

Cc: Justin Lee <justin.lee@fontanaco.com>

Subject: RE: Water Penalty for 1398 Inglewood for June

Here's a million dollar idea for a new company, St Helena Leak Busters!

From: Jon Tompioner [mailto:jon@fontanaco.com]

Sent: Friday, July 30, 2021 2:10 PM

To: Robert VanHelleMont <rvanhellemont@vfi.net>

Cc: Justin Lee <justin.lee@fontanaco.com>; Mike Larkin <mike@larkinarchitecture.com>

Subject: Re: Water Penalty for 1398 Inglewood for June

Well I couldn't stand it. Went back over to check the pool float again, seem to work fine couldn't see any air bubbles etc., took it out and capped it - that was the culprit....
Will get another next week...

Jon Tompioner

Fontana Construction Inc. | Senior Superintendent
945 Francisco Blvd East | Suite 35 | San Rafael, CA 94901
Ph: (415) 457-1290 | Cell: (415) 559-9304
jon@fontanaco.com | www.fontanaco.com



From: Robert VanHelleMont <rvanhellemont@vfi.net>

Sent: Friday, July 30, 2021 12:45 PM

To: Jon Tompioner <jon@fontanaco.com>

Cc: Justin Lee <justin.lee@fontanaco.com>; Mike Larkin <mike@larkinarchitecture.com>

Subject: Re: Water Penalty for 1398 Inglewood for June

Thanks John. Maybe the plumber could best advise where the shut off should be. I don't know. I believe the pool does have an overflow and it should go out underground and end up near

On Fri, Jul 30, 2021 at 2:18 PM Jon Tompioner <jon@fontanaco.com> wrote:

Well that's good news... Maybe they could credit you what is not being used at #1444 - we only used 19 gallons here in June.

At #1398 I isolated the issue to one valve. See the attached picture.

These valves are under the front bedroom window.

The valve indicated feeds the irrigation I believe and maybe the pool & Caboose?

I shut off the irrigation timer and the meter kept running. The pool float appears to work properly. Does the pool have an overflow, didn't see one? I checked the valves in the Vineyard

I am trying to get someone up here Monday to crawl under the house. I saw what I could from the crawl hatch, but nothing was apparent. I want to say that line or a line off of it ran u

Think about how and where you would like to control the whole house shut offs. I will contact the Plumber for each property

Jon Tompioner

Fontana Construction Inc. | Senior Superintendent
1945 Francisco Blvd. East | Suite 35 | San Rafael, Ca 94901
ph (415) 457-1290 | cell (415) 559-9304
jon@fontanaco.com | www.fontanaco.com



From: Robert VanHellemont <rvanhellemont@vfi.net>
Sent: Friday, July 30, 2021 10:13 AM
To: Jon Tompioner <jon@fontanaco.com>
Cc: Mike Larkin <mike@larkmarchitecture.com>; Justin Lee <justin.lee@fontanaco.com>
Subject: Re: Water Penalty for 1398 Inglewood for June

Thanks Jon. See below. The city just issued a 75% credit if the water usage doesn't exceed allocations for Aug thru Nov. I think we should install the monitoring device at both h

PRESS RELEASE | City of St. Helena Approves Water Usage Penalty Forgiveness Program

Press Release

TODAY'S DATE: July 30, 2021

RELEASE DATE: Immediate

TITLE:

City of St. Helena Approves Water Usage Penalty Forgiveness Program (Press Release 2021-21)

CONTACT:

Mark Prestwich, City Manager
mprestwich@cityofsthenela.org, (707) 312-0252

ST. HELENA, CA – At the Tuesday, July 27, 2021 City Council meeting, the St. Helena City Council formally approved a Water Penalty Forgiveness Program for 60% of City water customers did not receive a water penalty because they used less water than their allocation which helps the City avoid a Phase III water emergency. Because June was the first month in which water penalties were applied, the City Council adopted a Water Penalty Forgiveness Program which suspends 75% of a customer's utility account. If a customer does not keep usage below targets during the four designated months, then any suspended amount becomes payable to the customer's utility account. To reduce time before a leak is discovered, the City reads meters monthly despite the City's bi-monthly billing cycle. When leaks are detected upon meter reads, a customer has experienced a leak resulting in a penalty can submit a penalty leak adjustment appeal to the City's Water Advisory Board. For more information about the Penalty Forgiveness Program and penalty structure, please visit the City's website at www.cityofsthenela.org or contact the Utility Department at (707) 312-0252.

Please do not reply to this message. The email cannot accept inquiries.

For more information about contacting the City of St. Helena, please visit our Contact Page: <https://www.cityofsthenela.org/contact>

Supporting Documents

PRESS RELEASE | 2021-20 English (145 KB)

COMUNICADO DE PRENSA | 2021-20 Spanish (147 KB)

Unsubscribe



Robert VanHelleMont <rvanhellemont@vfi.net>

Re: Leak detection/conservation

message

Jon Tompioner <jon@fontanaco.com>

Thu, Aug 5, 2021 at 9:22 AM

to: Robert VanHelleMont <rvanhellemont@vfi.net>

cc: Justin Lee <justin.lee@fontanaco.com>, mike larkin <mike@larkinarchitecture.com>

Morning Bob,
I will check with City Front on other possible units.

Jon Tompioner

Fontana Construction Inc. | Senior Superintendent
1945 Francisco Blvd. East | Suite 35 | San Rafael, Ca 94901
ph: (415) 457-1290 | cell: (415) 559-9304
jon@fontanaco.com | www.fontanaco.com



From: Robert VanHelleMont <rvanhellemont@vfi.net>

Sent: Wednesday, August 4, 2021 4:02 PM

To: Jon Tompioner <jon@fontanaco.com>

Cc: Justin Lee <justin.lee@fontanaco.com>; mike larkin <mike@larkinarchitecture.com>

Subject: Re: Leak detection/conservation

Hi Jon. We most definitely want to install a unit at 1398 as well. If there's something that's a little more cost-effective that you think works well for a year or two at 1398 I would go that route. Otherwise let's use the same unit at both houses. Thanks

On Wed, Aug 4, 2021 at 4:39 PM Jon Tompioner <jon@fontanaco.com> wrote:

Bob,
To clarify, we will use the unit specified earlier? And at #1398 also?

Jon Tompioner

Fontana Construction Inc. | Senior Superintendent
1945 Francisco Blvd. East | Suite 35 | San Rafael, Ca 94901
ph: (415) 457-1290 | cell: (415) 559-9304
jon@fontanaco.com | www.fontanaco.com



From: Robert VanHellemont <rvanhellemont@vfi.net>
Sent: Wednesday, August 4, 2021 1:35 PM
To: Jon Tompioner <jon@fontanaco.com>
Cc: Justin Lee <justin.lee@fontanaco.com>; mike larkin <mike@larkinarchitecture.com>
Subject: Re: Leak detection/conservation

Great

On Wed, Aug 4, 2021 at 4:30 PM Jon Tompioner <jon@fontanaco.com> wrote:

Bob,

Its best to have it inside for accessibility and avoid freezing. At #1398 it has to be outside so will probably build a box over it.

It won't fit between the studs, depth, or width.

Yes, on the South wall.

There will be a certain amount of electrical on that wall since that is where we must enter with so many conduits. Once we see what we end up with on that wall, we will then frame out and sheet rock to cover up what's there.

Jon Tompioner

Fontana Construction Inc. | Senior Superintendent
1945 Francisco Blvd. East | Suite 35 | San Rafael, Ca 94901
ph: (415) 457-1290 | cell: (415) 559-9304
jon@fontanaco.com | www.fontanaco.com



From: Robert VanHellemont <rvanhellemont@vfi.net>
Sent: Wednesday, August 4, 2021 1:21 PM
To: Jon Tompioner <jon@fontanaco.com>
Cc: mike larkin <mike@larkinarchitecture.com>; Justin Lee <justin.lee@fontanaco.com>
Subject: Re: Leak detection/conservation

If it were in the garage could it be on the south end between the studs with a little unobtrusive door for access?

On Wed, Aug 4, 2021 at 3:58 PM Jon Tompioner <jon@fontanaco.com> wrote:
Inside the Garage...

Get [Outlook for iOS](#)

From: mike larkin <mike@larkinarchitecture.com>
Sent: Wednesday, August 4, 2021 12:58:15 PM

Cc: Jon Tompioner <jon@fontanaco.com>

Subject: RE: Leak detection/conservation

Bob is having me draw up a raised planter in front of the garage wall so perhaps it could be within this.

Thanks, Mike

From: Justin Lee [mailto:justin.lee@fontanaco.com]

Sent: Wednesday, August 4, 2021 12:51 PM

To: Robert VanHelleMont <rvanhellemont@vfi.net>

Cc: Mike Larkin <mike@larkinarchitecture.com>; Jon Tompioner <jon@fontanaco.com>

Subject: Re: Leak detection/conservation

It would have to be installed on the main service somewhere before the water hits the house. Ideally right outside the garage exterior wall. It is visible, 12" H X 13" L X 4" D. A picture is on pg 4 of the attachment to get an idea what it looks like. Usually put somewhere where landscaping can cover it up something along the lines of an irrigation valve box under the ground level may be done. Thank you

Justin Lee

Fontana Construction Inc. | Project Manager

1945 Francisco Blvd. East | Suite 35 | San Rafael, Ca 94901

ph: (415) 457-1290 | cell: (760) 505-4474

justin.lee@fontanaco.com | www.fontanaco.com



From: Robert VanHelleMont <rvanhellemont@vfi.net>

Sent: Wednesday, August 4, 2021 12:40 PM

To: Justin Lee <justin.lee@fontanaco.com>

Cc: Mike Larkin <mike@larkinarchitecture.com>; Jon Tompioner <jon@fontanaco.com>

Subject: RE: Leak detection/conservation

Do we know where this goes and how visible it is?

On Wed, Aug 4, 2021 at 1:02 PM Justin Lee <justin.lee@fontanaco.com> wrote:

Hi Bob,

Attached is the leak detection/conservation specification and product information that John Smith with City Front Plumbing recommends. It is roughly 5k between installation and components. Would like us to move forward with this? Thank you

Justin

Justin Lee

Fontana Construction Inc. | Project Manager
1945 Francisco Blvd. East | Suite 35 | San Rafael, Ca 94901
ph: (415) 457-1290 | cell: (760) 505-4474

justin.lee@fontanaco.com | www.fontanaco.com



Robert VanHelleMont
Chairman of the Board

FLOLOGIC SYSTEM 3.5®

INSTALLATION AND SETUP INSTRUCTIONS

(LEAVE WITH CUSTOMER)

Thank you and congratulations on your selection of the FloLogic System. By installing the FloLogic System you have taken a critical first step toward a proactive approach to water conservation and in preventing water damage due to burst or leaking pipes and failure of plumbing system components.

BEFORE YOU BEGIN - IMPORTANT CONSIDERATIONS

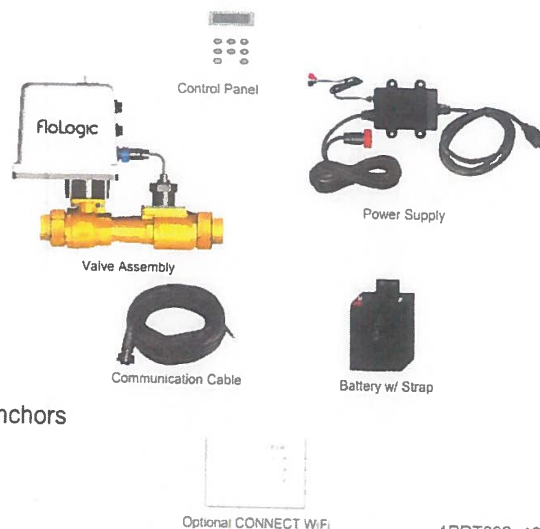
- **DO NOT INSTALL THE FLOLOGIC SYSTEM ON FIRE SUPPRESSION WATER SUPPLY LINES**
- Installation of the FloLogic System requires a basic knowledge of plumbing as well as specialized tools for cutting pipe and joining fittings.
- A spring-check valve is recommended to be installed on the inbound water line prior to the FloLogic Valve to avoid false flow readings due to changes in inbound water pressure.
- A thermal expansion tank that is not properly charged will cause false flow readings.
- If you have irrigation or any system with automatic backwash cycles, such as a water softener, consider installing the FloLogic System downstream of these systems.
- You will need 120V electrical service within 20 feet of where the Valve will be installed.
- If the Control Panel is to be remotely located from the Valve, you will need to fish the Communication Cable through walls and / or floors to the desired location.
- If you are adding the optional CONNECT Module to the System, the Communication Cable will need to be run to a location with a WiFi signal to your router.
- If you are not comfortable with any of these procedures, FloLogic suggests you hire an experienced professional plumber and / or electrician to complete the work.

UNPACK CARTON AND CHECK CONTENTS

After opening the box containing the FloLogic System ("System"), make a note of any damage to the outer shipping box. If damages were noted to the outer shipping carton, inspect the contents to determine whether the damage affected the various System components. If shipping damage has occurred, report the damages to the shipping company and notify FloLogic at info@filogic.com or call us, toll-free at 1-877-FLOLOGIC (356-5644) between 9 a.m. and 5 p.m., Eastern.

CONTENTS CHECKLIST

- ☐ Control Panel
- ☐ Power Supply / AC Converter
- ☐ Valve Assembly with Actuator
- ☐ Communication Cable
- ☐ System Battery with Hanging Strap
- ☐ Documentation Pack Including
 - Installation and Setup Instructions
 - Directions for Use Booklet
 - Manual Override Tool
 - Keypad Mounting Screws and Drywall Anchors
- ☐ Optional: CONNECT WiFi Module



1PRT002 10.18 v3.6

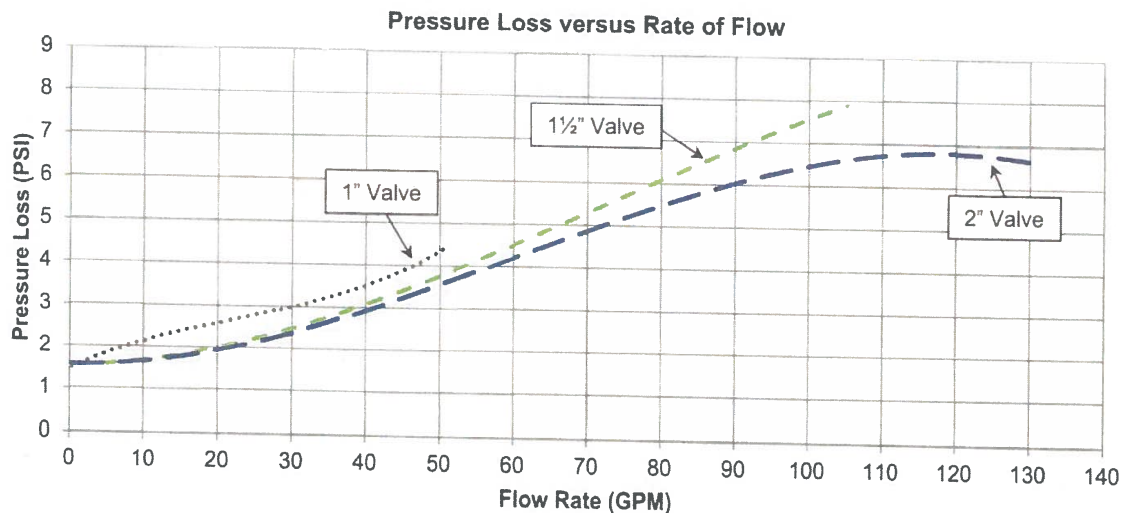
FloLogic System Specifications

General:	Lead free bronze valve body Full port, stainless steel ball PTFE (Teflon®) seals on ball valve EPDM gasket seals on union fittings Female union fittings on both ends of valve (NPT or solder) Integrated manual override (8mm) with included tool Rated for Indoor and Outdoor Installations (valve assembly ONLY)
Valve Assembly:	<u>1" System:</u> Length: 11", Height: 10", Depth: 4.5", Weight: 11.5 lbs. <u>1½" System:</u> Length: 12", Height: 11", Depth: 4.5", Weight: 16.5 lbs. <u>2" System:</u> Length: 13", Height: 12", Depth: 4.5", Weight: 25 lbs. Ingress Protection Class: IP-68 (Submerge up to 48 Hours at 39" Deep)
Low Flow Sensitivity:	User adjustable, 0.5–32.0 ounces per minute (15 ml – 1 liter)
AC Power:	120 VAC / 60 Hz, Current draw – 300 mA (0.3 amps)
System Battery:	12 Volt DC, Sealed Lead Acid, 6 Amp Hour Standby time: 5 – 7 days following loss of AC Power Monitors flow and actuates Valve, if needed
Pressure Limits:	Maximum: 150 psi at 73.4° F (23° C) Working: 100 psi at 73.4° F (23° C)
Environmental:	Water Temp: Min 34° F (1° C) - Max 140° F (60° C) Ambient Air: Min 34° F (1° C) - Max 120° F (50° C)
Control Panel:	Backlit alpha-numeric LCD with soft touch silicone keypad
Warranty:	Five years on All Components (Details on Page 23)
Regulatory:	



⚠ CALIFORNIA PROP 65: WARNING: Cancer and Reproductive Harm - www.P65Warnings.ca.gov

Note that the warning does not mean our products inevitably cause cancer or reproductive harm. Proposition 65 may be best defined as a "Right To Know" law, and Proposition 65 warnings are not an indication that a product is violating safety standards or regulations.



INSTALLATION GUIDE CONTENTS

Installation Times are Estimates Based on Field Observations

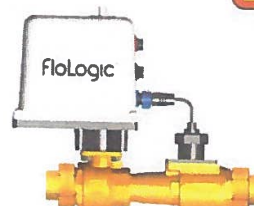
PLANNING AND PREPARATION (15 - 60 minutes)

- Step 1: Determine Valve Location
- Step 2: Locate Existing or Install New Electrical Outlet
- Step 3: Shut Off Water Main and Drain Pipes



VALVE INSTALLATION (45 – 90 minutes)

- Step 4: Measure, Mark, and Cut Pipe
- Step 5: Install Fittings onto Water Line
- Step 6: Install Valve onto Water Line



CONNECTING THE CONTROL PANEL (15 – 30 minutes)

- Step 7: Determine Control Panel Location
- Step 8: Run Communication Cable
- Step 9: Install Control Panel



POWER UP SYSTEM (2 minutes)

- Step 10: Connect the Battery to the Power Supply
- Step 11: Plug in Power Supply to 120VAC Outlet
- Step 12: Connect Power Supply to Valve



OPERATIONAL TEST (10 minutes)

- Step 13: Confirm System is in HOME Mode
- Step 14: Check for Background Water Flow
- Step 15: Confirm Flow Detection
- Step 16: Confirm Control Panel Water Shutoff
- Step 17: Confirm Automatic Shutoff



REFERENCE MATERIAL

Installation Troubleshooting	15
External System Interconnect Options	16
Wiring Outputs to External Systems	17
Irrigation Override Using External Relay	18
Water Softener Override Using Flow Switch	19
Pool Fill / Hose Bib Override Using Flow Switch	20
Auto Shutoff of Recirculation Pump Using External Relay	21
Product Warranty	22
Basic System Layout	23

PLANNING AND PREPARATION

STEP 1 – DETERMINE OPTIMAL VALVE LOCATION

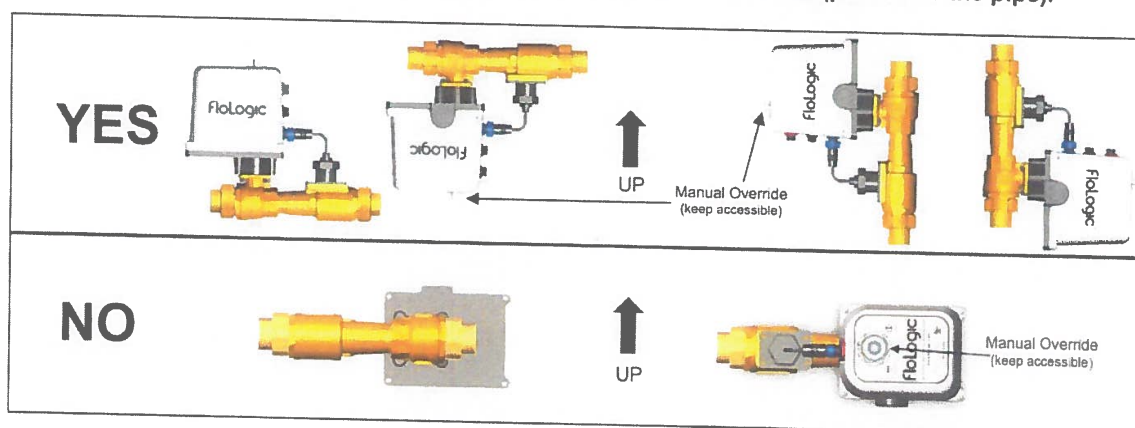
The Valve assembly should be located on the main water line after the line enters the structure but prior to the breakout of any distribution lines serving your plumbing appliances. **Like any water supply component, the Valve should be located in an area that is not subject to freezing conditions.** Unless your structure is built on a concrete slab, this will typically be in a basement or crawl space. If the structure is built on a concrete slab, or you prefer to install the Valve assembly outside the footprint of the building and your geographic location is subject to cold weather, you will need to provide an enclosure to protect the Valve from freezing conditions. The System is rated to operate continuously with water pressure up to 100 PSI. If your water pressure exceeds 100 PSI, install a pressure reducing Valve prior to the FloLogic System.

Whether you choose to place the Valve inside or outside the footprint of your building, a 120V AC electrical outlet will need to be available. If you need to deploy the Valve further than 20 feet from an available AC source, you can either install a new electrical outlet or purchase a power extension cable from FloLogic.

When selecting the point on the water main to install the Valve, consideration must be given to the dimensional

specifications as well as for supporting the weight of the Valve to prevent any undue strain on the piping interconnections. The Valve assembly weighs 11.5 pounds in the 1" model, 16.5 pounds in the 1½" model, and 25.0 pounds in the 2" model and should be secured to a stud, a wall, or a joist.

The Valve can be installed on a horizontal or vertical pipe run. In a vertical pipe, there are no limitations as to orientation. On a horizontal pipe the Valve can be installed with the actuator either directly above or below the pipe. **Avoid installing the Valve with the actuator on its side (parallel to the pipe).**



IMPORTANT NOTE: Manual Override Access and Planning for Irrigation and Water Softeners

The FloLogic System is equipped with a manual override that will allow you to open or close the Valve with a 5/16" (8 mm) wrench in the event of a complete loss of power. When planning for the location of the Valve, provide sufficient clearance to accommodate access to this override. Attempt to locate the FloLogic Valve AFTER distribution lines are tapped off for automatic irrigation systems and after equipment with automatic backwash cycles such as water softeners. If this is not feasible, additional wiring may be required to manage the water used by these appliances (see Reference Material beginning on page 16).



Form Information

Form Name: **Pool / Spa Detection**
 Submitter Name: John S (ald3945)
 Submission Date: Oct 21, 2021 10:18:55 AM PDT
 Reference Number: 37708e 20211021-18212079011

Customer / Site Information

Customer Name: Fontana Construction
 Address: 1398 Inglewood Ave, St Helena, CA 94574, USA
 Oct 21, 2021 10:06:35 AM PDT [[View Map](#)]
 Job Type: Domestic
 Leak Detection Type: Pool and Spa
 Pool Finish: Plaster
 Job Estimate: \$595/2hours plus \$200/hr thereafter. *Testing of vinyl, pebbeltec, fiberglass on gunite, mosaic tile, rock line, solar heating systems / lines, waterway spa jets, in-floor cleaning lines and water falls. These will be tested once all other potential sources have been tested.
 Concern: Unknown water loss.
 Equipment Shut Down: NO
 Picture of Pool / Spa





Pool Plumbing Tests

Line(s) that held pressure:	Main Drain Line (Hydrostatic) Suction Line Return Line Sweep Line Abandoned Return Line(Not connected at equipment)
-----------------------------	---

Pool Structural Tests

Structural Tests Performed:	Skimmer Ports Plaster Auto Fill LED Lights(2)
ITEMS NOT TESTED:	Main Drain Housing

Spa Plumbing Tests

Line(s) that held pressure:	Suction Line
LINES NOT TESTED:	Waterway Jets (others to remove for testing)

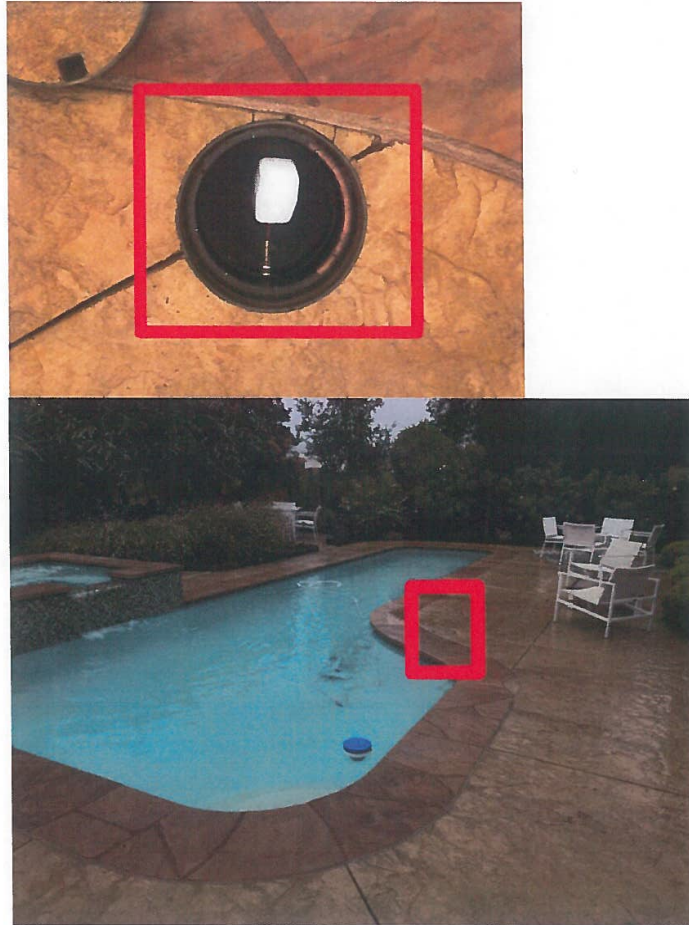
Spa Structural Tests

Structural Tests Performed:	Ports Plaster Spa Spillway Spa Main Drain Housing LED Light
-----------------------------	---

Test Results

Notes:	The pool was overfilled upon arrival and the auto fill was still running. The fill valve was left off by the customer.
--------	--

Photos with Markings:



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

Payment Information

Total Charge: \$595
Payment: Payment is due upon receipt.
THANK YOU FOR CALLING AMERICAN LEAK DETECTION.



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

Fontana Construction
 1945 E Francisco Blvd Suite N
 San Rafael, California 94901

INVOICE # 37708A
DATE: 21-Oct-2021
TERMS: 30 DAYS
AMOUNT DUE: \$ 595.00

JOB CODE	PO/CLAIM #	SITE ADDRESS
37708		1398 Inglewood Ave, California, St Helena, 94574

DESCRIPTION	QTY	UNIT PRICE (\$)	SUB TOTAL (\$)
Pool & Spa Leak Detection	1.00	595.00	595.00
TOTAL			\$ 595.00
TOTAL PAYMENTS MADE			\$ 0.00
AMOUNT DUE			\$ 595.00

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

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

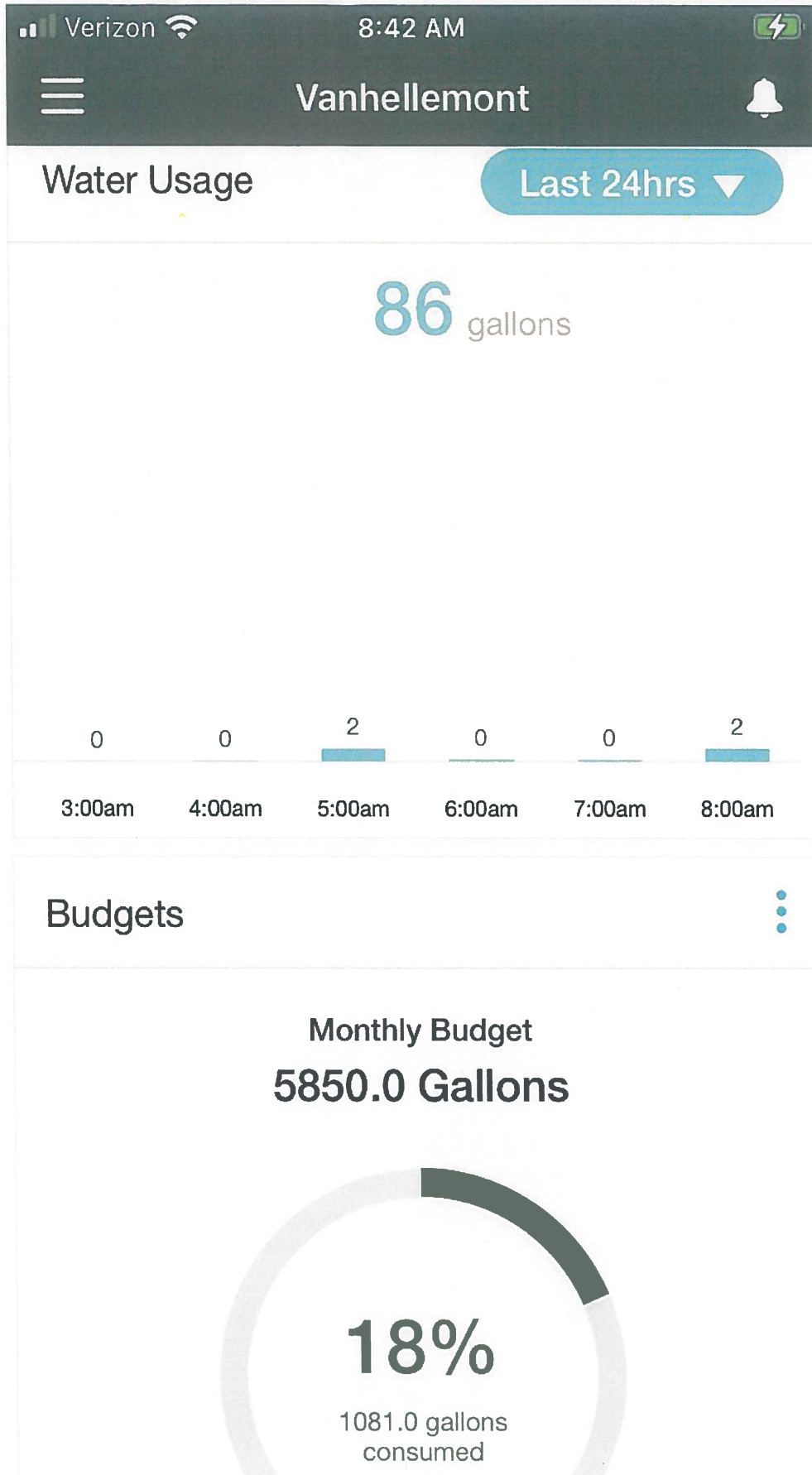
*Sincerely,
 Erica and *John
 Your Service Team*

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

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

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

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





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

July 15, 2021

Bob Vanhellemont
27655 Middlebelt #150
Farmington Hills, MI 48334

Account number:

007985-001

Service Address:

1444 Inglewood Ave

Dear Bob Vanhellemont,

MONTHLY ALLOCATION UPDATE – THANK YOU FOR DOING YOUR PART!

Like many California communities, St. Helena is facing a 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.

Actual Water Use Update

Your June 2021 water allocation was: **17.950 units**, or **13,427 gallons**.

The meter read for June reflects the following use **0.026 units**, or **19 gallons**.

Continuing Water Conservation

Thank you for your work to help us get through this difficult time together as a community. 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.

Continue to Avoid Penalties for Inefficient Water Use

In recognition of the dire water situation, the City Council has adopted a penalty structure for customers who exceed their property's monthly water allocation. Doing your part to conserve water will also help you avoid these penalties.

Learn More

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

Questions or Concerns?

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



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



0728460020489*9*1*****AUTO**MIXED AADC 870
VANHELLEMONT BOB
27655 MIDDLEBELT RD STE 150
FARMINGTON HILLS, MI 48334-5085

Service Address:
1444 Inglewood Ave

MONTHLY ALLOCATION UPDATE – THANK YOU FOR DOING YOUR PART!

This letter is being provided as a monthly update for your actual water use.

Your September 2021 water allocation was: **17,410 units**, or **13,024 gallons**.

The meter read for September reflects the following use **1.137 units**, or **851 gallons**.

Thank you for your work to help us get through this difficult time together as a community. 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.

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

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



1572 Railroad Avenue
St. Helena, CA 94574
water@cityofstheleena.org
(707) 968-2745

074035001E66



1866*11*1*****AUTO**MIXED AADC 970



BOB VANHELLEMONT
27655 MIDDLEBELT RD STE 150
FARMINGTON HILLS, MI 48334-5085

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 007985-001
SERVICE ADDRESS: 1444 Inglewood Ave
SERVICE PERIOD: 9/1/2021 to 10/31/2021
BILLING DATE: 11/19/2021

DUE DATE: 12/20/2021

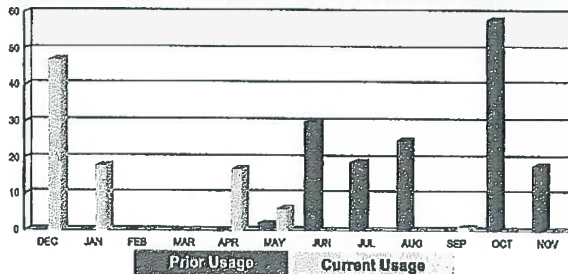
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007060982	8/27/2021	687	9/28/2021	688	1
007060982	9/28/2021	688	10/27/2021	688	0

SPECIAL MESSAGE

If your bill includes penalties, please note that the newly assessed penalty amount on your bill represents September and October penalties related water use over allocated amounts. For additional information please contact the St. Helena Finance Division at (707) 968-2745. For information regarding the water emergency please visit: <https://www.cityofstheleena.org/wateremergency/page/water-emergency>

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ \$7.44	7.44
TOTAL CURRENT CHARGES	138.70

BILL SUMMARY

Previous Balance	131.26
Thank you for your payment.	-131.26
Adjustments	0.00
Additional Billing	0.00
Current Charges	138.70
TOTAL AMOUNT DUE	138.70

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 007985-001
SERVICE ADDRESS: 1444 Inglewood Ave
SERVICE PERIOD: 9/1/2021 to 10/31/2021
BILLING DATE: 11/19/2021

DUE DATE: 12/20/2021

BOB VANHELLEMONT
27655 MIDDLEBELT RD STE 150
FARMINGTON HILLS, MI 48334-5085

AMOUNT DUE

TOTAL AMOUNT DUE BY 12/20/2021 138.70

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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





Weeks Drilling and Pump Co.

P.O. Box 176
Sebastopol CA 95473-0176
707-823-3184

Drilling Invoice

Invoice#: 24568

Date: 01/27/2021

License: C57-177681

Billed To: Fontana Construction
% Mike Fontana
1945 Francisco Blvd E Ste N
San Rafael CA 94901

Project: 1204228
Fontana, 1444 Inglewood Avenue
1444 Inglewood Avenue
Saint Helena CA 94574

Part#	Description	Quantity	Price ea.	Ext Price	Sales Tax
143	Test Hole Drilling @ \$34/ft	750.00	34.00	25,500.00	N
9105065170	5" Blank Certalok SDR17 @ \$16/ft	402.00	16.00	6,432.00	N
9105065032	5" Certalok SDR17 .032 Casing @ \$16/ft	340.00	16.00	5,440.00	N
165	Well Pack - Installed @ \$12/ft	680.00	12.00	8,160.00	N
125	Sanitary Seal - Installed @ \$40/ft	60.00	40.00	2,400.00	N
92	Mobilization Fee @ \$2,250/ea	1.00	2,250.00	2,250.00	N
71	Drill Mud Removal @ \$1,250/ea	5.00	1,250.00	6,250.00	N
54	Air Development @ \$400/hr	7.00	400.00	2,800.00	N
131	Site Work @ \$225/hr	5.00	225.00	1,125.00	N
108	Permit Fee	1.00	500.00	500.00	N
	Rock	15.00	88.20	1,323.00	N
159	Wattle	3.00	42.00	126.00	N
9107700000	3/8 Hole Plug	10.00			N
198	Concrete	14.00			N
45	5" Centralizer per set.	17.00	20.00	340.00	N
9108000000	Hi-Yield Bentonite #50	12.00			N
7154500000	5 S40 Cap Slip	2.00	23.49	46.98	N

Thank you for your prompt payment!

Non-Taxable Amount:	54,158.78
Taxable Amount:	8,534.20
Sales Tax:	661.40
Invoice Total	63,354.38
Payments & Credits Applied	0.00
Amount Due	63,354.38



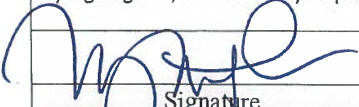
Residential Leak Appeal Application

DATE SUBMITTED: _____
RECEIVED BY: _____

PROPERTY & BILLING INFORMATION				
Date Applying:	December 13, 2021			
Account Holders Name	Daytime Phone Number		Other Phone Number	
Mary Moutinho	(415) 457-1290			
Service Address				
1398 Inglewood Avenue Saint Helena, CA 94574				
Email				
mary@fontanaco.com				
Mailing Address (if different than above)	City	State	Zip Code	
1945 East Francisco Blvd. Suite #N	San Rafael	CA	94901	
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 hidden leak occurred at the pool's auto fill tube, located completely under water and was impossible to see. The repairs required multiple parties including the general contractor, pool contractor, leak detection company, and pool servicing company numerous attempts to locate, identify, and repair by replacing and adjusting several times. Please see attached email chains, report and invoices related to the repair and also refer to Water Penalty Leak Adjustment Application dated December 13, 2021 regarding the hidden leak issues beyond the control of the Owner. 1. Email communication chains between Owner and General Contractor upon receiving first notice of water penalty dated July 15, 2021 with immediate abatement measures. 2. American Leak Detection Report and Inv. 37708A dated October 21, 2021. 3. Crystal Clear Pool & Spa Service Inv. #200026; dated October 28, 2021.				
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?	
June 2021 - October 2021	☐ Yes ☐ No ☒ Unsure		☐ Yes ☒ No	

Updated 07/26/2021

Page 1 of 2

PLEASE READ & SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT		
I certify that I have read, understand and agree to the terms and conditions of a water leak adjustment policy identified below. - I am aware of and agree to comply with the Water and Waste Water System Rules and Regulations identified in the St. Helena Municipal Code: http://www.codepublishing.com/CA/StHelena - The water meter is property of the City of St. Helena. Turning on or off, tampering with or adjusting the meter is prohibited. - I am aware the excess water usage must be 100% higher than normal usage based on an average of the same billing period for the previous three years or the available account history. - I certify that the leak was not the result of negligent, willful or neglectful behavior. - I am aware leak adjustments will not be granted if water use does not comply with other existing laws. - I am aware that one (1) leak adjustment may be granted no more than once every 60 months per account. - I am aware adjustments are for one month only. - I am aware if any insurance payment, reimbursement from any other entity other than the City, or equivalent is received, I must immediately notify the City and may be required to pay back the adjusted amount. If I have received reimbursement for this leak, I must provide copies of the documentation with this form. - I am aware leak adjustments will not be granted if the City is in a Phase 1 or higher water emergency or subject to water use limitations by the State of California. Also, leak adjustments will not be granted if a local natural disaster has been declared. I am requesting relief under P-FI-0005 Leak Adjustment Policy set by the City of St. Helena. I certify the information provided is accurate and true, and agree to comply with all requirements as set forth in the policy. Failure to comply with Water and Waste Water System Rules and Regulations or falsifying information subjects water/waste water service to termination and possible criminal prosecution. By signing this, I am formally requesting an appeal pursuant to Municipal code 13.04.180.		
 Signature	Mary Moutinho Print Name	12/13/2021 Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: water@cityofsthelelena.org Website: www.cityofsthelelena.org/water Phone: 707-968-2745
STAFF USE ONLY		
Billing month the leak occurred:	Prior Leak adjustment on file: ☐ Yes ☐ No Date:	Documentation of Repair attached? ☐ Yes ☐ No
Leak Verified by City Employee & Date of Verification: ☐ Yes ☐ No 12/13/2021	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:		
12/13/2021		
Signature	Print Name (Authorized Signature)	Date

Utility Billing

Vanhellemont Bob 007985-000 - 1398 Inglewood Ave



User: AprilM

Printed: 2/2/2022 8:40:19 AM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007985-000	1/28/2022	6146	3	01/2022	True	False	False	0	0.00000
007985-000	12/28/2021	6143	4	12/2021	False	True	False	0	0.00000
007985-000	11/29/2021	6139	2	11/2021	False	True	False	0	0.00000
007985-000	10/27/2021	6137	49	10/2021	False	True	False	0	0.00000
007985-000	9/28/2021	6088	117	09/2021	False	True	False	0	0.00000
007985-000	8/27/2021	5971	102	08/2021	False	True	False	0	0.00000
007985-000	7/28/2021	5869	125	07/2021	False	True	False	0	0.00000
007985-000	6/28/2021	5744	144	06/2021	False	True	False	0	0.00000
007985-000	5/26/2021	5600	98	05/2021	False	True	False	0	0.00000
007985-000	4/29/2021	5502	74	04/2021	False	True	False	0	0.00000
007985-000	3/29/2021	5428	2	03/2021	False	True	False	0	0.00000
007985-000	3/9/2021	5426	6	03/2021	False	True	False	0	0.00000
007985-000	1/29/2021	5420	6	01/2021	False	True	False	0	0.00000
007985-000	12/30/2020	5414	63	12/2020	False	True	False	0	0.00000
007985-000	11/19/2020	5351	45	11/2020	False	True	False	0	0.00000
007985-000	10/30/2020	5306	172	10/2020	False	True	False	0	0.00000
007985-000	8/27/2020	5134	97	08/2020	False	True	False	0	0.00000
007985-000	7/30/2020	5037	102	07/2020	False	True	False	0	0.00000
007985-000	6/30/2020	4935	106	06/2020	False	True	False	0	0.00000
007985-000	6/1/2020	4829	69	05/2020	False	True	False	0	0.00000
007985-000	4/30/2020	4760	17	04/2020	False	True	False	0	0.00000
007985-000	4/1/2020	4743	18	04/2020	False	True	False	0	0.00000
007985-000	2/28/2020	4725	14	02/2020	False	True	False	0	0.00000
007985-000	1/31/2020	4711	0	01/2020	False	True	False	0	0.00000
007985-000	12/31/2019	4711	0	12/2019	False	True	False	0	0.00000
007985-000	12/9/2019	4711	42	12/2019	False	True	False	0	0.00000
007985-000	11/7/2019	4669	33	11/2019	False	True	False	0	0.00000
007985-000	10/8/2019	4636	119	10/2019	False	True	False	0	0.00000
007985-000	9/6/2019	4517	62	09/2019	False	True	False	0	0.00000
007985-000	8/8/2019	4455	69	08/2019	False	True	False	0	0.00000
007985-000	7/8/2019	4386	34	07/2019	False	True	False	0	0.00000
007985-000	6/7/2019	4352	23	06/2019	False	True	False	0	0.00000
007985-000	5/10/2019	4329	52	05/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007985-000	4/8/2019	4277	14	04/2019	False	True	False	0	0.00000
007985-000	3/8/2019	4263	21	03/2019	False	True	False	0	0.00000
007985-000	2/7/2019	4242	1	02/2019	False	True	False	0	0.00000
007985-000	1/8/2019	4241	1	01/2019	False	True	False	0	0.00000
007985-000	12/7/2018	4240	33	12/2018	False	True	False	0	0.00000
007985-000	11/7/2018	4207	25	11/2018	False	True	False	0	0.00000
007985-000	11/5/2018	4182	47	11/2018	False	True	False	0	0.00000
007985-000	10/8/2018	4135	86	10/2018	False	True	False	0	0.00000
007985-000	9/7/2018	4049	97	09/2018	False	True	False	0	0.00000
007985-000	8/8/2018	3952	75	08/2018	False	True	False	0	0.00000
007985-000	7/9/2018	3877	91	07/2018	False	True	False	0	0.00000
007985-000	6/7/2018	3786	30	06/2018	False	True	False	0	0.00000
007985-000	5/8/2018	3756	13	05/2018	False	True	False	0	0.00000
007985-000	4/9/2018	3743	3	04/2018	False	True	False	0	0.00000
007985-000	3/8/2018	3740	3	03/2018	False	True	False	0	0.00000
007985-000	2/8/2018	3737	1	02/2018	False	True	False	0	0.00000
007985-000	1/8/2018	3736	20	01/2018	False	True	False	0	0.00000
007985-000	12/8/2017	3716	1	12/2017	False	True	False	0	0.00000
007985-000	11/8/2017	3715	171	11/2017	False	True	False	0	0.00000
007985-000	9/8/2017	3544	96	09/2017	False	True	False	0	0.00000
007985-000	8/8/2017	3448	83	08/2017	False	True	False	0	0.00000
007985-000	7/7/2017	3365	44	07/2017	False	True	False	0	0.00000
007985-000	6/8/2017	3321	45	06/2017	False	True	False	0	0.00000
007985-000	5/8/2017	3276	4	05/2017	False	True	False	0	0.00000
007985-000	4/7/2017	3272	0	04/2017	False	True	False	0	0.00000
007985-000	3/8/2017	3272	1	03/2017	False	True	False	0	0.00000
007985-000	2/8/2017	3271	0	02/2017	False	True	False	0	0.00000
007985-000	1/10/2017	3271	1	01/2017	False	True	False	0	0.00000
007985-000	12/9/2016	3270	1	12/2016	False	True	False	0	0.00000
007985-000	11/8/2016	3269	6	11/2016	False	True	False	0	0.00000
007985-000	10/7/2016	3263	129	10/2016	False	True	False	0	0.00000
007985-000	9/8/2016	3134	60	09/2016	False	True	False	0	0.00000
007985-000	8/8/2016	3074	32	08/2016	False	True	False	0	0.00000
007985-000	7/8/2016	3042	78	07/2016	False	True	False	0	0.00000
007985-000	6/8/2016	2964	30	06/2016	False	True	False	0	0.00000
007985-000	5/9/2016	2934	13	05/2016	False	True	False	0	0.00000
007985-000	4/8/2016	2921	6	04/2016	False	True	False	0	0.00000
007985-000	3/8/2016	2915	1	03/2016	False	True	False	0	0.00000
007985-000	2/8/2016	2914	0	02/2016	False	True	False	0	0.00000
007985-000	1/8/2016	2914	0	01/2016	False	True	False	0	0.00000
007985-000	12/8/2015	2914	0	12/2015	False	True	False	0	0.00000
007985-000	11/9/2015	2914	25	11/2015	False	True	False	0	0.00000
007985-000	10/8/2015	2889	36	10/2015	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007985-000	9/8/2015	2853	63	09/2015	False	True	False	0	0.00000
007985-000	8/7/2015	2790	49	08/2015	False	True	False	0	0.00000
007985-000	7/8/2015	2741	60	07/2015	False	True	False	0	0.00000
007985-000	6/8/2015	2681	29	06/2015	False	True	False	0	0.00000
007985-000	5/8/2015	2652	23	05/2015	False	True	False	0	0.00000
007985-000	4/8/2015	2629	1	04/2015	False	True	False	0	0.00000
007985-000	3/9/2015	2628	0	03/2015	False	True	False	0	0.00000
007985-000	2/9/2015	2628	0	02/2015	False	True	False	0	0.00000
007985-000	1/8/2015	2628	0	01/2015	False	True	False	0	0.00000
007985-000	12/8/2014	2628	24	12/2014	False	True	False	0	0.00000
007985-000	11/7/2014	2604	27	11/2014	False	True	False	0	0.00000
007985-000	10/8/2014	2577	48	10/2014	False	True	False	0	0.00000
007985-000	9/8/2014	2529	41	09/2014	False	True	False	0	0.00000
007985-000	8/8/2014	2488	46	08/2014	False	True	False	0	0.00000
007985-000	7/8/2014	2442	9	07/2014	False	True	False	0	0.00000
007985-000	7/2/2014	2433	57	07/2014	False	True	False	0	0.00000
007985-000	6/9/2014	2376	30	06/2014	False	True	False	0	0.00000
007985-000	5/8/2014	2346	52	05/2014	False	True	False	0	0.00000
007985-000	4/7/2014	2294	0	04/2014	False	True	False	0	0.00000
007985-000	3/7/2014	2294	0	03/2014	False	True	False	0	0.00000
007985-000	2/21/2014	2294	0	02/2014	False	True	False	0	0.00000
007985-000	2/7/2014	2294	1	02/2014	False	True	False	0	0.00000
007985-000	1/9/2014	2293	0	01/2014	False	True	False	0	0.00000
007985-000	12/9/2013	2293	26	12/2013	False	True	False	0	0.00000
007985-000	11/8/2013	2267	44	11/2013	False	True	False	0	0.00000
007985-000	10/8/2013	2223	74	10/2013	False	True	False	0	0.00000
007985-000	9/9/2013	2149	79	09/2013	False	True	False	0	0.00000
007985-000	8/8/2013	2070	79	08/2013	False	True	False	0	0.00000
007985-000	7/8/2013	1991	65	07/2013	False	True	False	0	0.00000
007985-000	6/7/2013	1926	46	06/2013	False	True	False	0	0.00000
007985-000	5/8/2013	1880	13	05/2013	False	True	False	0	0.00000
007985-000	4/8/2013	1867	7	04/2013	False	True	False	0	0.00000
007985-000	3/8/2013	1860	3	03/2013	False	True	False	0	0.00000
007985-000	2/8/2013	1857	1	02/2013	False	True	False	0	0.00000
007985-000	1/8/2013	1856	1	01/2013	False	True	False	0	0.00000
007985-000	12/7/2012	1855	4	12/2012	False	True	False	0	0.00000
007985-000	11/8/2012	1851	9	11/2012	False	True	False	0	0.00000
007985-000	10/8/2012	1842	99	10/2012	False	True	False	0	0.00000
007985-000	9/7/2012	1743	83	09/2012	False	True	False	0	0.00000
007985-000	8/8/2012	1660	66	08/2012	False	True	False	0	0.00000
007985-000	7/9/2012	1594	140	07/2012	False	True	False	0	0.00000
007985-000	6/8/2012	1454	12	06/2012	False	True	False	0	0.00000
007985-000	5/8/2012	1442	1	05/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007985-000	4/9/2012	1441	0	04/2012	False	True	False	0	0.00000
007985-000	3/8/2012	1441	0	03/2012	False	True	False	0	0.00000
007985-000	2/8/2012	1441	1	02/2012	False	True	False	0	0.00000
007985-000	1/9/2012	1440	1	01/2012	False	True	False	0	0.00000
007985-000	12/8/2011	1439	0	12/2011	False	True	False	0	0.00000
007985-000	11/8/2011	1439	21	11/2011	False	True	False	0	0.00000
007985-000	10/7/2011	1418	42	10/2011	False	True	False	0	0.00000
007985-000	9/8/2011	1376	21	09/2011	False	True	False	0	0.00000
007985-000	8/8/2011	1355	22	08/2011	False	True	False	0	0.00000
007985-000	7/7/2011	1333	18	07/2011	False	True	False	0	0.00000
007985-000	6/8/2011	1315	22	06/2011	False	True	False	0	0.00000
007985-000	5/6/2011	1293	8	05/2011	False	True	False	0	0.00000
007985-000	4/7/2011	1285	0	04/2011	False	True	False	0	0.00000
007985-000	3/8/2011	1285	1	03/2011	False	True	False	0	0.00000
007985-000	2/8/2011	1284	1	02/2011	False	True	False	0	0.00000
007985-000	1/7/2011	1283	0	01/2011	False	True	False	0	0.00000
007985-000	12/8/2010	1283	5	12/2010	False	True	False	0	0.00000
007985-000	11/8/2010	1278	78	11/2010	False	True	False	0	0.00000
007985-000	10/8/2010	1200	166	10/2010	False	True	False	0	0.00000
007985-000	9/9/2010	1034	78	09/2010	False	True	False	0	0.00000
007985-000	8/9/2010	956	84	08/2010	False	True	False	0	0.00000
007985-000	7/8/2010	872	26	07/2010	False	True	False	0	0.00000
007985-000	6/8/2010	846	21	06/2010	False	True	False	0	0.00000
007985-000	5/10/2010	825	0	05/2010	False	True	False	0	0.00000
007985-000	4/8/2010	825	0	04/2010	False	True	False	0	0.00000
007985-000	3/8/2010	825	0	03/2010	False	True	False	0	0.00000
007985-000	2/5/2010	825	0	02/2010	False	True	False	0	0.00000
007985-000	1/7/2010	825	213	01/2010	False	True	False	0	0.00000
007985-000	12/8/2009	612	74	12/2009	False	True	False	0	0.00000
007985-000	11/9/2009	538	9	11/2009	False	True	False	0	0.00000
007985-000	10/8/2009	529	30	10/2009	False	True	False	0	0.00000
007985-000	9/10/2009	499	64	09/2009	False	True	False	0	0.00000
007985-000	8/11/2009	435	141	08/2009	False	True	False	0	0.00000
007985-000	6/8/2009	294	38	06/2009	False	True	False	0	0.00000
005096-000	5/15/2009	256	16	06/2009	False	True	False	0	0.00000
007985-000	5/15/2009	256	0	06/2009	False	True	False	0	0.00000
005096-000	4/7/2009	240	4	04/2009	False	True	False	0	0.00000
005096-000	3/9/2009	236	4	03/2009	False	True	False	0	0.00000
005096-000	2/9/2009	232	8	02/2009	False	True	False	0	0.00000
005096-000	12/9/2008	224	34	12/2008	False	True	False	0	0.00000
005096-000	10/6/2008	190	60	10/2008	False	True	False	0	0.00000
005096-000	8/8/2008	130	65	08/2008	False	True	False	0	0.00000
005096-000	6/10/2008	65	46	06/2008	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
005096-000	4/10/2008	19	17	04/2008	False	True	False	0	0.00000
005096-000	2/10/2008	2	8	02/2008	False	True	False	0	0.00000



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

(707) 968-2745

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 1/1/2021 to 2/28/2021
BILLING DATE: 3/15/2021

DUE DATE: 4/15/2021

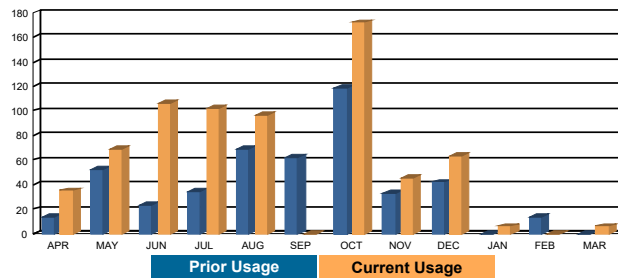
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007061008	1/29/2021	5420	3/9/2021	5426	6
007061008	12/30/2020	5414	1/29/2021	5420	6

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	80.28
TOTAL CURRENT CHARGES	211.54

BILL SUMMARY

Previous Balance	850.32
Thank you for your payment.	-850.32
Adjustments	0.00
Additional Billing	0.00
Current Charges	211.54
TOTAL AMOUNT DUE	211.54

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 1/1/2021 to 2/28/2021
BILLING DATE: 3/15/2021

DUE DATE: 4/15/2021

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

AMOUNT DUE

TOTAL AMOUNT DUE BY 4/15/2021 **211.54**

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

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 3/1/2021 to 4/30/2021
BILLING DATE: 5/15/2021

DUE DATE: 6/15/2021

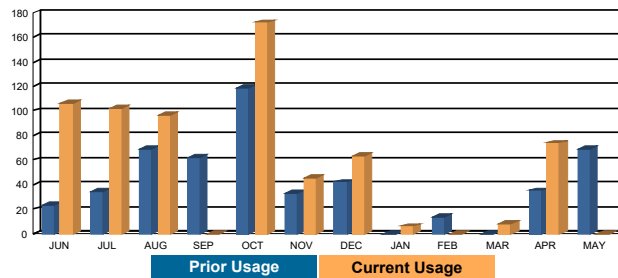
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007061008	3/29/2021	5428	4/29/2021	5502	74
007061008	3/9/2021	5426	3/29/2021	5428	2

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@cityofstheleena.org.

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential 131.26
Water Use @ \$6.69 508.44

TOTAL CURRENT CHARGES 639.70

BILL SUMMARY

Previous Balance	211.54
Thank you for your payment.	-211.54
Adjustments	0.00
Additional Billing	0.00
Current Charges	639.70
TOTAL AMOUNT DUE	639.70

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 3/1/2021 to 4/30/2021
BILLING DATE: 5/15/2021

DUE DATE: 6/15/2021

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

AMOUNT DUE

TOTAL AMOUNT DUE BY 6/15/2021 639.70

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

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 5/1/2021 to 6/30/2021
BILLING DATE: 7/15/2021

DUE DATE: 8/20/2021

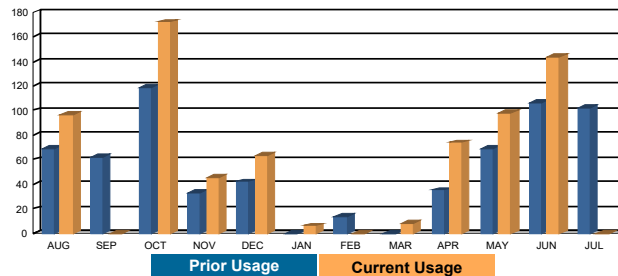
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007061008	4/29/2021	5502	5/26/2021	5600	98
007061008	5/26/2021	5600	6/28/2021	5744	144

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.cityofstheleena.org/utility-billing.

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential 131.26
Water Use @ \$7.44 1,800.48
June Excess Penalty 7,654.46
TOTAL CURRENT CHARGES 9,586.20

BILL SUMMARY

Previous Balance 639.70
Thank you for your payment. -639.70
Adjustments 0.00
Additional Billing 7,654.46
Current Charges 1,931.74
TOTAL AMOUNT DUE 9,586.20

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 5/1/2021 to 6/30/2021
BILLING DATE: 7/15/2021

DUE DATE: 8/20/2021

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

AMOUNT DUE

TOTAL AMOUNT DUE BY 8/20/2021 9,586.20

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

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 7/1/2021 to 8/31/2021
BILLING DATE: 9/24/2021

DUE DATE: 10/25/2021

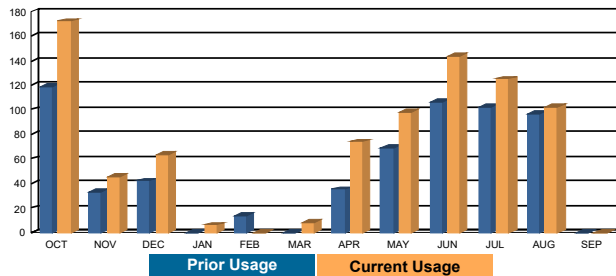
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007061008	7/28/2021	5869	8/27/2021	5971	102
007061008	6/28/2021	5744	7/28/2021	5869	125

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 1,688.88
July 50% Excess Pen 13,098.78
Aug Excess Penalty 20,769.55
TOTAL CURRENT CHARGES 35,688.47

BILL SUMMARY

Previous Balance 9,586.20
Thank you for your payment. -9,586.20
Adjustments 0.00
Additional Billing 33,868.33
Current Charges 1,820.14
TOTAL AMOUNT DUE 35,688.47

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 7/1/2021 to 8/31/2021
BILLING DATE: 9/24/2021

DUE DATE: 10/25/2021

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

AMOUNT DUE

TOTAL AMOUNT DUE BY 10/25/2021 35,688.47

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

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 9/1/2021 to 10/31/2021
BILLING DATE: 11/19/2021

DUE DATE: 12/20/2021

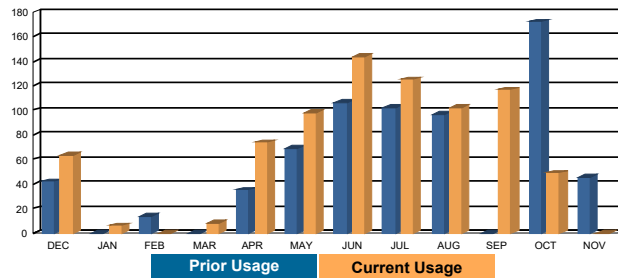
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007061008	8/27/2021	5971	9/28/2021	6088	117
007061008	9/28/2021	6088	10/27/2021	6137	49

SPECIAL MESSAGE

If your bill includes penalties, please note that the newly assessed penalty amount on your bill represents September and October penalties related water use over allocated amounts. For additional information please contact the St. Helena Finance Division at (707) 968-2745. For information regarding the water emergency please visit: <https://www.cityofstheleena.org/wateremergency/page/water-emergency>

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential	131.26
Water Use @ \$7.44	1,235.04
Sept Excess Penalty	23,844.20
Oct Excess Penalty	7,625.40
TOTAL CURRENT CHARGES	32,835.90

BILL SUMMARY

Previous Balance	35,688.47
Thank you for your payment.	-5,000.00
Adjustments	0.00
Additional Billing	31,469.60
Current Charges	1,366.30
TOTAL AMOUNT DUE	63,524.37

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 9/1/2021 to 10/31/2021
BILLING DATE: 11/19/2021

DUE DATE: 12/20/2021

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

AMOUNT DUE

TOTAL AMOUNT DUE BY 12/20/2021 63,524.37

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

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 11/1/2021 to 12/31/2021
BILLING DATE: 1/20/2022

DUE DATE: 2/21/2022

METER READING

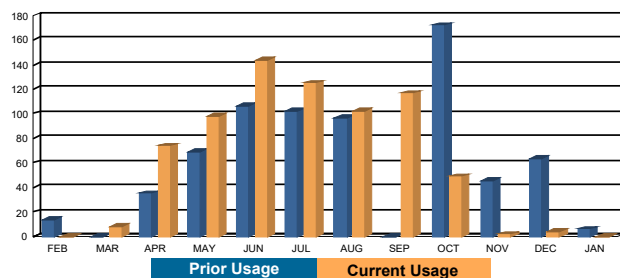
Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007061008	10/27/2021	6137	11/29/2021	6139	2
007061008	11/29/2021	6139	12/28/2021	6143	4

SPECIAL MESSAGE

If your bill includes penalties, please note the newly assessed penalty amount on your bill represents November penalties related water use over allocated amounts and the suspended 75% penalty for June and 50% penalty for July. Penalties were not assessed for the month of December. For additional information please contact the St. Helena Finance Division at (707) 968-2745.

For information regarding the water emergency please visit:
<https://www.cityofstheleena.org/wateremergency/page/water-emergency>

Water Use in HCF



CURRENT CHARGES

Water Base Fee 5/8" Residential	138.80
Water Use @ \$6.87	41.61
Suspend June Pen	22,963.38
Suspend July Pen	13,098.78

TOTAL CURRENT CHARGES 36,242.57

BILL SUMMARY

Previous Balance	63,524.37
Thank you for your payment.	-6,366.30
Adjustments	0.00
Additional Billing	36,062.16
Current Charges	180.41

TOTAL AMOUNT DUE 93,400.64

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 007985-000
SERVICE ADDRESS: 1398 Inglewood Ave
SERVICE PERIOD: 11/1/2021 to 12/31/2021
BILLING DATE: 1/20/2022

DUE DATE: 2/21/2022

BOB VANHELLEMONT
27655 Middlebelt #150
Farmington Hills, MI 48334

AMOUNT DUE

TOTAL AMOUNT DUE BY 2/21/2022 93,400.64

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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



Customer Name: Moutinho, Mary (Owner Robert Vanhellemont)
Customer Account Number: 007985-000

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:	May 2021 June 2021 September 2021
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Penalties Imposed:	Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
	June	\$ 7,654.46	\$ 30,617.84	131.82	98,608
	July	\$ 13,098.78	\$ 13,098.78	113.291	84,747
	August	\$ 20,769.55	\$ 20,769.55	91.597	68,519
	September	\$ 23,844.20	\$ 23,844.20	104.444	78,129
	October	\$ 7,625.40	\$ 7,625.40	38.718	28,963
	November				-
	TOTAL	\$ 72,992.39	\$ 95,955.77	479.87	358,967

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: After receiving their June penalty, on July 29, 2021, the customer contacted Fontana Construction to have them walk around the property to see if they could see an active leak. Based on advice from Fontana Construction, the customer hired a leak detection company and installed a Flogic System to detect water use and purchased a flume device. Receipts were provided from American Leak Detection - Dated 10/21/21, Crystal Clear Pool & Spa Service - Dated 10/28/21, as well as correspondence between the property owner and the contractor starting on July, 29, 2021.		
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?	X	
5	Was the leak a result of negligent, willful, or neglectful behavior?		X
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: Customer provided a receipt from Crystal Clear Pool & Spa Service.						
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?						
13	If yes to #12, what is the verification: June July August Sept Oct Nov Dec Consumption						
14	Is there verification that overage was as a result of a leak?						
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..)?						
17							
18							
19							
20							

Action:

Administrative Approval:	
By: April Mitts, Administrative Services Director	
Signature:	
Months the Penalties are being reduced:	
Total Penalty reduction:	\$ 95,955.77

Date Customer Notified:

Date Adjustment Made to Acct.

Item to be heard by the WAB for determination:	
Date to Water Advisory Board:	

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