



**City of St. Helena
Water Advisory Board
Regular Meeting
Friday, April 15, 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>

Page

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. Water Advisory Board Meeting Minutes of January 21, 2022, February 4, 2022 and March 18, 2022. 7 - 14

CEQA Determination: Not a CEQA project
Prepared By: Cindy Tzaopoulos, City Clerk
Recommendation:
Approve the minutes.
[01-21-2022 Water Advisory Board - Minutes](#)
[02-04-2022 Water Advisory Board - Minutes](#)
[03-18-2022 Water Advisory Board - Minutes](#)
6. OLD BUSINESS:
 - 6.1. Consideration of Penalty Adjustment – Gehan, Glenn Continued from January 21, 2022 15 - 41

CEQA Determination: Not a CEQA project
Prepared By: April Mitts, Administrative Services Director
Recommendation:
Staff recommends the Water Advisory Board approve the water penalty appeal and waive all penalties incurred in June, July, and August.
[STAFF REPORT Gehan, Glenn](#)
7. ADJOURNMENT

The next regular Water Advisory Board meeting is scheduled for May 6, 2022 at 10:00 am.

I do hereby certify that a copy of the foregoing agenda was posted on the City website on April 12, 2022 at 8:30 am.



Cindy Tzaopoulos, City Clerk

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

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

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

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

How to Watch or Listen to Meetings:

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

Watch by Joining the Zoom Meeting:

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

4. For specific instructions for your device, go to:
<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

1. **Listen Only by Telephone:**

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

Ways to Provide Public Comment:

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

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

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

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

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

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

The host will be notified that you've raised your hand and you will be placed in a queue with all incoming requests.

When it is your turn to speak, you will be notified that the host has unmuted you. To be removed from the queue, just click the '**raise hand**' button again.

3. **Call in to the ZOOM meeting from a cell phone or landline phone only**

This option allows the member of the public with the opportunity to verbally participate in public comment.

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

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

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

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

MINUTES
City of St. Helena
Water Advisory Board Meeting
Friday, January 21, 2022 @ 10:00 AM

Present: George Schisler, Anna Chouteau, Daniel Hale, Vice Chair Diana Ortiz, and Chair Brent Randol

Absent: None

1 CALL TO ORDER

2 ROLL CALL

3 PUBLIC FORUM:

No public comment was received.

4 REPORTS BY STAFF AND BOARD

Reports were made by staff.

5 CONSENT CALENDAR:

a) None

6 OLD BUSINESS:

a) Consideration of Water Allocation Exception – Knobel, David
Prepared By: April Mitts, Administrative Services Director

Administrative Services Director April Mitts reported on this item.

Jonathen Kathrein addressed the Water Advisory Board.

Diana Ortiz moved to change the daily allotment to 1800 gallons a day. The motion was seconded by George Schisler and on roll call carried by the following vote:

AYES: George Schisler, Council Member Anna Chouteau, Daniel Hale, Diana Ortiz, and Brent Randol

NOES: None

ABSENT: None

ABSTAIN: None

RECUSE: None

Water Advisory Board
January 21, 2022

- b) Consideration of Penalty Adjustment – Kee, C. Continued
Prepared By: April Mitts, Administrative Services Director

Administrative Services Director April Mitts reported on this item.

Cynthia Kee addressed the Water Advisory Board.

Daniel Hale moved to remove the penalties. The motion was seconded by Council Member Anna Chouteau and on roll call carried by the following vote:

AYES: George Schisler, Council Member Anna Chouteau, Daniel Hale, Diana Ortiz, and Brent Randol

NOES: None

ABSENT: None

ABSTAIN: None

RECUSE: None

7 NEW BUSINESS:

- a) Consideration of Penalty Adjustment – Del Dotto, David & Yolanda
Prepared By: April Mitts, Administrative Services Director

Administrative Services Director April Mitts reported on this item.

Yolanda Del Dotto addressed the Water Advisory Board.

Council Member Anna Chouteau moved to approve the waiver of fees. The motion was seconded by George Schisler and on roll call carried by the following vote:

AYES: George Schisler, Council Member Anna Chouteau, Daniel Hale, Diana Ortiz, and Brent Randol

NOES: None

ABSENT: None

ABSTAIN: None

RECUSE: None

- b) Consideration of Penalty Adjustment – Gehan, Glenn
Prepared By: April Mitts, Administrative Services Director

Administrative Services Director April Mitts reported on this item.

Rick Illmer addressed the Water Advisory Board.

Council Member Anna Chouteau moved to continue the item to a date uncertain. The motion was seconded by George Schisler and on roll call

Water Advisory Board
January 21, 2022

carried by the following vote:

AYES: George Schisler, Council Member Anna Chouteau, Daniel Hale, Diana Ortiz, and Brent Randol

NOES: None

ABSENT: None

ABSTAIN: None

RECUSE: None

8 ADJOURNMENT

Chair Brent Randol adjourned the meeting at 11:14 a.m.

APPROVED:

ATTEST:

Brent Randol, Chair

Cindy Tzaferopoulos, City Clerk

MINUTES
City of St. Helena
Water Advisory Board Meeting
Friday, February 4, 2022 @ 10:00 AM

Present: George Schisler, Anna Chouteau, Daniel Hale, Chair Brent Randol, and Vice Chair Diana Ortiz

Absent: None

1 CALL TO ORDER

2 ROLL CALL

3 PUBLIC FORUM:

No public comment was received.

4 REPORTS BY STAFF AND BOARD

Reports were made by staff.

5 CONSENT CALENDAR:

a) None

6 OLD BUSINESS:

a) None

7 NEW BUSINESS:

- a) Consideration of Penalty Adjustment – Faith Wheeler (~~Staff report forthcoming~~)
Provided 2-2-22
Prepared By: April Mitts, Administrative Services Director

Administrative Services Director April Mitts reported on this item.

Faith Wheeler addressed the Water Advisory Board.

Diana Ortiz moved to remove the penalties. The motion was seconded by Council Member Anna Chouteau and on roll call carried by the following vote:

AYES: Council Member Anna Chouteau, Brent Randol, and Diana Ortiz

NOES: Daniel Hale

ABSENT: None

ABSTAIN: George Schisler

RECUSE: None

Water Advisory Board
February 4, 2022

- b) Consideration of Penalty Adjustment – Mary Moutinho (~~Staff report forthcoming~~) Provided 2-2-22
Prepared By: April Mitts, Administrative Services Director

Administrative Services Director April Mitts reported on this item.

Mary and Robert Van Hellemont addressed the Water Advisory Board.

Brent Randol moved to waive penalties. The motion was seconded by Daniel Hale and on roll call carried by the following vote:

AYES: George Schisler, Council Member Anna Chouteau, Daniel Hale, Brent Randol, and Diana Ortiz

NOES: None

ABSENT: None

ABSTAIN: None

RECUSE: None

- c) *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

Chair Brent Randol adjourned the meeting at 11:00 a.m.

APPROVED:

Brent Randol, Chair

ATTEST:

Cindy Tzafopoulos, City Clerk

MINUTES
City of St. Helena
Water Advisory Board Meeting
Friday, March 18, 2022 @ 10:00 AM

Present: George Schisler, Anna Chouteau, Daniel Hale, Chair Brent Randol, and Vice Chair Diana Ortiz

Absent:

1 CALL TO ORDER

2 ROLL CALL

3 PUBLIC FORUM:

No public comment was received.

4 REPORTS BY STAFF AND BOARD

No reports were made.

5 CONSENT CALENDAR:

- a) Water Advisory Board Regular Meeting Minutes of August 6, 2021, September 3, 2021, September 17, 2021, October 1, 2021, October 15, 2021, November 5, 2021, November 19, 2021, December 17, 2021 and Special Meeting Minutes of October 29, 2021.

Council Member Anna Chouteau moved to approve the minutes. The motion was seconded by Diana Ortiz and on roll call carried by the following vote:

AYES: George Schisler, Council Member Anna Chouteau, Daniel Hale, Brent Randol, and Diana Ortiz

NOES: None

ABSENT: None

ABSTAIN: None

RECUSE: None

6 OLD BUSINESS:

- a) None

7 NEW BUSINESS:

- a) *NEW ITEM
Consideration of Penalty Adjustment – Novack, Kenneth

Water Advisory Board
March 18, 2022

Administrative Services Director April Mitts reported on this item.

Lisa Pelosi addressed the Water Advisory Board

Council Member Anna Chouteau moved to approve the leak adjustment. The motion was seconded by George Schisler and on roll call carried by the following vote:

AYES: George Schisler, Council Member Anna Chouteau, Daniel Hale, Brent Randol, and Diana Ortiz

NOES: None

ABSENT: None

ABSTAIN: None

RECUSE: None

- b) Water Appeal Summary and Feedback for Staff
Prepared By: April Mitts, Administrative Services Director

Administrative Services Director April Mitts reported on this item to provide the WAB with the opportunity to discuss anything learned during the process, discuss any challenges, and identify opportunities for improvement. Staff will be preparing a report to the City Council and will include feedback received by the WAB.

No comment was received.

8 ADJOURNMENT

Chair Brent Randol adjourned the meeting at 10:53 a.m.

APPROVED:

ATTEST:

Brent Randol, Chair

Cindy Tzaopoulos, City Clerk



Report to the City Council
Water Advisory Board – April 15, 2022

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Gehan, Glenn**
Continued from January 21, 2022

CEQA **Not a CEQA project**
Determination:

Prepared 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

On January 21, 2022, the water penalty appeal for Glenn Gehan was heard before the Water Advisory Board (Board) – Attachment 1. Mr. Gehan was not able to be at the meeting; however, Rick Illmer was in attendance representing Mr. Gehan as well as Ben Penning. Mr. Penning repaired the leak and could testify/present the circumstances of the leak, investigation, and repair. The Board posed several questions which could not be answered at the meeting and, subsequently, the Board moved to continue the item to allow time to gather the following information:

1. Mr. Illmer to follow up with Mr. Gehan to inquire if the overuse of water in June and July was related to the leak discovered and fixed in August 2021.
2. City staff to see if the meter was capable of a detailed meter read to see if the water use could be isolated between dates of August 20 and August 23, 2021 to see if the water used during the time of the leak would bring the use below the allocation which would qualify the customer for the penalty forgiveness program.

Staff did check to see if the meter was capable of a detailed meter read and, unfortunately, it is not possible with the customer's current meter (item 2 above).

In relation to item #1, Mr. Penning had been periodically reading the meter on the property and was able to provide the following information and commentary regarding the July and August water use.

Table 1 – Information provided by Mr. Penning

Meter Reading Date	Reading	Units HCF	Days	Units per day Avg.	Gallons per day Avg.	Notes
7/19/21	5799 44					
7/26/21	5840 38	41	7	5.86	4,384	
8/2/21	5995 24	155	7	11.14	8,333	There was a leak or a stuck valve for about 9 days
8/3/21	5995 25	0	1	0		
8/3/21	5996 12	3		3	2,244	
8/10/21	6074 62	78	7	11.14	8,333	Possible leak?
8/18/21	6117 19	43	8	5.38	4,025	
8/24/21	6187 89	70	6	11.67	8,730	There was a stuck valve for about 3 days

While the City is unable to retrieve a detailed meter read, the information provided by Mr. Illmer and Mr. Penning (Table 1) is consistent with the meter read information contained in the City's software system. Additionally, it does appear the excess use was a result of a leak which appears to be corrected as use in subsequent months is well within the customer's allocation. Staff recommends the Water Advisory Board approve the Water Penalty Leak Adjustment application for Mr. Gehan based on the information presented above and based on the following:

1. The customer has invested substantial financial resources in locating the leak, fixing the leak, as well as converting landscape irrigation to 100% well water.
2. If the substantial leak had not occurred in August 2021, which utilized 310 units of water, the customer would have qualified for the Penalty Forgiveness Program.
3. With the exception of the leak, the customers historical use has decreased from the previous year, showing a good faith effort to protect the City's water supply (see table below).

	June	July	August	Sept	Oct	Nov	Dec
2021	74	80	310	18	3	4	3
2020	179	140	165	101	102	32	194

4. The customer has not incurred any penalties since August 2021 and has been far below the monthly allocation.

FISCAL IMPACT

Dependent on Water Advisory Board recommendation.

RECOMMENDED ACTION

Staff recommends the Water Advisory Board approve the water penalty appeal and waive all penalties incurred in June, July, and August.



Report to the City Council
Water Advisory Board – January 21, 2022

Agenda Section: **NEW BUSINESS**

Subject: **Consideration of Penalty Adjustment – Gehan, Glenn**

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.

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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.

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

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

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

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

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

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

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

DISCUSSION

In accordance with P-FI-0022 *Leak Adjustment Policy – Phase II and Phase III Water Penalties* on October 5, 2021, the City received an application for a leak adjustment and a water penalty leak adjustment for consideration (Attachment 1 and Attachment 2).

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

Attachments 4-8 provides Account Statements from January 1, 2021 to present

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	\$ 2,374.35	\$ 9,497.40	53.571	40,074
July	\$ 5,971.65	\$ 11,943.30	61.941	46,335
August	\$ 69,280.15	\$ 69,280.15	291.298	217,905
September				-
October				-
November				-
				-
TOTAL	\$ 77,626.15	\$ 90,720.85	406.81	304,314

Table 3 – Leak Letters Sent

December 2020
March 2021
April 2021
July 2021

Table 4 – Previous Water Penalty Leak Adjustment(s)

Water Advisory Board Meeting Date	Adjustment Granted
N/A	

Staff reviewed the application for approval on an administrative level and due to the amount being above \$50,000, and leak letters being sent for 2 consecutive months, an administrative determination could not be made. A summary can be found on the Leak Appeal Checklist (Attachment 9).

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	9/29/2021
RECEIVED BY:	10.05.2021

PROPERTY & BILLING INFORMATION			
Date Applying 10/5/2021		Customer or Company Name Glenn Gehan	
Account Number 016901-000		Phone Number 8178891613	Email Address jragira@gfohome.com
Mailing Address 1717 McKinney Avenue, Suite 1590		City Dallas	State TX
			Zip Code 75202
WATER LEAK INFORMATION (in addition to Water Leak Application)			
Month Penalties Occurred: \$69,280.15		Amount of Penalties Assessed: \$69,280.15	
Please list any additional information for the Water Advisory Board consideration: An unknown valve malfunction started on Friday August 20th and was not shut off until Monday the 23rd. A valve was found stuck in the open position (there was a small rock inside the valve that cause it to stick in the open position. A contractor was brought on to resolve the leak - please find the corresponding invoices attached.			
PLEASE READ AND SIGN THE FOLLOWING STATEMENTS AS ACKNOWLEDGED AND REQUIRED BY THIS AGREEMENT			
- I have read and will adhere to all specific requirements of <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: Glenn Gehan		Signature 	Date 10/5/2021
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:	

RE: 1476 Inglewood Avenue, St. Helena, California
Acct No. 016901-000

Dear April,

I would be grateful if you would provide the following information to the Board in preparation for my hearing. I appreciate and am sensitive to the water usage restrictions in our community. I have owned the home since 2016. The home is not my primary residence. I have a landscaper, Lou Penning Landscapes ("LPA") who performs landscape maintenance for me monthly. I was not in town when the leak occurred.

The leak was discovered by LPA on Monday August 23. The water was turned off as soon as the leak was discovered. LPA investigated the source and cause of the leak and determined it was caused by a small rock stuck in a sprinkler valve which prevented the valve from closing. As a result, the valve remained open from Friday August 20 to Monday August 23. The valve has been replaced and there have been no further issues.

A copy of the invoice from LPA is attached. The malfunctioning valve was not something I could have anticipated or prevented. And it was addressed immediately when it was discovered. I hope these facts provide the context necessary for the Board to waive the penalty.

Please let me know if there is any additional information, I can provide that would be helpful to the Board in making its decision.

Sincerely,

A handwritten signature in black ink, appearing to read 'Glenn Gehan', with a stylized, cursive script.

Glenn Gehan



LOU PENNING LANDSCAPES, INC.
INSTALLATION • MAINTENANCE • IRRIGATION & LIGHTING

Invoice

Date	Invoice #
7/31/2021	5474-4578

Lou Penning Landscapes, Inc.



Bill To
Glenn Gehan 4527 Bluffview Blvd Dallas, Texas 75209

P.O. No.	Terms	Project
	30 Days	

Quantity	Description	Rate	Amount
	Monthly Landscape Maintenance - 1476 Inglewood Ave, St. Helena, CA 94574	2,426.75	2,426.75
3	hours, 7/6 - Investigate valves A-5, A-6, A-18 not coming on by controller. Replace 10 nozzles at A-3, A-4.	96.00	288.00
	Irrigation repair parts	8.00	8.00T
6.5	hours, 7/7, 7/8 - Perform second Irrigation system check. Make minor repairs. Replace 10 mp rotators at A-4.	96.00	624.00
1	System check repair parts	77.37	77.37T
1	Irrigation repair parts	11.79	11.79T
2.5	hours, 7/12 - Replace damaged backflow preventer at front near road.	96.00	240.00
1	Back Flow Preventer	739.62	739.62T
	Irrigation repair parts	7.00	7.00T
8	hours, Extra water management/ Investigate excessive water issues.	96.00	768.00
	Sales Tax	7.75%	65.39
		Total	\$5,255.92



LOU PENNING LANDSCAPES, INC.
INSTALLATION • MAINTENANCE • IRRIGATION & LIGHTING

Invoice

Date	Invoice #
8/31/2021	5474-4688

Lou Penning Landscapes, Inc.



Bill To
Glenn Gehan 4527 Bluffview Blvd Dallas, Texas 75209

P.O. No.	Terms	Project
	30 Days	

Quantity	Description	Rate	Amount
	Monthly Landscape Maintenance - 1476 Inglewood Ave, St. Helena, CA 94574	2,426.75	2,426.75
32	hours, 8/10, 8/11 - Excavate pipes around tank/ pumphouse/ irrigation point of connection. Expose to disconnect the house from the well water.	71.00	2,272.00
16	Utility truck/ equipment	18.41	294.56
50.67	hours, Separate well and city water. Install flow meter and standard meter at tank and landscape. Install Flume at city meter and at well tank.	96.00	4,864.32
1	Flow Meter	388.53	388.53T
1	Standard Water Meter	331.09	331.09T
1	Backflow preventer, parts for flow meter installation	1,458.30	1,458.30T
1	Irrigation parts for flow meter installation	200.30	200.30T
1	Irrigation parts for flow meter installation	66.70	66.70T
1	Irrigation parts for flow meter installation	110.30	110.30T
1	Irrigation parts for flow meter installation	29.48	29.48T
1	Valve assembly, valve, adapters	443.58	443.58T
1	Irrigation Leak Detection	911.25	911.25T
	8/06/21 - Plant Health Care Fertilizer Application	882.12	882.12T
	Sales Tax	7.75%	373.68
Total			\$15,052.96



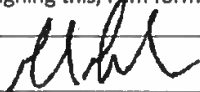
Residential Leak Appeal Application

DATE SUBMITTED: 10/5/2021
RECEIVED BY: 10-05-2021

PROPERTY & BILLING INFORMATION			
Date Applying:	10/5/2021		
Account Holders Name	Daytime Phone Number	Other Phone Number	
Glenn Gehan	8178891613		
Service Address			
1476 Inglewood Ave			
Email			
jragira@gfohome.com			
Mailing Address (if different than above)	City	State	Zip Code
1717 McKinney Avenue, Suite 1590	Dallas	TX	75202
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)			
An unknown valve malfunction started on Friday August 20th and was not shut off until Monday the 23rd. A valve was found stuck in the open position (there was a small rock inside the valve that cause it to stick in the open position. A contractor was brought on to resolve the leak - please find the corresponding invoices attached.			
Billing Period in which leak occurred:	Does Property have Low Flow Fixtures?		Sign up for Developer Water Retrofit Program?
August 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.		
	Glenn Gehan	10/5/2021
Signature	Print Name	Date
PLEASE SUBMIT APPLICATIONS TO:		QUESTIONS?
City of St. Helena: Utility Billing 1480 Main Street St. Helena, CA 95404		Email: water@cityofsthelena.org Website: www.cityofsthelena.org/water Phone: 707-968-2745
STAFF USE ONLY		
Billing month the leak occurred:	Prior Leak adjustment on file: ☐ Yes ☐ No Date:	Documentation of Repair attached? ☐ Yes ☐ No
Leak Verified by City Employee & Date of Verification: ☐ Yes ☐ No <u>10/5/2021</u>	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:		
10/5/2021		
Signature	Print Name (Authorized Signature)	Date

Utility Billing

Gehan Glenn 016901-000 - 1476 Inglewood Ave



User: AprilM

Printed: 1/17/2022 2:33:58 PM

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
016901-000	12/28/2021	6217	3	12/2021	True	False	False	0	0.00000
016901-000	11/29/2021	6214	4	11/2021	True	False	False	0	0.00000
016901-000	10/27/2021	6210	3	10/2021	False	True	False	0	0.00000
016901-000	9/28/2021	6207	18	09/2021	False	True	False	0	0.00000
016901-000	8/27/2021	6189	310	08/2021	False	True	False	0	0.00000
016901-000	7/28/2021	5879	80	07/2021	False	True	False	0	0.00000
016901-000	6/28/2021	5799	74	06/2021	False	True	False	0	0.00000
016901-000	5/26/2021	5725	128	05/2021	False	True	False	0	0.00000
016901-000	4/29/2021	5597	172	04/2021	False	True	False	0	0.00000
016901-000	3/29/2021	5425	44	03/2021	False	True	False	0	0.00000
016901-000	3/9/2021	5381	31	03/2021	False	True	False	0	0.00000
016901-000	1/29/2021	5350	373	01/2021	False	True	False	0	0.00000
016901-000	12/30/2020	4977	194	12/2020	False	True	False	0	0.00000
016901-000	11/19/2020	4783	32	11/2020	False	True	False	0	0.00000
016901-000	10/30/2020	4751	203	10/2020	False	True	False	0	0.00000
016901-000	8/27/2020	4548	165	08/2020	False	True	False	0	0.00000
016901-000	7/30/2020	4383	59	07/2020	False	True	False	0	0.00000
016901-000	7/17/2020	4324	81	08/2020	False	True	False	0	0.00000
016901-000	6/30/2020	4243	179	06/2020	False	True	False	0	0.00000
016901-000	6/1/2020	4064	95	05/2020	False	True	False	0	0.00000
016901-000	4/30/2020	3969	0	04/2020	False	True	False	0	0.00000
016901-000	4/1/2020	3969	0	04/2020	False	True	False	0	0.00000
016901-000	2/28/2020	3969	0	02/2020	False	True	False	0	0.00000
016901-000	1/31/2020	3969	0	01/2020	False	True	False	0	0.00000
016901-000	12/31/2019	3969	0	12/2019	False	True	False	0	0.00000
016901-000	12/9/2019	3969	0	12/2019	False	True	False	0	0.00000
016901-000	11/7/2019	3969	13	11/2019	False	True	False	0	0.00000
016901-000	10/8/2019	3956	0	10/2019	False	True	False	0	0.00000
016901-000	9/6/2019	3956	0	09/2019	False	True	False	0	0.00000
016901-000	8/8/2019	3956	0	08/2019	False	True	False	0	0.00000
016901-000	7/8/2019	3956	0	07/2019	False	True	False	0	0.00000
016901-000	6/7/2019	3956	0	06/2019	False	True	False	0	0.00000
016901-000	5/10/2019	3956	0	05/2019	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
016901-000	4/8/2019	3956	0	04/2019	False	True	False	0	0.00000
016901-000	3/8/2019	3956	0	03/2019	False	True	False	0	0.00000
016901-000	2/7/2019	3956	0	02/2019	False	True	False	0	0.00000
016901-000	1/8/2019	3956	0	01/2019	False	True	False	0	0.00000
016901-000	12/7/2018	3956	0	12/2018	False	True	False	0	0.00000
016901-000	11/7/2018	3956	0	11/2018	False	True	False	0	0.00000
016901-000	11/5/2018	3956	0	11/2018	False	True	False	0	0.00000
016901-000	10/29/2018	3956	5	10/2018	False	True	False	0	0.00000
016901-000	10/8/2018	3951	106	10/2018	False	True	False	0	0.00000
016901-000	9/7/2018	3845	125	09/2018	False	True	False	0	0.00000
016901-000	8/8/2018	3720	159	08/2018	False	True	False	0	0.00000
016901-000	7/9/2018	3561	188	07/2018	False	True	False	0	0.00000
016901-000	6/7/2018	3373	107	06/2018	False	True	False	0	0.00000
016901-000	5/8/2018	3266	82	05/2018	False	True	False	0	0.00000
016901-000	4/9/2018	3184	50	04/2018	False	True	False	0	0.00000
016901-000	3/8/2018	3134	49	03/2018	False	True	False	0	0.00000
016901-000	2/8/2018	3085	51	02/2018	False	True	False	0	0.00000
016901-000	1/8/2018	3034	69	01/2018	False	True	False	0	0.00000
016901-000	12/8/2017	2965	68	12/2017	False	True	False	0	0.00000
016901-000	11/8/2017	2897	283	11/2017	False	True	False	0	0.00000
016901-000	9/8/2017	2614	123	09/2017	False	True	False	0	0.00000
016901-000	8/8/2017	2491	190	08/2017	False	True	False	0	0.00000
016901-000	7/7/2017	2301	116	07/2017	False	True	False	0	0.00000
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016901-000	5/8/2017	2185	0	05/2017	False	True	False	0	0.00000
016901-000	4/7/2017	2185	0	04/2017	False	True	False	0	0.00000
016901-000	3/8/2017	2185	0	03/2017	False	True	False	0	0.00000
016901-000	2/8/2017	2185	0	02/2017	False	True	False	0	0.00000
016901-000	1/10/2017	2185	0	01/2017	False	True	False	0	0.00000
016901-000	12/9/2016	2185	0	12/2016	False	True	False	0	0.00000
016901-000	11/8/2016	2185	0	11/2016	False	True	False	0	0.00000
016901-000	10/7/2016	2185	0	10/2016	False	True	False	0	0.00000
016901-000	9/8/2016	2185	0	09/2016	False	True	False	0	0.00000
016901-000	8/8/2016	2185	0	08/2016	False	True	False	0	0.00000
016901-000	7/8/2016	2185	0	07/2016	False	True	False	0	0.00000
016901-000	6/28/2016	2185	0	06/2016	False	True	False	0	0.00000
014760-000	6/28/2016	2185	0	07/2016	False	True	False	0	0.00000
014760-000	6/8/2016	2185	0	06/2016	False	True	False	0	0.00000
014760-000	5/9/2016	2185	0	05/2016	False	True	False	0	0.00000
014760-000	4/8/2016	2185	0	04/2016	False	True	False	0	0.00000
014760-000	3/8/2016	2185	0	03/2016	False	True	False	0	0.00000
014760-000	2/8/2016	2185	0	02/2016	False	True	False	0	0.00000
014760-000	1/8/2016	2185	0	01/2016	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
014760-000	12/8/2015	2185	0	12/2015	False	True	False	0	0.00000
014760-000	11/9/2015	2185	0	11/2015	False	True	False	0	0.00000
014760-000	10/8/2015	2185	0	10/2015	False	True	False	0	0.00000
014760-000	9/8/2015	2185	0	09/2015	False	True	False	0	0.00000
014760-000	8/7/2015	2185	0	08/2015	False	True	False	0	0.00000
014760-000	7/8/2015	2185	0	07/2015	False	True	False	0	0.00000
014760-000	6/8/2015	2185	0	06/2015	False	True	False	0	0.00000
014760-000	5/8/2015	2185	0	05/2015	False	True	False	0	0.00000
014760-000	4/8/2015	2185	0	04/2015	False	True	False	0	0.00000
014760-000	3/9/2015	2185	0	03/2015	False	True	False	0	0.00000
014760-000	2/9/2015	2185	0	02/2015	False	True	False	0	0.00000
014760-000	1/8/2015	2185	0	01/2015	False	True	False	0	0.00000
014760-000	12/8/2014	2185	0	12/2014	False	True	False	0	0.00000
014760-000	11/7/2014	2185	0	11/2014	False	True	False	0	0.00000
014647-000	10/8/2014	2185	0	10/2014	False	True	False	0	0.00000
014647-000	9/8/2014	2185	0	09/2014	False	True	False	0	0.00000
014647-000	8/8/2014	2185	0	08/2014	False	True	False	0	0.00000
014760-000	7/8/2014	2185	0	07/2014	False	True	False	0	0.00000
014647-000	7/2/2014	2185	0	07/2014	False	True	False	0	0.00000
014760-000	7/2/2014	2185	0	07/2014	False	True	False	0	0.00000
014647-000	6/9/2014	2185	0	06/2014	False	True	False	0	0.00000
012979-000	4/11/2014	2185	0	05/2014	False	True	False	0	0.00000
012979-000	4/7/2014	2185	7	04/2014	False	True	False	0	0.00000
012979-000	3/7/2014	2178	4	03/2014	False	True	False	0	0.00000
012979-000	2/21/2014	2174	4	02/2014	False	True	False	0	0.00000
012979-000	2/7/2014	2170	13	02/2014	False	True	False	0	0.00000
012979-000	1/9/2014	2157	13	01/2014	False	True	False	0	0.00000
012979-000	12/9/2013	2144	13	12/2013	False	True	False	0	0.00000
012979-000	11/8/2013	2131	32	11/2013	False	True	False	0	0.00000
012979-000	10/8/2013	2099	29	10/2013	False	True	False	0	0.00000
012979-000	9/9/2013	2070	32	09/2013	False	True	False	0	0.00000
012979-000	8/8/2013	2038	37	08/2013	False	True	False	0	0.00000
012979-000	7/8/2013	2001	32	07/2013	False	True	False	0	0.00000
012979-000	6/7/2013	1969	29	06/2013	False	True	False	0	0.00000
012979-000	5/8/2013	1940	23	05/2013	False	True	False	0	0.00000
012979-000	4/8/2013	1917	16	04/2013	False	True	False	0	0.00000
012979-000	3/8/2013	1901	13	03/2013	False	True	False	0	0.00000
012979-000	2/8/2013	1888	12	02/2013	False	True	False	0	0.00000
012979-000	1/9/2013	1876	2	01/2013	False	True	False	0	0.00000
012979-000	1/4/2013	1874	0	01/2013	False	True	False	0	0.00000
007397-000	1/3/2013	1874	6	01/2013	False	True	False	0	0.00000
007397-000	12/7/2012	1868	0	12/2012	False	True	False	0	0.00000
007397-000	11/8/2012	1868	25	11/2012	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007397-000	10/8/2012	1843	41	10/2012	False	True	False	0	0.00000
007397-000	9/7/2012	1802	42	09/2012	False	True	False	0	0.00000
007397-000	8/8/2012	1760	48	08/2012	False	True	False	0	0.00000
007397-000	7/9/2012	1712	54	07/2012	False	True	False	0	0.00000
007397-000	6/8/2012	1658	48	06/2012	False	True	False	0	0.00000
007397-000	5/8/2012	1610	51	05/2012	False	True	False	0	0.00000
007397-000	4/9/2012	1559	47	04/2012	False	True	False	0	0.00000
007397-000	3/8/2012	1512	18	03/2012	False	True	False	0	0.00000
007397-000	2/8/2012	1494	18	02/2012	False	True	False	0	0.00000
007397-000	1/9/2012	1476	6	01/2012	False	True	False	0	0.00000
007397-000	1/4/2012	1470	33	01/2012	False	True	False	0	0.00000
007397-000	12/8/2011	1437	40	12/2011	False	True	False	0	0.00000
007397-000	11/8/2011	1397	43	11/2011	False	True	False	0	0.00000
007397-000	10/7/2011	1354	57	10/2011	False	True	False	0	0.00000
007397-000	9/8/2011	1297	55	09/2011	False	True	False	0	0.00000
007397-000	8/8/2011	1242	54	08/2011	False	True	False	0	0.00000
007397-000	7/7/2011	1188	56	07/2011	False	True	False	0	0.00000
007397-000	6/8/2011	1132	76	06/2011	False	True	False	0	0.00000
007397-000	5/6/2011	1056	25	05/2011	False	True	False	0	0.00000
007397-000	4/7/2011	1031	14	04/2011	False	True	False	0	0.00000
007397-000	3/8/2011	1017	13	03/2011	False	True	False	0	0.00000
007397-000	2/8/2011	1004	15	02/2011	False	True	False	0	0.00000
007397-000	1/7/2011	989	12	01/2011	False	True	False	0	0.00000
007397-000	12/8/2010	977	15	12/2010	False	True	False	0	0.00000
007397-000	11/8/2010	962	25	11/2010	False	True	False	0	0.00000
007397-000	10/8/2010	937	39	10/2010	False	True	False	0	0.00000
007397-000	9/9/2010	898	46	09/2010	False	True	False	0	0.00000
007397-000	8/9/2010	852	49	08/2010	False	True	False	0	0.00000
007397-000	7/8/2010	803	35	07/2010	False	True	False	0	0.00000
007397-000	6/8/2010	768	19	06/2010	False	True	False	0	0.00000
007397-000	5/10/2010	749	23	05/2010	False	True	False	0	0.00000
007397-000	4/8/2010	726	21	04/2010	False	True	False	0	0.00000
007397-000	3/8/2010	705	15	03/2010	False	True	False	0	0.00000
007397-000	2/5/2010	690	17	02/2010	False	True	False	0	0.00000
007397-000	1/7/2010	673	11	01/2010	False	True	False	0	0.00000
007397-000	12/8/2009	662	16	12/2009	False	True	False	0	0.00000
007397-000	11/9/2009	646	20	11/2009	False	True	False	0	0.00000
007397-000	10/8/2009	626	28	10/2009	False	True	False	0	0.00000
007397-000	9/10/2009	598	32	09/2009	False	True	False	0	0.00000
007397-000	8/11/2009	566	65	08/2009	False	True	False	0	0.00000
007397-000	6/8/2009	501	32	06/2009	False	True	False	0	0.00000
007397-000	5/7/2009	469	24	05/2009	False	True	False	0	0.00000
007397-000	4/7/2009	445	19	04/2009	False	True	False	0	0.00000

Account Number	Read Date	Reading	Consumption	Reading Period/Year	New	Billed	Estimated	Order	Ratchet Consumption
007397-000	3/9/2009	426	14	03/2009	False	True	False	0	0.00000
007397-000	2/9/2009	412	59	02/2009	False	True	False	0	0.00000
007397-000	12/9/2008	353	68	12/2008	False	True	False	0	0.00000
007397-000	10/6/2008	285	85	10/2008	False	True	False	0	0.00000
007397-000	8/8/2008	200	99	08/2008	False	True	False	0	0.00000
007397-000	6/10/2008	101	57	06/2008	False	True	False	0	0.00000
007397-000	4/10/2008	44	37	04/2008	False	True	False	0	0.00000
007397-000	2/10/2008	7	18	02/2008	False	True	False	0	0.00000



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

(707) 968-2745

GLENN GEHAN
4527 Bluffview Blvd
Dallas, TX 75209

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 016901-000
SERVICE ADDRESS: 1476 Inglewood Ave
SERVICE PERIOD: 1/1/2021 to 2/28/2021
BILLING DATE: 3/15/2021

DUE DATE: 4/15/2021

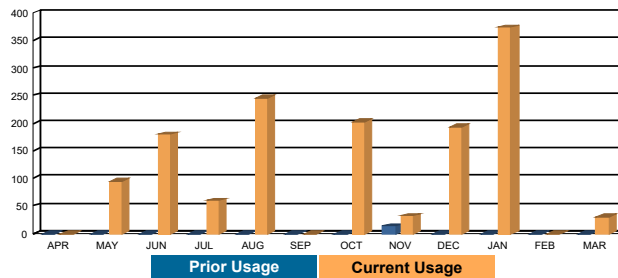
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007060984	1/29/2021	5350	3/9/2021	5381	31
007060984	12/30/2020	4977	1/29/2021	5350	373

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 2,702.76

TOTAL CURRENT CHARGES 2,834.02

BILL SUMMARY

Previous Balance 5,550.23
Thank you for your payment. -3,913.20
Adjustments 0.00
Additional Billing 0.00
Current Charges 2,834.02
TOTAL AMOUNT DUE 4,471.05

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 016901-000
SERVICE ADDRESS: 1476 Inglewood Ave
SERVICE PERIOD: 1/1/2021 to 2/28/2021
BILLING DATE: 3/15/2021

DUE DATE: 4/15/2021

GLENN GEHAN
4527 Bluffview Blvd
Dallas, TX 75209

AMOUNT DUE

TOTAL AMOUNT DUE BY 4/15/2021 4,471.05

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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





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St. Helena, CA 94574
water@cityofstheleena.org

(707) 968-2745

GLENN GEHAN
4527 Bluffview Blvd
Dallas, TX 75209

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 016901-000
SERVICE ADDRESS: 1476 Inglewood Ave
SERVICE PERIOD: 3/1/2021 to 4/30/2021
BILLING DATE: 5/15/2021

DUE DATE: 6/15/2021

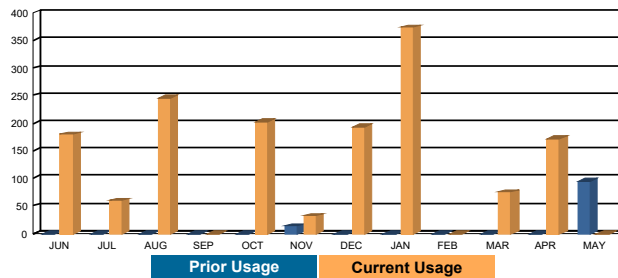
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007060984	3/29/2021	5425	4/29/2021	5597	172
007060984	3/9/2021	5381	3/29/2021	5425	44

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 1,445.04

TOTAL CURRENT CHARGES 1,576.30

BILL SUMMARY

Previous Balance	4,471.05
Thank you for your payment.	-4,471.05
Adjustments	0.00
Additional Billing	0.00
Current Charges	1,576.30
TOTAL AMOUNT DUE	1,576.30

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 016901-000
SERVICE ADDRESS: 1476 Inglewood Ave
SERVICE PERIOD: 3/1/2021 to 4/30/2021
BILLING DATE: 5/15/2021

DUE DATE: 6/15/2021

GLENN GEHAN
4527 Bluffview Blvd
Dallas, TX 75209

AMOUNT DUE

TOTAL AMOUNT DUE BY 6/15/2021 1,576.30

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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





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Account Statement

ACCOUNT INFORMATION

ACCOUNT: 016901-000
SERVICE ADDRESS: 1476 Inglewood Ave
SERVICE PERIOD: 5/1/2021 to 6/30/2021
BILLING DATE: 7/15/2021

DUE DATE: 8/20/2021

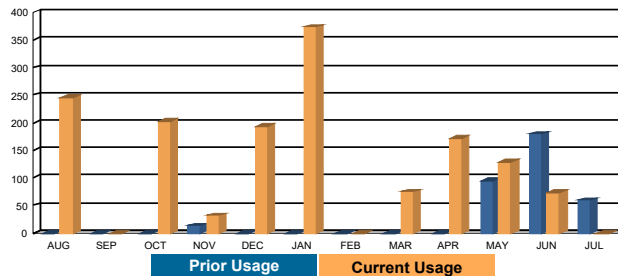
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007060984	4/29/2021	5597	5/26/2021	5725	128
007060984	5/26/2021	5725	6/28/2021	5799	74

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	1,502.88
June Excess Penalty	3,590.41
TOTAL CURRENT CHARGES	5,224.55

BILL SUMMARY

Previous Balance	1,576.30
Payments Received	0.00
Adjustments	0.00
Additional Billing	3,590.41
Current Charges	1,634.14
TOTAL AMOUNT DUE	6,800.85

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 016901-000
SERVICE ADDRESS: 1476 Inglewood Ave
SERVICE PERIOD: 5/1/2021 to 6/30/2021
BILLING DATE: 7/15/2021

DUE DATE: 8/20/2021

GLENN GEHAN
4527 Bluffview Blvd
Dallas, TX 75209

AMOUNT DUE

TOTAL AMOUNT DUE BY 8/20/2021 **6,800.85**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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





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Dallas, TX 75209

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 016901-000
SERVICE ADDRESS: 1476 Inglewood Ave
SERVICE PERIOD: 7/1/2021 to 8/31/2021
BILLING DATE: 9/24/2021

DUE DATE: 10/25/2021

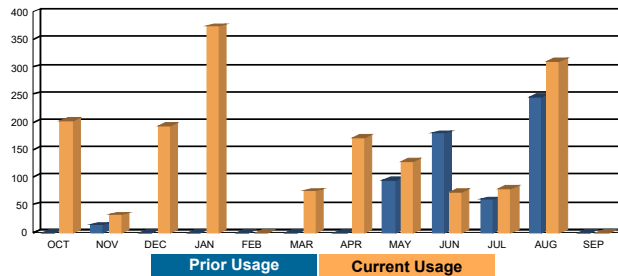
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007060984	6/28/2021	5799	7/28/2021	5879	80
007060984	7/28/2021	5879	8/27/2021	6189	310

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 2,901.60
July 50% Excess Pen 5,971.65
Aug Excess Penalty 69,280.15
TOTAL CURRENT CHARGES 78,284.66

BILL SUMMARY

Previous Balance 6,800.85
Thank you for your payment. -4,118.80
Adjustments -1,216.06
Additional Billing 75,251.80
Current Charges 3,032.86
TOTAL AMOUNT DUE 79,750.65

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 016901-000
SERVICE ADDRESS: 1476 Inglewood Ave
SERVICE PERIOD: 7/1/2021 to 8/31/2021
BILLING DATE: 9/24/2021

DUE DATE: 10/25/2021

GLENN GEHAN
4527 Bluffview Blvd
Dallas, TX 75209

AMOUNT DUE

TOTAL AMOUNT DUE BY 10/25/2021 79,750.65

AMOUNT ENCLOSED

AUTO PAY

REMIT PAYMENT TO:

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





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(707) 968-2745

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Dallas, TX 75209

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 016901-000
SERVICE ADDRESS: 1476 Inglewood Ave
SERVICE PERIOD: 9/1/2021 to 10/31/2021
BILLING DATE: 11/19/2021

DUE DATE: 12/20/2021

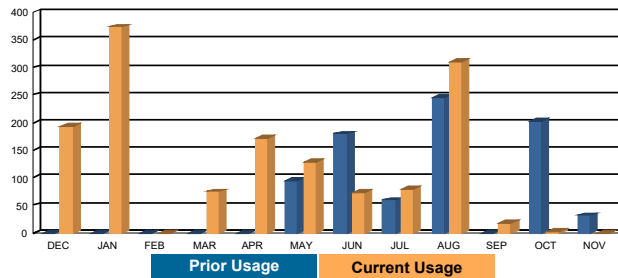
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
007060984	9/28/2021	6207	10/27/2021	6210	3
007060984	8/27/2021	6189	9/28/2021	6207	18

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	156.24
TOTAL CURRENT CHARGES	287.50

BILL SUMMARY

Previous Balance	79,750.65
Payments Received	0.00
Adjustments	0.00
Additional Billing	0.00
Current Charges	287.50
TOTAL AMOUNT DUE	80,038.15

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF ST. HELENA

ACCOUNT: 016901-000
SERVICE ADDRESS: 1476 Inglewood Ave
SERVICE PERIOD: 9/1/2021 to 10/31/2021
BILLING DATE: 11/19/2021

DUE DATE: 12/20/2021

GLENN GEHAN
4527 Bluffview Blvd
Dallas, TX 75209

AMOUNT DUE

TOTAL AMOUNT DUE BY 12/20/2021 **80,038.15**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

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



Customer Name: Gehan, Glenn
Customer Account Number: 016901-000

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:	December 2020 March 2021 April 2021 July 2021
--------------------	--

Penalties Imposed:	Month Imposed	Amount Imposed	Total Penalty Requested for Waiver	Over Allocation (HCF)	Over Allocation (Gallons)
	June	\$ 2,374.35	\$ 9,497.40	53.571	40,074
	July	\$ 5,971.65	\$ 11,943.30	61.941	46,335
	August	\$ 69,280.15	\$ 69,280.15	291.298	217,905
	September				-
	October				-
	November				-
	TOTAL	\$ 77,626.15	\$ 90,720.85	406.81	304,314

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?	X	
3a	Additional considerations for administrative approval if there were 2 or more consecutive months in which leak letters were received: When the customer was notified of the leak, the water was turned off immediately so the source and cause of the leak could be determined and fixed.		
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 copies of invoices for the repairs (totaling \$20,308.88). Additionally, use has significantly decreased since the bult of ht leak occurred in August.									
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 comparied to consumption?							X		
13	If yes to #12, what is the verification:									
		June	July	August	Sept	Oct	Nov	Dec		
	Consumption	74	80	310	18	3	4	3		
14	Is there verification that overage was as a result of a leak?							X		
15	If yes to #14, what is the verification: Immediate decrease in use. Also a significant decrease in use from 2020. Customer has not gone over their allocation since the leak was fixed in August.									
16	Is there demonstration the customer has made an ongoing commitment to water reduction (e.g. Flume device, more active monitoring, etc..)?							X		
17										
18										
19										
20										

Action:	
Administrative Approval:	
By: April Mitts, Administrative Services Director	
Signature:	
Months the Penalties are being reduced:	
Total Penalty reduction:	\$ 90,720.85
Item to be heard by the WAB for determination:	
Date to Water Advisory Board:	1/21/2022
Administrative Denial:	
If denied, reason(s):	
By:	
Signature:	

Date Customer Notified: _____

Date Adjustment Made to Acct. _____