

2/5/16

To Whom it may concern,

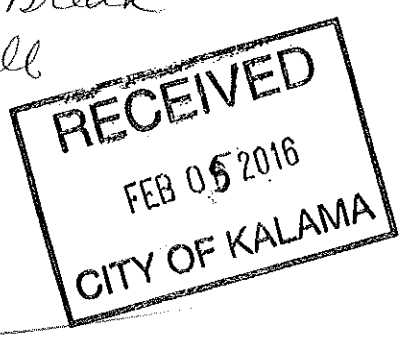
I am writing to explain the water leak situation from December.

It was a bad month for Kalama as we had a big rain season and flooding. Then a couple days after Kalama flooded it turned cold. The pipe broke in the barn but I wasn't notified till Dec. 30. The City hall was flooded and didn't have access to this on normal schedule. There was so much water everywhere from the rain and flooding it was hard to notice a water leak. It was quickly isolated and fixed immediately when I was notified. The water co. rechecked to see if fixed. Also I work in Portland and I5 had a mud slide and I was stuck in Portland for a couple days BC of this.

I do believe there was a lot of different factors that should be considered w/ this water Bill adjustment. The flood, not being able to notice the water, the office flooded, meters weren't read on normal schedule.

I am willing to work w/ you on this bill but I feel this is not a normal water line break situation. Many factors made this Bill extremely high. I would appreciate anything you can do. Sincerely,

Gloria Eared



RECEIVED
FEB 05 2016
CITY OF KALAMA

CITY OF KALAMA WATER LEAK ADJUSTMENT REQUEST

ADDRESS WHERE LEAK OCCURRED: 7224 Old Pacific Hwy. South
CUSTOMER'S NAME: Glenda Eldred
PHONE NUMBER: 3604304952 EMAIL: gehorses@hotmail.com

DESCRIBE LEAK, LOCATION, AND REPAIRS MADE: There was a broken pipe in the barn bc the heat tape got shut off during the flood time in December.

DATE CUSTOMER BECAME AWARE OF LEAK: 12/30/15

HOW CUSTOMER BECAME AWARE OF LEAK: phone call from water comp

DATE CUSTOMER REPAIRED LEAK: _____

DATE PUBLIC WORKS DEPT. WAS INFORMED OF REPAIR: 2/1/16

OTHER INFORMATION: _____

I request that my water/sewer bill be adjusted. I understand that while consideration of this request is pending, I am responsible to make a payment equal to the amount of the last previous unchallenged bill plus one half of the difference between the water charge on the challenged bill and the average water charge in order to avoid a late fee.

DATE: 2/5/16 SIGNED: Glenda Eldred

(OFFICE USE ONLY)

DATE RECEIVED: 2/5 DATE OF CONTESTED BILL: 12/31 Within 20 Days? Y/N

TO: PUBLIC WORKS DEPARTMENT DATE: 2-8-16

REPAIR VERIFIED BY: Chad Moon METER READING: 107212

P/W COMMENTS: _____ METER NUMBER: _____

- ADJUST PER POLICY
- METER TURNING
- OTHER: _____
- METER NOT TURNING
- METER SHUT OFF / PULLED

SIGNED: [Signature]

KACAMA MUNICIPAL CODE - 17.14.010 - Leak adjustment policy.

The city council deems it appropriate that customers not absorb the entire cost of an increased water bill when there is a leak in the customer's private plumbing system after the water meter. Therefore, the city council adopts a leak adjustment policy as follows:

- A. If a customer brings a probable leak to the attention of the city public works department within ten days of discovering the leak, within ten days of notification by a city employee, or within twenty days of receiving a bill which they seek to challenge, and if within ten days of discovery the leak is fixed and such fix is confirmed by the director of public works or designate, the customer shall be entitled to an adjustment on the challenged water bill from the clerk-treasurer calculated as follows:
 1. Adjustment to Water Charge.
 - a. The amount charged for water on the customer's previous twelve-month representative water bills, comprising an approximate one-year period, shall be averaged to determine the average water charge. If there does not exist twelve previous billings to determine the average water charge, the average water charge shall be calculated based on the following usage:
 - Households with 1-2 People-500 cfl/month
 - Households with 3-5 People-1000 cfl/month
 - Each additional Person-Add 150 cfl/month
 - b. To calculate the average for the customers with seasonal usage (those accounts that have months of little or no usage or have significantly higher bills during a portion of the year) an average will be taken from the previous six years of bills covering the same billing period as that in which the leak occurred. In the case of empty rental units, an active period of twelve representative consecutive readings will be used to compute the average.
 - c. In the case of a variable empty residential/business/building that would have otherwise had no

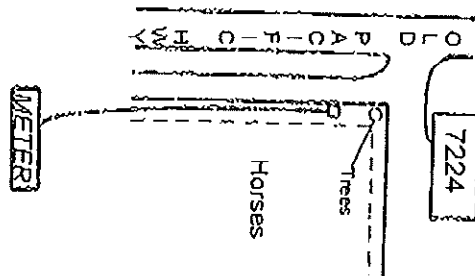
usage except for the leak, the amount of the leak will be divided between the city and the property owner.

- d. The difference between the water charge on the challenged bill and the average water charge shall be determined by subtracting the average water charge from the water charge on the challenged bill.
- e. The customer shall be responsible for the average water charge plus one-half of the difference between the water charge on the challenged bill and the average water charge.
- 2. Adjustment to Sewer Charge.
 - a. The amount charged for sewer on the customer's previous twelve-month representative bills, comprising an approximate one-year period, shall be averaged to determine the average sewer charge. If there does not exist twelve monthly previous billings to determine the average sewer charge, the average sewer charge shall be calculated based on the following usage:
 - Households with 1-2 People-500 cfl/month
 - Households with 3-5 People-1000 cfl/month
 - Each additional Person-Add 150 cfl/month
 - b. To calculate the average for the customers with seasonal usage (those accounts that have months of little or no usage or have significantly higher bills during a portion of the year) an average will be taken from the previous six years of bills covering the same billing period as that in which the leak occurred. In the case of empty rental units, an active period of twelve representative consecutive readings will be used to compute the average.
 - c. The difference between the sewer charge on the challenged bill and the average sewer charge shall be determined by subtracting the average sewer charge from the sewer charge on the challenged bill.
 - d. The customer shall be responsible for only the average sewer charge.
- B. The customer may apply for a leak adjustment on only one bill in a twelve-month period for the same leak unless

the customer provides satisfactory evidence of an attempt to fix the leak or the leak spanned two billing periods, e.g. the meter was read between the time the leak started and when it was fixed.

- C. In order to avoid a late penalty while a leak adjustment is pending, the customer must make a payment by the twentieth of the month following billing. The amount of the payment must equal the amount of the last previous unchallenged bill.
- D. The water and sewer charges will not be adjusted for:
 1. Fixtures, faucets and hose bibs left running;
 2. Toilets left running;
 3. Leaks not repaired within ten calendar days of notification;
 4. Pipes which are in poor condition evidenced by persistent breaks and leaks;
 5. Sprinkler system and water feature (fountains, ponds, etc.) leaks—adjustment for sewer only.
- E. The public works department is authorized to shut off customer's water when the resident cannot be notified of a large leak which could damage his property or the city public works department facilities or jeopardize water service to other customers. No charge will be made for this unrequested service.
- F. Nonprofit organizations may appeal to the city council for adjustments of more than fifty percent of excess water usage, provided:
 1. All conditions of subsection (A) are met; and
 2. Extenuating circumstances resulted in the loss.
- G. Customers may request consideration for additional adjustment or for exempt leaks to the city administration under extreme extenuating circumstances (i.e., death, serious illness, hospitalization, vandalism).
- H. If the customer fails to repair the leak within ten days of discovery, ten days of notification by a city employee or twenty days after receipt of the challenged water bill, any adjustment must be approved by the city council. Any adjustment so approved must comply with the formula adopted by this chapter.

Meter/Maps/mapp810830
Rev. 02/10



Account: 810830
 Customer: Glenda Eldred
 Address: 7224 Old Pacific Hwy
 Meter: ~~7224~~ Master Meter
 S/N: ~~08077246~~ 1022 5164
 10518178

WATER LEAK ADJUSTMENT WORKSHEET

Name: Eldred

WATER LEAK ADJUSTMENT WORKSHEET

Account: 7224 Old Pac Hwy

Date: 2/12/2016

Put 1 if Inside 0
Put 1 if Outside 1

Water Leak Charge 93,637 December Bill

Sewer Leak Charge 0

		INPUT CONSUMPTION			
6 Billing Average - Water	1	3,129	6 Billing Average - Sewer	1	
	2	6,328		2	
	3	2,666		3	
	4	2,101		4	
	5	2,323		5	
	6	1,710		6	

	Total	18,257	Total	0
Avg Water Consumpt	3043		Avg Sewer Consumption	0

Leak Consumption	93637.00	Leak Charge - Sewer	0.00
Less Average	3043.00	Less Average	0.00
Difference	90594.00	Adjustment - Sewer	0.00
Divided by 2 = Water Adj	45297.00		

Water Adj	-1592.19	Billed Cons.	93637.00
Sewer Adj	0.00	Avg Cons.	3043.00
Water Tax Adj	-95.53	Leak Cons.	90594.00
Sewer Tax Adj	0.00		
Total Adj	-1687.72		

Leak.sht - Excel spreadsheet

GLEND A ELDRED
7224 OLD PACIFIC HWY S
KALAMA WA 98625-9482

2/12/2016

1931.0

Glenda Eldred

7224 S Old Pacific Hwy

3/3/2016

2/12/2016

2/12/2016

\$1,888.22

Water	(\$1,592.19)
Water Utility Tax	(\$95.53)
Total Current Charges	(\$1,687.72)
Previous Balance	\$3,575.94
Grand Total	\$1,888.22

Water Leak Adjustment - 45297 CBFT

Glenda Eldred
7224 S Old Pacific Hwy

2/12/2016

1931.0

\$1,888.22

3/3/2016

City of Kalama
P.O. Box 1007
Kalama, WA 98625

WATER LEAK
ADJUSTMENT
DATE 2/12/16 INT KM

APPROVED
FOR CASHING
MULLER
2/12/16

Bill Account		Bill Dates	
Account ID 1931.0	Billing Person/Company Eldred, Glenda	Due Date 3/3/2016	<input type="checkbox"/>
Alternate ID 810630.00	Physical Address 7224 S Old Pacific Hwy	Service From 2/12/2016	<input type="checkbox"/>
Status Active	Tenant	Service To 2/12/2016	<input type="checkbox"/>
Pending Status		<input type="checkbox"/> Manual Service Dates	<input type="checkbox"/>
Charges			
<input type="checkbox"/> Add Charge <input type="checkbox"/> Remove Charge			
Company City of Seattle	Service Group/FTD Water Service	Amount (\$95.35)	Manual <input checked="" type="checkbox"/>
Water Utility Tax			
Bill Comment / Note		Prorate	Bill Flags
Comment Water Leak Adj 45287 CBFT		Prorated/Cycle Days 1 / 1	<input type="checkbox"/> Final Bill
Note		<input type="checkbox"/> Manual Prorated Days	<input type="checkbox"/> Issued
			<input type="checkbox"/> Outsource Sfr
		Bill Totals	
		Previous Balance \$3,575.94	
		Current Total (\$1,687.72)	
		Grand Total \$1,888.22	



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From: 10/31/2015 (21:27) To: 12/31/2015 (23:23)

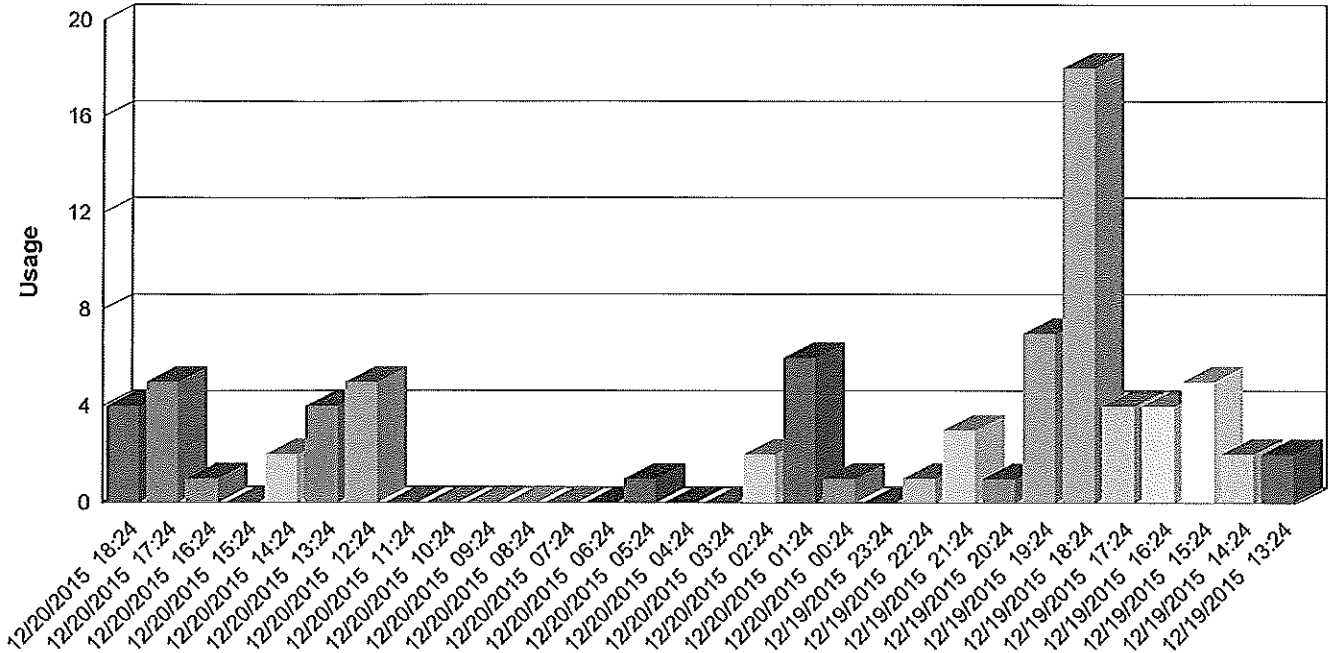
Address: Old Pacific Hwy, S 7224

Data Log Event: 42185

Customer: Eldred

MeterSN: 1022 5164 Electronic ID: 10512178

Peak Consumption: 192 Occurred 12/15/2015 (15:24)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
12/20/2015 18:24	105402	4
12/20/2015 17:24	105398	5
12/20/2015 16:24	105393	1
12/20/2015 15:24	105392	0
12/20/2015 14:24	105392	2
12/20/2015 13:24	105390	4
12/20/2015 12:24	105386	5
12/20/2015 11:24	105381	0
12/20/2015 10:24	105381	0
12/20/2015 09:24	105381	0
12/20/2015 08:24	105381	0
12/20/2015 07:24	105381	0
12/20/2015 06:24	105381	0
12/20/2015 05:24	105381	1
12/20/2015 04:24	105380	0
12/20/2015 03:24	105380	0
12/20/2015 02:24	105380	2
12/20/2015 01:24	105378	6
12/20/2015 00:24	105372	1
12/19/2015 23:24	105371	0
12/19/2015 22:24	105371	1
12/19/2015 21:24	105370	3
12/19/2015 20:24	105367	1
12/19/2015 19:24	105366	7
12/19/2015 18:24	105359	18
12/19/2015 17:24	105341	4
12/19/2015 16:24	105337	4
12/19/2015 15:24	105333	5
12/19/2015 14:24	105328	2
12/19/2015 13:24	105326	2



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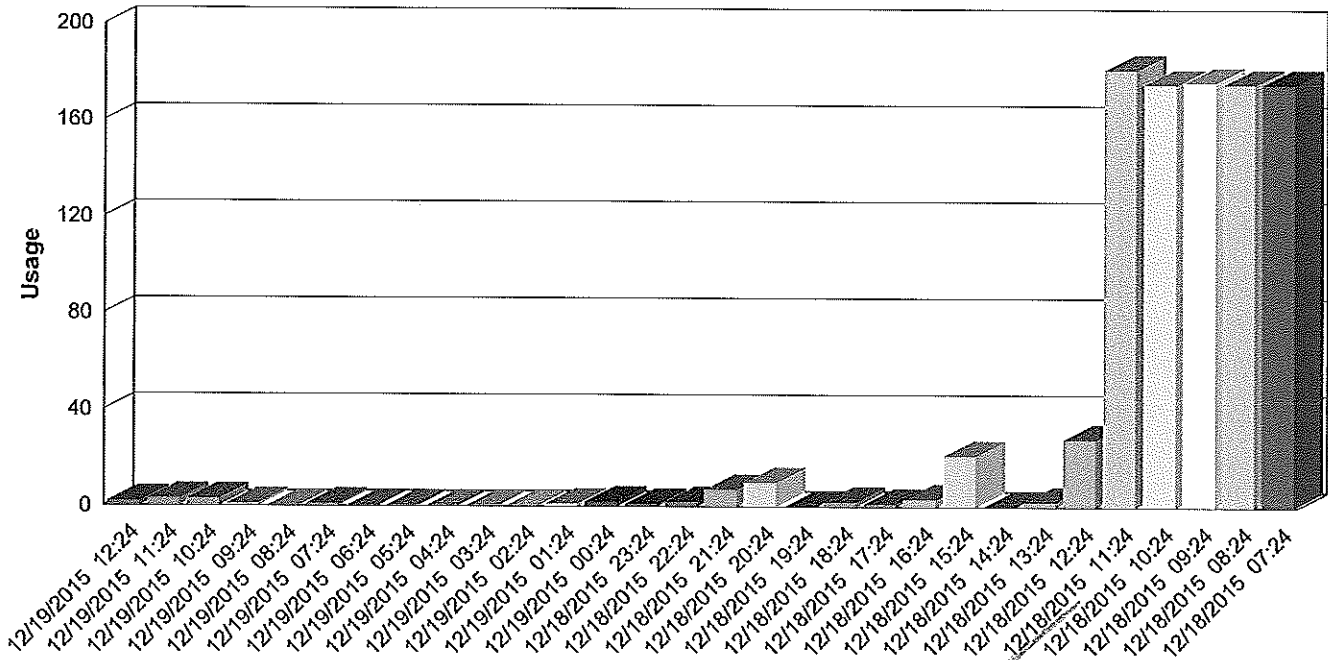
Data Log Event: 42185

Address: Old Pacific Hwy, S 7224

Customer: Eldred

MeterSN: 1022 5164 Electronic ID: 10512178

Peak Consumption: 192 Occurred 12/15/2015 (15:24)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
12/19/2015 12:24	105324	2
12/19/2015 11:24	105322	3
12/19/2015 10:24	105319	3
12/19/2015 09:24	105316	1
12/19/2015 08:24	105315	0
12/19/2015 07:24	105315	1
12/19/2015 06:24	105314	0
12/19/2015 05:24	105314	0
12/19/2015 04:24	105314	0
12/19/2015 03:24	105314	0
12/19/2015 02:24	105314	0
12/19/2015 01:24	105314	1
12/19/2015 00:24	105313	2
12/18/2015 23:24	105311	1
12/18/2015 22:24	105310	2
12/18/2015 21:24	105308	7
12/18/2015 20:24	105301	10
12/18/2015 19:24	105291	0
12/18/2015 18:24	105291	2
12/18/2015 17:24	105289	1
12/18/2015 16:24	105288	3
12/18/2015 15:24	105285	21
12/18/2015 14:24	105264	0
12/18/2015 13:24	105264	2
12/18/2015 12:24	105262	28
12/18/2015 11:24	105234	181
12/18/2015 10:24	105053	175
12/18/2015 09:24	104878	176
12/18/2015 08:24	104702	175
12/18/2015 07:24	104527	175



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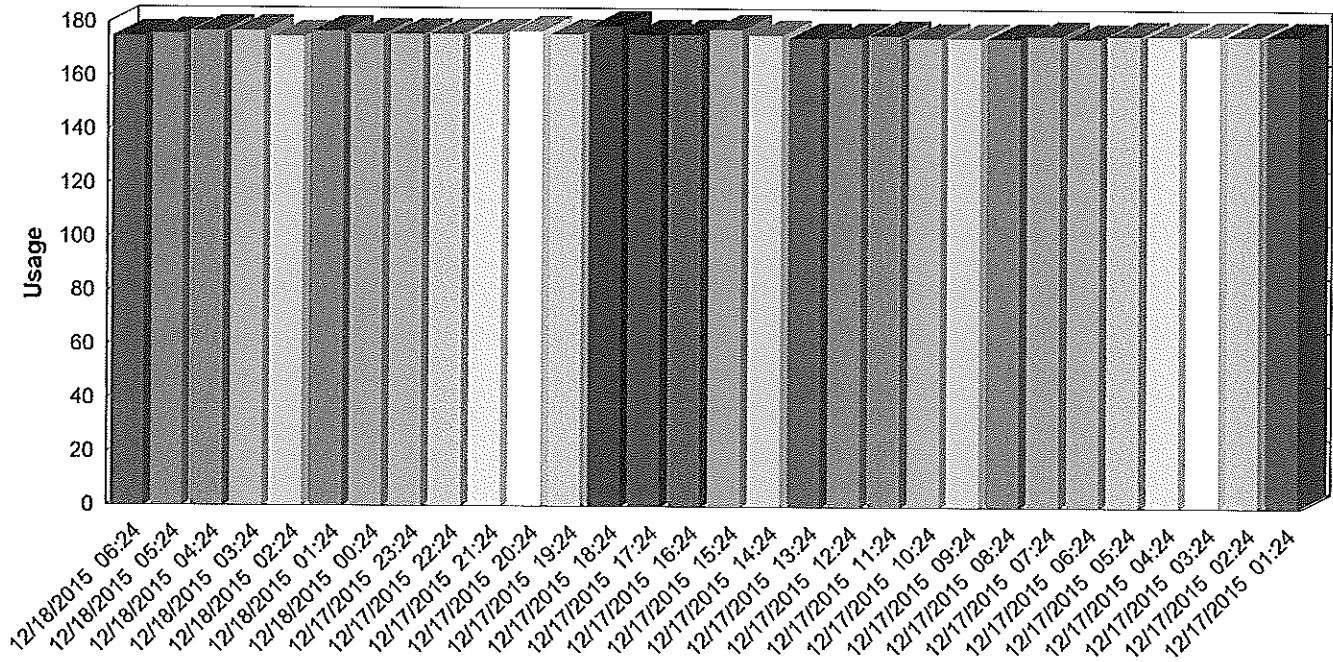
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Address: Old Pacific Hwy, S 7224

Customer: Eldred

MeterSN: 1022 5164 Electronic ID: 10512178

Peak Consumption: 192 Occurred 12/15/2015 (15:24)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
12/18/2015 06:24	104352	175
12/18/2015 05:24	104177	176
12/18/2015 04:24	104001	177
12/18/2015 03:24	103824	177
12/18/2015 02:24	103647	175
12/18/2015 01:24	103472	177
12/18/2015 00:24	103295	176
12/17/2015 23:24	103119	176
12/17/2015 22:24	102943	176
12/17/2015 21:24	102767	176
12/17/2015 20:24	102591	177
12/17/2015 19:24	102414	176
12/17/2015 18:24	102238	179
12/17/2015 17:24	102059	176
12/17/2015 16:24	101883	176
12/17/2015 15:24	101707	178
12/17/2015 14:24	101529	176
12/17/2015 13:24	101353	175
12/17/2015 12:24	101178	175
12/17/2015 11:24	101003	176
12/17/2015 10:24	100827	175
12/17/2015 09:24	100652	175
12/17/2015 08:24	100477	175
12/17/2015 07:24	100302	176
12/17/2015 06:24	100126	175
12/17/2015 05:24	99951	176
12/17/2015 04:24	99775	176
12/17/2015 03:24	99599	176
12/17/2015 02:24	99423	176
12/17/2015 01:24	99247	176



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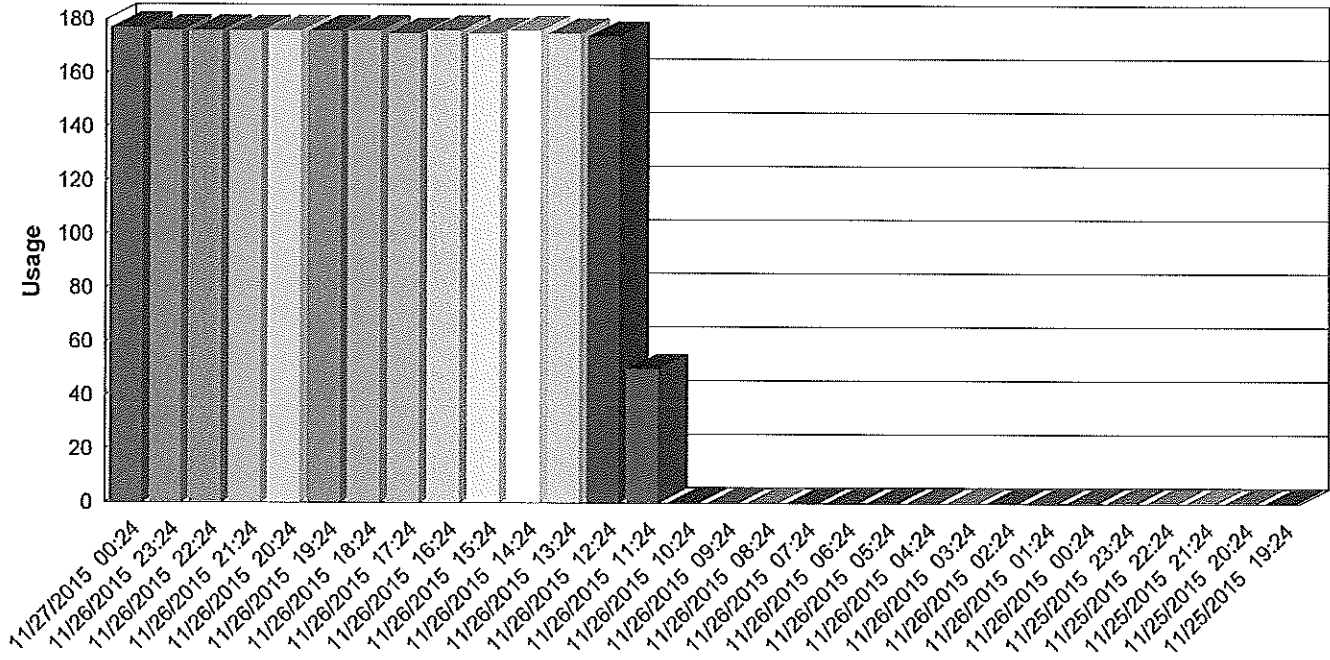
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Data Log Event: 42185

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MeterSN: 1022 5164 Electronic ID: 10512178

Peak Consumption: 192 Occurred 12/15/2015 (15:24)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
11/27/2015 00:24	14564	177
11/26/2015 23:24	14387	176
11/26/2015 22:24	14211	176
11/26/2015 21:24	14035	176
11/26/2015 20:24	13859	176
11/26/2015 19:24	13683	176
11/26/2015 18:24	13507	176
11/26/2015 17:24	13331	175
11/26/2015 16:24	13156	176
11/26/2015 15:24	12980	175
11/26/2015 14:24	12805	176
11/26/2015 13:24	12629	175
11/26/2015 12:24	12454	174
11/26/2015 11:24	12280	50
11/26/2015 10:24	12230	0
11/26/2015 09:24	12230	0
11/26/2015 08:24	12230	0
11/26/2015 07:24	12230	0
11/26/2015 06:24	12230	0
11/26/2015 05:24	12230	0
11/26/2015 04:24	12230	0
11/26/2015 03:24	12230	0
11/26/2015 02:24	12230	0
11/26/2015 01:24	12230	0
11/26/2015 00:24	12230	0
11/25/2015 23:24	12230	0
11/25/2015 22:24	12230	0
11/25/2015 21:24	12230	0
11/25/2015 20:24	12230	0
11/25/2015 19:24	12230	0