



CITY OF
GEARHART

Staff Report

For City Council Meeting - 4/3/2024

Subject - New Business - Leak Reduction Request

Synopsis: Attached is a request for an additional water bill credit from Candace Remer at 871 Hager. The meter reader suspected a leak during the January reading cycle. The Water Clerk called to advise the owner of the leak and that Public Works would be shutting the water off due to the severity of water loss. The property management company called the following evening because an STR guest arrived at the property with no water. City staff returned service after hours for the duration of their stay through the weekend, and then shut it back off. A plumber arrived the following week and the City turned the water back on when repair was confirmed. An additional 54 cons (40,392 gallons) were used from the billing cycle through repairs.

Recommended Motion: Staff has no recommendation. This is a Council decision. However, it should be noted that while the City's previous water ordinance - repealed August 2023 - had a provision for property owners to seek additional reduction relief by appearing before Council, the newly imposed ordinance does not.

Legal Analysis: City Ordinance #940 states: **Section 6. Maintenance of Service Pipes.** It shall be the duty of owners to keep the service pipes and connections within their premises in good repair at their own expense. The owner shall be liable for all damages which may result from their failure to do so. The only exception to the consumer being liable for all damages is if a cause of water loss can be found, proof of repair furnished in the form of parts/labor receipts or invoices, and a documented drop in consumption units. The amount due caused by unusual circumstances may be reduced by forty percent (40%) by the City Administrator. Such connections shall be protected from frost. All City of Gearhart installed water service lines will be maintained by the City Water Department up to the meter or curb stop. The owner is responsible for all water related expenses beyond the meter.

Financial Analysis: N/A

Respectfully Submitted,

A handwritten signature in black ink, appearing to be the name 'Chad', written in a cursive style.

Chad

871 Hager st. Gearhart, Or. 97138 water bill 11/21/2023 to 1/20/2024

Candace Remer <[REDACTED]>
To: Chad Sweet <chadsweet@cityofgearhart.com>

Thu, Mar 14, 2024 at 12:44 PM

Chad,

Thanks again for meeting with me last week regarding my water bill 11/21/2023 to 1/20/2024 and my request for reduction.


I have attached the water bill, the repair, my request for reduction and my letter requesting more than 40%.


I will await your review and in the meantime, I will make payments to the invoice.

Sincerely,

Candace Remer

2 attachments

 **Scan 2024-3-13 16.50.22.pdf**
1027K

 **Chad Sweet_City of Gearhart City Council.doc**
31K

March 14, 2024

Mr. Chad Sweet
City of Gearhart City Council

RE: Account [REDACTED] Hager Gearhart, OR 97138

To Whom It May Concern,

I am writing to request a major deduction on the enclosed water invoice.

Needless to say that I was shocked upon opening up my bill for the service period 11/21/23 to 1/20/2024. I had no idea that I had a water leak until I was notified by both the City of Gearhart and my management company Kukui Home Services. My normal water bill ranges from \$80.00 to \$200.00 for the 60 day period.

Upon that knowledge we immediately repaired the damage and I have enclosed the invoice showing evidence of that repair.

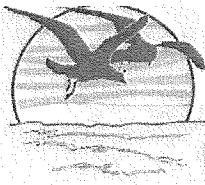
I am truly sorry that I was not aware of this leak but it was not evident in the home and since the meter is read every 60 days, I had no way of knowing.

We always make a strong attempt to maintain our properties to the highest degree for both the integrity of the city and care for the home.

I appreciate you reviewing my account and hope that you will consider my request.

Sincerely,

Candace Remer



CITY OF GEARHART

REQUEST FOR ADJUSTMENT DUE TO A LEAK

The City of Gearhart has a policy of issuing partial credits for leaks that are repaired in a timely manner. The City expects leaks to be repaired promptly once discovered. How quickly the repair is handled can determine the amount of credit given. A credit up to 40% will be designated by the City Administrator.

Leak adjustments cannot be processed until your water consumption has returned to a normal level based on your pre-leak consumption. You are required to make your usual bi-monthly usage payment during the credit review process. Should you pay in full during the process, any overpayment will be refunded to you once normal levels are confirmed and the credit has been applied. Likewise, any balance owed after the credit is applied will be due immediately.

Account: [REDACTED] Service Address: 871 Hager

Customer Name: Candace Remer Phone#: [REDACTED]

Email: [REDACTED]

Date Leak found: approx Jan 30th 2024 Date Leak repaired: 2/1/2024

Please describe the specific circumstances of your leak and repair: _____

I was unaware that I had a leak until the water meter was read. I definitely would have addressed the issue prior to being informed had I known.

We attacked it right away and hired Terry's plumbing would kindly repaired it a few days later.

- Repair performed by:
- Plumber -attach invoice or receipt for repair
 - Self -attach receipts for parts and supplies
 - Other – Please Explain: _____

REQUESTED DOCUMENTATION ABOVE MUST BE ATTACHED TO THIS FORM FOR YOUR ADJUSTMENT TO BE CONSIDERED &/OR PROCESSED.

Please return materials to: water@cityofgearhart.com -OR- PO Box 2510, Gearhart, OR 97138
-OR- City Hall drop box 698 Pacific Way, Gearhart -OR- Fax to 503-738-9385

OFFICE USE ONLY

City Administrator Initials _____ Total Credit Issued by Admin \$ _____

Leak Reduction Percentage Approved _____ % Clerk Processor Initials _____



www.terrysplumbingllc.com
 415 Gateway
 Astoria, OR 97103

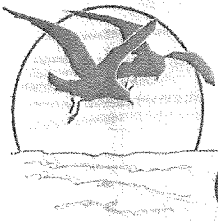
Date	Invoice #
2/1/2024	24-00108

Kukui House Services
 Arnie Jacobsen

Email Us @
 bookkeeping@terrysplumbingllc.com

Work Order #	P.O. #	Terms	Project	Phone #	
Bid		Net 30	871 Ave H Gearhart	(503) 325-5180	
Serviced	Description		Qty/Hrs	Rate	Amount
	Per Quote given by Terry's Plumbing LLC: \$8420.00 Project is now 100% Complete Customer (Remer) paid deposit on 2/2/24 \$4210.00 Balance due \$4210.00 Replace water main approx 250' from meter to water heater in basement. Tie into water feed 3/4" Cap off old copper water main- remove old ball valve and cap off New connection requires: 3/4 x 3/4 x 1 brass tee, 24" copper flex, 3/4" nipples, wirsbo adapters, copper propress cap, 1" ball valve and 1 3/4" ball valve Requires 300' Wirsbo pex with tracer wire, couplings, rings, fittings, water meter adapter, brass reducer couplings, digging and backfill. Spoils and debris will be removed. Permit included New water main will run to the east side of the house and into crawl space, into basement. Old water main will be abandoned and left where it runs under concrete walkway. Thank you!			8,420.00	8,420.00
Please include the invoice # on your check, or call and pay by card. Thank you!			Total Invoice		\$8,420.00
			Payments/Credits		-\$4,210.00
			Balance Due		\$4,210.00

Payment is expected within 30 days of invoice date. Please contact our office at 503-325-5180 with questions. Late fees may be applied.



CITY OF
503-738-5501
GEARHART

CANDACE REMER
[REDACTED]

Account Statement

ACCOUNT INFORMATION

ACCOUNT: [REDACTED]
 SERVICE ADDRESS: 871 HAGER
 SERVICE PERIOD: 11/21/2023 to 1/20/2024
 BILLING DATE: 1/20/2024

DUE DATE: 2/20/2024

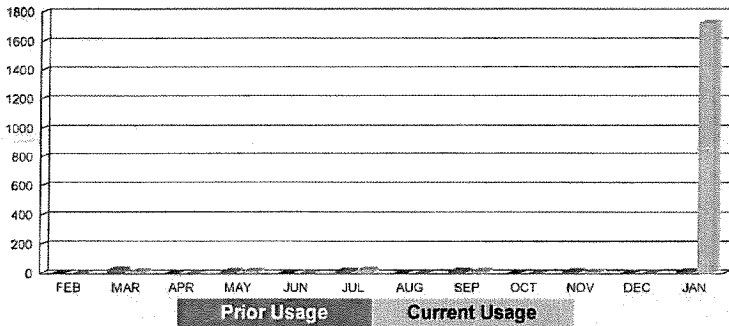
METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
[REDACTED]	11/20/2023	349	1/20/2024	2074	1725

SPECIAL MESSAGE

Water Rate Increase effective 8.2.2023 - Questions? email: water@cityofgearhart.com or call (503)738-5501 Pay online with or without an account at cityofgearhart.com - Online H2O Water Payments!
 2022 WATER QUALITY REPORT now available:
<https://www.cityofgearhart.com/sites/default/files/fileattachments/general/page/731/water.quality.report.2022.pdf>

USAGE HISTORY

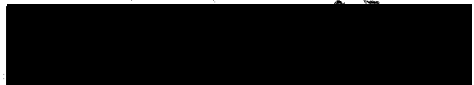


CURRENT CHARGES

3/4 IN CITY 12,753.01
TOTAL CURRENT CHARGES 12,753.01

BILL SUMMARY

Previous Balance 74.50
 Payments Received -74.50
 Adjustments 0.00
 Additional Billing 0.00
 Current Charges 12,753.01
TOTAL AMOUNT DUE 12,753.01



pd ch 1500. 2/21/2024

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT

PLEASE MAKE CHECK PAYABLE TO:

CITY OF GEARHART

ACCOUNT: [REDACTED]
 SERVICE ADDRESS: 871 HAGER
 SERVICE PERIOD: 11/21/2023 to 1/20/2024
 BILLING DATE: 1/20/2024

DUE DATE: 2/20/2024

CANDACE REMER
[REDACTED]

AMOUNT DUE

TOTAL AMOUNT DUE BY 2/20/2024 12,753.01

AMOUNT ENCLOSED

REMIT PAYMENT TO:

City of Gearhart - Water Billing
 PO Box 2510
 Gearhart, OR 97138