

From: [Alex Damien](#)
To: sschmidbauer@yahoo.com
Cc: [Judith Allen](#)
Subject: FW: 1308 Mohican Trail
Date: Tuesday, August 11, 2020 8:29:07 AM
Attachments: [image003.png](#)
[image004.png](#)
[1308 Mohican Trl.xlsx](#)

Mr. Schmidbauer,

Thanks for the inquiry regarding a sewer credit. I have reviewed your usage history. According to the City's ordinance, a one-time sewer credit is available for water used but not treated at the clean water plant. In order to calculate a refund, an average water usage is required to compare high usage with normal usage. As you have just moved in and do not have a usage history, we need to wait until at least the third quarter of 2021 meter reading. After that reading, your sewer credit request will be calculated and a recommendation will be made for the review and approval of the board of public works. This is tentatively scheduled for the third week of September 2021.

Sincerely,
Alex Damien

Alex Damien, P.E.

City Engineer

City of Waukesha Department of Public Works – Engineering Division
130 Delafield Street | Waukesha, WI 53188-3616 | 262-524-3600
O: 262-524-3907 | C: 262-349-6515 | adamien@waukesha-wi.gov | www.waukesha-wi.gov

From: Tina L. Kadrich [mailto:TKadrich@waukesha-water.com]
Sent: Tuesday, August 11, 2020 8:08 AM
To: Alex Damien <ADamien@waukesha-wi.gov>
Cc: Judith Allen <JAllen@waukesha-wi.gov>
Subject: RE: 1308 Mohican Trail

NOTICE: External Email

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Good morning,

There is only one quarter's worth of usage on their account but here you go.

Tina

Tina Kadrich
Customer Service & Billing Supervisor

 Waukesha Water Utility

P O Box 1648

Waukesha, WI 53187-1648

Phn (262) 409-4427

Fax (262) 521-5265

Tkadrich@waukesha-water.com



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Click here to learn more: www.greatwateralliance.com

From: Alex Damien <ADamien@waukesha-wi.gov>
Sent: Tuesday, August 11, 2020 7:32 AM
To: Tina L. Kadrich <TKadrich@waukesha-water.com>
Cc: Judith Allen <JAllen@waukesha-wi.gov>
Subject: 1308 Mohican Trail

Good Morning Tina,
Can you send me the water usage history at 1308 Mohican Trail?
Thanks,
Alex

From: Steve Schmidbauer [<mailto:sschmidbauer@yahoo.com>]
Sent: Monday, August 10, 2020 7:18 PM
To: Alex Damien <ADamien@waukesha-wi.gov>
Subject: Fw: Bill Question

NOTICE: External Email

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Hi Alex,

Hoping you can help. See my question below. Am I eligible for a credit on my water bill for the sewer discharge component as we were watering grass seed for a newly installed lawn?

Let me know if there is any info you need.

Thanks for considering.

Steve Schmidbauer

Begin forwarded message:

On Monday, August 10, 2020, 5:10 PM, ContactUs <C@waukesha-water.com> wrote:

Please see below. Thank you.

ADamien@waukesha-wi.gov

From: Steve Schmidbauer <sschmidbauer@yahoo.com>

Sent: Monday, August 10, 2020 5:08 PM

To: ContactUs <C@waukesha-water.com>

Subject: Re: Bill Question

Hello,

Thank you. Any chance their is an email address?

Thanks,

Steve

On Monday, August 10, 2020, 5:01 PM, ContactUs <C@waukesha-water.com> wrote:

Hi Steve,

Thank you for your email. We do the wastewater billing for the City of Waukesha. However, any requests for deviations of the normal billing would have to go through the City of Waukesha Dept. of Public Works. They would let us know whether or not a request like this would be granted.

Please feel free to send a letter to:

Waukesha Dept. of Public Works

Attention: Alex

130 Delafield Street
Waukesha, Wi 53188
(262) 524-3600

Thank You for Contacting Us!

Customer Service

Waukesha Water Utility

Ph. (262) 521-5272

Fax: (262) 521-5265

Email: ContactUs@waukesha-water.com

From: Steve Schmidbauer <sschmidbauer@yahoo.com>
Sent: Monday, August 10, 2020 8:06 AM
To: ContactUs <C@waukesha-water.com>
Subject: Bill Question

Hello,

Is there a chance I am eligible for a credit of the sewer flow? We installed a grass lawn in May, so our water bill is reflecting a lot of watering, but not sewer usage. Let me know if I should contact anyone else or if you need any other information.

Regards,

Steve

On Thursday, July 30, 2020, 09:43:58 AM CDT, ContactUs <c@waukesha-water.com> wrote:

Hi Steve,

I'm thinking you will be able to because I deleted the on-line account. Maybe try one more time registering today with the same user name and see if it goes through.

Thank you for contacting us!

Waukesha Water Utility

Customer Service

Waukesha Water Utility | P. O. Box 1648 | Waukesha, Wisconsin 53187-1648 |

(262) 521-5272 | 6 (262) 521-5265 | ✉ contactus@waukesha-water.com | www.waukesha-water.com



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From: Steve Schmidbauer <sschmidbauer@yahoo.com>
Sent: Wednesday, July 29, 2020 4:32 PM
To: ContactUs <C@waukesha-water.com>
Subject: Re: online account profile update

Thank you. Will I be able to use the same username as before (assuming you delete the old account)? I get an error saying it already exists.

Steve

On Wednesday, July 29, 2020, 04:13:50 PM CDT, ContactUs <c@waukesha-water.com> wrote:

Hi Steve,

Thank you for your email.

For the 1308 Mohican Trail address, you will need to register this account.

Please go to: www.waukesha-water.com

On our Home page, if you scroll down a little, on the right side, you will see the icon for *pay your bill* on-line. Click on that.

You will need to register your account information. So please choose Register, not Log In.

To do so, you will need your customer number AND account number for this new address.

The new customer number is: 061161

The new account number is: 228004008

Please note, after you have entered your customer and account number, you've created the user name and password, and you submitted the information, you will get an error message. This is due to the system sending you an email. Once you open your email and verify that it's you, the error message goes away, and lets you into the system.

In the meantime, I will delete the access to your old account.

If you have any questions, please feel free to call us at 262-521-5272.

Thank you for contacting us!

Waukesha Water Utility

Customer Service

Waukesha Water Utility | P. O. Box 1648 | Waukesha, Wisconsin 53187-1648 |

(262) 521-5272 | 6 (262) 521-5265 | ✉ contactus@waukesha-water.com | www.waukesha-water.com



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So, go to the website, www.waukesha-water.com and scroll down a little and on the right hand side, you will see an icon that reads “pay bill on-line”.

Then, you will need to click register.

The customer number for this new address is: 061161

The account number is: 228004008

From: Steve Schmidbauer <sschmidbauer@yahoo.com>
Sent: Wednesday, July 29, 2020 9:51 AM
To: ContactUs <C@waukesha-water.com>
Subject: online account profile update

Hello,

My online account (username: schmidbauer) is still linked to my prior address at: 4038 Stillwater Circle. Is there a way to link my account to my new address: 1308 Mohican Trl?

Thanks,

Steve Schmidbauer

Notice: Please be aware that email sent to, or received from, the City of Waukesha should be presumed to be a public record, that it will be retained by the City as a public record, and will be subject to public disclosure under Wisconsin's open records law. If you are not the intended recipient of this email, please do not read it or forward it to another person, but notify the sender and then delete it.