



CITY OF WAUKESHA

Administration

201 Delafield Street, Waukesha, WI 53188
 Tel: 262.524.3701 fax: 262.524.3899
 www.waukesha-wi.gov

Committee: Board of Public Works	Date: 4/6/2017
Common Council Item Number: ID 17-0516	Date: 4/18/2017
Submitted By: Fred Abadi, Director of Public Works	City Administrator Approval: Kevin Lahner, City Administrator
Finance Department Review: Rich Abbott, Finance Director	City Attorney's Office Review: Brian Running, City Attorney Click here to enter text.
Subject: Review and act on the request from 732 E. Wabash Ave., Muriel Van Beek to extend sewer use credit from missed readings beyond more than the previous billing period.	

Details:
 Chapter 29 of the City of Waukesha Municipal Code requires sewer billing to be based upon measured volume. According to the Sewer Credit Meter Guidelines which were adopted by the Board of Public Works on 9/4/14 and the Common Council on 10/21/14 (attached), sewer users that installed and maintained a credit meter that measured the volume of water that was used without being discharged into the sanitary sewer could receive credit on their sewer use bill. As approved by the Board of Public Works on 11/17/16 and Common Council on 12/6/16, the sewer credit meter program for residential users is being phased out starting in January 2017. Sewer credit customers were notified of this change in December, 2016, and that they must submit their final meter readings to receive their final sewer use credit.

Ms. Van Beek called in her final meter reading which was also the only meter reading sent in since her husband passed in 2005. The total accumulated sewer credit for the missed readings exceeded the water volume of the bill so she was only issued a credit for the water volume used on the current bill. As previously allowed in the Sewer Credit Guidelines, and as requested by Ms. Van Beek (letter dated March 3, 2017), the Board of Public Works may approve the extension of the remaining credit across more than one billing cycle and for "no more than one year." If the extension is approved and the credit is extended for the three additional billing cycles, and a \$40.00 administrative fee will be subtracted from the credit amount. Any credit remaining at that point cannot be applied and a user may only request this extension process on a one-time basis.

Options & Alternatives:
 Either not approve the extension or approve the extension for less than three billing cycles.

Financial Remarks:
 Sewer revenue potentially may be reduced by approximately \$91 (\$131-\$40 admin fee). This is estimated from previous year's usage.

Executive Recommendation:
 Recommend approval of extending the remaining sewer use credit for Muriel Van Beek at 732 E. Wabash Ave., across three additional billing cycles less a \$40.00 administrative fee.



March 3, 2017

Dear Dr. Abadi and Board Members:

I am applying for a retroactive Sewer Meter Credit. My husband and I had a credit meter installed (possibly in 1992) and he sent in meter reading cards for several years. My husband passed away in 2005 and it has been years since there was a reading.

After receiving a letter from the Waukesha Water Utility dated July 19, 2012, I had my water meter replaced on August 10, 2012. Sadly, no one mentioned anything about the credit meter at that time or this might have been addressed earlier.

On December 9, 2016 a letter was sent by the Waukesha Water Utility
RE: **Sewer Credit Ordinance Change** 732 E WABASH AVE , Account #323067000 stating that the bill would no longer be reduced by the value of the water that passed through the sewer credit meter. On 12/13/16 I called in the final reading and was informed by a very patient and understanding Donna that I had not been receiving credit for years.

I have enclosed a copy of my latest Water and Wastewater Bill and it reflects credit only for this last bill. ~~I have also enclosed a check for the \$40.00 administrative fee.~~ *Jan*
After speaking with Tina and following instructions from Alex Damien, I am respectfully requesting your review of my request for retroactive credit.

Thank you for your consideration.

Sincerely,

Muriel Van Beek

Muriel Van Beek
732 E. Wabash Ave.
Waukesha, WI 53186

262 542 0993
mtvanbeek@wi.rr.com

RECEIVED
MAR 6 2017

BOARD OF PUBLIC WORKS

copy: Judy Allen – please notify me when it will be presented to the Board



Waukesha Water Utility

SERVING WAUKESHA SINCE 1886

PO Box 1648 Waukesha, WI 53187-1648
Telephone 262 521 5272 Fax 262 521 5265
www.waukesha-water.com

WATER & WASTEWATER BILL

Amount Due: \$ 66.65
Payment Due By: Mar 20, 2017

Customer # 006144 Account # 323067000 User Class Residential

Service Address
732 E WABASH AVE

5.235

RETURN SERVICE REQUESTED
MURIEL VAN BEEK
732 E WABASH AVE
WAUKESHA WI 53186

AUTOMATIC PAYMENT PLAN - DO NOT PAY
AMOUNT PAID _____



RETURN THIS PORTION WITH YOUR PAYMENT

SUMMARY OF CHARGES

Customer # 006144 Account # 323067000

Service Address:
732 E WABASH AVE

Water					
Meter Reading	End Date	Begin Date	End Read	Begin Read	Usage
01/20/17	10/20/16		120200	116100	4100
Water Usage					4100
Water Use Charge (Rate per 1000 Gallons)					
4.10	X	\$2.94	=		\$12.05
Water Service Charge					\$24.30
Fire Capacity Charge					\$17.04
Water Utility Charges					\$53.39

Wastewater					
Meter Reading	End Date	Begin Date	End Read	Begin Read	Usage
01/20/17	10/20/16		120200	116100	4100
01/20/17	10/20/16		209100	90000	-119100
Wastewater Discharge					0
Wastewater Use Charge (Rate per 1000 Gallons)					
	X		=		
	X		=		
Wastewater Service Charge					\$13.26
Wastewater Utility Charges					\$13.26

PREVIOUS BILL	PAYMENTS	ADJ/PENALTY	CURRENT CHG	AMT DUE BY	AMT DUE AFTER
\$102.41	\$102.41CR		\$66.65	Mar 20, 2017 \$ 66.65	Mar 20, 2017 \$67.32

IMPORTANT INFORMATION \$66.65 will be deducted from your bank account on the 15th of the Month.

The Waukesha Water Utility is complying with our order and stipulation from the State of Wisconsin in regard to its radium compliance. We continue to work with the DNR to bring our system into final compliance with the radium standards.

The Wastewater rates have changed effective 1/1/17; you can find a complete set of Water and Wastewater rates at www.waukesha-water.com. Please review the enclosed Radium Notice.

March 20th - 26th is Fix a Leak Week. Check your winter water bill. If you use 12,000 gallons or more per month, you may have a serious leak! Learn how to fix leaks at www.waukesha-water.com.

Failure to receive bill does not exempt customer from penalty.

Created Date/Time: 03/22/2017 11:23:54 AM

Customer Number: 006144

Account Number: 323067000

Service Address: 732 E WABASH AVE

Mailing Address:

MURIEL VAN BEEK

732 E WABASH AVE

WAUKESHA WI 53186

									Future Credit
Service	Read Date	Meter #	Read Type	Read Status	Previous	Current	Days	Billed Usage	At Current Rate
Water	1/20/2017 0:00	20120197	Water	Radio Read	1161	1202	92	4100	\$22.93
Sewer	1/20/2017 0:00	89451413	Credit	Card Read	900	2091	92	-119100	
Water	10/20/2016 0:00	20120197	Water	Radio Read	1104	1161	92	5700	\$34.31
Water	7/20/2016 0:00	20120197	Water	Radio Read	1004	1104	91	10000	\$60.20
Water	4/20/2016 0:00	20120197	Water	Radio Read	943	1004	91	6100	\$36.72
									\$131.24

Received

Potential credit for 3 addt'l quarters
Based on previous year's usage.

Water	1/20/2016 0:00	20120197	Water	Radio Read	864	943	92	7900
Water	10/20/2015 0:00	20120197	Water	Radio Read	779	864	92	8500
Water	7/20/2015 0:00	20120197	Water	Radio Read	730	779	91	4900
Water	4/20/2015 0:00	20120197	Water	Radio Read	681	730	90	4900
Water	1/20/2015 0:00	20120197	Water	Radio Read	607	681	92	7400
Water	10/20/2014 0:00	20120197	Water	Radio Read	426	607	91	18100
Water	7/21/2014 0:00	20120197	Water	Radio Read	380	426	91	4600
Water	4/21/2014 0:00	20120197	Water	Radio Read	332	380	92	4800
Water	1/19/2014 0:00	20120197	Water	Radio Read	291	332	90	4100
Water	10/21/2013 0:00	20120197	Water	Radio Read	250	291	88	4100
Water	7/25/2013 0:00	20120197	Water	Radio Read	122	250	96	12800
Water	4/20/2013 0:00	20120197	Water	Radio Read	86	122	90	3600
Water	1/20/2013 0:00	20120197	Water	Radio Read	39	86	90	4700
Water	10/22/2012 0:00	20120197	Water	Radio Read	0	39	73	3900