

R E C E I V E D
FEB 29 2020

February 17, 2020

BOARD OF PUBLIC WORKS

Mr. Fred Abadi
City of Waukesha Public Works
130 Delafield Street
Waukesha, WI 53188

RE: Customer 058048, Account 118781790

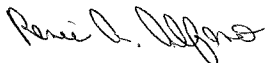
Dear Mr. Abadi,

I sent an email to you, via the Waukesha Website, and thought I would follow up with this letter:

As per my email, I am writing to you today in hopes that perhaps a onetime credit can be issued for the account referenced above, our water bill. Last summer, in June, we installed a lawn in our newly built home at 3620 Olde Howell Road, Waukesha, consequently having to water daily to get it established. Having built a home in another community many years ago, we knew that watering the grass would result in a higher water bill, but we were no way prepared to receive a \$1111.76 bill for the period 05/20/19-08/20/19. After having a conversation with the clerk at the water department upon payment, she suggested I reach out to you but wait until the next bill was sent, to see if that one was impacted as well, with it still covering a period of watering in August and September. It still came in higher at \$350, but considering that we were still watering, but not as much as the previous period, it seems more reasonable. During this shocking course of water charges, we were informed that Waukesha's water charges are billed based on what is used is also consider wastewater, which is the reason for the large charge; but, from our past experiences, watering grass or use of outside water was not considered wastewater or billed as such that impacted us this greatly. However, since Waukesha does not do separate meters for inside and outside water, it is our burden to bare in this community, unfortunately, and now our understanding.

If there could be any consideration of some type of credit on our water bill or rebate considered at this time, we would greatly appreciate it. And hopefully, coming into our next watering season, our costs will be less burdening since we now have a more established grass!

Thank you for your time and consideration in this matter.



Renée and Eugene Alfano
3620 Olde Howell Road
Waukesha
262-402-7776