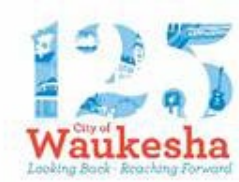


**From:** [Jonathan Schapekahn](#)  
**To:** [Judith Allen](#)  
**Subject:** FW: reduction of bill at 816 Tenny Avenue Waukesha 53186  
**Date:** Tuesday, September 21, 2021 11:40:54 AM

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## Jonathan Schapekahn, P.E.

Project Engineer / CMOM Coordinator  
City of Waukesha

**Phone:** 262-524-3584

**Email:** [jschapekahn@waukesha-wi.gov](mailto:jschapekahn@waukesha-wi.gov)

201 Delafield St., Waukesha, WI 53188

<https://waukesha-wi.gov/>



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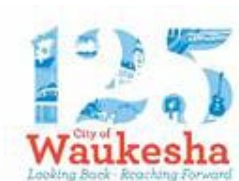
**From:** Alex Damien <ADamien@waukesha-wi.gov>  
**Sent:** Tuesday, September 14, 2021 10:59 AM  
**To:** JoEllen Krause <joellenkrause27@gmail.com>  
**Cc:** Jonathan Schapekahn <JSchapekahn@waukesha-wi.gov>; Tina L. Kadrach <TKadrach@waukesha-water.com>  
**Subject:** RE: reduction of bill at 816 Tenny Avenue Waukesha 53186

JoEllen,

Your email has been received by City Engineering / Public Works. Just to be clear, Mary that you spoke with yesterday is from the Waukesha Water Utility. The Water Utility handles the water portion of the bill you receive and the City of Waukesha Public Works Dept. handles the sewer / waste water charges on your bill. I have asked Jon S to review your request for a possible sewer credit for the sewer portion of the invoice. He will be in touch with you to discuss and gather any other information he may need. Also, questions you have regarding payment options should be directed to the Water Utility. Sorry for any confusion.

Thanks,

Alex



## Alex Damien, PE

City Engineer  
City of Waukesha

**Phone:** 262-524-3600

**Email:** [adamien@waukesha-wi.gov](mailto:adamien@waukesha-wi.gov)

201 Delafield St., Waukesha, WI, 53188

<https://waukesha-wi.gov/>



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**From:** JoEllen Krause [<mailto:joellenkrause27@gmail.com>]  
**Sent:** Tuesday, September 14, 2021 10:21 AM  
**To:** Alex Damien <[ADamien@waukesha-wi.gov](mailto:ADamien@waukesha-wi.gov)>  
**Subject:** reduction of bill at 816 Tenny Avenue Waukesha 53186

**NOTICE: External Email**

This email message originated from outside the City of Waukesha. Do not click on links or open attachments unless you have verified the sender. If there is concern, please report this email.

Dear Mr. Damien:

I left a message for you at 252-524-3907 and spoke extensively with Mary from your office late yesterday afternoon. My \$3000+ water bill is due 9/27th.

As soon as the meter reader left me a card that my water consumption had gone from 479000 to 647500,I turned the water off to my home and had a plumber come out to my house. There was no way for me to know that there was a leak until the meter reading. There was no water around my house and the water was absorbed by the dirt in the crawl space under my attached deck. How could I know? As soon as I knew that there was a problem, I contacted a plumber and had the problem resolved. You can see by my September bill,my water consumption has returned to normal so the problem has been fixed. It is not fair to punish me for something that I could not possibly know and as soon as I was made aware of the problem, I had it fixed. Tomorrow is my birthday, does Waukesha Water Utility really want me to be OLD AND BROKE?

I know that I will have to pay for the water used but is there any way that I could pay \$3.58 per gallon instead of \$5.84 per gallon ? Also, the wastewater treatment center did not have to treat the water that was absorbed in the ground. I can pay \$1,750 if my bill could be resolved today. Otherwise , I will need a payment plan.

Anything that you can do to help me lower the cost of this bill will be greatly appreciated

Please call me at 262-370-7495

JoEllen Krause