

JohnPaul Urbanek
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Waukesha, WI 53188
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Waukesha Water Utility
Customer #050421
Account #118771689
January 7, 2015

Dr. Fred Abadi, Ph.D., P.E.
Director of Public Works
City of Waukesha
130 Delafield St.
Waukesha, WI 53188

Dear Dr. Abadi:

As a new resident of the City of Waukesha and a first time homeowner I am both excited to be able write to you as a homeowner and sincere in my efforts.

In respect of your time I will get to the point. I am asking for a \$315 one-time credit to my Waukesha Water Utility Water & Wastewater Bill as I was billed for approximately 71,000 gallons of wastewater that was not actually drained due to a temporary sprinkler system that was running and was removed. The total amount due January 20th, 2015 is \$726.36. The total \$726.36 will be paid on-time. Below outlines the reasoning behind the requested \$315 one-time credit.

I have included a copy of the Water & Wastewater Bill for your reference.

We moved in on 9/19/14 and had a temporary sprinkler system installed that was removed in early November. The bill shows that from 9/17/14 – 11/20/14 – 64 days – 78,000 gallons of water and wastewater were used. According to my back-of-napkin math approximately 71,000 of that was not drained as wastewater which at \$4.45/1000 gallons is approximately \$315 I was charged for processing wastewater that was not drained.

In short I determined my family's "normal" usage for 64 days sans temporary sprinklers by using the end reading on 11/20/14 bill through today, calculating daily usage, and extrapolated to 64 days. Applying normal usage to the 78,000 gallons resulted in an excess of 71,000 that went to the temporary sprinklers and was not drained.

I have included a copy of the "back-of-napkin" math for your reference.

Dr. Fred Abadi, Ph.D., P.E.

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Thank you for your time. Feel free to respond at any of the contact information included in the header of this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "John Paul Urbanek". The signature is fluid and cursive, with a long horizontal stroke at the end.

JohnPaul Urbanek