

October 28, 2019

Fred Abadi, Ph.D., P.E.
Public Works Department
130 Delafield St
Waukesha, WI 53188

Dear Mr. Abadi,

I am writing you to ask for your help. Back in June, I moved into a new construction home in the Howell Oaks subdivision. As is the case with new construction, the property did not come with a lawn installed.

Before I go further, I feel the need to explain that my previous residence of 15 years was served by a well. Hopefully knowing that, you can understand where I was not aware of water restrictions in general and certainly not those specific to Waukesha.

Regardless, my lawn was soon installed and I watered it to the point where I was confident it could flourish without watering by me. I used 51500 (gallons?) of water. I will gladly pay for that water which I used.

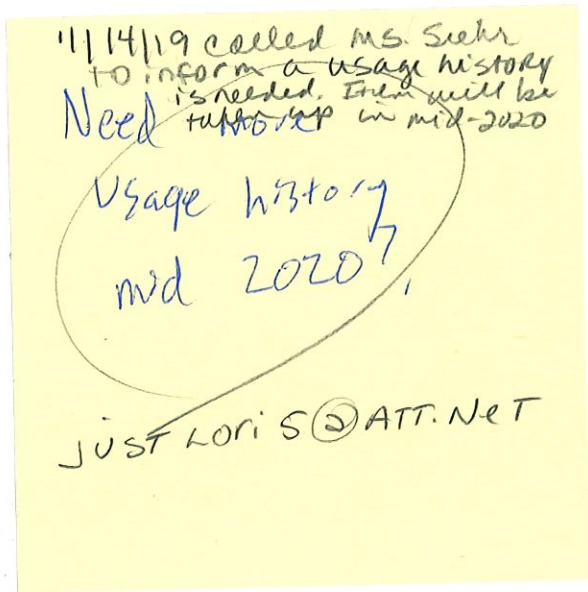
The challenge I'm having, and the reason I am contacting you, is that a wastewater charge was applied to that same 51500 (gallons?) of water, when in fact most of it was used by my lawn and was not treated by your department. I live here by myself with two dogs – our normal water consumption is very low.

Could you please refund me the majority of the wastewater utility charges accrued from 5/20/19 through 8/20/19. I have enclosed a copy of my bill for your reference. I would greatly appreciate your assistance with this.

Thank You,



Lori Siehr
3629 Olde Howell Road
414-791-5101



11/14/19 called Ms. Siehr
to inform a usage history
is needed. There will be
a follow up in mid-2020
Need
Usage history
mid 2020
JUST LORI S @ ATT.NET



Waukesha Water Utility

SERVING WAUKESHA SINCE 1886

PO Box 1648 | Waukesha, WI | 53187-1648

Tel 262.521.5272 | Fax 262.521.5265

waukesha-water.com

WATER & WASTEWATER BILL

Amount Due: **\$ 752.51**

Payment Due By: **Oct 21, 2019**

Customer # Account # User Class
059274 118781786 Residential

Service Address
3629 OLDE HOWELL RD

RETURN SERVICE REQUESTED 5.749

LORI SEIHR
3629 OLDE HOWELL RD
WAUKESHA WI 53188

SEIHR

AMOUNT PAID _____



Return this portion with your payment

SUMMARY

Customer # Account #
059274 118781786

Service Address:
3629 OLDE HOWELL RD

Meter Reading	End Date	Begin Date	End Read	Begin Read	Usage
	08/20/19	05/20/19	52000	500	51500

Meter Reading	End Date	Begin Date	End Read	Begin Read	Usage
	08/20/19	05/20/19	52000	500	51500

Water Usage **51500**

Water Use Charge	(Rate per 1000 Gallons)			
Next	10.08	X	\$3.10	= \$31.25
Over	20.16	X	\$4.00	= \$80.66
	21.25	X	\$5.10	= \$108.40

Water Service Charge \$27.22
Fire Capacity Charge \$20.27

Total Water Utility Charges \$267.80

Return Flow Use Charge	(Rate per 1000 Gallons)			
	51.50	X	\$1.85	= \$95.28

TOTAL WATER & RETURN FLOW CHARGES \$363.08

Wastewater Discharge **51500**

Wastewater Use Charge	(Rate per 1000 Gallons)			
	51.50	X	\$7.25	= \$373.38

Wastewater Service Charge **\$16.05**

WASTEWATER UTILITY CHARGES \$389.43

Previous Bill	Payments	ADJ/Pendly	Current CHG	Amount Due By	Amount Due After
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\$62.69

\$62.69CR

\$752.51

Oct 21, 2019

\$ 752.51

Oct 21, 2019

\$760.04

IMPORTANT INFORMATION

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.

Rebates are available for Rain Barrels and WaterSense toilets and showerheads. For detailed information, please visit our website at www.waukesha-water.com/wtc.html. Please review the enclosed Radium Notification.

The 2019 City of Waukesha Leaf Pickup period will be 10/21/19-12/14/19, please see the enclosed schedule for details.