

**From:** [Roland Kramer](#)  
**To:** [Jonathan Schapekahn](#)  
**Cc:** [Judith Allen](#)  
**Subject:** Re: Waukesha water utility charges  
**Date:** Wednesday, October 13, 2021 12:27:37 PM

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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.

Thank you for the update.

On Wed, Oct 13, 2021, 11:50 AM Jonathan Schapekahn <[JSchapekahn@waukesha-wi.gov](mailto:JSchapekahn@waukesha-wi.gov)> wrote:

Good morning Mr. Kramer-

I am following up on this for Alex. Thanks for your explanation of the issue.

After receiving your historical water usage from Water Utility, we have calculated your one-time credit as follows:

High Usage: 15,100 gallons

Average Usage: 5,849 gallons

Estimated Additional Usage: 9,251 gallons

Calculated Refund (2021 - \$8.54 /1000 gal): \$79.00

This is scheduled to go before the Board of Public Works on Thursday, October 21 for their consideration. Please contact me if you have any questions.



**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:** Roland Kramer [<mailto:rkellykramer49@gmail.com>]

**Sent:** Tuesday, September 7, 2021 6:04 PM

**To:** Alex Damien <[ADamien@waukesha-wi.gov](mailto:ADamien@waukesha-wi.gov)>

**Subject:** Re: Waukesha water utility charges

**NOTICE: External Email**

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Thank you for your quick response. My home address is 2468 Emslie Drive, Waukesha, Wi. 53188. The water from the burst hose ran into my back yard. I bought a medium duty hose on 8/2/21, that also burst just after installation. I did not use that tap again until I bought a heavy duty hose on 8/17/21. No further problems have occurred since that time.

Best Regards,

Roland Kelly Kramer.

On Tue, Sep 7, 2021 at 3:56 PM Alex Damien <[ADamien@waukesha-wi.gov](mailto:ADamien@waukesha-wi.gov)> wrote:

Mr. Kramer,

We have received your email. Public Works will review the request for a possible sewerage credit for the extra usage in the event you describe. You will need to work with the Water Utility about the water charges. A few quick questions:

1. What is your address?
2. Where did the water run that flowed from the burst hose?

3. What is the actual date the final repair was made?

Thanks,  
Alex



**Alex Damien, PE**

City Engineer

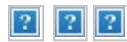
City of Waukesha

**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:** Roland Kramer [mailto:[rkellykramer49@gmail.com](mailto:rkellykramer49@gmail.com)]

**Sent:** Tuesday, September 7, 2021 1:46 PM

**To:** Alex Damien <[ADamien@waukesha-wi.gov](mailto:ADamien@waukesha-wi.gov)>

**Subject:** Re: Waukesha water utility charges

**NOTICE: External Email**

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The recent charges to my account #115262000, customer #059816, were drastically increased due to

the watering hose in my backyard bursting. As explained above, about two thirds of the usage is above my usual water consumption. If possible, please lower my water bill and adjust for the additional sewerage charges. I have since corrected the first hose problem, however, the first of my new hoses burst shortly after installed. I then bought another hose with a higher burst rating, and now turn off the hose at the spigot after using it. Thank you for your consideration.

Best Regards,

Roland Kelly Kramer

On Sat, Sep 4, 2021 at 8:53 AM Roland Kramer <[rkellykramer49@gmail.com](mailto:rkellykramer49@gmail.com)> wrote:

The recent charges for for my account #115262000, customer #059816, were increased due to a leak in the watering hose used in my backyard. The water hose burst and two thirds of the water on the bill was due to this problem. If possible, please lower the water bill. I have since bought a new hose, and that burst the next day. I returned that hose and bought a new one with an even higher rating. Please adjust the water bill accordingly, if possible. In addition, I am asking everyone to turn off the hose at the house to avoid further problems, of which I have not experienced prior to this event.

Thank you for your consideration.

Best Regards,

Roland Kelly Kramer

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