

From: [Jeff Thiele](#)
To: [Tina L. Kadrich](#)
Cc: [Alex Damien](#); [Judith Allen](#); [Valerie M. Kraemer](#)
Subject: Re: FW: Water Usage
Date: Wednesday, October 7, 2020 1:13:51 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

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.

I appreciate all the responses, thank you. I must say I am thoroughly disappointed in this process. We bought a brand new house and ordinance dictates that we have to put in grass etc. but the city offers no assistance for the watering of same, or the sewer part when a home owner could use it most. Makes me think I should have stayed at our old established house. I should have poured concrete and painted it green instead.

We will pay the bill in full I'm sure. By the time September 2021 comes around, the credit will be nowhere near the \$790 for waste water that I see now. I am really disappointed.

Respectfully

Jeff

On Wed, Oct 7, 2020 at 11:05 AM Tina L. Kadrich <TKadrich@waukesha-water.com> wrote:

Please contact Valerie Kraemer @ 262-409-4425 if you need to make payment arrangements.

Thank you,

Tina

Tina Kadrich

Customer Service & Billing Supervisor

 Waukesha Water Utility

P O Box 1648

Waukesha, WI 53187-1648

Phn (262) 409-4427

Fax (262) 521-5265

Tkadrich@waukesha-water.com



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From: Alex Damien <ADamien@waukesha-wi.gov>
Sent: Wednesday, October 7, 2020 11:02 AM
To: Jeff Thiele <mmjst0910@gmail.com>
Cc: Tina L. Kadrich <TKadrich@waukesha-water.com>; Judith Allen <JAllen@waukesha-wi.gov>
Subject: RE: FW: Water Usage

Jeff,

I am sorry if there was a misunderstanding. I believe my email to you explains the timeframe for the sewer credit to be reviewed and approved is September 2021. Depending on the exact timing of the approval compared to the water utility billing cycle, the credit would be applied to the water bill following the approval. As a reminder, this credit is solely available for the sewer portion of the bill that is calculated to have not gone down the drain to the treatment plant it will only be a portion of the \$1,535.24.

I have cc'd Tina from the water utility as I am unaware of what if any help may be available from the water utility in payment programs or late payment terms.

Let me know if you have any other questions.

Thanks,

Alex

Alex Damien, P.E.

City Engineer

City of Waukesha Department of Public Works – Engineering Division

130 Delafield Street | Waukesha, WI 53188-3616 | 262-524-3600

O: 262-524-3907 | C: 262-349-6515 | adamien@waukesha-wi.gov | www.waukesha-wi.gov

From: Jeff Thiele [<mailto:mmjst0910@gmail.com>]

Sent: Wednesday, October 7, 2020 9:41 AM

To: Alex Damien <ADamien@waukesha-wi.gov>

Subject: Re: FW: Water Usage

NOTICE: External Email

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Good morning Alex,

I received my water bill Monday, and it is \$1535.24. In review of the above email chain, I guess I was under the impression that I wasn't going to have to worry about a \$1500 bill which is exactly what I had mentioned early on.

I am assuming the credit you mentioned will still not be available until next year as you stated.

Am I stuck paying this \$1500 bill then? I thought I was doing the right thing by reaching out to the city in regards to our new grass and property etc. Is there anything that can be done?

Thank you for your time on this matter,

Jeff

On Fri, Jul 10, 2020 at 2:34 PM Alex Damien <ADamien@waukesha-wi.gov> wrote:

Jeff,

Thanks for the inquiry regarding a sewer credit. I have reviewed your usage history. According to the City's ordinance, a one-time sewer credit is available for water used but not treated at the clean water plant. In order to calculate a refund, an average water usage is required to compare high usage with normal usage. As you have just moved in and do not have a usage history, we need to wait until at least the third quarter of 2021 meter reading. After that reading, your sewer credit request will be calculated and a recommendation will be made for the review and approval of the board of public works. This is tentatively scheduled for the third week of September 2021.

Thanks,

Alex

Alex Damien, P.E.

City Engineer

City of Waukesha Department of Public Works – Engineering Division

130 Delafield Street | Waukesha, WI 53188-3616 | 262-524-3600

O: 262-524-3907 | C: 262-349-6515 | adamien@waukesha-wi.gov | www.waukesha-wi.gov

From: ContactUs [mailto:C@waukesha-water.com]
Sent: Tuesday, June 30, 2020 8:29 AM
To: Jeff Thiele <mmjst0910@gmail.com>
Cc: Alex Damien <ADamien@waukesha-wi.gov>
Subject: RE: Water Usage

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Good morning Jeff,

I'm forwarding your email to Alex Damien, who works at the City Public Works office. He would be the one to determine a credit issue.

Also, there is an annual sprinkling ordinance in Waukesha. Please see below.

Addresses Ending With An	May Water On The Following Days	During These Hours
Odd Number	Tuesdays & Saturdays	Before 9 am or After 5 pm
Even Number	Thursdays & Sundays	Before 9 am or After 5 pm

Hand watering may be done any day at any time.

Enforcement: Warnings will be given for the first watering violation. Subsequent offenses will result in fines as per Ordinance. Violations may be reported anonymously at (262) 521-5272.

Save Money & Grow Less: Join "My Brown Lawn is GREEN" campaign. Since established lawns go dormant in the summer and turn green again with the autumn rain, watering the grass is unnecessary.

Since you are laying new sod, I will send you a permit that will allow you to water every day; however, we ask that you water before 9 am or after 5 pm and that you display the permit in your front window so that you don't receive a violation.

If you have any further questions, please email me back or call me at 262-409-4423.


Thank you.

Mary Adelmeyer

Mary Adelmeyer

Customer Relations Coordinator

W Waukesha Water Utility | P. O. Box 1648 | Waukesha, Wisconsin 53187-1648 | (262) 521-5272

 (262) 409-4423 |  (262) 521-5265 |  madelmeyer@waukesha-water.com | www.waukesha-water.com



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From: Jeff Thiele <mmjst0910@gmail.com>
Sent: Monday, June 29, 2020 8:06 AM
To: ContactUs <C@waukesha-water.com>
Subject: Water Usage

Good morning,

My wife and I purchased a brand new house this March and moved to Waukesha. My address is 3621 Olde Howell Rd, Waukesha, WI 53188.

We are attempting to grow grass in the backyard, are having sod installed in 2 weeks, and are feeding four trees. I'm told we need to contact you for some kind of adjustment to our water bill?? I did try to call this morning and no one answered. Our neighbors

recommended we contact you for this reason so as not to get a \$2000 water bill.

Please let me know if I am on the right track.

Respectfully,

Jeff Thiele

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