

**From:** [Alex Damien](#)  
**To:** [Donald Kuhl](#)  
**Cc:** [Judith Allen](#)  
**Subject:** RE: Referred to you by Water Utility to ask for credit on Waste Water Utility Charge  
**Date:** Monday, November 23, 2020 11:13:43 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Mr. Kuhl,

I have received your request and asked the water utility to send me your usage history. I need to review it to see if you have enough history to calculate an average usage to compare with your high usage period. I will be back in touch once I receive this from the water utility.

Thanks,  
Alex

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**From:** Donald Kuhl [mailto:DDKuhl@Versiti.org]  
**Sent:** Monday, November 23, 2020 10:55 AM  
**To:** Alex Damien <ADamien@waukesha-wi.gov>  
**Subject:** Referred to you by Water Utility to ask for credit on Waste Water Utility Charge

**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.

Good morning Mr. Damien.

The folks in the Water Utility Department suggested we reach out to you to see if something can be done to consider a credit for our residence, due to the circumstances surrounding our exorbitant waste water usage this past quarterly billing cycle. Though we just paid the full bill, because we are responsible citizens and did not want to be late with our payment, we would appreciate consideration of our request for credit.

We live at 1326 Mohican Trail in Waukesha in 53189 and purchased this property from a builder and closed 10-29-19. Subsequent to this, as Fall and Winter of last year progressed, we notice the grading of the property did not move water at all in the east and southeast sides of our lot. Water encroached 1/3 of the way onto our patio and pooled in two areas and little moved forward toward the street and sewer system as it should have done. The landscaper attempted 3 times to get this grade corrected for us, and therefore re-seeding has needed to take place 3x. Needless to say, massive watering followed each of these corrections over the past 4-5 months.

Mr. Damien, the water bill we paid on Nov. 20<sup>th</sup> was \$1203.61 so a lot of waste water usage was due to this necessary watering, which we did not ask for nor expect. We expected, when buying a home with a yard that this was an established yard. This was far from the case. Though I paid this \$1203.61 this past Friday, Nov. 20<sup>th</sup>, will you please consider issuing us a credit to offset a lot of which was due to this re-seeded lawn watering?

**The total in waste water usage was \$627.05. Our Customer #060206 and Account #228004005 for your reference.**

Mr. Damien, your consideration and reply to this credit request will be greatly appreciated. Please give us your thoughts and protocol you take for request of this nature. If you have any questions or would like to discuss this matter, please call me on my mobile number below.

Thank you again.

**Don Kuhl | Blood Program Consultant | Versiti Blood Center of Wisconsin**

**Mobile/Text: 414-531-4448**

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**[www.versiti.org](http://www.versiti.org)**



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