

07/21/2016

Dear Fred Abadi,

Enclosed is a post card that my husband and I received from Waukesha Water Utility stating the alarming increase of water usage at our home residence.

I personally receive a lot of these kind of phone calls from customers at my work place Soft Water, Inc. but never have experience it personally until now.

It was in the month of late May early June that I noticed the outside Hose Bibb attached to my garden hose was not shutting off right. It was real loose feeling. My husband disconnected the hose and sure enough the spicket handle was turning and turning never completely shutting of the water. We replaced the whole assembly and now it is working fine.

I am concerned about the water bill we incurred during this malfunction. I am asking to see if there is anything that can be done for a credit. It would be greatly appreciated. Money today does not go far as it used to as I am sure you know, so when things like this happen and not planned for it can disrupt the other costs of family necessities that can not be ignored.

Thank you in advance for your help regarding this matter.

Laurie Peabody

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