



Belle Mihajlovic
210 W. Roberta Ave
Waukesha, WI 53186-6157

BOARD OF PUBLIC WORKS

November 8, 2016

Public Works
Attn: Fred Abadi, Ph.D., P.E.
Director of Public Works
130 Delafield Street
Waukesha, WI 53188

Re: Wastewater Appeal

Dear Fred:

This letter is in regards to appealing the wastewater charges that have been billed to my account. Below are my account details:

<u>Customer #</u>	<u>Account #</u>	<u>User Class</u>	<u>Service Address</u>
053361	211123000	Residential	210 W. Roberta Ave

I recently purchased this property earlier this year. Closing was held on May 13th and I moved in the weekend of May 28th – May30th.

I received my first Waukesha Water Utility bill at the beginning of August for the service period dates of 3/21/16 to 6/20/16. In that three month period an amount of 28,300 gallons was supposedly ran through the meter and I was charged accordingly. The house had been vacant for almost four months according to the realtor and during that time it seemed as though the water had been shut off. So the water usage was only from when I became a new resident near the end of May, which then shows that I went through almost 30,000 gallons in a month's period. With two people residing at this address that amount was impossible and not likely. However, Waukesha Water Utility did no such thing as flag the situation to notify me that there might be a problem.

I immediately was on the phone with Waukesha Water Utility to get to the bottom of this high water bill I received. They had me test any toilets that were in the house to make sure it wasn't from them. There is only one toilet and no leak was showing nor was the toilet constantly running. This house does not have a basement and was built on a concrete slab so there was nothing to check there. No standing water outside in my lawn to give me any inclination that there was a problem somewhere. This issue was not found until I received the water bill otherwise I would have looked into the situation earlier. Being that I didn't get my first bill until August, the problem that was clearly manifesting since I started residing here and continued for the next few months carrying into August leaving me with two very large water-bills (see a copy of both bills attached).



Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

PO Box 1648 Waukesha, WI 53187-1648
Telephone 262 521 5272 Fax 262 521 5265
www.waukesha-water.com

WATER & WASTEWATER BILL

Amount Due: \$ 308.03
Payment Due By: Aug 22, 2016

Customer # Account # User Class
053361 211123000 Residential

Service Address
210 W ROBERTA AVE

RETURN SERVICE REQUESTED
BELLE MIHAJLOVIC
210 W ROBERTA AVE
WAUKESHA WI 53186

AMOUNT PAID _____



RETURN THIS PORTION WITH YOUR PAYMENT

SUMMARY OF CHARGES

Customer # Account #
053361 211123000

Service Address:
210 W ROBERTA AVE

Water					
Meter Reading	End Date	Begin Date	End Read	Begin Read	Usage
06/20/16	03/21/16		287600	259300	28300
Water Usage					28300
Water Use Charge (Rate per 1000 Gallons)					
	9.97	X	\$2.94	=	\$29.32
Next	18.33	X	\$3.81	=	\$69.83
Water Service Charge					\$24.03
Fire Capacity Charge					\$16.85
Water Utility Charges					\$140.03

Wastewater					
Meter Reading	End Date	Begin Date	End Read	Begin Read	Usage
06/20/16	03/21/16		287600	259300	28300
Wastewater Discharge					28300
Wastewater Use Charge (Rate per 1000 Gallons)					
	28.30	X	\$5.48	=	\$155.08
Wastewater Service Charge					\$12.92
Wastewater Utility Charges					\$168.00

PREVIOUS BILL	PAYMENTS	ADJ/PENALTY	CURRENT CHG	AMT DUE BY	AMT DUE AFTER
\$0.00			\$308.03	Aug 22, 2016 \$ 308.03	Aug 22, 2016 \$311.11

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.

The 2016 City of Waukesha Leaf Pickup Program has started, please see the enclosed schedule or check the city website for dates.
Please review the enclosed Radium Notice and Explanation of Water Rates Insert. You can find a complete set of current Water and Wastewater rates at www.ci.waukesha.wi.us/waterhome.

Failure to receive bill does not exempt customer from penalty.



Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

PO Box 1648 Waukesha, WI 53187-1648
Telephone 262 521 5272 Fax 262 521 5265
www.waukesha-water.com

WATER & WASTEWATER BILL

Amount Due: \$ 900.17
Payment Due By: Nov 21, 2016

Customer # Account # User Class
053361 211123000 Residential

Service Address
210 W ROBERTA AVE

RETURN SERVICE REQUESTED
BELLE MIHAJLOVIC
210 W ROBERTA AVE
WAUKESHA WI 53186

AMOUNT PAID _____



RETURN THIS PORTION WITH YOUR PAYMENT

SUMMARY OF CHARGES

Customer # Account #
053361 211123000

Service Address:
210 W ROBERTA AVE

Water					
Meter Reading	End Date	Begin Date	End Read	Begin Read	Usage
09/20/16	06/20/16		370500	287600	82900
Water Usage					82900
Water Use Charge	(Rate per 1000 Gallons)				
	10.08	X	\$2.94	=	\$29.64
Next	20.16	X	\$3.81	=	\$76.82
Over	52.65	X	\$4.89	=	\$257.48
Water Service Charge					\$24.30
Fire Capacity Charge					\$17.04
Water Utility Charges					\$405.28

Wastewater					
Meter Reading	End Date	Begin Date	End Read	Begin Read	Usage
09/20/16	06/20/16		370500	287600	82900
Wastewater Discharge					82900
Wastewater Use Charge	(Rate per 1000 Gallons)				
	82.90	X	\$5.48	=	\$454.29
Wastewater Service Charge					\$13.07
Wastewater Utility Charges					\$467.36

PREVIOUS BILL	PAYMENTS	ADJ./PENALTY	CURRENT CHG	AMT DUE BY	AMT DUE AFTER
\$308.03	\$146.05CR	\$134.45CR	\$872.64	Nov 21, 2016 \$ 900.17	Nov 21, 2016 \$909.17

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