



# Waukesha Water Utility

SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET  
WAUKESHA, WI 53188-3615

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: [contactus@waukesha-water.com](mailto:contactus@waukesha-water.com)

## **MEMORANDUM**

Date: July 12, 2021

To: Water Commission

From: Joseph Ciarro, CPA, Administrative Services Manager

Re: Denial of Appeal – Derrick Dralle, 1223-25 Wilshire Place

Enclosed you will find Mr. Dralle's appeal of a bill for 1223-25 Wilshire Place. The bill in question covered a period from 08/20/20 to 11/20/20. The total billed charges were \$5,043.43, which included \$1,748.46 in water charges. Also, included with the appeal is the correspondence that Utility staff had internally and with Mr. Dralle.

From the Utility staff perspective, the following is the timeline associated with this appeal:

Date	Action	Notes
10/1/2020	Mr. Dralle is mailed a 3-month water bill, with a consumption of 45,300 gallons, with an average daily consumption of 492 gallons	Average daily consumption for previous 4-quarterly bills were 260, 234, 270 and 355.
1/4/2021	Mr. Dralle receives 3-month water bill in the amount of \$5,769.94	Consumption of 321,000 with a daily consumption of 3,489 gallons.
1/5/2021	Meter Service Tech performs water audit at property address to detect possible leaks	Nothing substantial found
2/16/2021	Credit applied to bill in the amount of \$669.70.	Lower water step rate applied, standard practice for leak situations
4/7/2021	Meter Service Tech performs meter test to determine meter accuracy	Meter tests out 'accurate'
5/21/2021	Mr. Dralle submits letter of dispute	
5/28/2021	Email from Meter Vendor indicating 'I have not experienced a ProRead register having a dial slip on the register'	I.e. not a meter malfunction



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Please note that there were several phone conversations that Utility had with Mr. Dralle not specifically identified in the timeline above.

In cases where we suspect a water leak, there are common signs that we typically see. The common signs from this case include:

- The leak begins to shows a smaller water use impact in a prior bill, as we saw with Mr. Dralle's October 1, 2020 bill.
- The leak generally shows a large impact as the leak exists for most, if not all, of the next billing period (in this case 3-months). See the 1/4/21 billing note above.
- Something is either fixed turned off within the property and the water usage returns to a more normal level, which did occur on Mr. Dralle's 2/9/2021 bill. The average daily consumption for that billing period was back to 198 gallons.

As a Utility, we did our due diligence by performing a water audit at the property and also, testing the meter. With the results that came back, Water Utility staff recommends that the Water Commission deny Mr. Dralle's appeal.

**Recommended Motion:** Deny appeal, from Derrick Dralle, of the January 2021 water bill for the property at 1223-25 Wilshire Place.

RECEIVED  
MAY 21 2021  
WAUKESHA WATER UTILITY

Good Morning,

The intent of this letter is to dispute the water bill for property address 1223-1225 Wilshire PL, Waukesha, WI. I received a bill for the last quarter of last year for \$4,5XX which is 10 times more than the normal bill. At this point I called the water office to determine if this was a mistake of some sort as it couldn't be true. They were very surprised but the amount of water that was used and said the next step is to send out a person to Audit the duplex, which I said no problem. I met Tom at the duplex on 1/5 and we went through the entire duplex and no issues were found. It does state on the report that the upstairs toilet on 1223 was leaking but is not true. The toilet "appeared" to have signs that it "had" leaked at one time. This toilet is over 10 years old so this does not surprise me, especially the way tenants clean toilets, it simply has water stains. When we were there the toilet was not leaking or running in any sort. Tom stated that he had to write something on the report so he put it down. It just so happens that this was the last possible thing we inspected on both sides of the duplex. I still have that same toilet on 1223 and have never touched it since this inspection and the water bill has gone back down to its normal readings. If someone would like to come back out and verify I would have no issues showing.

There are no hose bibs on the outside of this property and the same tenants have lived there for 4 years now. There are 4 people living in each side with 1.5 baths.

I have been working with your office in trying to resolve this bill and have gone through all the steps and nothing has come about on where all this water went. I hope we can come to a resolution with this water bill as it's not fair that no one can tell me what happened or where all the water went.

Please reach out to me with any questions or concerns. I look forward to hearing from you.



Derrick Dralle

262-939-1735



# Waukesha Water Utility

SERVING WAUKESHA SINCE 1886

PO Box 1648 | Waukesha, WI | 53187-1648

Tel 262.521.5272 | Fax 262.521.5265

waukesha-water.com

Customer # 053737 Account # 128103000 User Class Residential 2 Family

Service Address  
1223-25 WILSHIRE PL

RETURN SERVICE REQUESTED 1

DERRICK DRALLE

N7 W27530 WOODRIDGE LN

WAUKESHA WI 53188

## WATER & WASTEWATER BILL

Amount Due: \$ 5,769.94

Payment Due By: Jan 20, 2021

AMOUNT PAID



Return this portion with your payment

### SUMMARY

Customer # 053737 Account # 128103000

Service Address:  
1223-25 WILSHIRE PL

Meter Reading	End Date	Begin Date	End Read	Begin Read	Usage
	11/20/20	08/20/20	1808200	1487200	321000

Meter Reading	End Date	Begin Date	End Read	Begin Read	Usage
	11/20/20	08/20/20	1808200	1487200	321000

Water Usage 321000

Water Use Charge	(Rate per 1000 Gallons)			
20.16	X	\$3.20	=	\$64.52
Next	15.12	X	\$4.30	= \$65.03
Over	285.71	X	\$5.50	= \$1,571.42

Water Service Charge	\$27.22
Fire Capacity Charge	\$20.27

Total Water Utility Charges \$1,748.46

Return Flow Use Charge	(Rate per 1000 Gallons)			
321.00	X	\$2.31	=	\$741.51

TOTAL WATER & RETURN FLOW CHARGES \$2,489.97

## WASTEWATER CHARGES

Wastewater Discharge 321000

Wastewater Use Charge	(Rate per 1000 Gallons)			
321.00	X	\$7.90	=	\$2,535.90

Wastewater Service Charge \$17.57

WASTEWATER UTILITY CHARGES \$2,553.47

Previous Bill	Payments	ADJ/Penalty	Current CHG	Amount Due By	Amount Due After
\$1,122.09		\$395.59CR	\$5,043.44	Jan 20, 2021	Jan 20, 2021
				\$ 5,769.94	\$5,827.64

### 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.

Please return the top portion of your bill with your payment to ensure your account is credited correctly. Please review the enclosed Radium Notification.

Our office is closed to the public, please pay online, send a check, or put your payment in our drop box. Sewer and Water rates have changed effective 1/1/21 and 2/1/21, please refer to our website for current rates.

FAILURE TO RECEIVE BILL DOES NOT EXEMPT CUSTOMER FROM PENALTY

02271760-1

# Water Audit Form

Customer's Name: WILSON Account #: 128 103  
 Address: \_\_\_\_\_ Date: 1-5-21  
 City/State/Zip: \_\_\_\_\_ Time: 8:30 AM  
 Home phone: \_\_\_\_\_ Referred by: \_\_\_\_\_  
 Service Address: 1223 25 WILSON PI

FINDINGS	OK	LEAKS					
1. Toilet <u>1223 25</u>		X	Water lever	reg. valve	overflow	anti-siphon valve	seal leak
2. Toilet <u>1223 25</u>			Water lever	reg. valve	overflow	anti-siphon valve	seal leak
3. Toilet <u>1223 25</u>			Water lever	reg. valve	overflow	anti-siphon valve	seal leak
4. Kitchen sink				reg. valve		cartridge	
5. Bathroom sink			<div> <div>1223 25</div> <div>1223 25</div> <div>1223 25</div> <div>1223 25</div> <div>1223 25</div> <div>1223 25</div> <div>1223 25</div> <div>1223 25</div> <div>1223 25</div> </div>				
6. Wash machine							
7. Dishwasher							
8. Shower (tub)							
9. Silcocks							
10. Softners							
11. Furnace							
12. Humidifier							
13. Pressure/Flow							

RECOMMENDATIONS: 1. LEAKY TOILET IN 1223  
2. LEAKY SINK VALVE IN 1223  
3. LEAKY SINK VALVE IN 1223

Customer signature: \_\_\_\_\_ Employee signature: Tom

April 05, 2021 02:57:30 PM

Waukesha Water Utility - Meter Data Form

SO # 47931

CUSTOMER NAME: DERRICK DRALLE  
 SERVICE ADDRESS: 1223-25 WILSHIRE PL  
 ACCOUNT NUMBER: 128103000  
 CUSTOMER NUMBER: 053737  
 ACCOUNT TYPE: RESIDENTIAL 2 FAMILY

REQUESTED BY: KMA  
 EMPLOYEE RESPONDING: Jason / TOM  
 APPT DATE/TIME: 04/07/2021 09:00:00 AM  
 CELL PHONE #:  
 HOME PHONE #: (262) 939-1735

☐ Cross Connection Inspection  
☐ Final Reading ☐ Temp Off ☐ Other: \_\_\_\_\_ Meter Size: \_\_\_\_\_ Service Size: \_\_\_\_\_  
☐ New Meter Set ☐ Perm Off  
☐ Old Meter Set  
☐ Meter Change  
☐ Radio Install/Change

Comments/Notes: Meter test. tenant will be available to let someone in to grab the meter and reinstall it after the test

1225

Meter # Read Type Mtr Size Installed Remote # Prev. Read Curr. Read  
 32289127 WATER 3/4" 02/25/2008 1462000476 18295.0000 1835770 (4/7/21)  
 0.0000

Meter In # \_\_\_\_\_ Remote In # \_\_\_\_\_ Reading \_\_\_\_\_

Job Cost# \_\_\_\_\_

Qty	Material	(Circle One)
_____	C-I Stop	3/4" Copper Service
_____	Swivels - Male	
_____	Swivels - Female	1" Plastic Service
_____	Copper Horn	
_____	Meter	1" Copper Service
_____	Radio	
_____	1" SS Insert	1 1/4" Plastic Service
_____	V.B. Inside	
_____	V.B. Outside	1 1/4" Copper Service
_____	Labor Hours	
_____	Frozen/Damaged Meter	
_____	Damaged Radio	

Meter Sealed ☐ Yes ☐ No

METER STATUS ☒ Test-Labor Prior to Rebuild (L6630) 1.0 ☐ Rebuild ☐ Scrap ☐ Retire

METER REBUILD DATE: 4-7-21 High 100.6 Med 101.0 Low 99.3

Rebuilt Meter #: R- 1835620 Acc Pac Job Cost Number: W00096

Tested only  
mx

Material	5/8"	3/4"	1"	Other
Measuring Chamber	4240	4094	4112	_____
Strainer T-10	4481	4482		_____
Bottom Liner	4239	4238	4099	_____
Bottom Gasket	4230	4242	4205	_____
Auto Register	4225	4244	4115	_____
T-10 Meter	4800	4802	4804	_____
Radio	4822	4822	4822	_____
Meter Body	_____			
Labor Hours (Rebuild and Test)	_____			

**From:** [Tina L. Kadrich](#)  
**To:** [Joseph P. Ciurro](#); [Lynn Gomez](#)  
**Subject:** High Usage @ 1223-25 Wilshire Pl  
**Date:** Tuesday, February 16, 2021 1:12:23 PM  
**Attachments:** [1223-25 Wilshire Pl.xlsx](#)  
[image001.png](#)  
[image002.png](#)

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Hi,

I have been talking to this customer since January, his usage jumped to 321,000 gallons in November and there is no explanation for it according to the owner. Tom did a water audit and found a possible problem with 2 toilets but he found that in January and the usage has significantly dropped since November so that doesn't seem like that would be the cause.

I had scheduled an appointment to test the meter but it had to be cancelled.

The customer just left me a message and I'm going to call him back but I don't have any explanation for his high usage. If it gets to the point of him filing a complaint, can you review what his steps are to do that? Does he start at the commission level and then to the PSC?

*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](mailto:Tkadrich@waukesha-water.com)



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Click here to learn more: [www.greatwateralliance.com](http://www.greatwateralliance.com)

Created Date/Time: 02/16/2021 12:49:07 PM										
Customer Number: 053737										
Account Number: 128103000										
Service Address: 1223-25 WILSHIRE PL										
Mailing Address:										
DERRICK DRALLE										
N7 W27530 WOODRIDGE LN										
WAUKESHA WI 53188										
Service	Read Date	Meter #	Read Type	Read Status	Previous	Current	Days	Billed Usage	Multiplier	Average
Water	2/9/2021 0:00	32289127	Water	Radio Read	18082	18242	0	16,000	100	0
Water	11/20/2020 0:00	32289127	Water	Radio Read	14872	18082	92	321,000	100	3489.13
Water	8/20/2020 0:00	32289127	Water	Radio Read	14419	14872	92	45,300	100	492.39
Water	5/20/2020 0:00	32289127	Water	Radio Read	14185	14419	90	23,400	100	260
Water	2/20/2020 0:00	32289127	Water	Radio Read	13970	14185	92	21,500	100	233.7
Water	11/20/2019 0:00	32289127	Water	Radio Read	13722	13970	92	24,800	100	269.57
Water	8/20/2019 0:00	32289127	Water	Radio Read	13395	13722	92	32,700	100	355.43
Water	5/20/2019 0:00	32289127	Water	Radio Read	13128	13395	89	26,700	100	300
Water	2/20/2019 0:00	32289127	Water	Radio Read	12871	13128	92	25,700	100	279.35
Water	11/20/2018 0:00	32289127	Water	Radio Read	12642	12871	92	22,900	100	248.91
Water	8/20/2018 0:00	32289127	Water	Radio Read	12456	12642	91	18,600	100	204.4
Water	5/21/2018 0:00	32289127	Water	Radio Read	11979	12456	90	47,700	100	530
Water	2/20/2018 0:00	32289127	Water	Radio Read	11721	11979	92	25,800	100	280.43
Water	11/20/2017 0:00	32289127	Water	Radio Read	11489	11721	91	23,200	100	254.95
Water	8/21/2017 0:00	32289127	Water	Radio Read	11284	11489	94	20,500	100	218.09
Water	5/19/2017 0:00	32289127	Water	Radio Read	11169	11284	88	11,500	100	130.68
Water	2/20/2017 0:00	32289127	Water	Radio Read	11045	11169	91	12,400	100	136.26
Water	11/21/2016 0:00	32289127	Water	Radio Read	10801	11045	94	24,400	100	259.57
Water	8/19/2016 0:00	32289127	Water	Radio Read	10619	10801	32	18,200	100	568.75

## Joseph P. Ciurro

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**To:** Tina L. Kadrich  
**Subject:** RE: High Usage @ 1223-25 Wilshire Pl

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**From:** Tina L. Kadrich  
**Sent:** Tuesday, February 16, 2021 4:14 PM  
**To:** [derrickdralle@yahoo.com](mailto:derrickdralle@yahoo.com)  
**Subject:** FW: High Usage @ 1223-25 Wilshire Pl

Hi Derrick,

Using a 2 year like period average usage, I have calculated an adjustment of \$669.70. That would make the balance on the bill you are disputing \$4,373.74 and your total balance \$5,100.24.  
Please see the information below which outlines the procedures to file an appeal.

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](mailto:Tkadrich@waukesha-water.com)



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*Below is a copy of your right as a customer to appeal charges/fees of the WAUKESHA WATER UTILITY. Our staff has attempted to communicate our rules and regulations imposed on us by the Public Service Commission, to the best of their ability. Your next option is to file an appeal with the Waukesha Water Utility Commission.*

*Following the instructions is a sample notice that you can submit to the Utility via this email address, or via US mail to the address listed.*

POLICY 401.10

### CUSTOMER NOTICE OF APPEAL PROCESS (REF. SS PSC 185.39)

Whenever a customer disagrees with the Utility service charges, the Utility staff will:

1. Investigate the disagreement promptly and completely.

2. Advise the customer of the results of the investigation.
3. Provide the customer copies of appropriate rules, procedures and documents which apply.
4. Attempt to settle the dispute.
5. Provide the customer an opportunity to enter into a deferred payment agreement when applicable.

If the disagreement is not resolved with the staff or General Manager, the Customer may appeal to the Water Commission. Appeals to the Water Commission should be made within 30 days of determination from the General Manager on appropriate forms and mailed to:

Waukesha Water Utility Commission P. O. Box 1648.  
Waukesha, WI 53187-1648

After all available remedies have been pursued with the Utility, the customer may request that the Public Service Commission staff informally review the disagreement.

A request for informal review by Public Service Commission staff can be made in any reasonable manner such as by written notice or telephoned request. The address is:

Public Service Commission of Wisconsin P.O. Box 7854  
Madison, WI 53707-7854

The phone number is: (800) 225-7729 for consumer services.

Sample below:

Date:

Waukesha Water Utility Commission  
P. O. Box 1648  
Waukesha, WI 53187-1648

Attn. Water Commission Secretary

Dear Commissioner:

I/We wish to appear before the Waukesha Water Utility Commission at their \_\_\_\_\_ (month) meeting\* for the following reason(s):

Service Address: \_\_\_\_\_

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Phone: \_\_\_\_\_ Between 8:00 a.m. - 4:30 p.m.

\* The Water Commission typically meets the third Thursday of each month at 6:00 p.m.

## Customer Account Inquiry

Previous Active Search Edit Contact Help Settings Action View Task Letter Note Exit

Filter Print Issues Links Arrange

053737 128103000 DERRICK DRALLE 1223

Customer: 053737  
Account: 128103000  
DERRICK DRALLE  
1223-25 WILSHIRE PL  
WALKESHA, WI 53183

Balance: \$4,909.42  
Deposit: \$0.00  
Last Bill: \$4,909.42 Due 05/20/2021  
Plan: None  
Next:

Active Owner  
Waukesha Water Utility/Default

Residential 2 Family  
Move In: 07/18/2016  
No Tasks to be completed on file.

Customer Service Address Customer/Account Services Addresses Reading History Transaction History Bills Comments Move In/Out PAP Deposits Meter Reading Contact Equipment Supplier Loans/POS >>>

Total Tax Roll

Total Water Late Water Return Flow Sewer Late Return Flow Late Sewer Public Fire Protection Private Fire Protection Other Tax Roll - Return Flow Tax Roll - Water Tax Roll - Sewer

Actual Balance	Pending	Pending Balance	0-30 Days	31-60 Days	61-90 Days	91-120 Days	150+ Days
\$4,909.42	\$0.00	\$4,909.42	\$233.74	\$0.00	\$287.44	\$4,388.24	\$0.00

Icons for various actions: Print, Refresh, Search, Edit, Contact, Help, Settings, Action, View, Task, Letter, Note, Exit.

Trans Date	Transaction	Amount	Balance	Created By	Modified By	Updated By	Status	Date/Tim	Batch ID
04/23/2021	Regular Billing Due: 05/20/2021	\$127.57	\$4,909.42	TLK		TLK		04/29/2021	19366
03/24/2021	Regular Billing Due: 04/20/2021	\$106.17	\$4,781.85	TLK		TLK		03/30/2021	19315
02/22/2021	Regular Billing Due: 03/18/2021	\$287.44	\$4,675.68	TLK		TLK		02/25/2021	19263
02/17/2021	Payment - Electronic Banking	\$-712.00	\$4,388.24	SLG		SLG	Adjustable	02/17/2021	54015
02/16/2021	Water Other Adj - Residential 2 Family	\$-659.70	\$5,100.24	TLK		TLK	Adjustable	02/16/2021	54011
12/23/2020	Regular Billing Due: 01/20/2021	\$5,043.44	\$5,769.94	TLK		TLK		12/30/2020	19193
12/22/2020	Late Charge - Water	\$2.34	\$726.50	VMK		VMK	Adjustable	12/22/2020	53636
12/22/2020	Late Charge - Sewer	\$3.79	\$724.16	VMK		VMK	Adjustable	12/22/2020	53636
12/22/2020	Late Charge - Return Flow	\$1.06	\$720.37	VMK		VMK	Adjustable	12/22/2020	53636
11/23/2020	Late Charge - Water	\$2.32	\$719.31	VMK		VMK	Adjustable	11/23/2020	53457
11/23/2020	Late Charge - Sewer	\$3.75	\$716.99	VMK		VMK	Adjustable	11/23/2020	53457
11/23/2020	Late Charge - Return Flow	\$1.05	\$713.24	VMK		VMK	Adjustable	11/23/2020	53457
11/17/2020	Transfer to Tax Roll 11/17/20	\$-450.89	\$712.19	TLK		TLK	Adjustable	11/17/2020	53407
11/03/2020	Water Taxroll Penalty	\$40.99	\$1,163.08	TLK		TLK	Adjustable	11/03/2020	53284
10/01/2020	Transfer Water to Tax Roll	\$409.90	\$1,122.09	TLK		TLK	Not Adjustable	10/02/2020	53041
10/01/2020	Transfer Water to Tax Roll	\$-409.90	\$712.19	TLK		TLK	Adjustable	10/02/2020	53041
09/23/2020	Regular Billing Due: 10/20/2020	\$712.19	\$1,122.09	TLK		TLK		09/28/2020	19078
08/19/2020	Payment - Electronic Banking	\$-409.90	\$409.90	DMK		DMK	Adjustable	08/19/2020	52746

Customer Account Inquiry

Previous Refresh Search Edit Contact Info Settings Action S/O Task Letter Note

053757 128103000 DERRICK DRALE 1223-

Customer: 053757 Accounts: 128103000 DERRICK DRALE 1223-26 WILSHIRE CT WALKESHA, WI 53183  
 Balance: \$4909.42 Deposit: \$0.00 Last Bill: \$4909.42 Due 05/20/2021  
 Active Owner: Residential-2 Family Move In 07/18/2018  
 Next: Waukesha Water Utility/Default No Tasks to be completed on file.

Customer Service Address Customer/Account Services Addresses Reading History Transaction History Bills Comments Move In/Out PAP Deposits Meter Reading Contact Equipment Supplier Loans/POS  
 All Notes Tasks Arrangements Letters Service Orders Notices Contacts Inquiries Collections Attachments

Icons for various actions: Print, Copy, Paste, etc.

Date/Time	Type	Description	Amount	User ID	Department
04/08/2021 07:19:55 AM	Service Order	METER DATA FORM	\$0.00	KMA	Collections,Billing,Cash,Custom
04/05/2021 09:01:38 AM	Service Order	METER DATA FORM	\$0.00	TLK	Billing,Engineering,Meters
04/06/2021 07:54:01 AM	Service Order	METER DATA FORM	\$0.00	TLK	Billing,Engineering,Meters
11/23/2020 09:12:36 AM	Note	high consumption	\$0.00	KMA	Engineering,Customer Service
06/21/2018 01:12:00 PM	Note	high consumption	\$0.00	DMK	Engineering,Customer Service

Service Order Message: Water Audit, reading per owner 1817400. Consumption back to normal. Derrick will meet you there.

Progress Notes:

Completed Notes: R1817700  
 upstairs toilet in 1923 needs replacement  
 upstairs toilet in 1925 water level high

## Customer Account Inquiry

Previous | Home | Refresh | Search | Edit | Contact | Help | Settings | Action | S/O | Task | Letter | Note | Exit

053737 128103000 DERRICK DRALE 1223- >

Customer: 053737  
Account: 128103000  
DERRICK DRALE  
1223-23 WILSHIRE PL  
WILKESHA, WI 53188

Balance: \$4909.42  
Deposit: \$0.00  
Last Bill: \$4909.42 Due 05/20/2021  
Plant: None  
Next:

Active Owner  
Residential 2 Family  
Move In 07/18/2016  
No Tasks to be completed on file  
Waukesha Water Utility/Default

Customer | Service Address | Customer/Account | Services | Addresses | Reading History | Transaction History | Bills | Comments | Move In/Out | PAP | Deposits | Meter Reading | Contact | Equipment | Supplier | Loans/POS | >>>

All | Notes | Tasks | Arrangements | Letters | Service Orders | Notices | Contacts | Inquiries | Collections | Attachments

Date/Time	Type	Description	Amount	User ID	Departments
04/08/2021 07:19:55 AM	Service Order	METER DATA FORM	\$0.00 KMA		Collections,Billing,Cash,Custom
04/05/2021 09:01:38 AM	Service Order	METER DATA FORM	\$0.00 TLK		Billing,Engineering,Meters
01/06/2021 07:34:01 AM	Service Order	METER DATA FORM	\$0.00 TLK		Billing,Engineering,Meters
11/23/2020 09:12:35 AM	Note	high consumption	\$0.00 KMA		Engineering,Customer Service
06/21/2018 01:12:00 PM	Note	high consumption	\$0.00 DPK		Engineering,Customer Service

Service Order Message: Meter test. tenant will be available to let someone in to grab the meter and reinstall it after the test

Progress Notes:

Completed Notes: Jason/Tom removed meter, Mike tested  
replaced radio

removed R1835470  
meter tested and replaced

Water Meter Test History - EDIT

Undo Save Help

Meter Number 32289127

Test Number 3

Test Type Default

Previous Test Date 02/20/2008

Tested By Mike Kurth

Test Date 04/07/2021

Test Results

High Flow:

Flow Rate 100.60

Flow Volume 0.00

Flow Accuracy: 0.00

Medium Flow:

Flow Rate 101.00

Flow Volume 0.00

Flow Accuracy: 0.00

Low Flow:

Flow Rate 99.30

Flow Volume 0.00

Flow Accuracy: 0.00

Overall:

Flow Rate 0.00

Flow Accuracy: 0.00

Test Status Pass

Notes R1835620