

Chris Shaw, Utilities Director
City of Appleton
Water Treatment Facility
2281 Manitowoc Rd
Menasha WI 54952

Mr. or Ms. Shaw;

This is a formal request to appear before the Utilities Committee to appeal and be reimbursed for very high water bills we paid in 2012 and 2013.

You have received a copy of a letter we received from Kelli Rindt denying our appeal.

Please let me know when the Utilities Committee will be meeting, and when we can present our case.

Thank You,

A handwritten signature in black ink, appearing to read "Shawn O'Brien" followed by a large, stylized flourish that likely represents "Robert Pedersen".

Shawn O'Brien and Robert Pedersen

1305 S Lutz Dr
Appleton WI 54914
Phone (920)739-0513
Email sobrien48@new.rr.com

December 4, 2014

City of Appleton
Finance Department
Attn: Billing Department

Billing Department;

Sometime during 2012 we realized that our water bill was way too high. We had water department meter readers at our house three or four times in the ensuing months. Mostly what they would do is look at the water meter and determine that we had no continuous water running. They could not figure out what was causing our high bills.

Finally, the last person to come out decided to change the meter. What a difference that made!

I have totaled our bills for the last three years. I believe the bills run from December of one year through November of the next year.

Here is what we paid yearly for the last three years:

2012	1192.99
2013	1179.83
2014	660.39

It appears to me that in 2012 and 2013 we paid approximately 500.00 over what the charge should have been because of a faulty water meter. **Please see attached document of quarterly payments.**

Because we had had meter readers look at it several times before the meter was changed, we believe that you owe us the amount that we overpaid for the years of 2012 and 2013. The amount would be approximately \$1000.00.

We are requesting that you send us a check in that amount. If you would like to discuss this please email or call.

Email address is sobrien48@new.rr.com

Phone 739-0513

Thank you,

Shawn O'Brien & Robert Pedersen
1305 S Lutz Drive
Appleton WI 54914
Account Number: 300-100-100



"...meeting community needs...enhancing quality of life."

FINANCE DEPARTMENT
100 N Appleton Street
Appleton, WI 54911-4799
Phone: 920-832-6442

January 5, 2015

Shawn O'Brien and Robert Pedersen
1305 S Lutz Drive
Appleton, WI 54914

This letter is in response to your request to issue a credit on the City utility service account 300-100-100 for the property located at 1305 S Lutz Street.

I have had an opportunity to review all documentation and notes as it is related to water use at the above mentioned property, this includes the meter test record of the meter that was removed on December 4th, 2013, consumption history and notes from the account.

The meter test record shows that the meter tested according to Public Service Commission rules, the test did not show any indication of a faulty meter (see enclosed meter test record). The 3-year consumption history does show swings in consumption; these swings could be for a variety of reasons including: outside water use for pools or lawn watering, increase or decrease in number of occupants, vacations, or leaks both known and unknown. Account notes did show that a meter tech was at the property on June 5th 2012 to check for normal consumption as repairs for a leak had been made; a meter tech was also at the property on February 18th 2013 and could not locate any leaks at that time.

Based on the review that I have completed an adjustment cannot be made on this account. If you wish to further appeal the utility charges, you may appear before the Utilities Committee; a written request to appear must be submitted to:

Chris Shaw, Utilities Director
City of Appleton
Water Treatment Facility
2281 Manitowoc Rd
Menasha, WI 54952

A copy of the agenda will be sent to you prior to the scheduled meeting. You are not required to attend the meeting, however this is your opportunity to present any information you may have, and respond to any questions the Committee may have on this issue. If you have further concerns or questions, please feel free to contact me at 832-6316.

Sincerely,

Kelli Rindt
Enterprise Fund Accounting Manager

CC: Judy, Utility Billing Clerk
Chris Shaw, Utilities Director
Enc: Meter Test Record
3-year Consumption History
Timeline for 1305 S Lutz Dr

UTL705R2

CITY OF APPLETON
METER SYSTEM
Test Maintenance

UTL705D

84421618
1305 S LUTZ
5/8" BADGER

DR

25

Test Date: 12/04/13
Tech: SHELDON

Found	Left
99.2	_____
<u>100.6</u>	_____
R	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Date (fills with test date)
OUT: 12/04/13
IN: 12/04/13

Cause: 2 TEST & CLEAN

PARTS:
Other _____

F1 - Field Help
ENTER: Update

F3 - Exit

F11 - Delete

CITY OF APPLETON
UTILITY BILLING SYSTEM
Reading/Consumption History Inquiry

Account Number 300-100-100 Property Key 31-3-1661-00
Service Address 1305 S LUTZ DR
Customer Name PEDERSON, ROBERT
Mtr Size-Mfr#-Brnd 5/8" 76407325 SENSUS I-PERL
Remote Location Module# 19145992 Exception Meter(s) NO

Read Date	Reading	Reg/Est Rdr	Bill Date	Consumption	Wtr Con Billed	Swr Con Billed
11/01/14	237.0	R SN	11/30/14	1030 gal	1030	900
8/04/14	160.0	R SN	8/31/14	1000 gal	1000	900
5/01/14	85.0	R SN	5/31/14	530 gal	530	530
2/03/14	45.0	R SN	2/28/14	600 gal	900	900
11/04/13		R RR	11/30/13	7100 gal	7100	3900
8/05/13	758.0	R RR	8/31/13	1000 gal	1000	1000
5/01/13	748.0	R RR	5/31/13	700 gal	700	700
2/05/13	741.0	R RR	2/28/13	3900 gal	3900	3900
11/01/12	702.0	R RR	11/30/12	900 gal	900	900
8/01/12	693.0	R RR	8/31/12	3300 gal	3300	3300
5/01/12	660.0	R RR	5/31/12	7000 gal	7000	7000
2/01/12	590.0	R RR	2/29/12	900 gal	900	900
11/02/11	581.0	R RR	11/30/11	1000 gal	1000	1000
8/01/11	571.0	R RR	8/31/11	4500 gal	4500	1000
5/02/11	526.0	R RR	5/31/11	1000 gal	1000	1000

F1:Return F2:Addr/Due Inf F4:Desc Inf F6:Charges Assgnd F10:History
F12:Notices F14:Spec1 Inf F16:Notepad F18:Exc Mtr F20:Cons Adj

January 13, 2015

Kelli Rindt
Enterprise Fund Accounting Manager
Finance Department
100 N. Appleton Street
Appleton WI 54911-4799

This letter is in response to your review of our water bills. I want to reply to a couple of points you made.

Although the defective meter, which was removed on December 4, 2013, tested okay in the post-test, we believe that the problem was this meter as it was connected to our water line.

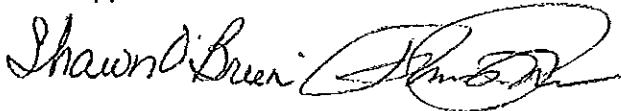
You listed several reasons why we could have used substantially more than the average amounts of water during certain periods of time. We certainly did not take vacation during all the months that the bill was low. We have always been a household of two, with occasional guests for a few days, but never for extended stays. We have never watered our lawn, our gardens and have no pool.

We were extremely thorough in our checks for water leaks. We checked all sources many times ourselves. We also had a representative from the water department come to our house at least two, and maybe three times to check. They could never find anything running.

In the two years previous to the new water meter our annual bills were \$1192.97 in 2012 and \$1179.83 in 2013. After it was changed our annual bill was \$660.39, which is more than \$500.00 less than in the previous two years.

We firmly believe that this was a result of the meter or the billing department and nothing we can be held responsible for.

We're sending a copy of this letter to Chris Shaw to attach to your letter and our request to appear before the utilities commission.

A handwritten signature in black ink, appearing to read "Shawn O'Brien" followed by a stylized signature that likely represents Robert Pedersen.

Shawn O'Brien & Robert Pedersen

Chris Shaw, Utilities Director
City of Appleton
Water Treatment Facility
2281 Manitowoc Rd
Menasha, WI 54952

Please attach this response to Kelli Rindt's letter of January 8, 2015 and our request to appear before the Utilities Committee.

Thank you

Handwritten signatures of Shawn O'Brien and Robert Pedersen. The signature of Shawn O'Brien is on the left, and the signature of Robert Pedersen is on the right, overlapping slightly.

Shawn O'Brien & Robert Pedersen

Timeline for 1305 S Lutz Dr (300-100-100)

2/1/12 – Meter reads 590 (reading in Hundred Cubic Feet)

5/1/12 – Meter reads 660 (reading in Hundred Cubic Feet) – Consumption for quarterly billing 70 Ccf

5/3/12 – High use letter sent (reading in Hundred Cubic Feet)

6/5/12 – Meter reads 663 – customer request reading to verify repairs made for leak.

8/1/12 – Meter reads 693 (reading in Hundred Cubic Feet) – Consumption for quarterly billing 30 Ccf

11/1/12 – Meter reads 702 (reading in Hundred Cubic Feet) – Consumption for quarterly billing 9 Ccf

2/5/13 – Meter reads 741 (reading in Hundred Cubic Feet) – Consumption for quarterly billing 68 Ccf

2/6/13 – High use letter sent

2/18/13 – Meter Tech could not find any leaks at visit to property

5/1/13 – Meter reads 748 (reading in Hundred Cubic Feet) – Consumption for quarterly billing 7 Ccf

8/5/13 – Meter reads 758 (reading in Hundred Cubic Feet) – Consumption for quarterly billing 10 Ccf

11/4/13 – Meter reads 829 (reading in Hundred Cubic Feet) – Consumption for quarterly billing 71 Ccf

11/5/13 – High use letter sent

12/4/13 – Badger Meter was removed (Meter read 832.94), Installed new Sensus Meter

12/4/13 – Badger Meter was tested for accuracy, passed testing.

2/3/14 – Meter reads 45 (reading in Hundred Gallons) – Consumption for quarterly billing 9 Ccf

5/1/14 – Meter reads 85 (reading in Hundred Gallons) – Consumption for quarterly billing 5.3 Ccf

8/4/14 – Meter reads 160 (reading in Hundred Gallons) – Consumption for quarterly billing 10 Ccf

11/1/14 – Meter reads 237 (reading in Hundred Gallons) – Consumption for quarterly billing 10.3 Ccf

12/6/14 – Letter received from customer in regards to prior consumption.

1/5/15 – Reply sent to customer denying adjustment to account.

1/13/15 – Letter received from customer in response to 1/5/15 letter

1/21/15 – Notice sent to customer to appear at Utilities Committee on February 10, 2015.

1/26/15 – Received call from customer that she was unable to attend meeting of February 10th, and requesting to appear at Utilities Committee later in 2015.

2/1/15 Meter reads 323 (reading in Hundreds Gallons) – Consumption for quarterly billing 11.5 Ccf

4/28/15 Meter reads 369 (reading in Hundreds Gallons)