

## Kristy Veldman

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**From:** Nathan Loper  
**Sent:** Tuesday, February 17, 2015 6:59 AM  
**To:** Kristy Veldman  
**Cc:** Paula Vandehey; Kelli Rindt; Chris Shaw  
**Subject:** FW: Meeting with aldermen

Kristi - Pat Sorenson would like to be added to the next Utilities agenda with an action item to have her water bill reduced for 1215 W Winnebago.

Kelli – Please forward Kristi a copy of the bill and notes (timeline) from the billing system for inclusion on the agenda.

Thanks!  
Nate

**From:** Nathan Loper  
**Sent:** Tuesday, February 17, 2015 6:54 AM  
**To:** 'Pat Sorenson'  
**Subject:** RE: Meeting with aldermen

Pat,

We will add your topic to the Utilities Committee Agenda that will meet next Tuesday, February 24 at 4:30 PM on the 6<sup>th</sup> floor of City Hall. The meeting will be in the Council Chambers and you will have an opportunity to speak to the Committee about your request to have your water bill reduced.

Regards,  
Nate Loper

**From:** Pat Sorenson [<mailto:patsorenson4@gmail.com>]  
**Sent:** Monday, February 16, 2015 9:08 AM  
**To:** Nathan Loper  
**Subject:** Meeting with aldermen

Nate,

Would you please make an appointment for me to meet with the aldermen to discuss the water bill from 1215 W. Winnebago.

Thank you,

Pat Sorenson  
3241 Brooks Rd.  
Oshkosh, WI. 54904

920-233-5208

Timeline – 1215 W Winnebago Street

11/30/10 – Turned water off and removed meter to shelf. Meter read 292

5/16/14 – Meter changed from Badger to Sensus. Turn on and reset meter. Call Vicki if there are problems. Old Badger Meter reads 292, New Sensus Meter reads 0

6/12/14 – Final Reading. New Sensus meter reads 0. Final billing sent to Vicky Beckman.

9/30/14 – Quarterly invoice sent. Meter reads 0. Bill sent to James Bridges, 1215 W Winnebago St, Appleton, WI 54914.

10/9/14 – Quarterly invoice returned by Post Office; no mail receptacle.

12/11/14 – Reminders returned that were mailed to 1215 W Winnebago.

12/30/14 – Quarterly invoice sent. Meter reads 0. Bill sent to James Bridges, 1215 W Winnebago St, Appleton, WI 54914.

1/19/15 – Quarterly invoice returned by Post Office. Re-sent to James Bridges 3645 Park Lane Dr, Neenah, WI 54956 per owner information on the City's Property Master.

1/29/15 – Turned water off at curb box. Pipe broken. Meter Reads 569,958 gallons.

2/5/15 – Received call from James Bridges Sr. stating he is not property owner. Up-dated mailing address to James Bridges II, 551 N State St, Appleton, WI 54911.

2/13/15 – Customer meeting to review account and recent water leak.