

331-126-100 – 2518 S Kernan Ave – Timeline of account activity

8/1/20 – Meter Reading 522.0 – quarterly consumption 6,300 gallons, bill for \$162.77 sent 8/31/2021.

11/1/20 – Meter Reading 576.0 – quarterly consumption 5,400 gallons, bill for \$157.30 sent 11/30/2021.

2/1/21 – Meter Reading 763.0 – quarterly consumption 18,700 gallons, bill for \$287.03 sent 2/28/2021.

5/1/21 – Meter Reading 1331.0 – quarterly consumption 56,800 gallons, bill for \$664.44 sent 5/31/2021

6/3/21 – Letter Sent for high use, water running at over 50 gallons per hour for 5 consecutive days, **if for one hour the meter doesn't hit a consumption of 50 gallons per hour the 5 consecutive days starts over. Is it 50 gallons per hour or 30?**

6/11/21- Letter received by customer and Abby Ellenbecker, leak fixed with in 30 minutes of being aware.

6/13/21- Customer received previous quarters bill 2/21-4/21 showing a bill 4 times higher than usual amount.

6/16/21 – Consumption history provided to Abby Ellenbecker by e-mail. A note also provided details of the infrequency of the continuous use and why the high use notification did not trigger until early June. **Consumption showed current quarters bill (5/1 – 6/11) had nearly hit \$1,000.**

6/18/21 – Information for water use monitoring procedure was provided by e-mail the Abby Ellenbecker. **Monitoring procedure is only able to be set up by customer on water bill and not able to be set up by landlord. Monitoring procedure doesn't make customers aware that this monitoring system removes nearly all responsibility from Appleton Utilities and puts it directly on the customer which can cause ultimately a \$1600 water bill.**

6/18/21 – Abby Ellenbecker submitted water credit policy review, however e-mail spelling delayed receipt of request until 8/3/21. **Matt Reed was also on this email with correct email address and no effort was made to ensure this was being addressed.**

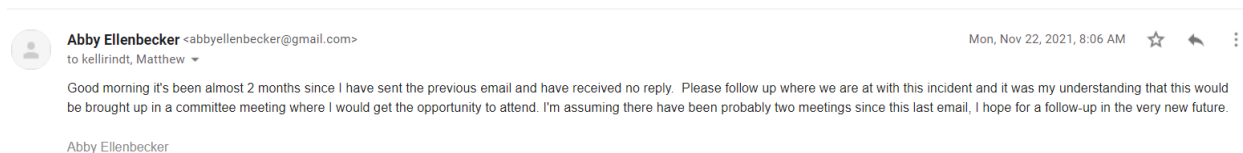
8/3/21 Meter Reading 2439.0 – quarterly consumption 110,800 gallons, bill for \$1,660.00 (included current charges of \$982.21 and past due charges of \$677.79) was sent 8/10/2021.

8/3/21 – Request to review for the water loss credit policy adjustment was received from Abby Ellenbecker.

8/11/21 – Letter sent to Abby Ellenbecker with information on review of water credit. Credit was denied as no Aquahawk account was established for the account at the time the leak started and was discovered. **Policy absolves Appleton Utilities of any accountability while landlords are not able to set up Aquahawk on their properties but are financially responsible when the customer doesn't pay. Appleton Utilities were aware of the water leak on 5/29, and I didn't receive the notification until 6/11, 13 days later.**

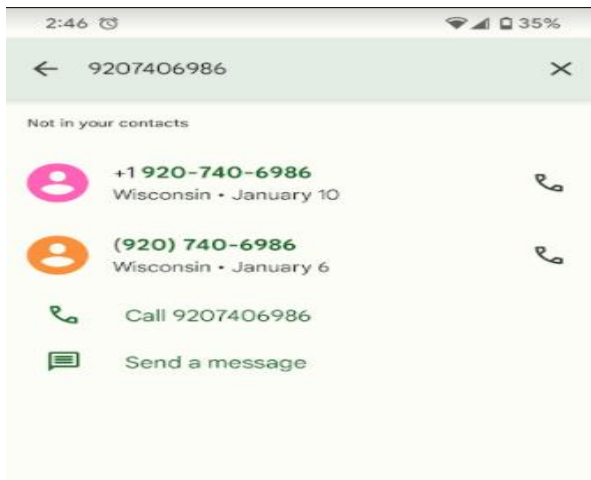
9/30/21 – Payment plan was established for Abby Ellenbecker to extend payment of the account balance until 8/22/2022. All lates fess are waived during payment plan contract.

11/22/21 – Abby sent email for committee review

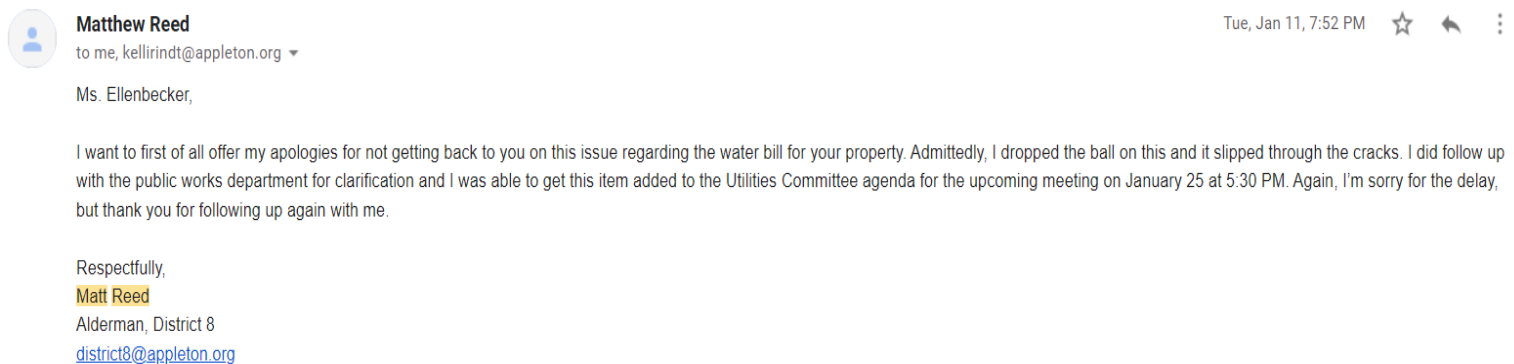


1/6/22 – left voicemail for Matt Reed asking for a response to my email.

1/10/22 – left voicemail for Matt Reed explaining that I was extremely disappointed in the overall lack of effort and concern of my situation.



1/11/2022 – Request for Utility Committee review. Finally able to get a response from Matt Reed to get this in front of the Utility Committee.



HOW TO RESOLVE THIS

I'm asking for a reimbursement of water consumption and sewage costs associated with the 42,798 gallons of water that ran through the meter and directly down the drain from the time period of 5/30/2021 through 6/10/2021. In exchange I would be willing to work with the utilities department to improve their Aquahawk notifications to ensure 100% of Appleton citizens are aware of this useful tool.

I also ask that the notification threshold be reviewed to prevent other citizens from being hit with excessively high water bills.

10-Jun	3749	50	
9-Jun	3577	50	
8-Jun	3686	50	
7-Jun	3789	50	
6-Jun	3722	50	
5-Jun	3635	50	
4-Jun	3710	50	
3-Jun	3489	50	
2-Jun	3487	50	
1-Jun	3511	50	
31-May	3650	50	
30-May	3393	50	
	43398	600	42798

