



DEPARTMENT OF PUBLIC WORKS

Michael Pertmer
Director

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September 11, 2009

Mayor Devine and Common Council Members
7525 West Greenfield Avenue
West Allis, WI 53214

Honorable Mayor & Common Council Members:

The Water Utility has, for many years, had a policy in effect where the Director of Public Works was empowered to make adjustments to high water bills that were the result of some type of leak in the homeowner's system. Any adjustment made was done so with the understanding that the defect causing the excessive water consumption was repaired in a timely manner. Adjustments normally resulted in a wholesale rate being charged for the water consumed in excess of the normal quarterly water consumption. An administrative charge was also added to the final calculation.

The Utility recently received a request for an adjustment for the water bill at 2107 S. 84 St. which is owned/managed by Trem1 Sales and Service at 8411 W. Becher Street. Our records indicate that a notification of high water consumption was sent to Trem1 on March 10, 2009. Such letters are automatically generated when the water meter readings are downloaded into the system. Trem1 contends that they never received this letter although they did receive a letter for a second property that was also having a problem. As a result, they did nothing to detect and relieve the excessive consumption from the property at 2107 S. 84 St. until after the owner actually received the water bill some time in April.

I allowed an adjustment to be made to the billing for water consumed prior to the notification of high water consumption being sent. However, in accordance with the Public Service Rules which, in part, state "No such adjustment shall be made for water supplied after the customer has been notified and has had an opportunity to correct the condition.", I rejected the request for any additional adjustment.

In my second letter dated September 11, 2009, again rejecting the request, I did note that I would forward the request to the Public Works Committee, which also oversees the Water Utility, for a determination if they wished to over-turn my decision. To that end, I am enclosing all the communications related to this request. Obviously, it would be my desire that you support my original decision which, again, is completely consistent with the Public Service Commission's rules yet, in part, is also related to the numerous issues we have had with this company in the past – all of which can be detailed by the Water Superintendent, Dan Schwebke, at the Committee's request.

Respectfully submitted,

A handwritten signature in cursive script that reads "Michael F. Pertmer".

Michael F. Pertmer
Director of Public Works

cc: Gary Schmid, Dan Schwebke, Kristen Victory