

October 13, 2014

RE: C.I. File No. 1048-2014-2203

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OCT 20 2014

OFFICE OF  
CITY ATTORNEY

To whom it may concern,

As stated in my claim, I never had, nor did I ever request, an extra garbage cart during the period in question. I find it very disquieting that the letter I received, dated September 26, 2014, declared that the "investigation" determined that my property had two garbage carts as charged, and that the second cart was removed on April 23, 2014. To make matters worse, and certainly more frustrating, this misinformation is cited in support of denying my claim. Since I never had a second cart, it could not have been removed. Also, I keep my garbage & recycle carts in my garage... no one ever came to my house to investigate anything in earnest. I wish to request an appeal of this decision, please mark my file as such.

Sincerely,  
Robert A. Schutz

CITY OF MILWAUKEE  
2014 OCT 16 PM 1:22  
CITY CLERK'S OFFICE

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OCT 20 2014

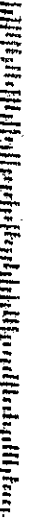
OFFICE OF  
CITY ATTORNEY

2. C. G. H. 11/12  
W. W. MILWAUKEE  
MILWAUKEE, WI 53202



MILWAUKEE City Clerk  
200 EAST WISCONSIN STREET (Room 205)  
MILWAUKEE, WI 53202

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AUG 1 2014

Office of the City Clerk  
To whom it may concern,

OFFICE OF  
CITY ATTORNEY

July-19, 2014

Please note the following, as this information pertains to water bills mailed to 6428 West Melvina Street, Milwaukee. I recently phoned Milwaukee Water Works, after noticing a \$15.00 fee on my bill due (4/9/14), to inform them that I had moved into my Father's house sometime in the later part of 2008, after he had passed away, and never had, or requested, an extra garbage cart. The total amount due was adjusted from \$135.70 to \$120.70, which is the amount I paid. Subsequently, on April 30<sup>th</sup>, I received an "ADJUSTED BILL", showing a total amt due of \$.00 for that period. I then began looking at prior bills, on or about May 1<sup>st</sup>, 2014, and discovered that the extra cart fee, in varying amounts, had been charged to my account, beginning with the bill received on or about (6/20/11), due on (7/13/11), and on all (12) bills received each quarter thereafter, ending with the bill due on (4/9/14). Since the April 9th bill had been adjusted, that left (11) preceding bills, with an extra cart fee and no extra cart.

The billing records will indicate the specific extra cart charges, listed by due dates, for ACCOUNT NUMBER **125-0428.300**, would be as follows :

01 - 7/13/11 extra cart fee \$10.00  
02 - 10/5/11 extra cart fee \$5.00  
03 - 1/11/12 extra cart fee \$5.00  
04 - 4/11/12 extra cart fee \$10.00  
05 - 10/10/12 extra cart fee \$10.00  
06 - 7/11/12 extra cart fee \$10.00  
07 - 1/9/13 extra cart fee \$10.00  
08 - 4/10/13 extra cart fee \$13.00  
09 - 7/10/13 extra cart fee \$13.00  
10 - 10/9/13 extra cart fee \$13.00  
11 - 1/8/14 extra cart fee \$13.00

Please note: In summary, the last incorrectly charged bill, due on (4/9/14), was adjusted and the next bill received, due on (7/9/14), had been corrected, in so much as the extra cart fee did not appear. I believe we're good going forward; however, the total amount of the overcharge for the other (11) bills, as shown above, is \$112.00 dollars. Please look into this matter, as I'm requesting some type of corrective action that would include, but not be limited to, crediting my account, or refunding these extra cart charges in some manner.

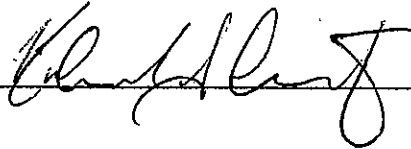
Thank you,

Robert A. Schutz

6428 W. Melvina Street

Milwaukee, WI 53216

Home phone: (414)461-4883

 (7-25-14)

CITY OF MILWAUKEE  
2014 AUG -1 A 8 46  
CITY CLERK'S OFFICE