

Lindsay Koskiniemi

From: Vickimilian [REDACTED]
Sent: Monday, February 5, 2024 3:12 PM
To: Lindsay Koskiniemi
Cc: Dusty Hopkins; Brian Brooks; tgpettigrew@aweenytx.gov; Reese Cook; Mark Morgan; John Rambo
Subject: Re: Leak

I appreciate your attention.

I did not appreciate the way you spoke to me on the phone this morning.

A “partial” part of meter was originally moved in October. The utility clerk explained to me that they used a portion of the meter I had on my property for 30 years. Not the entire meter.

After complaining that my bill was still reflecting a large usage of water that we were not using, Tex replaced more parts of the meter on January 19th, which I just found out about this morning.

The “relief” I am referring to is not being charged for water I am NOT using!

I removed my auto payment due to the fact that since September, this overage of water usage has remained.

My average usage before this disaster was around 45-60! Even in the driest, hottest time of the year, my usage reflected the 60-80 range.

I paid to have a “leak” fixed that I question ever existed, as my water usage has not returned to the average used for MANY years.

That information can easily be looked up if you review my bills from the past 30 years!

To be clear, I appreciate the compensation, but it does not address the urgent matter at hand, which is the meter reporting an amount of water usage that I am not using. I want it fixed!

I will be at the City Council meeting on the 20th to discuss what steps I plan to take moving forward.

Disappointed,

Vicki Milian
[REDACTED]

On Feb 5, 2024, at 2:28 PM, Lindsay Koskiniemi <citymanager@sweenytx.gov> wrote:

Ms. Milian,

Staff has been instructed to prepare statements concerning your account due to me this week. Until I receive statements, I am unable to assess the totality of your complaint and make a determination on how to proceed.

It would be helpful if you could include in your email correspondence what relief it is that you are seeking from the City.

In an attempt to work with you, I granted a billing accommodation to you in the amount of approximately \$90 in October 2023 when staff replaced your meter to reduce any possible usage variables.

I will follow up with you after I have read staff’s statements.

Thank you,

Lindsay Koskiniemi, CGFO, CPM, MPA, MSA
City Manager

Office 979-548-3321
Sweeny City Hall | 102 W. Ashley Wilson Rd. | Sweeny, TX 77480



From: Vickimilian <[REDACTED]>
Sent: Monday, February 5, 2024 1:33 PM
To: Dusty Hopkins <mayor@sweenytx.gov>; Mark Morgan <mjmorgan@sweenytx.gov>; Reese Cook <rcook@sweenytx.gov>; Brian Brooks <bjbrooks@sweenytx.gov>; tgpettigrew@aweenytx.gov; John Rambo <jarambo@sweenytx.gov>
Cc: Lindsay Koskiniemi <citymanager@sweenytx.gov>
Subject: Fwd: Leak

I am sharing the attached email that was sent to citymanager@sweenytx.gov this morning.

It relates to an ongoing problem over what was reported as a leak this past August/September. I question if there ever really was one at this point. After spending a considerable amount of money, my water usage reading has still remained incorrect and has not been resolved.

This matter has reached the urgent concern level.

I have exhausted all the avenues I know to use at City Hall, with no resolution.

I am on the agenda for the Feb. 20th council meeting, searching for answers and direction moving forward.

Thank you,
Vicki Milian
[REDACTED]

Begin forwarded message:

From: Vickimilian <[REDACTED]>
Date: February 5, 2024 at 11:21:24 AM CST
To: citymanager@sweenytx.gov
Subject: Leak

I just spoke to you on the phone. (11:15)

I was at the office this morning to question the water bill that continues to indicate a huge amount of usage. It is incorrect.

The utility clerk said you were still not in your office, at 9:30, but she sent you an email this morning and that you said you were going to reach out to me.

I called your phone to leave a message but your mail box was full.

I am emailing now, as you very rudely instructed me to do after being able to reach you, and you telling me no, you were not trying to contact me. You said you were in a

meeting.

I have removed auto pay from my account, and my next step is to first reach out to other community leaders to resolve this ridiculous problem. If that doesn't work, I will talk to the city attorney, and then the media.

I'm simply letting you know in advance out of respect.

No need to reply, unless you feel the need.

There has been a total failure, in this case, to resolve this problem at MY expense.

I don't think I am the only one in Sweeny who is totally dissatisfied with the way things are being handled concerning utilities.

I have decided to move ahead now in search of help.

Extremely disappointed,

Vicki Milian

