



**TWO
RIVERS**
WISCONSIN

PUBLIC WORKS
Engineering Division
1717 E. Park Street
P.O. BOX 87
Two Rivers, WI 54241-0087



Memorandum

Department of Public Works

Date: March 2, 2026

To: Public Utilities Committee
Public Works Committee
Kyle Kordell, City Manager

From: Matthew Heckenlaible, Public Works Director / City Engineer

Re: Responses to LSL Communication Concerns conveyed by Ms. Bonnie Shimulunas at the February 2, 2026, City Council Meeting

During the February 16th, 2026, City Council Meeting, Ms. Shimulunas presented concerns that she had received from an eastside property owner that was impacted by the 2025-26 LSL work. Ms. Shimulunas then provided the Council President along with the Public Utility Committee Chair and Public Works Committee Chair with a typed version of the concerns that she had presented and asked that it be further discussed at the next Committee meetings. I will provide context item by item as they were presented by Ms. Shimulunas.

- For context, this particular property owner had opted years prior to get their lead service lateral replaced which obstructed the roadway and their property while others were inconvenienced. Their property was now apparently inconvenienced due to properties on either side having work completed.
- The “City” did convey during several meetings public, non-project specific, mailings and on the City’s webpage that work would be occurring in the entire eastside area, more specifically, south of 22nd Street, from the East Twin River to Zlatnik.
 - Were properties notified that did not require work to be completed at this time?
- Coordination between City and the Contractor – Neighbors were notified but by the contractor that work would be commencing, but some City staff was not aware of this. There is no indication who this property owner was communicating with at the City so cannot confirm or deny that bad or appropriate information was provided to the property owner. Most departments will refer these types of calls / complaints to the Public Works Department, but it also depends on the day, time of day, and staffing levels. It is true, that if you engage the contractor in a conversation, and ask them if they could accommodate, they will attempt to, especially if it is something that they can do over the course of time, rather than immediately.





**TWO
RIVERS**
WISCONSIN

PUBLIC WORKS
Engineering Division
1717 E. Park Street
P.O. BOX 87
Two Rivers, WI 54241-0087



- With regards to future work, yes, portions of some east side streets will be resurfaced in the spring of 2026. With regards to cost, DPW – Engineering have not completed potential private property cost impacts which will be driven by assessment rates / policy / lineal feet of property, etc. The design or specification for the proposed project has not been completed so the best information that is available is that it will be between the assessment rate of Zlatnik and the 2025 reconstruction cost. More recent email correspondence with this particular property owner they were provided with a range of \$30 - \$60 per front foot of property.
- The City takes every ‘complaint’ seriously and we respond as soon as practicable, again depending upon day, time of day, staffing levels, other complaints or items of importance on our immediate list.
- I am not aware of the context about filling a hole that was dug with dirt, contractor’s responsibility, not theirs.

Questions / Responses

- Should there be a city inspector overlooking the work that people do?
 - In an ideal world, full-time construction observations would be completed on every project. With present staffing levels, we are lucky to get 15-25% construction observation and primarily just on ‘critical’ items. Over the course of time, Engineering staff obtains a feel as to what is critical and how much oversight a contractor will require due to their performance. Better contractors usually require less oversight, while other more challenging or less familiar to staff will require greater amounts of staff time.
- If a company is not doing everything according to contract, should they be doing more work within the city at a later date? Also, should a customer be charge extra for the company’s screw up?
 - Contractors are to follow the contract and specifications for the project. Within the specification there are standards for the work being performed. If the work is below the required standards, the City will require to modify the deficient work, at no cost to the City. IF the work is extra work, the contractor will then be able to charge the city for this extra work.
 - Depending upon the task, the contractor is also required to perform testing or documentation that what they did was in accordance of contract specifications (pressure testing, televising, compaction testing, etc.)
- Property owner had to pay almost \$1,400.00 more than she was told in her estimate, plus, they had about an hour or so to figure out where to get this money. There water was shut off and their lateral had been taken out.





**TWO
RIVERS**
WISCONSIN

PUBLIC WORKS
Engineering Division
1717 E. Park Street
P.O. BOX 87
Two Rivers, WI 54241-0087



- This was work not part of the 2025-26 LSL Contract and there were other circumstances involved.
- Should people who answer the phone in a city department, have an idea about projects? Even when they don't know the full answer, people understand if they have to ask someone, as long as they get back to the customer.
 - As mentioned previously, not knowing who was initially contacted or who they talked with, would depend upon the level of knowledge regarding any project going on within the City. Most departments will refer these types of questions to DPW-Engineering for follow-up and will be as time and resources permit.
- The shut off valve was sticking out of the ground about 2-inches. If someone trips on that and injures themselves, who pays.
 - The Water Utility Director provided a response to that at the Council Meeting, stating that they are intentionally kept up until the final restoration is completed and then set to finished grade. If there is a concern, the property owner can reach out to the Water Utility to investigate and modify as the condition warrant.
- Should residents have a copy of the contract with the company that is doing the work?
 - Contracts are always available to view at the City, primarily DPW-Engineering, but providing all property owners with a copy would not be practical as most of these documents are 2 to 3 inches thick and take hours to assemble.

