

November 12th, 2021

City Clerk
Attn: Claims
200 East Wells Street, Room 205
Milwaukee WI 53202-3567

CITY OF MILWAUKEE
2021 NOV 15 PM 3:04
CITY CLERK'S OFFICE

Dear whom it concerns,

OFFICE OF CITY ATTORNEY
16 NOV '21 PM 12:42

This is to inform you that on Tuesday September 14th I woke up at 6:00am for work like I do every day. I noticed that my water pump downstairs kept going off at my property 4345 S 60th st Greenfield WI 53220. Being a little confused I rushed downstairs to see what the issue was. I came down to about a foot of water in my basement. My whole basement was flooded and water kept getting higher. I rushed to wake my daughter up to call Milwaukee waters to request for the water to be shut off. I was under the impression my water pipe broke and it was an internal issue, but I was very wrong. The operator for Milwaukee waters informed me that there has been a pipe burst on Milwaukee's side and the workers will be out to fix the issue. I look outside to see the street in front of my home and the streets was flooded as well. I knew I had to act quick due to the water coming up being very dirty. I come outside of my home to my neighbor informing me that she called water works at 5:00am and they still haven't arrived. Both myself and daughter called off of work in order to get the water out. We started off by using a pool water pump, but that didn't help get the water out due to the amount of water coming up at a given time. Once Milwaukee water arrived we had a gentleman by the name of what I remember it to be, Scott, team supervisor, came and informed us that the pipe burst and they will be fixing it and to fill a claim with Milwaukee. That was the only communication I received that day. After I was informed what the issue was I had my daughter go to Home Depot and rent out the submersible pump. This pump was \$46.42 for one day. The water didn't stop till roughly 1:00pm. We later contacted our insurance company and our company was able to send out a cleaning company. Due to the water being dirty we had to act quick in fear our health will suffer because of mold. The cleaning company came cleaned, sanitized and set up fans all around the basement and allowed everything to dry and informed us to allow the fans to stay on for the whole weekend. The cleaning company spent two days cleaning out our basement and throwing out things that were damaged. We were informed to stay out of the basement because of the cleaning chemicals and fans. I thought that was the most stressful experience, but little did I know the issues just started.

On September 20st, my daughter and I walked down stairs to check out the situation with our applicants. Since we were told not to go downstairs, we didn't get a chance to check out our washer and dryer until September 20th. We came down stairs to see water again, but this time we had no idea where it was come from. We turned on our washer and realized the water was coming up and realized this was a trend. We flush the toilets or turn the shower on and the water kept coming up. Right away we called Milwaukee water works and let them know of the situation and they informed me that this is not a Milwaukee water problem, but a sewer department issue and transferred me. I told the sewer department my issue and they sent out a gentleman to take a look. The gentleman came right away and knocked on our door and said he can't do anything. That everything looks "fine" on their end. We tried to direct him down stairs to take a look and he stated he is not allowed to do that. He stated that since we had an issue the

week before we will need to deal with Milwaukee water. Once again I called Milwaukee water who sent someone out and informed us to contact our own private plumber. Once again no problem, I followed directions as told. I called the company roto-rotter out, they attempted to put a camera down the sewer and they hit clay and dirty. They told me they can't unclog anything and that its Milwaukee water issue. Once again I called Milwaukee waters and spoke to the same lady, who stated there was nothing they can do. I asked to speak to a manager, because at this point I have called over 8 times and kept being transferred or told they can't do anything. I at one point had the plumbers speak to Milwaukee waters to try and explain the issue they encountered, and Milwaukee Water didn't want to hear it. At this point we weren't using the shower, the toilet and sink in the household. I had then spoken to Tim, the distribution manager at Water works, and once again was direct to do something else. I was instructed to have a more experience plumber come out and fix the issue. I was also introduced to get the problem fixed and to file a claim with Milwaukee. I was informed that Milwaukee water by law cannot do anything since this is in "internal problem." I called a more experience plumber who deals with bigger issues. The plumber stated it will be a job that takes all day and they will need to pull permits. The job was estimated to cost 15k-20k just to open and fix the sewer. After 48 hours of being told do this, do that I was getting frustrated. I was struggling mentally at this point, Depression and anxiety were taking over. I lived and paid taxes ag this property for over 8 years but was told this can't be handled by a city who created the issue. 15-30k out of pocket was not a small amount of money. I knew I was not dealing with the correct people, I spoke to team members who wants to hear and not understand the problem. I took matters into my own hand and took this issue to a higher level since a manager wasn't able to help me. I sent an email to Greenfield Mayor Neitzk and John Laskoskim Superintendent. I also email Joseph J Czanezki details of my problem. My last attempt was to have a plumber come out again and put a camera as far as they could and to mark where the clay hit. Finally, I was able to prove this was a Milwaukee Water problem. I forwarded a photo to Joseph J Czanezki I received a phone call right away from Tim, Milwaukee Waters manager and was told they will be over the next business day and will dig up the hole again to decide what the issue was.

The day finally came September 24th where they reopened the road. It took 10 days to finally confirm it was in fact Milwaukee waters fault. How disappointing is that that I spent that many days trying to provide Milwaukee water was at fault? Right away the same gentlemen who was the supervisor came to my door that morning to apologize and confirm that they did not do the job correctly. With the water pressure being so hard it knocked the sewer pipe out. Not a single worker that day (september 14th) thought to look at the sewer pipe. He stated they were looking for the other part of the sewer since it was still missing. I did request to get proof of job completion once it is done so I don't run into problems again trying to prove who is wrong. I was told by Tim that Greenfield's engineering depart will have photos of the job and I can request the photos if needed. If photos are needed for the claim will gladly obtain them. Since that day I have not received any other communication. Very unprofessional experience that I wish to never go through again.

I am currently seeking \$10,498.52 from Milwaukee. All items will be listed with some photos and/or receipts.

Thank you in advance for your cooperation. I'd be happy to answer any further questions and can be reached at 414-595-9845 or Vanja.jankovic96@gmail.com

Sincerely,

Dragana Jankovic

Dragana Jankovic

<u>Items</u>	<u>Amou nt Paid</u>	<u>Link</u>
Weslo Cadence G 5.9i Incline, fold, Calorie tracker	\$286.08	https://www.amazon.com/Weslo-Cadence-Treadmill-Black-WLTL29615/dp/B01L
BLACK+DECKER Single Door Mini Fridge	\$170.00	https://www.amazon.com/BLACK-DECKER-BCRK17W-Compact-Refrigerator/d
Haier Mini	109	https://www.haierappliances.com/appliance/1-7-Cu-Ft-Compact-Refrigerator-HC1
Red American Tourister Luggage, 28 inch Lightweight luggage	109.99	https://www.jcpenny.com/p/american-tourister-pirouette-x-softside-28-inch-lightv
Merax Hardside Spinner Luggage	79.99	https://www.amazon.com/Merax-Hardside-Lightweight-Available-24-Checking/dp/6c40ea3ebe4f&pd_rd_wg=BSS9f&pd_rd_i=B07YTFVS6J&psc=1
Prepac , Elite 32" Storage Cabinet,	208	https://www.amazon.com/Prepac-Espresso-Elite-Storage-Cabinet/dp/B015HGETQ20&linkCode=df0&hvadid=167123415012&hvpos=&hvnetw=g&hvrnd=108152
Bathroom vanity	159	https://www.homedepot.com/p/Glacier-Bay-30-50-in-Bath-Vanity-in-Golden-Peca
Red 7x 10 carpet	160	https://www.homedepot.com/p/Unique-Loom-Red-7-ft-x-10-ft-Rainbow-Area-Rug
5ft prelit tree	60	https://www.walmart.com/ip/Holiday-Time-5ft-Pre-Lit-Incandescent-Glittering-Fr951980213445&w15=9018853&w16=&w17=&w18=&w19=pla&w110=8175035&w
Shoe storage cabin	125	https://www.target.com/p/langston-weathered-wood-2-door-shoe-cabinet-oak-baxt
Twin bed and bed frame	350.00	https://www.1stopbedrooms.com/alisdair-twin-sleigh-bed?cq_src=google_ads&cq_378991488409&cq_src=google_ads&cq_cmp=973481254&cq_con=4840726987625GS3lhvSu8P9hSz0bHh5caAgpsEALw_wcB
Philips Speakers system	100.00	https://www.bonanza.com/listings/Philips-Speaker-Surround-Sound-System-W-SuWs3gYU09Mi5iqP6ScIciWXNTLWePo64aAue6EALw_wcB
Portable air conditioner 14,000 BTU	469.99	https://www.menards.com/main/heating-cooling/air-conditioners-accessories/pelon
2 Pelonis Dehumidifier	380	https://www.menards.com/main/heating-cooling/dehumidifiers/pelonis-50-pint-def

Fabric Task Chair with Adjustable Arms	147	https://www.homedepot.com/p/BOSS-Office-Products-Black-Fabric-Task-Chair-w
Painting	30.00	N/A
Brand new Black American Tourist hard-shell	200	https://www.kohls.com/product/prd-4180836/american-tourister-burst-max-trio-spi-luggage.jsp?skuid=33486904&CID=shopping30&utm_campaign=LUGGAGE&utm_f4biXUWHWj8u4aAtv3EALw_wcB&gclsrc=aw.ds
Shoes	405.43	Receipt will be provided
2 office desks	232.00	https://www.amazon.com/SDHYL-Computer-Shelves-Workstation-S7-DZ012-140-spons&pvc=1&spLa=ZW5jcnlwdGVkUXVhbGlmaWVyPUFISjI1MkZGNkhYWl2s9dHJ1ZQ==
Black classic ugg boots	170	https://www.ugg.com/women-boots-classic-boots/classic-short-ii/190108096569.ht
Sperry salt water wool duck boot	100.00	https://www.dsw.com/en/us/product/sperry-syren-gulf-duck-boot/395850?activeCc
Black roller skates	107	https://www.amazon.com/LIKU-Professional-Inline-Skates-Unisex/dp/B08F3NBS20&linkCode=df0&hvadid=459576238928&hvpos=&hvnetw=g&hvrand=107059
FitNation Core Lounge Ultra Workout Chair	250.00	https://www.bedbathandbeyond.com/store/product/fitnation-core-lounge-ult-black/5565566?skuId=69676386&store=&enginename=google&mcid=PS_71700000037121743&utm_adgroupid=58700004139975687&targetid=92
White door 32 in. x 80 in	100	https://www.homedepot.com/p/JELD-WEN-32-in-x-80-in-Colonist-Primed-Generic-NA-Feed-LIA-NA-NA&cm_mmc=Shopping-B-F_D30-G-D30-03092700039577416214&gclid=Cj0KCQjww4OMBhCUARIsAILndv4PvAksc
Clothes	827.23	recipe will be provided for everyday clothes that were put to wash the day before and the weekend
White Freezer 14.4 CT	499.99	https://www.bestbuy.com/site/insignia-14-0-cu-ft-chest-freezer-white/64443

RS plumbing INC: Set up new Boiler-\$350.00
 The Home Depot truck rental to bring Boiler home: \$20.00
 The Home Depot Pump rental: \$46.42
 Service master cleaning: \$3,468.40-3,289.44(Insurance payout)= \$178.96
 Paint walls and redo floor plus labor in basement: \$1,500
 Roto-Rooter Invoice: \$400
 Roto-Rooter Invoice 2: \$350
 Day miss from work Dragana Jankovic: \$16.74x8hrs=133.92
 Day miss from Work Vanja Jankovic (Daughter): \$22.99x8=183.52
 The stress, anxiety, time wasted for over 10 days - \$1,500

Photos:









