

# KARLSEN

Plumbing, Inc.

Karlsen Plumbing, Inc.  
1951 Grove Ave  
Racine, WI 53405

Phone: (262) 633-1951  
karlsenplumbing.com

Work Order #: 4743

Transaction Date: 1/24/2025

Terms: Due on receipt

Bill to  
**Celia Glover**  
11741 W. Heather Dr.  
Milwaukee, WI 53224

Job  
**Celia Glover**  
11741 W. Heather Dr.  
Milwaukee, WI 53224

## Work Summary

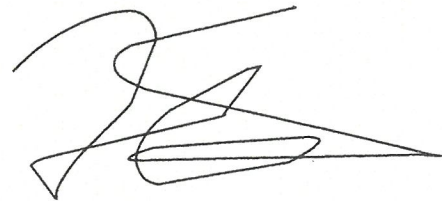
City lift pump failed causing sewer to fill up It blew the clean out cover off of the main clean out in the basement. I ran everything upstairs to guarantee nothing was backing up and tightened clean out cover. Plumbing was draining how it should be. This was caused because of city lift pump failing. Nothing on Karlsen's end.

## Invoice #: i55424

Item	Description	Quantity	Price	Amount
Service Charge	Service Kall Charge	1	\$68.00	\$68.00
Labor - Residential Service	Labor - Residential Service	0.5	\$139.00	\$69.50
Subtotal:				\$137.50
Tax:				\$8.11
Total:				\$145.61
Payments:				\$0.00
Balance Due:				\$145.61

## Acceptance

I accept the services performed are to my satisfaction.



Celia Glover

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**Plumbing, Inc.**

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1951 Grove Ave  
Racine, WI 53405

Phone: (262) 633-1951  
[karlsenplumbing.com](http://karlsenplumbing.com)

## **Attachments**

1. [WO\\_4743IMG\\_94d9.jpg](#)
2. [WO\\_4743IMG\\_0a2e.jpg](#)



Picture of left side of Basement PRE-Flooding  
other 2 Rugs were already thrown-out Before  
we could take pictures ;"

Note drywall Behind this sofa has the worst damage!











# Steinhafels

STEINHAFELS FURNITURE

N93 W16677 FALLS PARKWAY

MENOMONEE FALLS WI 53051

Steinhafels.com

customerservice@steinhafels.com

10/1/2021 12:33 PM

Assoc: AARON KELLER -- aaronk@steinhafels.com

Order #: 1015115AV78 Cust: GLOVF70894

Delivery Date: Unscheduled - go to steinhafels.com/service

## BILLING/SHIPPING:

FACELIA GLOVER

804 NORTH 99TH STREET MILWAUKEE WI 53224

414-690-1221

(C) FACELIA GLOVER@YAHOO.COM

SKU/VE/DES/VSN

RET.

AMOUNT

062 / SGND

\$499.95

\$499.95

Cam Bed, One

# Steinhafels

STEINHAFELS FURNITURE

N93 W16677 FALLS PARKWAY

MENOMONEE FALLS WI 53051

Steinhafels.com

customerservice@steinhafels.com

ed: 10/1/2021 12:27 PM

s Assoc: AARON KELLER -- aaronk@steinhafels.com

Order #: 1001115IL41 Cust: GLOVF70894

Delivery Date: Unscheduled go to steinhafels.com/service

## BILLING/SHIPPING:

FACELIA GLOVER

4 NORTH 99TH STREET

MILWAUKEE WI 53224

414-690-1221

FACELIA\_GLOVER@YAHOO.COM

			SALE	
QTY	ST	SKU/VE/DES/VSN	RETAIL	AMOUNT
1	10	061062128 / DWSK 6.5"HX42"W SCREEN 312913 BIRCH TREE TOPS	\$369.95	\$220.60
1		DESGNORDR / MISC DESIGN SALES PACKAGE DESIGN SALE ORDER	\$0.00	\$0.00
1	10	190063265 / KAS 7'10"X 9'10" RUG HUE4755 NATURAL TULUM	\$849.95	\$506.73
1	10	061062128 / DWSK 6.5"HX42"W SCREEN 312913 BIRCH TREE TOPS	\$369.95	\$220.60
1	10	910014978 / SGND OTTOMAN 1560214 AMICI	\$499.95	\$299.94

Sub Total \$1,247.87  
Delivery Charge \$39.95

Orders are subject to pricing audit and compliance  
and conditions shown on  
us.co/service/policies.





OFFICE OF THE CITY CLERK  
Milwaukee, Wisconsin

## INSTRUCTIONS FOR FILING A CLAIM AGAINST THE CITY OF MILWAUKEE

To file a claim against the City a claimant must comply with Section 893.80(1), Wis. Stats., a copy of which is printed at the bottom of this instruction sheet. Generally the statute requires the claimant to submit to the City Clerk:

1. A document stating the circumstances of the claim which must be signed by the claimant, or his/her agent or attorney. This document should be filed within 120 days of the event.
2. A document stating the address of the claimant and a statement of the relief sought. If money damages are sought, a specific sum must be stated.

*(The above information may be combined in a single document.)*

The following information should also be submitted to allow the City to promptly act on your claim:

1. Proof of the amount of the claim by means of either itemized receipts or two itemized estimates.
2. A phone number where the claimant can be reached during business hours as well as the claimant's e-mail address, if any.
3. As detailed a description of the incident as possible, including the date, time and place.

All information should be submitted to:

**City Clerk**  
**ATTN: CLAIMS**  
**200 E. Wells St., Room 205**  
**Milwaukee, WI 53202-3567**

### ADDITIONAL INFORMATION

Before you can file a lawsuit against the City of Milwaukee for reimbursement, State law requires that you first follow the claim procedures established by the City Clerk.

Filing a claim against the City does not automatically guarantee reimbursement from the City. However, the City examines each claim on an individual basis in determining if reimbursement is legally required.

In order to obtain reimbursement for a claim against the City, you must prove that the City or its employees acted unlawfully or negligently.

Only the City Attorney or the Common Council and the Mayor can authorize payment of a claim against the City. Any other representations made by City employees are not legally binding on the City.

**893.80** Claims against governmental bodies or officers, agents or employees; notice of injury; limitation of damages and suits. (1) Except as provided in subs. (1g), (1m), (1p) and (8), no action may be brought or maintained against any volunteer fire company organized under ch. 213, political corporation, governmental subdivision or agency thereof nor against any officer, official, agent or employee of the corporation, subdivision or agency for acts done in their official capacity or in the course of their agency or employment upon a claim or cause of action unless:

(a) Within 120 days after the happening of the event giving rise to the claim, written notice of the circumstances of the claim signed by the party, agent or attorney is served on the volunteer fire company, political corporation, governmental subdivision or agency and on the officer, official, agent or employee under s. 801.11. Failure to give the requisite notice shall not bar action on the claim if the fire company, corporation, subdivision or agency had actual notice of the claim and the claimant shows to the satisfaction of the court that the delay or failure to give the requisite notice has not been prejudicial to the defendant fire company, corporation, subdivision or agency or to the defendant officer, official, agent or employee; and

(b) A claim containing the address of the claimant and an itemized statement of the relief sought is presented to the appropriate clerk or person who performs the duties of a clerk or secretary for the defendant fire company, corporation, subdivision or agency and the claim is disallowed.



**1. Circumstances of the Claim:**

New home basement flooded with wastewater!!! The *Milwaukee* sewer maintenance department was called immediately, arrived at the home and advised that this sewage back-up was caused by a **pump failure in the lift station**.

*Karlsen Plumbing* also investigated inside of home and confirmed the same.

The intrusion of sewage water in our home is psychologically disturbing. This has caused us significant pain and suffering- due to the disruption of daily activities, inconvenienced, time away from work, stress of dealing with the horrible smell and the overwhelming task of cleaning up wastewater for days in our living space, health risks from bacteria (coughing/eye irritation), anxiety, emotional distress (seeing our belongings destroyed by contaminated water), and feeling helpless! Being unable to use our basement has disrupted our daily routines. Damaged flooring, drywall, furniture and rugs saturated in sewage water and personal belongings all DESTROYED-

**2. Address of Claimant and Statement of Relief Sought:**

**11741 West Heather Drive  
Milwaukee, WI 53224**

Homeowner seeking money damages \$5,200 for pain and suffering and loss of personal belongings as described above.

*FaCelia Glor*  
*1/24/2025*

CITY OF MILWAUKEE  
2025 JAN 27 P 1:03  
CITY CLERK'S OFFICE

OFFICE OF CITY ATTORNEY  
28 JAN '25 AM 11:22

1. Homeowner does not have the funds to hire a restoration company- as the costs is thousands of dollars, was only able to find a couple of receipts (enclosed) for the rugs and other furniture.
2. Claimant's Phone and Email:  
414-690-1221  
[facelia\\_glover@yahoo.com](mailto:facelia_glover@yahoo.com)
3. **Date and Time of Incident: January 21, 2025 approximately 9:00am**  
Family with young children woke up to a strong, foul, disgusting smell in the home. Husband and 14 year-old son went downstairs to basement and discovered it was flooded with waste water!!! The *Milwaukee* sewer maintenance department was notified immediately, arrived at the home and advised that back-up sewage was caused by a **pump failure in the lift station**.

Facelia Glover  
1/24/2025