

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

From: CC Mlot
4784 S. 14th St.
Milwaukee, WI 53221

Date: 22 August 2023

Subject: \$3195 claim for problems from city water main work

We have experienced two instances in 6 months of fluctuating water service on S. 14th street and are filing a claim for consequent damage, undue wear and tear, and inconvenience at my property at 4784 S. 14th street. **In both instances the city provided no written or verbal notice of the water shut offs resulting in problems from the water fluctuations.**

1. Work on S. 14th street during the week of 7-9 Feb. 2023 caused immediate and possibly long-term issues with the plumbing at my house. We had zero communication from the city regarding the work and had to contact the department numerous times by phone and even approach the street workers for information on how to manage the situation.

We first noticed low shower pressure on Tuesday, 7 Feb. On the evening of 8 Feb., ~7pm, water was found dripping onto the hot water heater from the first floor bathroom, where the toilet tank had overflowed. This continued to happen as the work on the street proceeded. Again, we had no communication and had to contact the city for the schedule of work and how to proceed. I was on the phone at 1:30am on 9 Feb with Ramonda and Shamon Johnson to report the toilet issue and disturbingly loud noises from the area outside the basement water meter.

We had to hire a plumber who said the abrupt changes in water pushed sediment into the pipes, causing damage that allowed water to overflow the toilet tank. He made a repair to prevent the overflow in similar situations and identified other piping also affected by the fluctuating water pressure.

We had not experienced any such problems with the toilet until the city work on the street, and the toilet was found to be in good order otherwise. I am asking the city to cover the cost of the plumber visit (\$195) and half the cost (\$3000) of replacing other piping affected by the fluctuating water pressure. Detailed invoice from the plumber is enclosed.

OFFICE OF CITY ATTORNEY
20 AUG 23 4:00 PM '23

CITY OF MILWAUKEE
2023 AUG 25 PM 2:37
CITY CLERK'S OFFICE

Please note the situation also caused undue wear and tear to the floor boards and water heater from the toilet overflow. In addition, we experienced the inconvenience of reduced water pressure and then complete lack of water in the course of two days. Without any city notice, we had no opportunity to store water before it was shut down and lost work hours to deal with the emergency.

2. Six months later, we experienced a similar problem with the city water system: We noticed an orange marker and water flowing onto S. 14th street on Friday evening 18 Aug 2023. When the flow was still happening and approaching my house on Saturday we notified both the city and alder but no work was started until 7 am on Sunday. Again, we were given no verbal or written notice informing us when the water would be turned off and for how long and endured the repeat inconvenience of reduced water pressure or no water for two hours on a Sunday morning.

Clearly, there is a problem with the water main on this street that has not been adequately repaired despite several attempts (we also recall previous repairs in recent years when we were given notice of shut offs with detailed instructions for how to deal with it). **Because of the pattern of faulty water service with no communication from the city** we are filing a claim for \$3195 as detailed above and on the attached.

I can be reached at 414/281-4146, or ccmarnxno2@gmail.com. Please let me know you have received this claim and when you will review and respond to it.

Christine M. What 22 Aug 23

