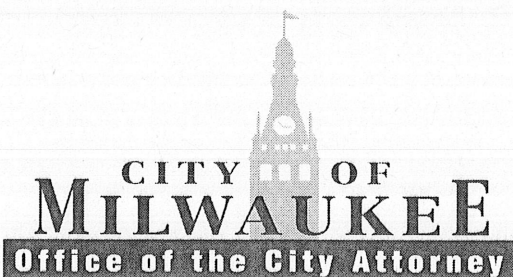


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December 2, 2022

The Honorable Common Council  
Of the City of Milwaukee  
Room 205 –City Hall

RE: Communication from FLORANCE HESS  
C.I. File No. 1048-2022-1419

Dear Sir or Madam:

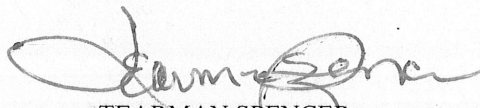
Ms. Florance Hess alleges that she sustained damages from a break in the pipe from a water meter exchange that caused damage to her basement and personal property located at 124 East North Avenue. Ms. Hess submitted a damage claim for repairs as estimated between \$7,000-\$10,000.

Milwaukee Water Work (MWW) records indicated that on September 13, 2022, MWW staff performed a water meter exchange, and there was some indication that field staff may have caused damage to the piping during the meter exchange. MWW attempted to turn water off at the curb stop, but the curb stop valve was inoperable. A work order was reported and created for active flooding at the property; however, repairs were made the following business day.

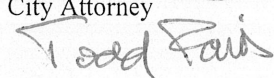
Our appraisers inspected the claimant's property and reported damages extended as high as 8" on the claimant's walls. An estimated cost for repairs to the damaged portions of the claimant's finished basement is \$9,234.71.

It is our position that we are liable for damages. MWW acknowledges that their staff may have caused damage to the claimant's water service, and the damage was compounded, as the utility did not respond to the leak in a timely manner. As such, we recommend approval of payment of \$9,234.71.

Very truly yours,



TEARMAN SPENCER  
City Attorney



S. TODD FARRIS  
Deputy City Attorney

S. TODD FARRIS  
Deputy City Attorney

Enclosures

STF/MG/cdr

1048-2022-1419/282780

