

I/We confirm that all information on
the above list is correct and complete.

Customer

Employee

Date

Date

CANNON & DUNPHY, S.C.

Attorneys at Law



595 North Barker Road
P. O. Box 1750
Brookfield, WI 53008-1750
Ph: (262) 782-2700
Fax: (262) 796-5800
www.cannon-dunphy.com

William M. Cannon
Patrick O. Dunphy
Edward E. Robinson
Allan M. Foeckler
Robert D. Crivello

Brett A. Eckstein
Josh J. Minon
Michael J. Cerjak
Rachel E. Potter

September 15, 2020

VIA E-MAIL AND REGULAR MAIL

Milwaukee City Clerk
200 East Wells Street, Room 205
Milwaukee, WI 53202

Dear Clerk:

My office has been retained with regard to the December 2019 Hawley Road main break/flood.

At this time, we are representing the interests and will be appearing on behalf of the following individuals/claims, and request a hearing to appeal the City's August 27, 2020 denial of claims, which was issued by letter:

- Thomas and Judith Berg
332 South 60th Street
Milwaukee, WI 53214
Claim No. 1048-2020-105
- Ben Force
433 South Hawley Road, Apt. 50
Milwaukee, WI 53214
Claim No. 1048-2020-175
- Veronica Jackson
429 South Hawley Road, Apt. 33
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- Barry Stapleton
5915 West Adler Street
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- Ken and Kristine Brunker
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420 South 60th Street
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Claim No. 1048-2020-130
- Mary Ann Duehring
5915 West Dixon
Milwaukee, WI 53214
Claim No. 1048-2020-792

Please direct any future correspondence with respect to this matter to me.

Thank you.

Yours very truly,

CANNON & DUNPHY, S.C.

A handwritten signature in black ink, appearing to read "M. Cerjak". The signature is fluid and cursive, with the first name "M." and last name "Cerjak" clearly distinguishable.

Michael J. Cerjak

Direct Dial: (262) 796-3708

Direct Fax: (262) 796-3718

mcerjak@C-DLaw.com

MJC/cmb

March 30, 2020

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

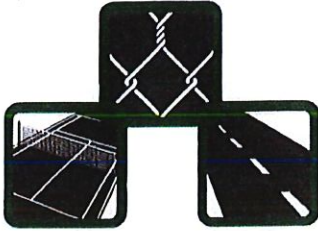
On December 28, 2019 at about 10:00 AM the water main on Hawley Road busted and the water came rushing down the hill on to Dixon Street. It was like a water fall and came to our house at 5915 West Dixon Street. It came right up to the house and up our driveway. It then turned down 60th Street to Main. We were lucky because we did not get any water in our basement but it went up our driveway.

Our driveway has been damaged from Dixon Street to up our driveway. I have enclosed an itemized estimate from Munson, Inc. for the repairs of the driveway for \$13,869.00 and the fence for \$2,787.00

I can be reached at 5915 West Dixon Street, Milwaukee, WI 53214, Phone No. is 414/771-0377 and my email is maryannduehring@sbcglobal.net.

My sister and I are C0 Owners of this home.

Mary Ann Duehring Kathleen Boreson
Mary Ann Duehring and Kathleen Boreson



MUNSON, INC.
Established 1955

MUNSON FENCE DIV.
MUNSON-ARMSTRONG PAVING DIV.
MUNSON TENNIS COURT DIV.

6747 N. Sidney Place Glendale, WI 53209

Phone: (414) 351-0800 FAX: (414) 351-0879

www.munsoninc.com



PROPOSAL SUBMITTED TO:

MARY ANN DUEHRING
5915 W. DIXON STREET
MILWAUKEE, WI 53214
414-771-0377
maryannduehring@sbcglobal.net

DATE:

March 25, 2020

JOB NAME & LOCATION

Residential Driveway
Asphalt Restoration

Furnish all necessary labor, equipment and material for the **Asphalt Removal & Installation** work of the above job. Area involved is approximately **1165 Sq. Ft.**

1. Remove existing concrete approach. Approximately, 121 sqft.
2. Make minor height adjustment to existing water valve, if possible. Replacement of water valve or additional needed plumbing is not included in this estimate.
3. Replace concrete approach and curbing in kind
4. Removal of existing asphalt driveway.
5. Add up to 2" of crushed limestone as needed to existing base and fine grade. (Approximately 14 tons)
6. Fine grade as needed.
7. Vibratory compact the stone base; watering if needed.
8. Pave with "3 of our proprietary Munson Mix. Approximately 22 tons (After compaction depth.)

LABOR AND MATERIAL \$13,869.00

Seal pavement with 2 heavy coats of Brewer Cote® Eclipse pavement sealer to protect and prolong the life of the pavement. Eclipse® is a high performance alternative to asphalt based sealers with low odor. It is a petroleum resin emulsion pavement sealer and acceptable for use in areas where refined tar sealers are restricted. Eclipse® offers performance and durability similar to refined tar sealers and provides significantly better resistance to oil and gasoline as well as oxidation from sunlight than asphalt based sealers. Includes ELA to improve viscosity and give a richer, blacker color as well as two pounds of sand added per gallon for traction. (Approximately 74 gallons)

ADD . . . \$705.00

Initial: _____

-Continued on Page 2-

AUTHORIZED

SIGNATURE:

Rod Hanson – Client Advisor/Project Manager

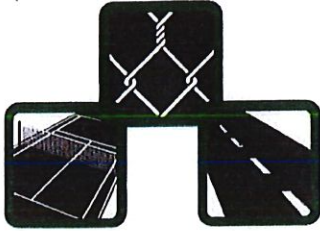
NOTE: This proposal may be withdrawn by us if not accepted within 30 days.

ACCEPTANCE OF PROPOSAL: The above prices, specifications and attached Terms and Conditions are satisfactory and hereby accepted. You are authorized to do the work as specified.

SIGNATURE: _____

Date of Acceptance: _____

SIGNATURE: _____



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maryannduehring@sbcglobal.net

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Residential Driveway
Asphalt Restoration

-Page 2-

NOTES

1. Price assumes existing stone base of 8" minimum for truck/car traffic exists. If areas are found to be without sufficient base, an additional cost will be incurred to excavate and install 8" of stone base.
2. All asphalt materials to come from Munson's plant in Menomonee Falls assuring proper testing and premium quality.
3. Permit, if needed would be extra.
4. All Munson Inc. installation crews are skilled, certified, Union craftsmen and have a minimum of OSHA10 training with a majority having OSHA30.
5. Munson-Armstrong Paving Division of Munson Inc. warrants all asphalt material supplied and installed to be free from defects in material and workmanship for one (1) year from the date of completion. In addition, while no paving company can warrant against cracks occurring, Munson Inc. will crack seal, free of charge, any sealable cracks (1/4" or larger) that might appear in the asphalt surface during the warranty period.
6. Munson-Armstrong Paving Division of Munson Inc. will extend the warranty period by one year if owner elects to seal the asphalt at the point of original contract. Warranty period will then be extended to two (2) years.
7. Munson Inc. will mark all public utilities (gas, water, electric, cable, telephone, etc.). Owner is responsible for marking private lines (lighting, sprinkler, drainage/sump pump, propane, invisible dog fence, etc.) prior to arrival of crews. Munson is not responsible for damage to unmarked private lines. Marking is available at an additional cost.
8. Assumes 2020 construction (before November). Asphalt material pricing good for 30 days due to pricing fluctuations and current volatility. Due to the volatility of the construction materials markets, Munson Inc. reserves the right to adjust prices accordingly.
9. This price is based upon the subbase being a sound, durable, non-organic type material.
10. Prices are for weekday work. Weekends are at an additional cost.
11. Concrete approach and curb will be replaced in kind. Existing water valve in approach area will be adjusted minimally to accommodate new concrete. Additional needed plumbing or replacement of existing valve not included.

AUTHORIZED

SIGNATURE:

Rod Hanson – Client Advisor/Project Manager

NOTE: This proposal may be withdrawn by us if not accepted within 30 days.

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SIGNATURE: _____

Date of Acceptance: _____

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PROPOSAL SUBMITTED TO:

MARY ANN DUEHRING
5915 W. DIXON STREET
MILWAUKEE, WI 53214
414-771-0377
maryannduehring@sbcglobal.net

DATE:

March 25, 2020

JOB NAME & LOCATION

**Residential Driveway
Fence Replacement**

Per your request, we are pleased to quote the following:

1. Remove existing chain link fence on east/west lot line. Approximately 105'. Existing posts to be cut off at footing and footings will be left in place. New fence posts will be installed next to old footings.
2. Furnish and install approximately 105' of chain link fence. Fence to be 4' high overall.
3. All posts will be driven 3' deep.

SPECIFICATIONS OF NEW FENCE TO BE AS FOLLOWS:

1. All posts, rails and applicable fittings, above and below ground, will be zinc coated by the hot-dip process in accordance with ASTM F-1083 A-90, and A-626.

LABOR AND MATERIAL.....\$2,787.00

Notes:

1. *Permits not included.*
2. *Munson Inc. will mark all public utilities (gas, electric, cable, telephone). Owner is responsible for marking private lines (lighting, sprinkler, sump pump, propane, invisible dog fence etc.) prior to arrival of crews.*
3. *Customer is responsible for any necessary permit or variance and for locating fence line.*
4. *Aluminized steel fence fabric resists rust up to five times longer than galvanized fabric.*
5. *All Munson Inc. installation crews are skilled, certified, Union craftsmen.*
6. *Client to clear all obstructions prior to crew arrival.*

AUTHORIZED

SIGNATURE:

Rod Hanson – Client Advisor/Project Manager

NOTE: This proposal may be withdrawn by us if not accepted within 30 days.

ACCEPTANCE OF PROPOSAL: The above prices, specifications and attached Terms and Conditions are satisfactory and hereby accepted. You are authorized to do the work as specified.

SIGNATURE: _____

Date of Acceptance: _____

SIGNATURE: _____

A. MUNSON, INC. TERMS & CONDITIONS

1. Upon acceptance of this contract, if a cancellation notice is not received in writing within three days of acceptance, Munson, Inc assumes that the owner or owner's agent accepts the work herein described and the terms and conditions of sale herein contained. Any withdrawal of this contract could result in partial billing to reimburse Munson, Inc. for planning, preparation, and materials already ordered or installed on the job site.
2. This contractor is not responsible for damage to or injuries caused by any privately (not installed by a Public Utility) placed underground wires, pipes, sewers, conduits, obstructions or restrictions. The owner or his agent agrees to indemnify and hold harmless Munson Fence Div./Munson-Armstrong Paving Div., Munson Inc. from any and all claims, liabilities, costs and expenses whatsoever arising from above.
3. Property owner is responsible for any necessary permits or variances, unless specifically noted in the contract.
4. **The contract does not contemplate the encountering of underlying rock, concrete, wood or other unsuitable materials or unusual conditions during excavation. Should these conditions be encountered the owner shall be charged for the extra work incurred.**
5. The contract does not contemplate "frost-digging" conditions, unless specifically stated in this contract. Should owner require installation during such conditions, an additional charge will be made based on the actual time and equipment required to complete the installation.
6. Any alteration or deviation from stated specifications involving extra costs will become an extra charge over and above original contract. Any such alteration or deviation from stated specifications will be performed only upon submission of a written change order, and Owner/Contractor will be required to pay to Munson, Inc. an extra charge over and above the original contract price for performance of the requested change order.
7. If, after notification, Munson, Inc. is unable to complete its work due to unmoved vehicles or obstructions, Munson, Inc. may bill for additional trip charges or vehicle towing charges.
8. Owner to carry fire, tornado and other necessary insurance. Our workers are fully covered by Workman's Compensation Insurance.
9. All material is guaranteed to be as specified. All work is to be completed in a workmanlike manner according to standard practices.
10. All labor and material is conclusively accepted as satisfactory unless this contractor is notified in writing within 72 hours after the work is performed.
11. Any claim for property damage is conclusively waived unless this contractor is notified in writing within 72 hours of the occurrence.
12. Munson, Inc. is not responsible for damage to existing concrete or asphalt due to normal construction equipment traffic.
13. Site restoration from excavation, such as backfilling edges or post footings, is not included unless specifically noted in the contract.
14. Prior to the commencement of the work of Munson, Inc., the work of others shall be completed to such an extent that it will not in any way conflict or interfere with the work of Munson, Inc. If Munson, Inc. is directed to commence its work prior to the time such other work is completed, Owner/Contractor agrees to pay the costs of any extra mobilizations or reduced productivity attributable to Munson, Inc. commencing any of its work before any others have completed their work.
15. All agreements are contingent upon strikes, accidents or delays beyond our control with examples such as labor disputes, fire, unusual delay in transportation of materials, equipment or personnel, adverse weather conditions, unavoidable casualties or any cause beyond the control of Munson. If so then any agreed contract completion time should be extended for such reasonable time the parties may determine.
16. Unless stated in the contract, terms of payment are net 15 days. Any past due balances shall be subject to the current legal interest charge per month.
17. Owner shall reimburse Munson Inc. for any expense incurred by Munson Inc. in protecting or enforcing its rights under this agreement including, without limitation, reasonable attorney's fees and legal expenses (and, if appropriate, all expenses of taking possession, holding, preparing for disposition and disposing of any collateral). This includes any expenses incurred before and after the commencement of any litigation to protect or enforce its rights under this agreement, including all appeals.
18. This contract will be construed and enforced in accordance with the laws of the State of Wisconsin.

B. ADDITIONAL TERMS AND CONDITIONS FOR MUNSON FENCE DIV.

1. All property lines and grades are to be established by the owner. Fence is to follow ground lines unless otherwise provided for in this contract.
2. Obstructions of every nature, which in any manner interfere with the erection of fence shall be removed by the owner prior to commencement of work, unless otherwise provided for in this contract.
3. On all jobs where Munson Fence Div. installs or supplies "Razor Ribbon", owner or agents of the property will hold Munson Fence Div./Munson, Inc. harmless in any way from claims, liabilities or injuries.
4. Gate Operator Systems: End user to understand the operations and safety systems of the unit.

C. ADDITIONAL TERMS AND CONDITIONS FOR MUNSON-ARMSTRONG PAVING DIV.

1. **MUNSON-ARMSTRONG PAVING DIV. DOES NOT WARRANT AGAINST CRACKS SINCE THEY WILL APPEAR IN ALL PAVEMENTS.**
2. A 1-1/2% slope or greater is necessary for surface drainage of asphalt paving; 1% for concrete paving. If the owner directs construction of the subgrade, base or paved surface that results in a lesser slope, this contractor does not warrant satisfactory surface drainage.
3. Salt or melting compounds should not be applied to concrete paving for 12 months after installation. Any pitting or peeling resulting from such application will not be warranted by this contractor.
4. Due to the fact that ready mixed concrete is composed of all natural materials, Munson Inc cannot warrant against premature discoloration or color variation from load to load.
5. Material will not be placed on a wet, unstable, or frozen subgrade. A suitable subgrade shall be furnished by the contractor as a condition precedent to the performance of this contract.
6. The catch basin price is based upon the existing sewer lateral at the property line being in serviceable condition. Should it be necessary to connect to the street sewer line, owner shall be charged for the extra work incurred.
7. Sealer adhesion cannot be guaranteed on pavement with pre-existing sealcoat flaking, pavement located under tree canopies, over petroleum spillage, has alligator/spider cracking or low areas that puddle.

LIEN NOTICE

"AS REQUIRED BY THE WISCONSIN CONSTRUCTION LIEN LAW, BUILDER (CONTRACTOR) HEREBY NOTIFIES OWNER THAT PERSONS OR COMPANIES FURNISHING LABOR OR MATERIALS FOR THE CONSTRUCTION ON OWNER'S LAND MAY HAVE LIEN RIGHTS ON THE OWNER'S LAND AND BUILDINGS IF NOT PAID. THOSE ENTITLED TO LIEN RIGHTS, IN ADDITION TO THE UNDERSIGNED BUILDER ARE THOSE WHO CONTRACT DIRECTLY WITH THE OWNER OR THOSE WHO GIVE THE OWNER NOTICE WITHIN 60 DAYS AFTER THEY FIRST FURNISH LABOR OR MATERIALS FOR THE CONSTRUCTION. ACCORDINGLY, OWNER PROBABLY WILL RECEIVE NOTICES FROM THOSE WHO FURNISH LABOR AND MATERIALS FOR THE CONSTRUCTION, AND SHOULD GIVE A COPY OF EACH NOTICE RECEIVED TO HIS MORTGAGE LENDER, IF ANY. BUILDER AGREES TO COOPERATE WITH THE OWNER AND HIS LENDER, IF ANY, TO SEE THAT ALL POTENTIAL LIEN CLAIMANTS ARE DULY PAID."

CANNON & DUNPHY, S.C.

Attorneys at Law



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September 15, 2020

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Thank you.

Yours very truly,

CANNON & DUNPHY, S.C.

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Michael J. Cerjak

Direct Dial: (262) 796-3708

Direct Fax: (262) 796-3718

mcerjak@C-DLaw.com

MJC/cmb

CITY OF MILWAUKEE

2020 MAR -9 P 3:33

CITY CLERK'S OFFICE

RECEIVED
OFFICE OF CITY ATTORNEY

MAR 10 2020

3:30 A.M./P.M.

Dear office of City Clerk
The purpose of this letter is to request full reimbursement for my family's personal property that was destroyed due to the water main break on Hawley Rd on December 28th 2019. The total value of the items that were deemed a total loss is \$5,530. \$5,280^{for} my 2001 Jeep Compass and \$250.00 for my dryer that was in the basement. I also lost an undisclosed amount of personal property such as pictures and clothing. Our personal belongings were in good condition at the time of the loss.

I am asking that you make a fair settlement offer on our personal property claim in the amount of the reasonable replacement value.

We are anxious to put this painful experience behind us.

Please give this request full consideration.

I look forward to a timely response regarding this matter. Thank you for your anticipated cooperation.

CITY OF MILWAUKEE

POST OFFICE BOX 333

CITY CLERK'S OFFICE

Sincerely,
Shalonda ~~_____~~

530. S. 61st.

brownshalonda4@gmail.com

Dave Jr. Auto Serv
1805 W. Keefe Ave.
Milwaukee, WI 53215

MATERIAL: ALL PARTS NEW UNLESS SPECIFICALLY NOTED OTHERWISE. USED PARTS MUST BE RECONDITIONED

414-268-1999

NAME Shalonda Brown PHONE 414-268-9969
 ADDRESS 530 S. 15th Street
 CITY, STATE, ZIP Milwaukee WI 53214
 2ND AUTHORIZED NAME _____

QTY.	PART NO.	NAME OF PART	PRICE	WARRANTY YR.
		<u>transmission</u>		
		<u>front end</u>		
		<u>brakes</u>		
		<u>oil</u>		
		<u>flush trans.</u>		
		<u>flush diff.</u>		
		<u>wash</u>		
		<u>polish</u>		
TOTAL PARTS				

RECEIVED (DATE & TIME) 8:30 AM A.M. / P.M.
 YEAR • MAKE • MODEL 2002 Jeep Grand Cherokee
 LICENSE NO. 4EV-3477 ODOMETER 160815
 LUBE OIL CHANGE FLUSH TRANS. FLUSH DIFF. WASH POLISH

CUSTOMER'S INFORMATION
 CUSTOMER'S ORDER NO. _____ PROMISED (DATE & TIME) _____ A.M. / P.M.
 SERIAL #/VIN _____ MOTOR # _____
 WRITTEN BY _____
 CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL* 178FF57W47D155840

MECHANICS RECOMMENDATIONS
Need new transmission
and transfer case

Estimated cost \$ _____ Estimate Charge _____ Basis for Charge _____

METHOD OF PAYMENT:
 CHECK CHARGE CASH
 LABOR
 FLAT RATE HOURLY BOTH
 RETAIN PARTS DESTROY PARTS
 AUTHORIZED BY _____

Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.

GUARANTEED ITEM(S) _____
 GUARANTEE EFFECTIVE UNTIL: TIME _____ MILEAGE _____

LABOR ONLY	<u>1500</u>
PARTS	<u>1500</u>
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
STORAGE FEE	
TAX	<u>120</u>
TOTAL	<u>3120</u>

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
 I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in MD)

I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):
 This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 This amount includes a charge of \$ _____, which is required under _____ law.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialing the following: _____ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear-down and reassembly fee of \$ _____ will be applied.

SIGNED _____
 DATE _____

CANNON & DUNPHY, S.C.

Attorneys at Law



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September 15, 2020

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Michael J. Cerjak

Direct Dial: (262) 796-3708

Direct Fax: (262) 796-3718

mcerjak@C-DLaw.com

MJC/cmb

12,254

CITY OF MILWAUKEE
2020 JAN 28 P 4: 07
CITY CLERK'S OFFICE

Dennis Oteng
429 South Hawley Road Apt# 33
Milwaukee, WI, 53214
dennisanan@yahoo.com
414-526-7419

Monday January 27, 2020

City Clerk
ATTN: CLAIMS
200 East Wells Street, Room 205
Milwaukee, WI, 53202

RECEIVED
OFFICE OF CITY ATTORNEY

JAN 29 2020
3:25 A.M./P.M.

To Whom It May Concern:

Re: Claim for Vehicle Damages from 60th & South Hawley Road Water Main Break

I Dennis Oteng of the above listed residential address is seeking to file a claim against the City of Milwaukee for damages that I have incurred from a flooding incident, which was caused by the City of Milwaukee water main break around **60th & South Hawley Road** on Saturday, **December 28, 2019** at about **9:30am**.

As a result of this flooding incident, my vehicle (**2014 Audi A4** model with VIN# **WAUBFALXEN003221** & license plate # **210 JRE**), which was in the parking lot of Hawley Terrace Apartments was among the affected vehicles and has since then become inoperable.

With that being said, I am seeking monetary compensation in the amount of **\$14,677.13** from the City of Milwaukee to cover expenses that I may have already incurred + or will likely incur during the process of trying to repair the damages to my car due to the Water Main Break Flooding incident.

Below is a detailed listing of my known expenses:

Item	Cost	Comments
VCA Auto Repair Shop	\$660.00	After the flood water subsided on 12/28/2019, I towed my vehicle to VCA Auto Repair Shop to get mechanical repair work done
Budget Car Rental	\$30.47	After receiving the car from VCA Auto Repair, I continued to experience issues driving the car therefore, I rented a car from Budget car rental for 1 day so that I will be able to make it to work while my car was being worked on in the Shop
Thrifty Car Rental	\$202.26	Rented a car from Thrifty Car Rental for 7 days so that I will be able to get to work due to

		on-and-off mechanical issues with the car after the flooding. Rented on 1/19 to 1/26
Alamo Car Rental	\$151.94	Rented a car from Alamo Car Rental for 7 days so that I will be able to get to work due to on-and-off mechanical issues with the car after the flooding. Rented on 1/26 to 2/2
Battery Replacement	\$221.75	Car battery was affected from the flooding and I purchased a replacement battery from Auto Zone to avoid having jump start the car every time I needed to move it after the flood
Audi Dealership Diagnostic check fees	\$168.96	The amount paid to Audi dealership to have them complete the diagnostic test to identify the additional outstanding needed repair work
Audi front seat Switches replacement	\$1,113.44	Estimated cost from Audi Dealership to repair front seat switches
Audi dealership estimated repair cost for outstanding vehicle damages from flood	\$8,996.06	Estimated cost from Audi Dealership to repair other outstanding damages that has affected the electrical components
Flood car detailing estimates	\$250.00	Estimated cost for detailing my vehicle after a flood damage. I am yet to get this detailing process completed on my car
Thrifty Car Rental	\$202.26	Estimated cost for additional 7 days future car rental based previous 7 days rental from Thrifty Car Rental
Garmin - DriveSmart 55 & Traffic - 5.5" GPS with Built-In Bluetooth	\$179.99	My GPS unit which was located inside the center console was damaged from the flood
Potential future mechanical works needed	1,500.00	Per information from the Audi Dealership there is a possibility some additional unforeseen mechanical issues could be uncovered in the future as a result of the damage caused by this flooding incident
Miscellaneous	\$1,000.00	Emotional pain and distress to myself and family members while trying to find a healthy balance between the traumatic effects from the disaster and our normal day to day life (job, personal and family).

Additional Supporting documents Include:

- VCA Auto Repair Shop receipt
- Budget car rental Ford Focus receipt
- Thrifty car rental - Chevy Cruze receipt
- Autozone battery replacement receipt

- Audi Dealership diagnostic test invoice
- Audi dealership diagnostic test payment receipt
- Audi seat switches replacement cost estimate
- Audi dealership diagnostic test results with estimated cost of repairs
- Photos of my car and damages from the flood incident
- Sample Market Value of my car model pulled from Ebay website
- Values of GPS damages in the flood

Even though dealing with the traumatic aftermath from this flooding incident has not been an easy experience (both mentally and emotionally) on myself and my loved ones, we do appreciate all the Official from the City of Milwaukee's Office, who reached out and also have also shown support to the affected residence throughout this period especially during the public meeting with affected residents at the Hunger Task Force on 01/09/2020.

I trust that the above information would suffice in reviewing my claim request and please do not hesitate to reach out to me at (email: dennisanan@yahoo.com or phone: 414-526-7419) if there are any other questions or concerns pertaining to my claim request.

Please submit any mail correspondence pertaining to this claim to my Mailing Address as listed:

Dennis Oteng
P.O. Box 241704
Milwaukee, WI, 53224

Sincerely,

A handwritten signature in black ink, appearing to read 'Dennis Oteng', with a long horizontal flourish extending to the right.

Dennis Oteng



938 W. NATIONAL AVE.
MILWAUKEE, WI 53204

PHONE: (414) 389-9999
(414) 499-0079
FAX: (414) 389-9940

HOW DID YOU HEAR ABOUT US?
 FB AD DRIVE BY YELP GOOGLE
 WEBSITE INSTAGRAM WORD OF MOUTH

ESTIMATE/REPAIR ORDER

INVOICE #: _____ DATE: 12/31/19

NAME: Dennis

ADDRESS: 429 S. Hawley Rd

EMAIL: _____

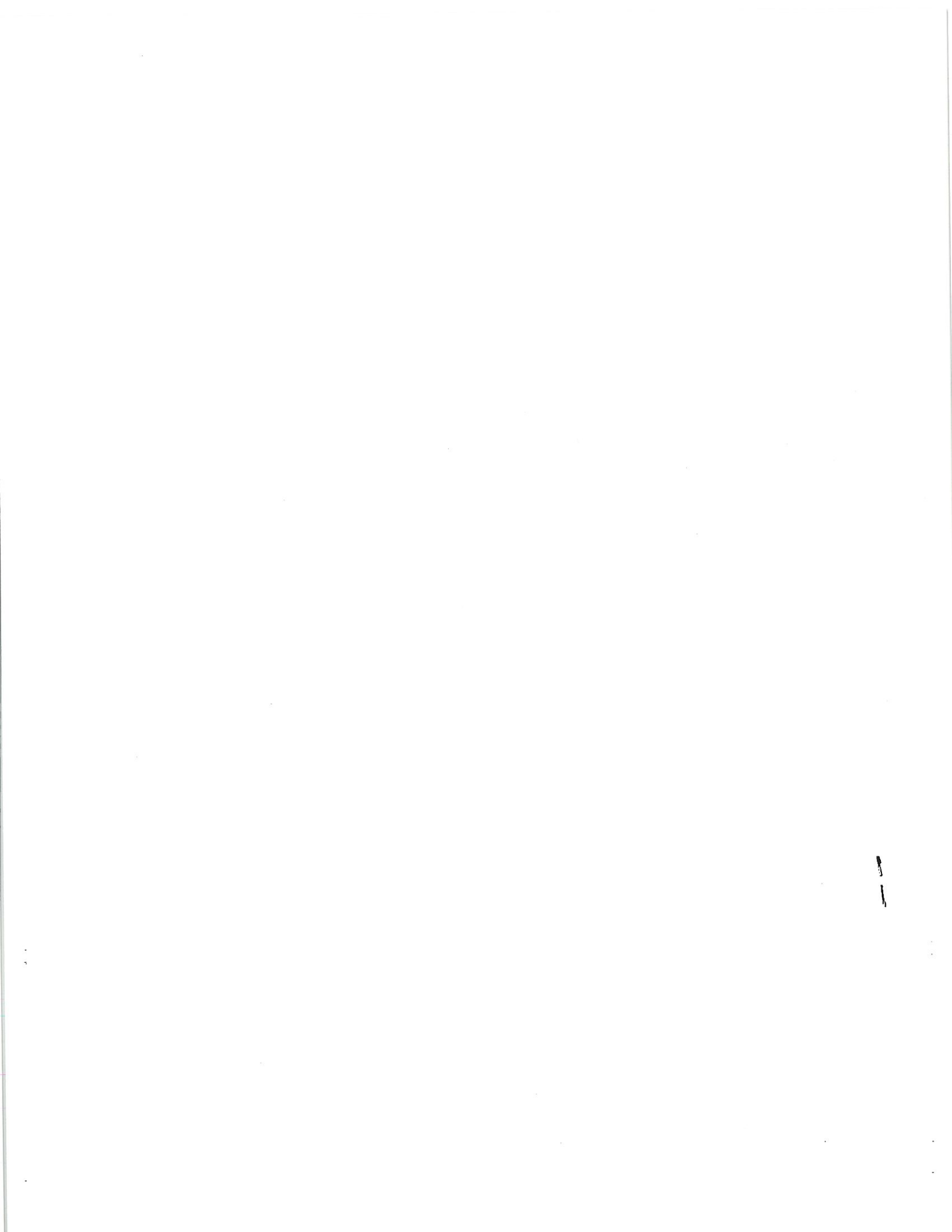
PHONE #: (414) 526-7419

INSURANCE CO: <input type="checkbox"/>		SELF PAY: <input checked="" type="checkbox"/>		YEAR	MAKE	MODEL	COLOR
VIN #: WAUBFAFLXEN003221		14	Audi	A4	GREY		
REPAIR	BLEND	REPLACE	DESCRIPTION OF LABOR AND/OR MATERIAL		PARTS	LABOR	PAINT
			Oil Change		75		
			Clean Engine and Components		550		
			Light Detail		n/c		
			Seat doesn't move				
			Bag light on				
<div data-bbox="138 1060 430 1207" style="font-size: 2em; transform: rotate(-15deg);"> Flood "DAMAGE" </div>					<div data-bbox="1258 1018 1518 1081" style="border: 1px solid black; padding: 2px;"> RECEIVED OFFICE OF CITY ATTORNEY </div> <div data-bbox="1299 1102 1485 1155">JAN 29 2020</div> <div data-bbox="1274 1165 1502 1228">3:25 AM/PM</div>		
<div data-bbox="40 1260 625 1837" style="background-color: red; color: white; padding: 10px; transform: rotate(-5deg);"> Repair Cost from VCA Auto after they were able to repair engine </div>					<div data-bbox="1055 1228 1380 1501" style="border: 2px solid red; padding: 5px; transform: rotate(-5deg);"> VCA AUTO BODY INC. MS </div>		
<small>restocking fee on all returned parts.</small> <small>day storage charge if vehicle is not picked up within 3 calendar days after repair is complete.</small>					<small>etc</small>		
EACH COLUMN TOTAL:					\$	\$?	\$
COMBINED TOTAL:					\$625	\$35	\$
TAX:							
ADVANCE CHARGES:							
FINAL TOTAL:					\$660.00		

DATE: 12/31/19

DATE: 01/04/20

*****THANK YOU FOR YOUR BUSINESS!*****



CUSTOMER #: 103896

78269

Audi North Shore

4400 W. Brown Deer Rd.
Brown Deer, WI 53223
Phone: 414-355-4400 · Fax: 414-355-4401
www.audinorthshore.com

DENNIS OTENG
PO BOX 241704
MILWAUKEE, WI 53224-9037
HOME: CONT:414-526-7419
BUS: CELL:414-526-7419

INVOICE
DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 2191 STEVE PETERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREY	14	AUDI A42.0	WAUBFAFLXEN003221	210-JRE	85376/85376	T787	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30SEP13 DD			17:00 07JAN20		160.00	CASH	07JAN20
R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_Turbo					
08:59 07JAN20	10:18 07JAN20						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES VEHICLE WAS IN AN AREA WITH A WATER MAIN BREAK AND CAR WAS FLOODED UP TO BOTTOM OF SEAT. INSPECT AND ADVISE

DIAG DEFAULT

4021 CA 160.00 160.00
 PARTS: 0.00 LABOR: 160.00 OTHER: 0.00 TOTAL LINE A: 160.00
 85376 WATER PRICED REPAIRS TO VEHICLE FROM WATER DAMAGE VEHICLE MAY NEED OTHER REPAIRS ONCE TEAR DOWN IS STARTED

B PERFORM COMPLIMENTARY MULTI POINT INSPECTION ON VEHICLE
MPI PERFORM COMPLIMENTARY MULTI POINT INSPECTION ON VEHICLE

4021ISERV (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

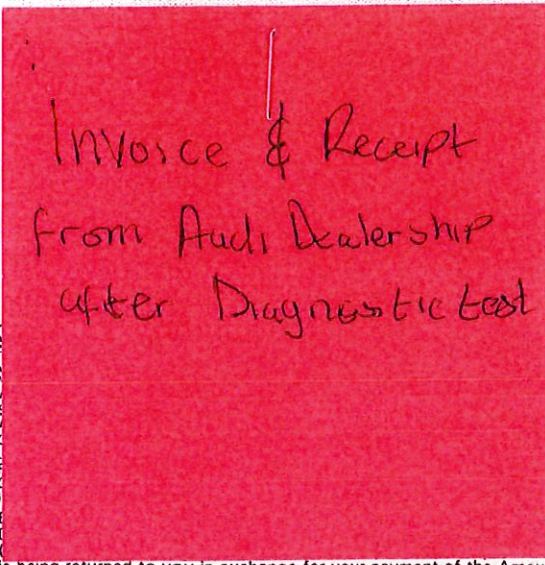
EST: 320.00 07JAN20 08:59 SA: 2191

CREATED 2020-01-06 08:11:00AM
TAKEN BY STEVE PE TERSON

RECEIVED
OFFICE OF CITY ATTORNEY

JAN 29 2020

3 25 AM (J.P.M.)



ALL REPAIRS ARE... ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	160.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	160.00
LESS INSURANCE	0.00
SALES TAX	8.96
PLEASE PAY THIS AMOUNT	168.96

Repairs Performed By (List mechanics/team leader and names of any subcontractors):

Names:

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

2

AUDI NORTH SHORE
4400 W BROWN DEER RD
BROWN DEER, WI 53223
(414) 355-4400

SALE

MID: 520002523639
TID: 004 REF#: 00009059
Batch #: 007001 RRN: 600059605
01/07/20 10:26:08
Invoice #: 78269
APPR CODE: 854741
AMEX Chip
*****1003 **/****

AMOUNT \$168.96

APPROVED

AMERICAN EXPRESS
AID: A00000025010801
TVR: 00 00 00 80 00
TSI: F8 00

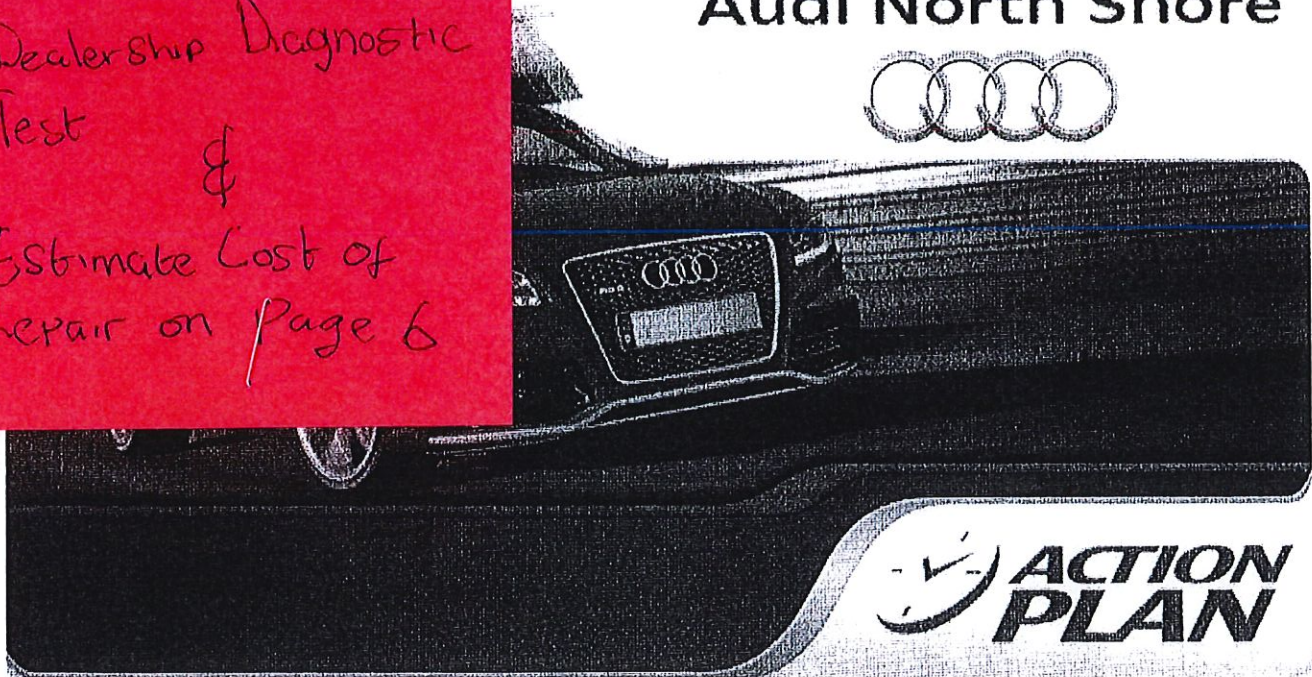
CUSTOMER COPY

Results from Audi
Dealership Diagnostic
Test

&

Estimate Cost of
Repair on Page 6

Audi North Shore



Thank you for allowing us to help you maintain your vehicle. In our effort to help you keep your vehicle operating at peak performance, we have assembled this customized Action Plan that addresses the needs of your vehicle. Please review its contents and let your advisor know which services you would like us to perform today. If you have any questions or concerns please don't hesitate to contact us. We are here to help you.

Dennis Oteng

PO BOX 241704
MILWAUKEE, WI 53224-9037
(414) 526-7419
NONE@YAHOO.COM

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JAN 29 2020

3:25 A.M./P.M.

Steve Peterson

Service Consultant
speterson@audinorthshore.com
414-371-2274

J. Fleischmann

Certified Technician



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. CUSTOMER STATES VEHICLE WAS IN AN AREA WITH A WATER MAIN BREAK AND CAR WAS FLOODED UP TO BOTTOM OF SEAT. INSPECT AND ADVISE
- ✓ B. PERFORM COMPLIMENTARY MULTI POINT INSPECTION ON VEHICLE



Package Results

Audi of North Shore MultiPo1nt Inspection

Failed Task	Observation	Recommendation	Done
Inspect air filter	Found air filter excessively dirty	Replace air filter	
Check engine oil level and color	Found engine oil excessively discolored/dirty	Change engine oil and filter	
Inspect cabin air filter	Found cabin air filter excessively dirty	Replace cabin air filter	

Passed Task	Observation	Recommendation	Done
Check washer fluid level	Found washer fluid level low: Filled to proper level		
Measure front wheel hub	6 mm		
Left front tire tread depth	Left front tire tread measures 6/32": Inspect tire next service		
Left rear tire tread depth	Left rear tire tread measures 6/32": Inspect tire next service		
Right front tire tread depth	Right front tire tread measures 6/32": Inspect tire next service		
Right rear tire tread depth	Right rear tire tread measures 6/32": Inspect tire next service		
Check tire pressure on front left	a Tire pressure was set to manufacturer specification - Check tire pressures monthly		
Check tire pressure on front right	a Tire pressure was set to manufacturer specification - Check tire pressures monthly		

Passed Tasks

✓ Inspect exhaust system for leaks, damage, and loose parts

✓ Inspect axles, driveshaft and CV joints/boots

✓ Inspect engine mounts

RO#: 78269

Audi of North Shore
4400 W Brown Deer Rd Brown Deer, WI • (414) 355-4400 • www.audinorthshore.com

- ✓ Inspect transmission mounts
- ✓ Check power steering fluid level and condition (Some models have electric pump/motor).
- ✓ Inspect wiper and washer operation
- ✓ Inspect brake system components
- ✓ Inspect rear suspension components
- ✓ Left rear tire tread depth
- ✓ Check and adjust front tire pressure
- ✓ Inspect lower engine cover
- ✓ Tire recommendations based on overall tire wear and condition
- ✓ Alignment
- ✓ Inspect fuel tank, lines, and connections
- ✓ Check engine coolant level and condition
- ✓ Check horn operation
- ✓ Inspect steering components
- ✓ Inspect sway bar components
- ✓ Right front tire tread depth
- ✓ Check and adjust rear tire pressure
- ✓ Inspect windshield for cracks, chips and pitting
- ✓ Inspect all hoses and clamps
- ✓ Fill windshield washer fluid
- ✓ Check brake fluid level and condition
- ✓ Measure front brake pads
- ✓ Inspect front suspension components
- ✓ Left front tire tread depth
- ✓ Right rear tire tread depth
- ✓ Inspect wheels for damage
- ✓ Time and Mileage based recommendations
- ✓ Inspect taillight, turn signal, side marker, and license plate lights

Additional Observations	Recommendation
AIR BAG CONTROL MODULE	AIRBAG CONTROL MODULE
DRIVERS DOOR CONTROL MODULE	DRIVERS DOOR CONTROL MODULE
DRIVERS REAR DOOR CONTROL MODULE	DRIVERS REAR MODULE
DRIVERS HEADLIGHT	DRIVERS HEADLIGHT ASSEMBLY MODULES AND BULBS
PARKING BRAKE CONTROL MODULE	PARKING BRAKE MODULE
DIAG	DIAG
DRIVERS FOG LIGHT ASSEMBLY	DR FOG ASSEMBLY



Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

** The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

Cabin filter replacement

AI-15

Operation Description:

Access the cabin or pollen filter according to the vehicle manufacturer's service information. This usually involves opening the glove box and removing the bolt to lower the door. Remove the old cabin air filter from its housing. Replace with new cabin air filter. Replace the bolt to attach the glove box door. Close the glove box door. Clean the housing of all dust and debris. Install the new pollen filter into its housing.

Significance:

The cabin or pollen filter is designed to filter out dust, pollen and other particles that would normally make their way into your vehicle through the heating, ventilation and air conditioning (HVAC) systems. Pollen filters work very well, but need to be replaced as part of a scheduled maintenance program. Restricted and dirty pollen filters put a strain on the blower motor, which can cause it to be excessively noisy and even fail prematurely. This kind of strain on a blower motor can also cause problems with the vehicle wiring and electrical system, due to the excessive amperage required for the blower motor to function. Replacing the blower motor can be very expensive on some vehicles.

*A dirty and clogged
cabin air filter*

A clean cabin air filter

Advantage:

A clean cabin or pollen filter can be very effective at keeping dust, pollen, and other unwanted particles from entering the interior of your car. Also, your blower motor will generate a higher volume of airflow, boosting the efficiency and effectiveness of your HVAC systems.

Oil and filter change

AI-18

Operation Description:

Completely drain all oil from the engine. Reinstall the oil drain plug using a new oil drain plug gasket, and torque the drain plug to the vehicle manufacturer's specifications. Remove the oil filter from the engine. Lubricate the seal on the new filter using clean motor oil. Install the new oil filter on the engine and tighten it to specification. Refill the engine with the correct amount of motor oil specified by the manufacturer. Start the engine and allow it run for over 30 seconds. Shut the engine off and check for any oil leaks beneath the vehicle. Check the oil level. Top off as necessary.

*Sludge from lack of oil
changes*

Significance:

Changing your engine oil and filter is the single most important vehicle maintenance that you can perform to ensure long engine life. Engine oil that is not changed when it should can develop sludge which can cause serious engine damage in less than 15,000 miles. Today's engine oils have additives and detergents that help to prevent sludge formation, but engine heat will eventually break down these additives so they can no longer protect your engine. The solution is to change your engine oil and filter at the recommended service intervals to ensure that your engine runs reliably for many years.

*Clean, maintained
engine internals*

Advantage:

Changing your engine oil and filter at or before the factory recommended service interval is the best way to protect your engine from premature wear or complete failure. Today's modern engines commonly last far beyond 100,000 miles when they are properly maintained with regular oil and filter changes. An oil and filter change is an inexpensive way to promote engine longevity and ensure good engine performance.

Air filter replacement AL76

Operation Description:

Remove the air filter element from the air filter housing. Clean the air filter housing and inspect the fresh air duct hose for damage, dirt, or obstructions. Inspect the warm air intake hose for signs of deterioration. Install a new filter element, and then reinstall the air filter housing access panel.

Significance:

A dirty or clogged air filter can affect the fuel economy and overall vehicle performance. Both diesel and gasoline powered engines are designed to maintain a specific air-fuel ratio. A restricted air filter can affect the way the engine maintains the correct air-fuel mixture. If the air filter is restricted, the fuel mileage and overall vehicle drivability can deteriorate rapidly.

Dirty and restricted air filter

Advantage:

Replacing your air filter element is a quick and effective way to keep your engine running at its peak performance. A clean air filter helps your engine work more efficiently by letting the airflow get to the engine with no restrictions. A clean air filter can also prolong the life of your engine.

New air filter



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. CUSTOMER STATES VEHICLE WAS IN AN AREA WITH A WATER MAIN BREAK AND CAR WAS FLOODED UP TO BOTTOM OF SEAT. INSPECT AND ADVISE		\$0.00		X
B. PERFORM COMPLIMENTARY MULTI POINT INSPECTION ON VEHICLE		\$0.00		X
Subtotal		\$0.00		

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace cabin air filter (Found cabin air filter excessively dirty)	x		\$106.00		
Change engine oil and filter (Found engine oil excessively discolored/dirty)	x		\$155.00		
Replace air filter (Found air filter excessively dirty)	x		\$108.00		

Inspection & Additional Recommendations	Insp Status	Cost	Deferred	Approved
Subtotal		\$369.00		
DIAG (DIAG)		\$320.00		X
AIRBAG CONTROL MODULE (AIR BAG CONTROL MODULE)		\$1,956.00		
DRIVERS DOOR CONTROL MODULE (DRIVERS DOOR CONTROL MODULE)		\$678.00		
DRIVERS REAR MODULE (DRIVERS REAR DOOR CONTROL MODULE)		\$782.00		
DRIVERS HEADLIGHT ASSEMBLY MODULES AND BULBS (DRIVERS HEADLIGHT)		\$2,920.00		
PARKING BRAKE MODULE (PARKING BRAKE CONTROL MODULE)		\$1,180.00		
DR FOG ASSEMBLY (DRIVERS FOG LIGHT ASSEMBLY)		\$284.00		
Subtotal		\$8,120.00		\$320.00
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$8,489.00	\$0.00	\$320.00
Misc		\$30.00		\$30.00
Tax		\$477.06		\$19.60
Estimate Total		\$8,996.06		\$369.60
For "See AI-" items <input type="checkbox"/> see the "Additional Information" section <input type="checkbox"/>				

OFFICE COPY
\$837.87

X

Audi, North Shore

4400 W. Brown Deer Rd.
Brown Deer, WI 53223
Phone: 414-355-4400 . Fax: 414-355-9815
www.audinorthshore.com

Email - parts@audinorthshore.com

RETURNS/REFUND POLICY: NO RETURNS ON AIRBAGS, PRETENSIONERS, OR STRUCTURAL METAL. ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE AND ARE SUBJECT TO A 30% RESTOCKING CHARGE. RETURNED ITEMS MUST BE IN THE ORIGINAL UNOPENED BOX OR CONTAINER. PLEASE NOTE THAT THE DEALERSHIP WILL NOT ACCEPT RETURNS OR MAKE REFUNDS AFTER 30 DAYS. NO REFUNDS OR RETURNS ON SPECIAL ORDER PARTS OR ELECTRICAL PARTS.

ENTERED JAN 20

YOUR ORDER NO.

INVOICE DATE

INVOICE NUMBER

Q28538

DATE SHIPPED 14 JAN 20

Q U O T E

DO NOT PAY

18:46

ACCOUNT NO. 2

S H I P T O

Q U O T E

Q28538

DENNIS OTENG

SLSM. RF

TERMS CASH

F.O.B. BROWN DEER, WI

DESCRIPTION

NET

AMOUNT

396.72

198.36

198.36

198.36

198.36

198.36

8E0-959-777-B-4PK SWITCH

198.36

198.36

198.36

198.36

198.36

198.36

198.36

198.36

8K0-959-747 SWITCH

198.36

198.36

198.36

198.36

198.36

198.36

198.36

198.36

8K0-959-748-C SWITCH

198.36

198.36

198.36

198.36

198.36

198.36

198.36

198.36

SOP PARTS 3 DAYS

Q U O T E

DO NOT PAY

Replacing Both Front Seat Switches

Audi Dealership
Estimated Cost
for Repairing
front Seat Switches

793.44 PA
300.00
1113.44

THE DEALERSHIP ASSUMES ANY LIABILITY FOR THE MANUFACTURER OR EXPRESSLY DISCLAIMS ALL LIABILITY AND ASSUMES RESPONSIBILITY FOR THE SALE OF USE, LOSS OF TIME, AND DISCLAIMER IN NO WAY.

PARTS	793.44
SUBLET	0.00
FREIGHT	44.43
SALES TAX	
TOTAL	\$837.87

RECEIVED
OFFICE OF CITY ATTORNEY

JAN 29 2020

3:25 AM PM

1



WISCONSIN

0000000

Certificate of Vehicle Registration

Product Number					Registration Number	
85464142684					R9158WC0024	
Plate Number	Registration	Chassis	Gross Weight	Period	Color	Fleet No.
210JRE	AUT AUT	AUTO		A	GRAY	
Vehicle Identification Number			Year	Make	Expiration Date	Amount Received
WAUBFAFLXEN003221			2014	AUDI	06/19/2020	\$ 108.00

INCLUDES MUNICIPAL &/OR COUNTY FEE

YEAR

This Registration Certificate is not a Title. Not Valid for Transfer of Ownership.

Contact the 414-266-1000
Division of Motor 608-264-7447
Vehicles at:
wisconsin.dmv.gov

OTENG DENNIS
11601 W BROWN DEER RD # 202
MILWAUKEE, WI 53224-1435



RECEIVED
OFFICE OF CITY ATTORNEY

JAN 29 2020

3 25 A.M./P.M.

Tired of misplacing or losing your renewal notices?

Sign up to receive your driver's license/identification card and vehicle license plate renewal notices by email and text.

eNotify (electronic notification) allows you to receive an email and text message in place of your paper renewal notices.

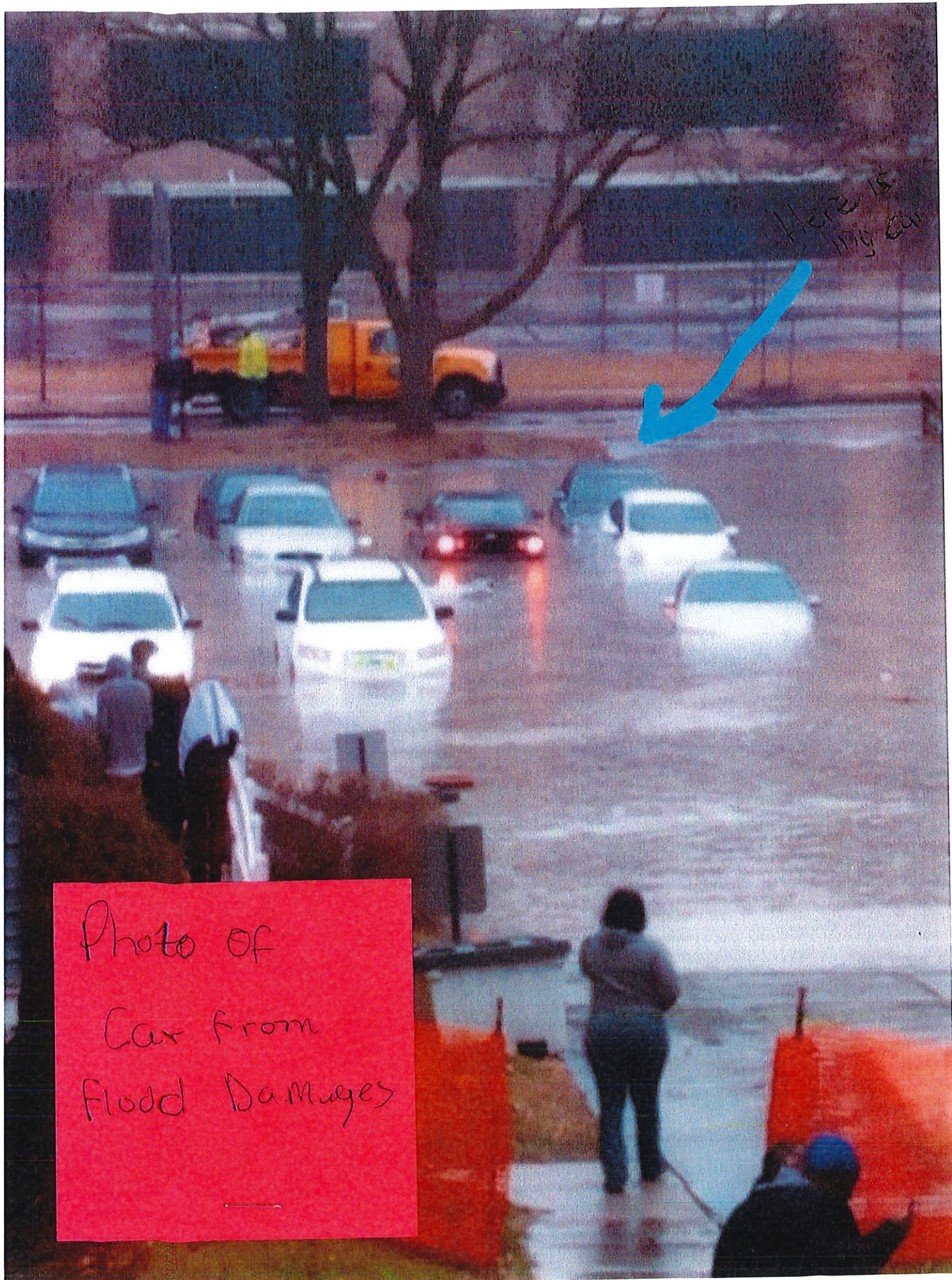


for more information go to:

wisconsin.dmv.gov/enotify

Do I need insurance?

Yes. In Wisconsin, you're required to have liability coverage for the vehicle you drive and carry proof of it when you are driving. If you don't, you can be fined up to \$500. If you are in an accident without the proper coverage, you may still be responsible for damages and lose your license. Visit **wisconsin.dmv.gov** for more details.



Here is my car



Photo of
Car from
Flood Damages