

September 1, 2008

To whom it may concern,

On August 27 I received notification that my claim was being denied. I wish to request an appeal.

My reasons for denial are incorrect. We were notified that we never filed any complaint. On March 31, 2008 I placed two telephone requests for service relating to the issue through the City. Furthermore when City of Milwaukee crews arrived, I filled out an 8 x 5 formal complaint after the supervisor on site visited my basement. I was refused the ability to photo copy this form and was told that I would be unable to receive a copy, however I was further told that the copy would be forwarded to the City Clerk for my complaint. Perhaps this form was misplaced. I did have to file my complaint with the City of Milwaukee twice as well. Furthermore I contacted my alderman, Robert Donovan, to voice a complaint with the system currently in place on March 31, 2008 via email.

Secondly, you reference that the sewers did not back up because of a regular cleaning schedule. I wish to dispute the fact that 26 months is considered frequent enough of a cleaning schedule for any sewer system. Furthermore for the week following the event, the sewer drain received regular inspection daily due to further complaints from the neighborhood. In addition, if this were a problem with our personal drain system, the 7 other homes on our block and across the street would not have been affected. Upon the flush of the system, the water instantly began to drain from our basement. Once again this would not have been the case had it not be the result of a clogged city drain system. Lastly, when the plumber servicing our neighbors across the street for the same issue opened the sewer drain it was approximately 2 feet from street level. He only did this after extending his equipment 110 feet from the home drain. These neighbors also filed a complaint and reside at 3636 W. Rogers. They also filed a form that day as well with the city, however they did not call in a complaint. I do not feel that this is a sign of a properly maintained sewer drain. Our entire neighborhood was left to clean up hazardous materials, which still plague our homes to this day.

For these reasons I wish to request an appeal and hearing on this decision.

Cynthia I Rampacek
Brian Rampacek
3633 W. Rogers Street
Milwaukee WI 53215
414-643-0809

CITY OF MILWAUKEE
2008 SEP -3 PM 2:26
RONALD D. LEONHART
CITY CLERK

OFFICE OF
CITY ATTORNEY

2008 SEP -4 AM 8:52

CITY OF MILWAUKEE
RECEIVED

Date July 29, 2008

Attention - City Clerk - Claims Department

From Cynthia I. Rampacek

RE: Claim for damages in sewer backup for residence located at 3633 W. Rogers Street, Milwaukee WI

Total Pages 5 including cover letter

I have submitted this claim and per several discussions today, the claim is not in the office. Please submit this claim dated today. I will call tomorrow to confirm the claim was received. Any questions please contact me at 414-708-8698 or 414-643-0809

Thank you
Cynthia Rampacek

CITY OF MILWAUKEE
2008 JUL 29 PM 3:24
RONALD D. LEONHARDT
CITY CLERK

CITY OF MILWAUKEE
RECEIVED
2008 JUL 29 PM 3:54
OFFICE OF
CITY ATTORNEY

On Monday March 31, 2008 at approximately 11:30 am we noticed an odor of gas in our home. Under the impression that the pilot light went out on the furnace, my husband went into the basement. What we found was a basement slowly filling with feces and other solid matter and water. We called into both the city and a plumber. At approximately 1:00 pm we noticed a plumber arriving at our neighbors home across the street. After further conversation, and inspection by the plumber, we learned that our situation was the same as theirs. Both basements were filling with feces and waste water. A look down the block also indicated another plumbing truck. I placed a call again with the city and was rudely rebuffed for making a second complaint. After sending the snake at our neighbors home out 105 feet, the plumber opened the man-hole cover in the middle of the street. At that time we learned that the main city sewer line was backed up and the water in the main sewer was 3-4 feet below street level. This was what was causing the issue. By this point in time our basement had over 6 inches of water and waste material. The plumber then called the city and managed to get a faster response. The city came out with what appeared to be a vacuum truck and cleared the line. Instantly the water started clearing our basement. The workers present did confirm that the issue we had was directly related to the clogged main, as well as the fact that the water was lowering in our basement. We did give our information at the time and I was told you would have record of that. Furthermore they city had the vacuum truck out for the next three days, clearing and checking the main as well. What did not was the solid fecal matter, along with various personal hygiene items. After making several calls to companies that offer clean up with issues like this, we realized that the option was not available to us due simply to cost. Enclosed you will find a few bills in regards to clean up supplies. Anything that was on the floor was destroyed. Our carpet, our furniture, photographs, clothing. All was covered in fecal matter and had to be disposed of. After 3 days of cleaning and several trips to the dump, we were left with a slightly cleaner home.

In the bills submitted you will also find an estimate for a shut off valve. This valve will prevent this from occurring again. You will also see a bill from the plumbing company which was called out to assist in the resulting clog of solid waste in our drain.

As many items (furniture, carpeting, drywall, flooring tiles) have been damaged as unfortunately we have been unable to replace these items as of yet, we would like to request an additional \$1000.00 to complete our clean up and repairs.

Menards	Clean up Supplies	\$	114.99
Walmart	Clean up Supplies	\$	89.51
Blain's Farm and Fleet	Clean up Supplies	\$	38.34
Flat Rate Plumbing	Drain Clog	\$	225.00
Misc Replacement		\$	1,000.00
	Total Requested	\$	1,467.84

We do have photographs of the basement which are included in this letter. Thankfully we were able to be home when the back up occurred and were able to spare many valuable items.

Please feel free to contact me with any questions and I look forward to sitting before the panel to discuss this in person. This is the second attempt at filing a claim. Our first claim was not in the computer records at the clerk office.

Cynthia Rampacek
 3633 W. Rogers Street
 Milwaukee WI 53215
 414-643-0809

Use Your  2%
BIG CARD REBATE
MENARDS®

MENARDS - W. MILWAUKEE
2101 Miller Park Way
W. Milwaukee WI 53219

KEEP YOUR RECEIPT
RETURN POLICY VARIES BY PRODUCT TYPE

Allowable returns for items on this
receipt will be in the form of an in
store credit voucher if the return
is done after 08/30/08



Sale Transaction

36WX72HX180 VENTED 5 *	
2114096	29.00
36WX72HX180 VENTED 5 *	
2114096	29.00
10 SPRAY ADJ TELE NO	SM
2742915	17.94
FURNITURE SLIDERS 8	
2170008	6.99
5/8"X10' EXTENSION H *	SM
2741503	3.94
DIET COKE	NR
2730502	1.24
DIET COKE	NR
2730502	1.24
LD NUTTY BARS 12PK	
5735544	1.26 NT
ZEBRA CAKES 10PK	
5735517	1.43 NT
FURNITURE SLIDERS 8	
2170008	6.99
32GAL TRASH CAN W/ W *	
6483003	10.00
TOTAL	109.03
TAX AT 5.8%	5.96
TOTAL SALE	114.99
DEBIT CARD 7898	114.99

EFT DEBIT 04/01/08 14:55:26
NETWORK IO 0018 APP CODE 024623
REF# 040138858001 PRIMARY ACCT

TOTAL NUMBER OF ITEMS = 11

SM = Seasonal items may be exchanged for
the same item or a similar item of
equal value. If an exchange is not
desired, the item will be refunded at
the receipt price if within 14 days
of purchase; after 14 days, clearance
price will be given if on clearance at
time of return.

NR = The following items, if opened or
defective, are only available for an
even exchange on the identical product:

Blain's FARM & FLEET

Farm & Fleet of Waukesha
2310 Kossow Road
Waukesha, WI 53188
(262)784-7708
www.farmandfleet.com

STORE: 00005 REGISTER: 011
CASHIER: 052742

24" Double Edge Rubber Squeegee
495513 1 @ 22.49 22.49 T1F
Boot 11 PVC Brown
290508 1 @ 13.99 13.99 T1F

=====

SUBTOTAL	38.48
SALES TAX	1.86
TOTAL	38.34

=====

*** YOU SAVED 9.50 ***

AMOUNT TENDERED
MasterCard 38.34

ACCT: *****8246
EXP: *****
APPROVAL: 05145B

TOTAL PAYMENT 38.34

SALES TAX ANALYSIS

CODE	RATE%	TAXABLE	TAX
T1	5.100	38.48	1.86

Transaction: 303808 4/1/2008 11:25 AM

Thank you for shopping at Farm & Fleet



8 0 1 0 1 0 4 0 1 0 5 0 0 0 8 0 8 6 0 3



ITEMS SOLD 24

TC# 1282 4968 4205 8215 4269
New Products: Latest Rollbacks
STAN UP at WalMart.com/email
03/31/08 22:41:12

DEBIT FROM PRIMARY
ACCOUNT: 1845
89.51 TOTAL PURCHASE
EF # 809200828997
NETWORK ID: 0082 APPR CODE 015845
03/31/08 22:41:10

CHANGE DUE 0.00
DEBIT 89.51
TAX 1 5
GRL SPRAYER 002615
STORAGE BOX 007314918438
SAFETY KNIFE 003706407102
DUST MASK 007004252660
SAFETY KNIFE 003706407102
GV BLEACH 068113168921
TORK BLADES 003706407105
GV BLEACH 068113168921
TORK BLADES 003706407105
GV BLEACH 068113168921
MOP REFILL 061475900395
GV BLEACH 068113168921
SOFT GLOVES 007039409150
GV BLEACH 068113168921
GV BLEACH 068113168921
DUST MASK 007004252660
GV BLEACH 068113168921
MOP REFILL 061475900395
GV BLEACH 068113168921
SHOES 066971178940
GV BLEACH 068113168921
MOP 061475900390
LIQUID SOAP 061475900390
MOP 061475900390
GLAD CONTRACT 001258770655
ST# 1635 OPT 00003573 TR# 20 TR# 01863
(262) 521 - 1815
MANAGER MARK WEATHERHOGG
WE SELL FOR LESS

Save money. Live better.
WAL*MART



FLAT RATE

24 HOUR SERVICE

**PLUMBING • HEATING • COOLING
SEWER & DRAIN CLEANING**

Milwaukee County Waukesha Ozaukee & Washington County Racine & Kenosha County
 (414) 258-7711 (262) 789-1830 (262) 552-7200
 MAIN OFFICE: 12910 W. NATIONAL AVE., NEW BERLIN, WI 53151
 WISCONSIN MASTER PLUMBER'S LICENSE NO. 224535

Work Order / Invoice 125987

DATE	7-1-08	S.O. #	7200	BILL TABLE	1
NAME				Pay Code	CC
ADDRESS				Office Use	
CITY, STATE, ZIP					
HOME PHONE			WORK PHONE		
NAME	BRIAN RAMBACHER				
ADDRESS	2633 W ROBERTS ST				
CITY, STATE, ZIP	MILWAUKEE, WI				
HOME PHONE			WORK PHONE		

EQUIPMENT	Make	Model	Serial #

WARNING - The hot water in your dwelling should not exceed 120 degrees F. Water temperature exceeding 120 degrees F. can cause scald burns. You can measure the temperature of your hot water with a thermometer. To prevent scald burn injuries read the danger label and user manual before adjusting temperature control. At your request, we can provide this service at a nominal fee.

Task #	Premium Rate	Standard Rate	Value Rate
T40240		394.30	
4" MAIN STOODPIPE DRAIN POPPED + RII (HAC + 105110)			
T9999		375 -	
UP TOILET / SHOWER / INSTALL 4" FLOOR DRAIN ORAND. (ESTIMATE)			
Task #	Premium Rate	Standard Rate	Value Rate

Please Pay From This Invoice - No Statement Rendered

WORK AUTHORIZATION: Authorization to proceed with above diagnose / solution - I the undersigned, an owner / authorized representative / tenant of the premises at which the work mentioned above is to be done. I hereby authorize you to perform Diagnosis / Solution, and to use such labor and materials as you deem advisable. If your check bounces, you could be liable for 3-times the amount of the check or \$100.00, whichever is more, plus the face value of the check and court costs. I have read and agree to all the terms and conditions set forth on the face and reverse side hereof. I hereby authorize you to proceed with the above work. Being now forewarned that aged and deteriorated plumbing fixtures, piping, and appliances may no longer be serviceable, I agree to hold Flat Rate Plumbing, Inc. blameless for any damage or destruction to same as a result of conventional repair efforts. I, the undersigned hereby agree that, in the event of default in the payment of any amount due, and if this account is placed in the hands of a collection agency or attorney for collection or legal action, to pay and additional charge equal to the cost of collection including agency and attorney fees and court costs included. Flat Rate Plumbing, Inc. further states and owner recognizes that there may be other service providers willing to perform this work at a lower price. Owner understands that she has the option of seeking other bids before authorizing this work. I understand there are no oral agreements. Nothing can be changed unless it is in writing, accepted by me and Flat Rate Plumbing, Inc. on an official Flat Rate Plumbing, Inc. invoice.

Do you want your old parts?	
<input type="checkbox"/> REMOVE SCRAP	<input type="checkbox"/> LEAVE SCRAP
SERVICE CALL INCLUDES TRAVEL FEE	49
DIAGNOSTIC FEE	
PROPOSAL # 1	594.30
PROPOSAL #	
PROPOSAL #	
APPLICABLE SALES TAX AT _____ %	
TOTAL JOB	494.30
DEPOSIT	
AMOUNT DUE	205

SIGNATURE X _____

WARRANTY

- All material supplied by Flat Rate are covered by the manufacturer's written warranty.
- Workmanship Warranted For 90 Days Unless Otherwise Marked.
- 30 Days 1-Year No Warranty

Limited Warranty: See reverse side for terms and conditions

CUSTOMER COPY

PAID BY:
 Cash VISA Discover MC

Check # _____

Card # 4376 3151 3958 3706 Exp. 07/10

Auth. No. _____

Tech Name / Number PAUL # 70

ACCEPTANCE OF WORK PERFORMED: I find the service and materials rendered and installed in connection with the above work mentioned to have been completed in a satisfactory manner. I agree that the amount set forth on this contract in the space labeled "TOTAL" to be the total and complete flat rate / minimum charge. I acknowledge that I have read and received a legible copy of this contract.
