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March 15, 2017

Ms. Antoinette Jackson
4947 North 19th Street
Milwaukee, WI 53209

unmailed
3/15/17

RE: C.I. File No. 1029-2016-2142
Communication from ANTOINETTE JACKSON

Dear Ms. Jackson:

We have received your claim for the amount of \$56,419.00 in relation to the property damage you sustained on September 15, 2016 at 4947 North 19th Street.

Our investigation determined the Department of Public Works sewer maintenance section received a complaint at 9:05 pm on September 15, 2016 reporting a sewer back up at 4947 North 19th Street. The sewer was investigated and found to be clogged with sand. A sewer Jet-Vac was used to open the clog. The sewer main was opened at 1:00 am, and to prevent further backwaters, a pumping operation was initiated to redirect the sanitary water to another manhole. The pumping operation was stopped on September 16, 2016 to perform additional cleaning, and the sewer was found to be in good condition.

Milwaukee Water Works was also notified of a possible leak in the area. A distribution crew investigated the area and confirmed a leak at 4950 North 19th Street on the owner's side of the water service lateral pipe between the curb stop box. This leak caused subsequent dumping into the sanitary sewer. The property owner was notified of the leak and given 10 days to complete the repairs. The leak was not related to Milwaukee Water Works, and the water service was shut off at this property to prevent further damage. The distribution crew also replaced the curb stop box and the city side of the lead water service lateral pipe at 4950 North 19th Street.

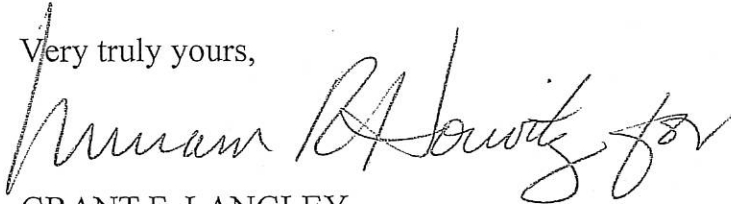


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The damage to your property was not the result of any negligence of the City of Milwaukee. When the City received notice of your problem, crews were immediately dispatched to the area. Because Milwaukee Water Works and the Department of Public Works exercised the appropriate and standard procedures to minimize damages in this situation, the City cannot be held liable. Accordingly, we are denying your claim.

If you wish to appeal this decision, you may do so by sending a written statement requesting a hearing within 21 days of the postmarked date of this letter to the Milwaukee City Clerk, 200 East Wells Street, Room 205, Milwaukee, Wisconsin 53202. Please include a photocopy of this letter's envelope, showing the postmark, and retain the original in the event further proof is needed.

Very truly yours,



GRANT F. LANGLEY
City Attorney



KARI GIPSON
Investigator Adjuster

KBG:cdr

1029-2016-2142/237782