

# 8 030126

**Summary of 13 pages of interaction with  
the City of Milwaukee regarding a claim against the Water Works.**

**2/2/03 (Week of)**

WW knocks on my door demanding to come in and check my water meter. They explain that they have never gotten a reading since they replaced it last year and that they think it was put in backward.

**2/15/03**

1. WW employee shows up at 9:00 am to replace meter.
2. Breaks off main line and doesn't know how / where to shut the water off.
3. WW employee goes out to his truck and doesn't come back into the house.
4. I pull all of the floor drains, raise any of my personal belongs that I can and block off the furnace from the flow of water.
5. I call the WW and ask them to send some one to stop the water and repair the main line.
6. 25 minutes pass as my basement fills with water.
7. 4 WW employees and one supervisor show up. One employee shuts off the water while the rest watch.
8. Art Davies (WW Supervisor) asks me for a coat hanger to wire the pipes together so that they don't have to call a plumber on a Sat. I request that they call a plumber and get this fixed today so that I don't have to stay home from work another day. They comply and inform me that the plumber will be at my home sometime in the afternoon.
9. I question Art about cleaning up my basement and how to file a claim for damages. He informs me that it is my responsibility to clean up the mess and then file a claim with the city treasurer.
10. The plumber shows up at approx. 4:00pm and can't believe what has happened and that they (WW) didn't know how to shut off the water and that they made me clean up the mess.
11. Art Davies shows up at approx. 5:00pm to take pictures of the (new installation of the shut off). Mind you that I've already hired help to clean up the basement.

**2/19/03**

I Finally get some direction from the city clerks office on how to file a claim. I submit the attached claim and never hear anything from the City.

**2/19/03 – 4/08/03**

***No action taken on the part of the water works. I place 30-35 phone calls during this time to drive my claim to completion.***

**3/20/03**

City plumbing inspector leaves a note on my front door requesting an inspection of the meter that the city installed on 2/15/03. I Am on Vacation.

**4/02/03**

I return from vacation with a letter from the plumbing inspector stating that because I have not scheduled an inspection, my home will be placed on a non-compliance list.

**4/08/03**

I call Bob O (City attorney) for an update status and am informed that he finally has everything he needs from the water works and will make a decision soon. He won't commit to a timeline and I inform him that I will call again on Monday to follow up.

**4/10/03**

Bob O (city attorney) called to inform me that the water works claims no responsibility for my damages because they followed policy and procedure. He will how ever give me \$200 if I will drop my claim.

**4/10/03**

Plumbing inspector Bill Janowski is scheduled to show up at 9:00 am. He finally arrives at 9:55am. He limped into my basement and stood 15-20 feet away from the installed meter and shined his flashlight at it and said it was ok. When I asked him if he need to inspect the new joints and complete any documentation, he said no.

**4/11/03**

I call Bob O (City attorney) requesting the report submitted by the WW and am told that I can not view their report regarding the installation of my water meter. Bob transfers me over to Mike Tobin who explains the appeals process.

**4/18/03**

I receive a letter stating that the WW claims no responsibility and write APPEALED across it and return it to the city clerks office.

**5/21/03 (less than a week ago)**

I call the city attorney to determine the status of my appeal. After being transferred several times, I'm informed of today's meeting.