

**GRANT F. LANGLEY**  
City Attorney

**LINDA ULISS BURKE**  
**VINCENT D. MOSCHELLA**  
**DANIELLE M. BERGNER**  
**MIRIAM R. HORWITZ**  
Deputy City Attorneys

**CITY OF MILWAUKEE**  
**Office of the City Attorney**

Milwaukee City Hall Suite 800 • 200 East Wells Street • Milwaukee, Wisconsin 53202-3551  
Telephone: 414.286.2601 • TDD: 414.286.2025 • Fax: 414.286.8550

**STUART S. MUKAMAL**  
**THOMAS J. BEAMISH**  
**MAURITA F. HOUREN**  
**JOHN J. HEINEN**  
**SUSAN E. LAPPEN**  
**JAN A. SMOKOWICZ**  
**PATRICIA A. FRICKER**  
**HEIDI WICK SPOERL**  
**KURT A. BEHLING**  
**GREGG C. HAGOPIAN**  
**ELLEN H. TANGEN**  
**JAY A. UNORA**  
**MARYNELL REGAN**  
**KATHRYN Z. BLOCK**  
**ADAM B. STEPHENS**  
**KEVIN P. SULLIVAN**  
**THOMAS D. MILLER**  
**JARELY M. RUIZ**  
**ROBIN A. PEDERSON**  
**JEREMY R. MCKENZIE**  
**MARY L. SCHANNINS**  
**PETER J. BLOCK**  
**NICHOLAS P. DESIATO**  
**JOANNA GIBELEV**  
**JENNY YUAN**  
**KAIL J. DECKER**  
**ALLISON N. FLANAGAN**  
**LA KEISHA W. BUTLER**  
**PATRICK J. LEIGL**  
Assistant City Attorneys

August 13, 2015

*Mailed 8/19/15*

Mr. Chai Kao Xiong  
5627 West Custer Avenue  
Milwaukee, WI 53218

RE: C.I. File No. 1029-2015-1858  
Communication from CHAI KAO XIONG

Dear Mr. Xiong:

We have received your claim in the amount of \$353.23, relating to costs allegedly incurred after backwater from the City's sewer backed up into the basement of your residence at 5627 West Custer Avenue on May 19, 2015.

The Infrastructure Services Division (ISD) records indicate that on May 20, 2015 they responded to a call of a backwater at 5627 West Custer Avenue. They found the City main sewer to be clogged with grease. A Sewer Jet Vac was used to open the sewer, clean and restore it to proper working order. They told you that your lateral also had grease in it and that you had to have it cleaned. The lateral is the responsibility of the property owner under City Charter Ordinance 12-15. The ISD records also indicate that the sewer is on a regular cleaning schedule and was last cleaned, prior to this incident, on October 29, 2014. Because the sewer is on a regular cleaning schedule and the City did not have notice of problems with the sewer, the City cannot be held liable. Therefore, we are denying your claim.



Mr. Chai Kao Xiong  
August 13, 2015  
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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 LANGLEY  
City Attorney

*Steven M. Carini*

STEVEN M. CARINI  
Investigator Adjuster

SMC:cdr

1029-2015-1858/218260