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May 20, 2025

To the Honorable Common Council  
of the City of Milwaukee  
Room 205 – City Hall

Re: Communication from FACELIA GLOVER  
C.I. File No. 1029-2025-272

Dear Council Members:

Enclosed please find a proposed resolution. We ask that it be introduced and referred to the Committee on Judiciary & Legislation, with the following recommendation.

Ms. Facilia Glover alleges on January 21, 2025, at approximately 9 a.m., her family experienced flooding from sewer water backup in her basement at 11741 West Heather Drive. Ms. Glover submitted a damage claim in the amount of \$9,592.00, for damages and emotional distress, including but, not limited to plumbing expenses and her personal property.

Our investigation determined that on January 21, 2025, a Sewer Maintenance crew responded to a backwater call at the subject location, and it was determined that the cause of the backwater was due to a lift station pump failure. Backwater was relieved after reset of the pump back to proper working condition.



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It is our view that our response time may have affected our efforts to minimize any consequential damages on January 19, 2025, after notice was given of the pump failure during extreme cold conditions. Therefore, we recommend the claim be approved with consideration of depreciation, for \$8,632.00.

Very truly yours,



EVAN C. GOYKE  
City Attorney



NAOMI E. SANDERS  
Deputy City Attorney

ECG/NES/MTG/cdr

Enclosure

1029-2025-272/297752