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From: Milwaukee.E-Notify@enotify.milwaukee.gov
Sent: Friday, September 12, 2025 3:09 PM
Subject: An Update on Constituent Emails from Ald. Marina Dimitrijevic

You have a Milwaukee.Gov E-Notification for 14th Aldermanic District

Dear neighbor –

Constituent contact and communication is crucial to our office, and a key part of our job here at City Hall. To that end, we became aware earlier this year that some constituent emails had been flagged as potential security threats and placed into a quarantined folder of undelivered items on the City server that we were unable to view or access.

Regarding this issue, the below update was provided to our office by the Department of Administration – Information and Technology Management Division (ITMD), and we wanted to share this update with you.

Should you have any questions, comments, or concerns, please don't hesitate to reach out to our office.

Sincerely,

Alderwoman Marina Dimitrijevic

City of Milwaukee Quarantined Email Messages

On July 31st, 2025, the City of Milwaukee's IT department received notice from multiple elected representatives that constituent emails sent earlier in the month were not delivered to the respective email inboxes, preventing the representatives a chance to hear and respond to their constituent needs. An investigation by the City's IT department determined that these emails and several others were not delivered because they were incorrectly flagged by the city's email provider as a likely threat.

Unfortunately, the email provider cannot disclose when the changes were made that caused legitimate emails to be blocked. Therefore, recent emails sent to your representative and possibly other milwaukee.gov addresses prior to July 15th may have been undelivered without the recipient's knowledge. While it appears that the impact was limited in scope, the exact number of undelivered messages cannot be verified and even one missed message is one too many.

While the ongoing threat of phishing, malware, and other risks require email filtering technology to remain in place, the city has worked with our email provider to recover any undelivered messages after July 15th. Additionally, changes have been made to significantly reduce the chance that future emails are incorrectly identified as a threat and to put systems in place to better review messages identified as a threat.

If you sent any communications or requests for service to elected officials or other milwaukee.gov addresses that have not received a timely response, you can resend your message or make an information request or service request by using the MKE Mobile app, visiting <https://milwaukee.gov/clickforaction>, or calling 414-286-CITY.

Alerta Informativa de Tecnología e Informática (TI) de la Ciudad de Milwaukee

Mensajes en cuarentena del correo electrónico de la Ciudad de Milwaukee

El 31 de julio de 2025, el Departamento de TI de la Ciudad de Milwaukee recibió avisos de varios representantes electos sobre correos electrónicos enviados a principios de mes por sus constituyentes y que no llegaron a las respectivas bandejas de entrada. Esto impidió que los representantes tuvieran oportunidad de enterarse y responder a las necesidades de sus electores. Una investigación realizada por el Departamento de TI de la Ciudad determinó que estos y otros varios correos electrónicos se perdieron debido a que fueron identificados de manera incorrecta como mensajes falsos por el proveedor de correo electrónico.

Desafortunadamente, el proveedor de correo electrónico no puede revelar cuándo fueron realizados los cambios que causaron el bloqueo de mensajes legítimos. Por lo tanto, los correos electrónicos enviados a sus representantes y a otras [direcciones de milwaukee.gov](https://milwaukee.gov) antes del 15 de julio, posiblemente no llegaron a la respectiva bandeja de entrada y el destinatario tampoco tiene conocimiento. Aunque parece que el impacto tuvo un alcance limitado y no se pueda verificar el número exacto de correos electrónicos perdidos, un sólo mensaje perdido, es demasiado.

Con la continua amenaza de suplantación de identidad (phishing), software malicioso y otros riesgos que requieren que la tecnología de filtrado de correo electrónico permanezca activa; la Ciudad ha trabajado con nuestro proveedor de correo electrónico para recuperar los mensajes que no fueron entregados después del 15 de julio. Además, se han realizado cambios para reducir significativamente la posibilidad de que los correos electrónicos futuros sean identificados como una amenaza y se han implementado sistemas para revisar mejor los mensajes identificados como falsos.

Si usted envió alguna comunicación o solicitud de servicio a los representantes electos u otras direcciones de milwaukee.gov y no ha recibido una respuesta oportuna, usted puede reenviar su mensaje o realizar una solicitud de información o servicio utilizando la aplicación móvil MKE, o visitando <https://milwaukee.gov/clickforaction> o llamando al 414-286-CITY.

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Accommodation Requests

Reasonable accommodations, of an auxiliary aid or service required due to a disability, for a **City of Milwaukee event** will be provided upon request. Contact the City of Milwaukee ADA Coordinator, 414-286-3475 or adacoordinator@milwaukee.gov as soon as possible but no later than 72 hours before the scheduled event.

ADA accommodation requests for **Milwaukee County events** should be filed with the [Milwaukee County Office for Persons with Disabilities](#), 414-278-3932 (voice), 711 (TRS), or JaySun.Bowman@milwaukeecountywi.gov upon receipt of this notice.

Please do not respond to this email. It is not set up to receive emails.
Please email pisupv@milwaukee.gov with your questions.

You have received this notification because you subscribed to the '14th Aldermanic District' category

Please use the link to add or to remove categories from your account or delete your account
<https://itmdapps.milwaukee.gov/Enotify>

This E-Notify was sent successfully by the City of Milwaukee on 09/12/2025 at 03:08PM. After the email leaves the City of Milwaukee network, control passes to your Internet service provider. Email is typically reliable; however, once out of City of Milwaukee control there are various reasons that email may legitimately be delayed or not received.