

CITY OF MILWAUKEE

Form CA-43

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May 18, 2004

Judy Watkins
1220 East Vienna Avenue
Milwaukee, WI 53212

RE: Judy Watkins
C.I. File No: 04-S-111

Dear Ms. Watkins:

This office is in receipt of your claim in the amount of \$1,533.32, relating to charges you incurred on April 1, 2004 due to a possible water main break at 1220 East Vienna Avenue.

Our investigation reveals that the Milwaukee Water Works records indicate that they received notice of a possible main break in the area of 1220 East Vienna Avenue at approximately 5:14 a.m. on April 1, 2004. A Water Works investigator responded, reported a six-inch main break and throttled the main by 7:04 a.m. A repair crew was dispatched to the location and turned the main off at approximately 1:00p.m. The main was repaired and returned to service by 9:00 p.m. Because of complaints of dirty water, the investigator returned to the location to advise customers to flush their systems. He also opened a hydrant in the area to flush the main. The Milwaukee Water Works was not negligent regarding their response and repair. In addition, according to Section 1.2.7 of the Milwaukee Water Works Rules and Regulations Governing Water Service, claims against the utility will not be accepted for damage to any pipe, fixture, appliance or appurtenance resulting from interrupted water service. As such, the City cannot accept liability. Accordingly, we are denying your claim.

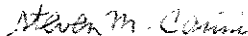
Judy Watkins
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If you wish to appeal this decision, you may do so by sending a letter within 21 days of the receipt of this letter to the Milwaukee City Clerk, 200 East Wells Street, Room 205, Milwaukee, Wisconsin 53202, requesting a hearing.

Very truly yours,



GRANT F. LANGLEY
City Attorney



STEVEN M. CARINI
Investigator Adjuster

SMC:beg
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