



*DCA to events
R/L*

4848 South 22nd Street
Milwaukee, WI 53221
July 5, 2014

Milwaukee City Clerk
200 East Wells Street
Room 205
Milwaukee, WI 53202

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JUL 14 2014

OFFICE OF
CITY ATTORNEY

By this letter notice is given that I appeal the decision by the City Attorney in the matter of the dispute between myself and the Milwaukee Water Works (hereafter MWW).

Both the City Attorney and MWW appear to be focused on who was responsible for breaking the shut-off valve at the time MWW was installing a new meter. The failure of the valve is NOT the reason for my claim, rather the failure of MWW to provide the service I was told would be provided. At the time that I made the appointment for changing the water meter, I informed MWW that the shut-off valve before the meter was defective. I was told that when the MWW employee came to install the new meter that employee would check the valve and make sure it was in proper working order. In fact, the MWW employee now claims that she never touched the valve even though she was clearly aware that the valve failed to stop the flow of water. Moreover, MWW ignored my warning about the defective valve and made no provision to take action in the event that the valve failed. This negligence resulted in it taking more than thirty minutes for MWW to turn off the water outside my house while water was flowing freely in my basement.

While most of the City Attorney's explanation for denying my claim is irrelevant, much of it is simply absurd or untrue. Fact, there was no plumber in my house at the time of this incident, My son-in-law was here, but he is not a plumber. Fact, you cannot open or close a shut-off valve with a wrench and no one ever said they tried to. The City Attorney states, "Milwaukee Water Works followed proper procedures regarding the meter exchange". That's something beyond absurd! Since when is not making sure the water is turned off before dismantling, and not turning the water on again after the installation to check for leaks and proper operation considered "proper procedures"? Finally, the City Attorney failed to mention at all that while we were waiting for the water to be turned off we were visited by another MWW employee who claimed to be the supervisor of the employee who installed the new meter. While disavowing any responsibility for the failed valve, he "just Happened" to have one in his truck which we could install ourselves. We're not responsible for the valve, but I carry one around in my truck anyway? We're from the government and we're here to help, a lie that just won't die!!

Jerome A. Tarkowski
Jerome A. Tarkowski

CITY CLERK'S OFFICE

2014 JUL -8 AM 11:44

CITY OF MILWAUKEE

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FEB 11 2014

OFFICE OF
CITY ATTORNEY

Financial Claim

On or about September 27, 2013 I was notified by Milwaukee Water Works that my water meter was to be replaced. When I called to make an appointment, I mentioned that the shutoff valve BEFORE the meter was not working properly and asked if it might be repaired/replaced at the same time. I was told that it would be checked and taken care of when the meter was replaced.

When the employee showed up to replace my meter, I again mentioned the defective shutoff valve which she said she would check. When she removed the old meter she found that the water was continuing to run even though the valve had been closed completely. This is evidenced by the fact that she requested a bucket and rags to catch and clean up the water. She decided that the valve was not defective, but more likely just dirty and would clean itself when the water was turned on again. After installing the new meter, she was leaving my residence when I attempted to turn the water on.

While opening the valve the entire operating handle came off the valve and my basement began to flood. While waiting for a crew to arrive to turn off the water outside my house, another employee of Milwaukee Water Works arrived claiming to be a supervisor. He said that since I broke the valve, I would have to replace it myself, but he did offer me a replacement valve. Since my options were to either change the valve or go without water, I changed the valve.

With regard to the amount of my claim (\$100), several plumbers have told me that there is no chance that I could find a plumber who would change the valve for that little. Moreover, I'm letting you off the hook for damage to my basement and the time it took me to clean it.

With regard to your time line, I first made my claim to the Milwaukee Water Works on December 7, 2013 in the form of a \$100 deduction from my water bill. Early in January I was contacted by the Milwaukee Water Works and told that this was not acceptable and that my claim would be referred to the City Attorney. Finally, on January 27, 2014, I received a letter telling me how to go about making a claim against the city. It is therefore my contention that any responsibility for failing to make this claim on time lies with the City of Milwaukee and not the claimant.

Jerome A. Tarkowski

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cc: Ald. Terry Witkowski

Wisconsin Public Service Commission

CITY OF MILWAUKEE
14 FEB 10 AM 11:47
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