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September 9, 2025

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

Re: Communication from CRYSTAL COLLINS
C.I. File No. 1029-2025-1105

Dear Council Members:

Crystal Collins alleges on May 5, 2025, she experienced backwater at her property located at 3900 W. Portage Street. Ms. Collins submitted a claim for damages through her insurance, Grange Integrity with policy limits of \$5,000. Ms. Collins is seeking reimbursement for damages to her furnished basement, including water mitigation, drywall, appliances, her personal items and furniture, etc. Total \$69,775.00

We completed our investigation of this matter with Sewer Maintenance. On May 5, 2025, Sewer Maintenance responded to a backwater call and immediately opened the clogged 8" sanitary sewer and relieved the backwater. Sewer maintenance televiscoped examined the sewer and reported the clog was due to heavy grease in the main sewer line. The sewer was found in good condition and functioning properly.

It is our view that the City is not liable for damages and we recommend the claim be denied.

Very truly yours,

EVAN C. GOYKE
City Attorney

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Deputy City Attorney

ECG/NES/MTG/cdr

Enclosures

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