

City Clerk

Attn: Claims

200 E Wells Street Room 205

Milwaukee WI 53202-3567

Dear City Clerk:

I am writing you today to make a claim for a water line broken by the people who came to change the meter. Below are the circumstances of the event:

1. I received a letter stating that I MUST change the meter or face water disconnection
2. I scheduled the service with the meter changing people
3. They came the day scheduled which was March 29th 2022 and seemed to have a problem because they needed to call three different people. (the original person and then 2 more)
4. Upon seeing the commotion, I went to see/hear what was going on and I overheard a conversation among the workmen and they stated that "they should have called the other people before they broke it."
5. To me this meant the original workman should have stopped their work and called in another person with specific knowledge pertinent to this meter installation. It was because they did not call the person with specialized skills that caused them to break the water line before the meter.
6. They told me before they left that they were unable to change the meter and informed me that they had created a small crack in the pipe when they hit it with a tool. Additionally, they told me the crack caused a very small leak and that I should put a shallow pan under it to catch any water. At the time I thought nothing of it, and they made it sound like it might be one of these kind of leaks (being so small) that would just stop over time as some super small leaks do.
7. Thinking the event to be over, I did not give it another moment's thought until I received a letter from the city stating that my line from the house to the street must now "be replaced because there is a leak before the meter."
8. I was shocked..the only thing I could think of was that the service people doing the installation of the meter must have reported the "leak" to the water department; who then sent me a letter stating that my line must now "be replaced, because there is a leak before the meter," and that I "MUST" pay for the repair
9. As you can imagine I am shocked to hear that because these service people broke my water line that I must pay for the repair. I did not have a leak before they came and did their work and therefore should not be held liable for the repair.
10. This is the reason for my claim against the city.

I am a senior citizen on a fixed income. (A retired MPS employee) I have lived in my home for over 20 years and have paid my taxes on time and in full every year without incident. I truly feel this is a hardship to me caused by the workmen who came here to change the meter and then broke my water line. I therefore request the city pay for the repair at no cost to me.

Sincerely

Patricia Walla

923 S Layton Blvd

Milwaukee WI. 53215

414-389-1085

OFFICE CITY CLERK
200 E WELLS ST
MILWAUKEE WI 53202-3567

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