

10-5-22

CITY OF MILWAUKEE

2022 OCT 17 PM 2:39

CITY CLERK'S OFFICE

I, Florence L. Hess, feel  
that I must attach a  
small synopsis to my  
claim because I have not  
been able to secure a  
contractor willing to become  
involved.

So, I'm going this alone  
and praying that my City  
officers will understand  
and let the goodness of  
their hearts prevail.

Florence L Hess

OFFICE OF CITY ATTORNEY  
18 OCT '22 AM 10:19

CITY OF MILWAUKEE  
2022 OCT 17 10:23 AM

TO: City Clerk  
ATTN: CLAIMS  
200 East Wells Street, Rm Y205  
Milwaukee, WI 53202

FROM: Florance L. Hess *Florance L. Hess*

DATE: 5 October 2022

RE: Broken Water Pipes in Basement of Home  
@ 124 East North  
Milwaukee, WI 53212

I, Florance L. Hess, reside at the above address. I am submitting this claim to the City of Milwaukee (who has the details from start to finish regarding this claim) for reimbursement.

I was approached many, many times by the City to have my pipes replaced due to the lead problems being caused by the old lead pipes. It wasn't until I received a letter from the City stating the PSC had given them permission to shut off my water (see attached), if I didn't acquiesce to the lead problem that existed at my home. So I made an appointment with the City to have this issue taken care of.

The City employee came out to replace the pipes, and in doing so, he broke the pipe he was to replace. He informed me that he had called his supervisor and his supervisor was on the way. The supervisor arrived, called the contractor, the contractor wanted to freeze the pipe but was told it was a minimal leak and he could return the next day to do the repairs. In the meantime, work was going on outside my home by the City but what kind of work I don't know. All of this action took place the day the pipe was broken.

OFFICE OF CITY ATTORNEY  
18 OCT '22 AM 10:20

Well, it turned out that this 2-day leak (of which pictures were taken by the City) was not a minimal leak because great damage had been done. The carpet was soaked & must be replaced, chairs was damaged, had to be thrown out (picked up by the alley contractors), boxes of personal items as well as ornaments was damaged. None of the contractors I contacted would give me an legitimate estimate but did informed me of the work that had to be done, but specifically ask not to get involved and give me estimates ranging from \$7,000 to \$11,100.

I must mention that the majority of the contractors wanted between \$25 & \$50 just to come out and give estimates.

I've had to purchase house deodorizes, utilize floor fans, open basement doors, etc to contain the odor being emitted from the basement, which will increase my utility bills.

Also, I mentioned to Lori Sheeley, that I have no estimates to submit, only the conversations that was generated between the contractors (that wish not to be named) and myself, and she did acknowledge that the City was aware of what had happened in this incident and I pray that the City will take full responsibility.

The above information is all that I can attest to and can truthfully submit according to the guidelines submitted to me by the City.

Thanks.

Attachment w/2pgs  
Cc: Alderwoman Coggs

# Milwaukee Water Works

May 20, 2022

Florence L Hess  
124 E NORTH AVE  
MILWAUKEE WI 53212

ACCOUNT NUMBER: 244-2569.300  
ADDRESS: 124 E NORTH AV

Dear Florence L Hess:

**URGENT NOTICE - PLEASE RESPOND**

The Milwaukee Water Works is in the process of replacing all water meters as well as the electronic automatic devices attached to the meters. Updating this equipment will ensure continued accurate reading and billing of your water consumption.

**We have attempted to reach you** regarding the replacement of the water meter in your property. The Public Service Commission has authorized us to **TURN OFF THE WATER SERVICE** to properties that do not grant us access to install a new water meter.

Please call (414) 286-8000 to schedule an appointment to have your new water meter installed. There is no cost to you for this meter replacement and it should take 20 to 30 minutes to complete. The replacement will be performed by a Water Works Technician with a photo identification who will need to enter your property to access your water meter. Failure to schedule an appointment can result in your water service being disconnected.

Thank you for your cooperation.

Sincerely,

Richard Davila  
Meter Services Manager

*Safe, Abundant Drinking Water*

AMR\_Second\_Letter.js - Owner

841 N. Broadway  
Zeidler Municipal Building  
Room 409  
Milwaukee, Wisconsin 53202  
[www.milwaukee.gov/water](http://www.milwaukee.gov/water)