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June 13, 2023

To The Honorable Common Council
Of the City of Milwaukee
Room 205 - City Hall

RE: Communication from Sherman Associates LLC/Highland Park Apartment
C.I. File No. 1048-2023-692

Dear Sir or Madam:

Sherman Associates, LLC., management agent for Highland Park Apartments allege damages sustained after a meter exchange on March 10, 2023, at 1145 N. Callahan Place. A damage claim included costs for repairs/replacements of HVAC equipment and mitigation services for damages in the amount of $164,362.

Our investigation reveals that on March 10, 2023, Milwaukee Water Works (MWW) completed an exchange of a medium sized meter at 1145 N. Callahan Place. Per MWW policy, field staff remained at the location for 10-15 minutes after the exchange to confirm the plumbing was in good working condition, and they did not observe any leaks before their departure.

On March 11, 2023, the claimant reported that their on-call maintenance technicians noticed a high level of standing water in the basement after responding to several no heat/no hot water calls at the property, and that the water meter had failed.

On March 12, 2023, at 3:00am, the facilities manager of the property discovered water spraying from the outlet gasket/flange of the meter setting along with a significant amount of water accumulation in the basement. MWW reported that their records indicated a minimum of 91ccf, or 8,750 gallons of water leaked from the meter setting over a 36-hour period. The facilities manager notified MWW for assistance, as he was unable to shut off the water supply, and subsequently hired a private contractor that immediately shut off the water to the building and made repairs.

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On March 16, 2023, MWW Water Meter Supervisors responded to the location and observed six of the 12 bolts on the meter setting were missing washers, and the bolts were rusted and not in proper condition for re-use on a new meter installation. Review of video evidence of the high-pressure water that sprayed from the meter setting and accumulated in the basement, MWW staff failed to properly install the new meter. We recommend the claim be approved for the City liability limit of $50,000.

Very truly yours,

TEARMAN SPENCER
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TS/JLW/MTG/cdr

1048-2023-692/285644