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October 26, 2009

Rosemary Smith 3417 South 24th Street Milwaukee, WI 53215

RE:

Rosemary Smith

C.I. File No.: 09-S-237

Dear Ms. Smith:

We have received your claim in the amount of \$1,000.00, relating to damages you allegedly sustained due to a sewer back-up at your home on June 18, 2009.

Our investigation reveals that the Infrastructure Services Division (ISD) records indicate that because of the large amount and strong intensity of rain during this time, the City experienced flows that exceeded the capacity of the sewer system. The ISD did receive a backwater complaint for this address on June 19, 2009, but the water had receded. They also checked the City main as a result of this claim, and found it to be in proper working order. Since the City was not negligent, it would not be liable. As such, we are denying your claim.

If you wish to appeal this decision, you may do so by sending a letter within 21 days of receipt of this letter to the Milwaukee City Clerk, 200 East Wells Street, Room 205, Milwaukee, Wisconsin 53202, requesting a hearing.

Very truly yours,

GRANTE ANGLEY

ROBERT OVERHOL: Investigator Adjuster

RMO:ms

1029-2009-1843;151265