

January 26, 2009

Clerks Office
City of West Allis
7525 W Greenfield Ave
West Allis, WI 53214

To Whom It May Concern::

I wanted to share an experience I had with the City of West Allis' Public Works Department. Our address is 6712 W Hayes, I assume this is the documented location for service.

I have included a copy of the letter I sent to Michael Pertmer of the Public Works Department, thanking his crew for the exceptional service they performed during a water main break in front of our residence. The crew did a fantastic job performing the repair, and we were quite happy with how they kept us informed of the proceedings and the timely completion of the repair.

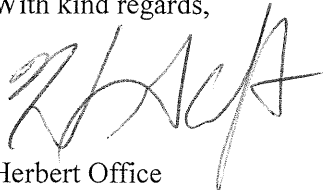
With that said, however, we suffered a substantial flooding of our basement as a result of the water main break. I decided to clean the basement on my own, primarily because I could not afford a service. Now that I have completed that task, and taken stock of the damage, I am contacting the city in hopes to file a claim for replacement of certain personal items. The damage appears to be contained to two computers and 3 area rugs as well as a few miscellaneous items. The desk that I use in our basement appears to have weathered the standing water fairly well, and I'm not looking to have it replaced. We feel very fortunate that the damage is as limited as it is, considering the amount of water in the basement. Fortunately just a few months prior, we bought shelving for the basement to raise most of our belongings off the floor.

Generally speaking I prefer to build my own computers and to replace the two systems, while still salvaging components from the previous systems, is approximately seven hundred dollars. The area rugs are nothing special, and we can replace them easily enough with rugs from Menards for approximately one hundred dollars. Without going into great detail, I estimate I can replace everything for under one thousand dollars.

We discussed filing a claim with our home insurance, however based on the source of damage we decided to contact the city first in hopes that we could file a claim. Assuming that we may continue, I can place the purchases on a credit card, if the city would be willing to allow me to submit the receipts for re-imbusement.

I look forward to hearing from you as soon as possible, as I'd like to act on this quickly.

With kind regards,



Herbert Office
6712 W Hayes Ave
West Allis, WI 53219
262-523-0568 home
262-391-3636 cell

January 26, 2009

Michael Pertmer
City of West Allis - Public Works Dept.
6300 W McGeogh
West Allis, WI 53219

Dear Michael Pertmer:

I wanted to share an experience I had with the City of West Allis' Public Works Department. Our address is 6712 W Hayes, I assume this is the documented location for service.

Late afternoon on January 9th, my wife called me informing me of flowing water in the street. The city was contacted and a crew showed up to inspect. At the time the crew attempted to shut off water to our residence, but was unable to do so. A decision was made then that they would return on Monday to replace the valve and any leaks that were discovered. The on-call person (Craig I believe for that weekend) was summoned later Friday night by an officer on patrol. Water continued to flow into the street, but did not appear to be any worse than originally discovered. The decision again was that the water was not causing any additional harm, so the repair would wait until Monday. In addition to inspecting the water flow, Craig returned a little later and put ample amounts of salt on the sidewalk. The water was freezing almost as fast as it was spreading.

On Saturday the 10th, my wife and I left the house to run a few errands, and upon my return I found the crew had been summoned again, only now to find that the flowing water was much more serious and required a more immediate repair. After talking with the crew to understand the action to be taken, I returned to my residence. I then headed down stairs to retrieve some laundry, only to discover standing water in my basement, approximately 3 to 5 inches wall to wall. I informed the crew that my basement was flooding, and the crew decided to shut the water off immediately (at the main valve).

One of the crew (again, I believe his name was Craig) was very helpful, and after asking for assistance he brought a portable pump into the basement to help me clear the standing water.

I have to say that I was very pleased with the demeanor and courtesy of the crew working. Not only were they informative of the procedures, but they seemed to work with a sincere sense of urgency and efficiency. I'm sure that these guys get very little appreciation when in the field, so I made sure to express my gratitude on the job site, but I wanted to follow that up with a formal letter of thanks to the city for this specific crew.

Thank you to all of the crew that worked through the extreme cold to repair the damaged line. My family and I truly appreciate the work you performed.

Sincerely,



Herbert Officer & Family