

JAN 24 2018

CITY OF WEST ALLIS
CITY CLERK

CLAIM FORM AND INFORMATION

Important Information: For the City of West Allis to consider your claim, you must follow the Wisconsin statutory procedure for filing a claim. Completing this form does not guarantee compliance with statutory procedure. City employees, including the City Attorney's Office, cannot give you legal advice or instructions on the statutory procedure. Any questions regarding claims should be directed to the City Attorney's Office at 414-302-8450.

NOTICE OF CLAIM

Name: ROBERT & KATHLEEN ALT Incident/Accident Information
Address: HILLSIDE MOBILE HOMES Date: 12-25-17 CHRISTMAS
10211 W. GREENFIELD AVE. #82 Time: 6:30 A.M.
WEST ALLIS, WI. 53214 Place: OUR HOME
Phone: 414-218-9571

CIRCUMSTANCES OF CLAIM

In the space below briefly describe the circumstances of your claim. (Attach additional sheets, if necessary). Some helpful information may be the police report, pictures of the incident or damage, a diagram of the location, a list of injuries, a list of property damage, names and contact information for witnesses to the incident, and any other information relevant to the circumstances.

OUR WATER PIPES FROZE
DUE TO CITY WORKER CUTTING OUR HEAT TAPE
WHEN HE INSTALLED NEW METER

PLEASE SEE ATTACHED SHEET

Signed: Kathleen A. Alt Date: 1-24-18

CLAIM

NOTE: You are not required to make a claim at this time. As long as you have filed the above Notice of Claim you may file a claim with the City of West Allis at any time consistent with the applicable statute of limitations. However, no action will be taken by the City of West Allis to formally accept or deny your claim until the following information is provided:

The undersigned hereby makes a claim against the City of West Allis of arising out of the circumstances described above. The amount sought is: \$ 761.97 (Please attach an itemized statement of damages sought including at least 2 estimates for repairs.)

Signed: Kathleen A. Alt Date: 1-24-18
Address: 10211 W. GREENFIELD AVE. LOT 82
WEST ALLIS, WI. 53214

Attention:
City of West Allis, Claims Dept.

1/04/18

Re: Frozen Water Pipes
Robert & Kathleen Alt – Lot # 82
(414) 218-9571

Hillside Mobile Homes
10211 W. Greenfield Ave.
West Allis, WI. 53214

12/25/17 6:30 a.m. Christmas Day

Woke up to no running water, started calling around to see if anyone was able to come out. Only one Company out of 10 called us back only to say they would only come out if it was a Heating Emergency, this was Mobile Home Stuff Inc. in Fond Du Lac, WI. After explaining to “Chris” our problem he said it sounded like a freeze up and not much we could do unless we had lots of portable heaters that we could put underneath our skirting to warm it up.

Chris said he could put us on the list for tomorrow mornings Schedule.

12/26/17 10:00 a.m.

Chris & his helper arrived and began studying why our pipes were frozen, They found that our heat taped was cut right next to our New water meter that was installed in May by a City worker “Cole” (who no longer is employed with the City) Cole never told us he did this and that we would have to replace our heat tape for the winter. My Husband Bob remembers him well, Cole was very very tall and my Husband gave him pads to kneel on, Cole was not prepared or seemed interested, (not into his job) my Husband remembers.

See photo's we took of damage found, before any repair work began, Also see attached actual heat tape that was cut, We saved to show you.

Chris said the bottom of the water meter was cracked from the cold & would have to be replaced too. So we called the West Allis Water Dept. at (414) 302-8830 and spoke to Jeanine, the first thing she said was "Didn't we receive the letter they send out every year to check heat tape to prevent freeze ups?", I told her of course & our Heat tape light was on ! We didn't know that if someone cut through it that the light would remain on. Why didn't her meter guy tell us he cut through it? Now she put us on speaker phone with her other Tech "Todd", so my repairman Chris could talk directly to him regarding what was needed.

Your Tech "Todd" couldn't come out for another Hour and told my repairmen that he would only connect the meter and they would have to connect new pipes and new heat tape. So that meant my repair men would have to wait for when ever he showed up because they weren't driving back & forth to Fond Du Lac.

12/26/17 12:20 p.m.

I called the city again "Jeanine" I told her their truck went to the wrong trailer & left ?? She then called him & Todd said he saw one of their trucks at another trailer & stopped thinking it was ours, He was told everything was taken care of, so he left. Jeanine sent him back to us, he said what are the chances that two trailers in the same park had the same problem.

Now after talking to the neighbors, We find that your City worker cut through others heat tape too, Three that I have found so far, Everyone was having new meters installed, lucky for you it has been so bitter cold I haven't been able to stop and ask everyone YET!

Trailers # 52 and # 79 also had their Heat tape cut when their meters were installed by the city.

A claim was filed for Trailer # 52 which you denied. WHY?? I believe they will be appealing due to this new evidence.

Also, We had ALL new Plumbing and Heat Tapes installed in 2013 – Check your permits, We had your inspector out several times to make sure everything was installed correctly by our Plumber. I still have all e-mails saved.

We expect to be reimbursed not only for the repair bill for that Day from Mobile Home Stuff, Inc. of \$586.00 but also have any bill from the City of West Allis for the new meter of \$70.00 Be removed & cancelled, not to mention my wage I lost to stay home for the repair men \$ 7.5 hours @

585.38	Repairs
70.00	New Meter
*100.00	LOST WAGES
6.59	PHOTOS
<hr/>	
761.97	

Photo's of FROZEN PIPE
& CUT HEAT TAPE
DAMAGE
Walgreens

#04774 8333 W GREENFIELD AVE
WEST ALLIS, WI 53214
414-443-9414

295 0317 0071 12/26/2017 12:08 PM

PHOTOFINISHING 360604 A 6.24
RETURN VALUE 6.24
SUBTOTAL 6.24
SALES TAX A=5.6% 0.35
TOTAL 6.59
CASH 10.00
CHANGE 3.41

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CLOSING BALANCE 1430

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MOBILE HOME
STUFF
STORE, INC.

N7428 Osborn Way
Fond du Lac, WI 54937
(920) 923-0098 • 1-800-637-3780
www.mobilehomestuffstore.com

ESTIMATE

Customer Name Kitty Alt
Address 10211 W. Greenfield #102
West Allis, WI.
Phone 414-218-9521

DATE 12/26/17

(Alt est)

QTY.	PRODUCT SIZE & MODEL	UNIT PRICE		AMOUNT	
	Service Call - Freeze up			75	00
40'	Blue Pex tubing	10	17	20	34
	P/bq. parts			5	00
1	Plug Kit			22	00
6	Rolls pipe wrap	5	75	34	50
50'	Heat Tape	2	75	137	50
	Labor			210	00
Paid Full w/ cash \$585. ³⁸ 12/26/17 ch-					

ESTIMATE GOOD FOR 60 DAYS

INSTALLATION FEE		
SUB TOTAL	554	34
TAX	31	04
TOTAL	585	38
DEPOSIT	585	38
BALANCE DUE	0	

I understand that a 50% deposit is required on all orders before the product can be ordered. I also understand that payment in full must be made immediately after product installation. Furthermore, I acknowledge all responsibility for returned checks and the fees thereof. 1-1/2% per month finance charge on accounts over 10 days. Annual=18%.

Signature Kathleen Alt



Department of Public Works
Water Division
6300 W. McGoech Ave
West Allis, WI 53219
Phone (414) 302-8830
Fax (414) 302-8836
ubilling@westalliswi.gov

March 31, 2017

ROBERT ALT
10211 W GREENFIELD AVE #82
WEST ALLIS WI 53214

[Handwritten scribble]

Wed 24th
7:30 A.M.
MAY
Kitty

RE: Service Address: 10211 W GREENFIELD AVE 82
Account Number: 000011065-000528574

Dear Customer:

Recently we sent you a letter requesting that you schedule an appointment to have your water meter exchanged. The Public Service Commission requires that your water meter be changed regularly in order to ensure its accuracy.

If you have already scheduled an appointment, then disregard this notice. To avoid disconnection of your water service, it is imperative that you contact our office as soon as possible to schedule an appointment for your meter exchange. There is no charge for the service. The appointment will last approximately 30 minutes. Please note that **the meter in the basement must be accessible to our technicians**. Please contact the West Allis Water Utility at (414) 302-8830 Monday through Friday from 7:00 am to 3:30 pm to schedule your appointment.

Thank you in advance for your prompt attention to this matter.

Sincerely,

City of West Allis - Water Division









