

CITY OF WAUWATOSA
7725 W. North Avenue
Wauwatosa, WI 53213

NOTICE OF CIRCUMSTANCES OF CLAIM

Name: STEPHANIE GARZA

Address: [REDACTED]

Phone: [REDACTED]

Incident/Accident Information

Date: 12/04/2023

Time:

Place: Home

CIRCUMSTANCES OF CLAIM

In the space below briefly describe the circumstances of your claim. (Attach additional sheets, if necessary.) For auto damages, attach a copy of police report, if any, and a diagram of the accident scene indicating north, south, east or west corners if the accident occurred at an intersection. For bodily injury, indicate nature of injury, whether or not medical attention was given and the name of the treatment provider. Identify any witnesses to the incident/accident.

Large tree root connecting my lateral line
to City main. When city came and found
this main line it sheared my connection.
See detail bills and account of stages attached

Signed: S. Garza

Date: 12/29/2023

CLAIM

NOTE: You are not required to make a claim at this time. As long as you have filed the above Notice of Circumstances of Claim you may file a claim with the City at any time consistent with the applicable statute of limitations. However, in order for the City to formally accept or deny your claim at this time, the following claim must be completed and signed.

The undersigned hereby makes a claim against the City arising out of the circumstances described above in the amount of \$ 9,897.00.

To process this claim it is necessary to detail all damages being sought.

Signed: S. Garza

Date: 1-5-2024

Address: [REDACTED]

I, Stephanie Garza, have lived at [REDACTED] Wauwatosa WI 53213 since March 2002.

What was an average sewer maintenance call on November 10, 2023, from JR Plumbing (\$207.00) turned into a major repair issue. On this date they did a viewing of the lateral line with a camera and recommend Hydro-jet cleaning would be the best option (\$792.00). I agreed to the jetting service. JR returned on November 15, 2023 performed the jetting service on my line. They noticed that water was draining slowly on the city end. They called the city to investigate and came to my street and flushed out city line. JR Plumbing did camera my line again and said they could still see roots between lateral and city main. They suggested I call a different plumbing company to look at the issue in case it was out of their service depth.

With this advice I called Ihn Plumbing, they came out on November 15th, they suggested snaking and camera line (\$800.00) I agreed. Again, they saw the same root situation that connected the city main and my house lateral. The line was cleared with roots still visible at end between my line and city main, with camera. They asked me to call the city and have the lines flushed to give me a quote on CIPP liner so that I would not have to worry about this root problem in the future.

November 18th, City was called to flush line. Per the gentleman that came out he said he would put in a request to have to lines re-flushed during the week, scaled, and viewed with camera on the city end.

Wednesday November 22, the city came out flushed line, scaled the main. As this took place a large amount of water entered my basement through my main floor drain. I immediately called Ihn Plumbing (\$790.00) (* waved on signed estimate for service) to alert them of this water. They came out within 30 minutes of this call. Hoping that the city only pushed roots back into my line they snaked and viewed the line with camera to find only roots and pull back sand. The sand was their indication that something had happened between their initial service date of November 15 and this day November 22. Unfortunately, this was the day before Thanksgiving.

November 24th Ihn Plumbing sent me the estimate to excavation per foot to expose to damage pipe (\$17,995.00) sewer report attached. Per the Ihn Plumbing my connection was sheared off at the city main. Total cost out of pocket \$ 19,794.00 as I received a credit of \$ 790.00.

I have maintained the sewer lateral line every two years since I have lived here. I used Kenway until they went out of business due to retirement. Then on June 8, 2020- I used Gene Wanger Plumbing. See attached email to DPW from Mr. Allan from Gene Wanger. Marked A & B. The city was alerted about this entangled root issue and I as a homeowner have done all that was possible to maintain this sewer line with the large tree out front. I believe that the scaling on the city main that was done on November 22 is when broke the connection. I am requesting the city reimburse me ½ of the total cost \$ 9,897.00 of services. I can accept that the other ½ is homeowner ship.

Thank you,

Stephanie Garza

16817 W Greenfield Ave
New Berlin, WI 53151

Date	Sale No.
11/15/2023	430414

Sold To
Stephanie Garza

Check No.	Payment Method	Project
CC111523		

Description	Qty	Rate	Amount
Residential Snaking	1	148.00	148.00
Residential Snaking Service Charge	1	59.00	59.00
Sales Tax		5.50%	0.00

We appreciate your business.
Billing Questions? Patricia@jrplumbinginc.com / 262-432-4444

\$207.00

Job No. 430414

R/O Date: Time:

R/O Lite:

R/O By:

J.R. Plumbing, LLC

16817 W. Greenfield Ave., New Berlin, WI 53151

(262) 432-4444

MP 226982

11.15.23 pda

Name: Stephanie Garzon

Add: [Redacted]

City: [Redacted]

Nature of Work: Main clogged

Bill to:

Address:

City:

Job No. 430414

Job Date: 11/16/23

E.T.A. 8-8:30 AM P.M.

Tel 414-262-881-3476

Tel 414-262-881-3476

Technician: Bryant

Call Customer With Yes No

Info Before Leaving Job.

Workman	PO#	Time	Reg.	Reg.	OT	# Item	MATERIAL USED	Amount
Bryant		Mon.					TV pipe inspected line before snaking, lots of roots in line, 60 FT from main cleanout, to med.	
		Tues.						
		Wed.						
		Thurs.						
		Fri.	1				Will return to hydro-jet & root treatment.	
		Sat.						
		Sun.						
Total Hours								
Rough Plumbing Complete: Yes / No								
Re-Write j# :								
Finish Plumbing Complete: Yes / No								
Re-Write j# :								
Job Completed: Yes / No								
To Re-Write j# :								
From Re - Write j# :								
Return Trip Scheduled For: / /								

Material #	Material #	Labor	Snaking	TV Pipe Inspect / Location	Thermal Imaging Scanner	Grease Trap Work	Smoke Testing	Hydro Water Jetter	Hot Water Jetter	Steam Jetter / Cleaning	Service Charge	Plumbing Permit	Sub Total	Discount	Sub Total	Sales Tax / New Install	TOTAL
											56.00						2.07
TO THE CUSTOMERS: Service men are required to have work slip signed. This is done in order to protect you, the workmen and ourselves, and to enable us to give you absolute satisfactory service. You are respectfully requested to examine material and labor statement before workmen leave the job, and if you find everything satisfactory, okay this ticket. If service is unsatisfactory, in any way, please phone our office immediately.																	
The undersigned individual acknowledges that he/she has read and understands the Terms & Conditions on the reverse side.																	
Any dispute in billing amount must be addressed within 10 days of invoice date.																	
3% surcharge added to credit card purchases.																	
Signed: [Signature]																	
By: [Signature]																	
COD																	
Only one discount offer per job.																	

J.R. Plumbing Sewer & Drain Cleaning LLC

16817 W Greenfield Ave
New Berlin, WI 53151

Invoice

Date	Invoice #
11/15/2023	2023-139

Bill To
Stephanie Garza

Ship To
Stephanie Garza

PAID
11/15/2023

P.O. Number	Due Date	Terms	Date Complete	Via	F.O.B.	Project
	11/15/2023	COD	11/15/2023	Jamie / Bryant		Garza, Stephanie - 2525

Quantity	Item Code	Description	Price Each	Amount
2	Hydro-Jet	Hydro-Jetting	396.00	792.00
	Job Notes	Hydro jetted roots in sewer towards road, lots of roots in line, cannot not get past point at 63 feet, located in street right at city connection. Contacted city to come out, sewer is barley draining.	0.00	0.00
		Sales Tax	5.50%	0.00

We appreciate your business.
Billing Questions? Patricia@jrplumbinginc.com / 262-432-4444

There will be a 3% surcharge on all credit card payments over \$2,000.00. Any dispute in billing must be addressed within 10 days of invoice date. A 1.5% surcharge may be added to any past due invoices.

Total \$792.00
Payments/Credits -\$792.00
Balance Due \$0.00

800.00

SUBTOTAL	790.00
TAX RATE	
TAX	-
TOTAL	\$ 790.00



Ihn Company

633 Cecelia Drive | Pewaukee, Wisconsin 53072
262-691-0402

RECIPIENT:

Stephanie Garza

Estimate #257

Sent on

Nov 24, 2023

Total

\$17,995.00

Product/Service	Description	Qty.	Unit Price	Total
Excavation per foot to expose damaged pipe	<p>1) We will excavate down to maximum depth of 10 feet to expose the damaged section of pipe. The damaged section of pipe has been communicated by Ihn Plumbing as @ mark on city road, which is what this proposal is based on.</p> <p>2) We will remove the defective piping and furnish and install new piping up to 8' using new PVC pipe. We will bed the repair in stone and we will back fill using all of number 1 slurry mix.</p> <p>3) We will furnish and install new city road per city requirements.</p> <p>4) To obtain all permit fees by Ihn Plumbing Company.</p> <p>5) To obtain diggers hotline by Ihn Plumbing Company.</p>	1	\$17,995.00	\$17,995.00

Nov 24, 2023

Date

Client Signature

Total

\$17,995.00

This quote is valid for the next 30 days, after which values may be subject to change.

PROPOSAL CONDITIONS - This proposal covers all work to be completed by The Ihn Company Inc.



Sewer Condition Report

Date: 12/4/2023

Customer: Stephanie Garza

Job Address: [REDACTED]

Wauwatosa, Wisconsin 53213

Contact our office at (262-691-0402) should you have any further questions or concerns.

☐ **"A" Grade Very good condition with no visible obstructions or issues seen at this time.**

This is a standard, functioning sewer showing normal usage conditions indicative of its age.

☐ **"B" Grade Good functioning sewer**

Sewer is draining by gravity with some root infiltration or small visible cracks present with no actual major compromises in structural integrity showing currently.

☐ Recommend a future camera inspection in a few years to monitor root growth and cracks.

☐ **"C" Grade Sewage draining by gravity with some issues found.**

Visible compromises in the sewer piping allowing major infiltration of root growth and/or cracked pieces of the sewer found.

☐ We recommend an immediate sewer snaking along with annual maintenance sewer cleaning, Root X application and sewer line inspection to continue monitoring these issues in an effort to keep this sewer at this current "C" grade condition. With no action, the condition will downgrade.

☐ **"D" Grade Flat, Bellied or Back-Pitched Drain/Sewer**

These have lost their ability to effectively carry sewage away from your building as designed and show some standing wastewater/solids.

Continued back-ups of raw sewage and health hazards may occur.

☐ Snaking this sewer may provide temporary drainage improvements only.

☐ Our recommendation is that the affected portions be replaced with new piping to be installed with the proper pitch, stone bedding and backfill. We will review the video and contact you to discuss our solutions and provide you with an estimate.



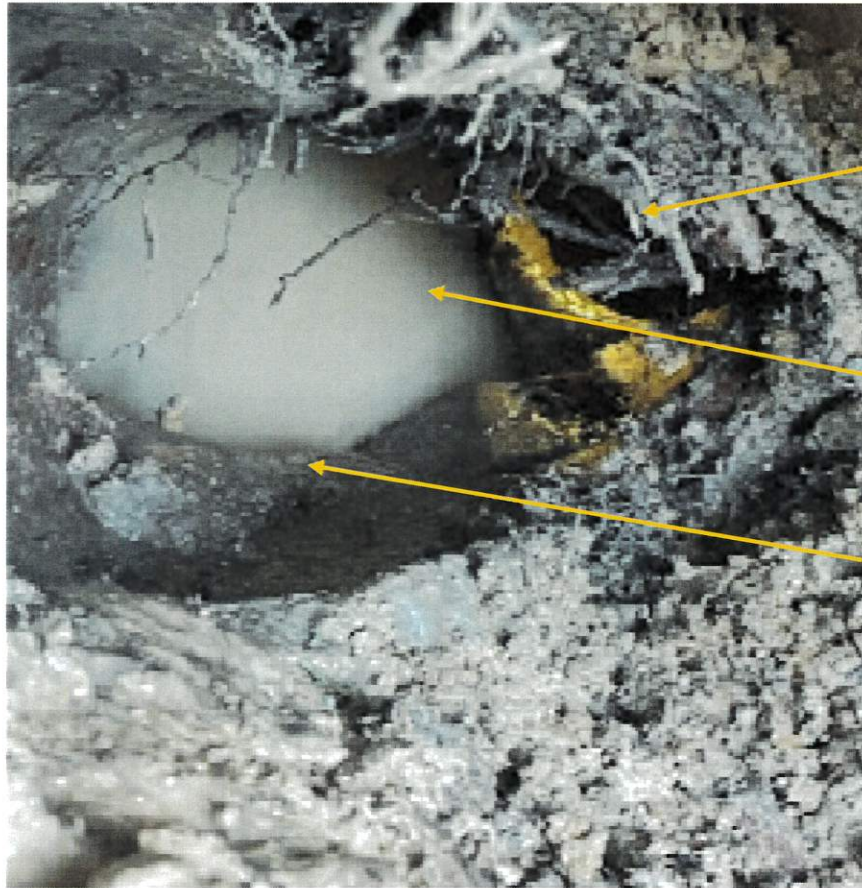
"F" Grade Cracked, Broken or Collapsed Drain/Sewer

These are in immediate need of repair or replacement and no longer capable of draining raw sewage from the building.

☐ Our recommendation for this problem is to excavate and replace the collapsed section(s) of pipe. Our Sewer/Water/Septic Division will review the video and contact you to discuss our solutions and provide you with an estimate.

After excavation was done we found that the lateral servicing 415 North 69th Street was broken off at city main. The city main wye fitting was broken off servicing 415 North 69th street as seen in diagram one.

Diagram #1



City Main

Connection from
city main to house
lateral missing.

House lateral

Repair Made and inspected by city of Wauwatosa.



Thanks for letting us know about this. I will have our crew check out the city line today.

Joe Ingrelli

DPW Field Supervisor

City of Wauwatosa

jingrelli@wauwatosa.net

(414)831-0803

From: Scott Allan [mailto:Scott@genewagnerplumbing.com]

Sent: Wednesday, July 08, 2020 8:35 AM

To: gmb-dpwoperationsdivision <gmb-dpwoperationsdivision@wauwatosa.net>

Subject: [External] sewer

We cleaned sewer at [REDACTED] and we believe there is still a big root mass in the main and at connection that we can't seem to get out.

You may want to check it out on city side.

Thank you

Scott B Allan

Gene Wagner Plumbing

operations manager

(414) 541-9217 Work

(414) 788-6238 Mobile

Home

scott@genewagnerplumbing.com

2017 S 60th st. West Allis, WI 53219

www.genewagnerplumbing

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

This email has been scanned for viruses and malware, and may have been automatically archived by **Mimecast Ltd**, an innovator in Software as a Service (SaaS) for business. Providing a **safer** and **more useful** place for your human generated data. Specializing in; Security, archiving and compliance. To find out more [Click Here](#).

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure,



Stephanie Garza Osten [REDACTED]

RE: FW: [External] sewer

1 message

JOSEPH INGRELLI <jingrelli@wauwatosa.net>

Thu, Jul 16, 2020 at 4:36 PM

To: Stephanie Garza Osten <[REDACTED]>

Stephanie,



The crew we had working on your street today tried a different couple of ways to possibly get the roots out of your line where it connect to our line and they did not succeed. The roots are still there and you will have to call a plumber to get them out of your line as we discussed earlier today. Please let me know if you have any further questions. I am out of the office on Friday but will be back at 7 am on Monday.

Joe Ingrelli

DPW Field Supervisor

City of Wauwatosa

jingrelli@wauwatosa.net

(414)831-0803

From: Stephanie Garza Osten [mailto:[REDACTED]]
Sent: Wednesday, July 15, 2020 2:54 PM
To: JOSEPH INGRELLI <jingrelli@wauwatosa.net>
Subject: Re: FW: [External] sewer

Sorry to bug you again, do you know what time maybe I could view the footage with them if that is acceptable?

On Wed, Jul 15, 2020 at 2:50 PM Stephanie Garza Osten <[REDACTED]> wrote:

Thank you, I really appreciate it. Hopefully this annual cleaning will take care of the problem and I will be OK with the back to two year maintenance.

Stephanie

On Wed, Jul 15, 2020 at 2:46 PM JOSEPH INGRELLI <jingrelli@wauwatosa.net> wrote: