

To the attention of Milton City Council members:

Our home, at 1015 West Madison Ave, experienced a sewer backup in our basement, on Wednesday, August 17th, due to G.M.S contractors breaking a sewer line, located in the road, while replacing water lines, as hired by the City of Milton. Below is a narration of events, beginning when the sewer backup was noticed in our home.

Wednesday August 17th

6:23pm

Our daughter noticed water in our basement and texted to let us know. We arrived home around 7pm and proceeded to call plumbers to service our home. At approximately, 9pm Right Choice Rooter Service arrived and started rodding the sewer line and finds the line to be unpassable and possibly broken about 90 feet out. He explains it is contaminated sewer water and to stay away from the area until it is cleaned. We are not able to use our water/sewer service since the discovery of 1 1/2 inches to 2 inches of sewer wastewater in our basement at 6:23 pm.

11:00pm.

I, Catrina Schoen, leave message on City Hall answering machine that a sewer back up has happened in our home. (All subsequent "I"'s refer to Catrina Schoen in this document.)

Thursday August 18th

7:00 am

Howie from the City of Water Works department is turning on our outside water spicket, which then I proceed outside and speak with him. I explained there is sewer waste backup in our basement and also tell Howie the plumbers findings. Howie states that he needs a plumber with a camera to see where the break is before they can dig anything up. I also explain that we have not been able to use our bathroom since the night before and he states it's okay to flush once in a while and just don't do dishes or shower. I explain that when one flushes, toilet paper comes up out of the drain in the basement and we won't be using our bathroom until the sewer is fixed!

12:00pm The plumber's that Howie called arrive with the camera equipment.

12:30pm Plumbers state that the break is about 90 feet out into the street and the broken pipe is 7 feet 11 inches down into the ground. Plumbers state that the end of the camera has mud on it and that this is a city issue, not our sewer issue.

1:30pm

Mike and Howie from city of Milton water works department, say the excavators broke the sewer line when installing water pipes. Howie states Mike Shumaker of G.M.S Excavators is responsible for any damages and that the city will not take care of damages, and that is why the city hires insured contractors.

2:15pm

Mike Shumaker gives Catrina a business card and says he will call his insurance (West Bend) and get back to us. Mr. Shumaker calls Servpro to clean up sewage from our basement.

3:15-5:30pm

Servpro arrives and begins to bag and remove sewage contaminated items from our basement to our driveway. They use a chemical, Sporidicin, to decontaminate our basement and place multiple drying/ventilation fans and dehumidifier.

4:30pm Sewer service is finally restored. We may use our bathrooms after 22 hours of interrupted service.

Friday August 19th

I call West Bend insurance to check on arrival of an insurance adjuster. They state it wouldn't be before Wednesday or Thursday of the following week. They instruct me to take pictures, itemize and find replacement cost of all damaged items.

Saturday, August 20th

8:00 am

Servpro removed fans and dehumidifier.

Monday August 22nd

8:00 am

Servpro removes all contaminated items from our driveway and disposes of.

Wednesday, August 24th

9:10 am

I call West Bend insurance as I had not heard from them. They call back momentarily, and Kari states that their insured is not liable due to the City of Milton not marking sewer lines, therefore GMS would not know they were there to avoid them.

11:25 am

I attempt to call Howie, who is not available and was told to call Don of the water works department. I explain to Don about damages to our home and he directs me to call Elena at city hall. Elena explains I need a written document of what happened and damages.

We, William and Catrina Schoen, are asking for reimbursement of items contaminated from sewer waste backup, replacement of wall studs on one wall, carpet, wages for one day, plumber fee from Right Choice Rooter from the night of August 17th, excessive energy use for the time frame the Servpro dryers were used, as calculated by Alliant Energy, and all charges incurred from Servpro. If mold develops in the contaminated area in the next 6 months, we request the city pay for removal and clean up.

Thank you for your timely attention to this matter,
William and Catrina Schoen
1015 West Madison Avenue
Milton, WI 53563
608-289-0059

Damage Estimate

Tuesday, August 30, 2016 9:40 PM

Personal Belongings \$3466.40 We will provide an itemized list if requested.

Replace wall studs, plywood and carpet \$543.00

Right Choice Rooter \$150.00 We paid in full at time of service.

Lost wages-Catrina \$221.10

Total as of late: \$4,380.50

Alliant Energy not yet determined

Servpro- \$2,204.75 This service has not been paid for.



Servpro of Rock County

1506 Center Ave
Janesville, WI 53546

PH: (608) 754-7202
FX: (608) 563-5061

Client: GMS Excavators
Property: 1015 W. Madison
Milton, WI

Operator: MIKEK

Estimator: Mike Keblusek
Business: 1506 Center Ave
Janesville, WI 53546

Business: (608) 754-7202

Type of Estimate: Water Damage
Date Entered: 8/22/2016 Date Assigned: 8/17/2016
Date Est. Completed: Date Job Completed: 8/20/2016

Price List: WIMA8X_AUG16
Labor Efficiency: Restoration/Service/Remodel
Estimate: GMS_EXCAVATORS_WTR



Servpro of Rock County

1506 Center Ave
Janesville, WI 53546

PH: (608) 754-7202
FX: (608) 563-5061

GMS_EXCAVATORS_WTR

Main Level

Basement	Height: 8'
DESCRIPTION	QTY
1. Content Manipulation charge - per hour <i>Three hours to remove all unsalvageable contents from basement, and sanitize all salvageable contents in affected area</i>	3.00 HR
2. Water extraction from hard surface floor - Cat 3 water	605.00 SF
3. Apply anti-microbial agent	605.00 SF
4. Clean the floor with pressure steam	605.00 SF
5. Clean stud wall	20.00 SF
6. Washing machine - Remove & reset	1.00 EA
7. Dryer - Remove & reset	1.00 EA
8. Air mover (per 24 hour period) - No monitoring <i>Six axial air movers for three days</i>	18.00 EA
9. Dehumidifier (per 24 hour period) - XLarge - No monitoring	3.00 EA

Stairs	Height: 15' 6"
Subroom: Stairs1 (1)	Height: 8'
DESCRIPTION	QTY
10. Tear out wet non-salvageable carpet, cut/bag - Cat 3 water	64.36 SF

Miscellaneous	
DESCRIPTION	QTY
11. Equipment setup, take down, and monitoring (hourly charge) <i>Three hours to set up, monitor and remove all drying equipment</i>	3.00 HR
12. Equipment decontamination charge - per piece of equipment	3.00 EA

Grand Total

2,204.75

Mike Keblusek



Servpro of Rock County

1506 Center Ave
Janesville, WI 53546

PH: (608) 754-7202
FX: (608) 563-5061

Grand Total Areas:

880.13 SF Walls	645.50 SF Ceiling	1,525.63 SF Walls and Ceiling
669.36 SF Floor	74.37 SY Flooring	104.49 LF Floor Perimeter
0.00 SF Long Wall	0.00 SF Short Wall	100.33 LF Ceil. Perimeter
669.36 Floor Area	679.39 Total Area	562.67 Interior Wall Area
675.00 Exterior Wall Area	101.67 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	

Thomas H. Reitz, D.D.S.
1007 N. Main St.
Edgerton, WI 53534
608-884-3358

August 22, 2016

Re: Catrina Schoen

To Whom It May Concern:

On August 18, 2016, Ms. Catrina Schoen was absent from work due to a home emergency.

Thursdays, Ms. Schoen works an average of 10 hours and 3 minutes. The average hours worked was computed from the previous 4 weeks. Ms. Schoen's average gross income for the one day she was absent totals \$221.10. The frequency of pay is every two weeks.

Hours worked August 11, 2016 = 9 hours 32 minutes
Hours worked August 4, 2016 = 10 hours 10 minutes
Hours worked July 28, 2016 = 10 hours 46 minutes
Hours worked July 21, 2016 = 9 hours 43 minutes

The information provided above is true and to the best of my information.

Sincerely,



Thomas H. Reitz, DDS
President



August 24, 2016

WILLIAM & CATRINA SCHOEN
1015 W MADISON AVE
MILTON, WI 53563

Claim No.: AG48652
Insured: GMS EXCAVATORS, INC
Date of Loss: 08/18/2016

Mr. and Mrs. Catrina Schoen,

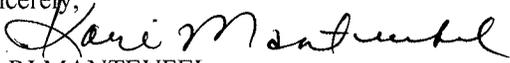
Our insured, GMS Excavators, Inc contacted Diggers Hotline to have them mark any utilities underground. The sewer lateral that GMC Excavators came into contact was not marked by the City. It is possible due to the age of the sewer lateral the city was not aware of the lateral being there.

We do not find our insured negligent for the water damaged caused to your carpet and contents as our insured had no way of knowing that the lateral was in the area that they were digging.

Had the sewer lateral been properly marked then our insured would have been able to avoid hitting it.

We recommend you contact your homeowners insurance company to assist you with the loss you sustained.

We apologize for any inconvenience this denial may cause you. If there is further information you would like for us to consider please contact me immediately.

Sincerely,

KARI MANTEUFEL
Sr. Claims Representative
(262) 365-2901 or (800) 236-5010 Extension 2901
Fax: (262) 335-7000
kmanteufel@wbmi.com

WB-1271 (05-10)