

## Lynn M. Nelson

---

**From:** ContactUs  
**Sent:** Monday, December 08, 2014 11:25 AM  
**To:** Lynn M. Nelson  
**Subject:** FW: 4219 Oakmont Trail - Water Leak Claim  
**Attachments:** Sump\_Pump\_Waukesha\_Water\_Issue.docx; home-depot.jpg; SK\_Plumbing.jpg

**From:** Sarita D'Souza [<mailto:saridsouza@gmail.com>]  
**Sent:** Monday, December 08, 2014 11:21 AM  
**To:** ContactUs  
**Cc:** Sarita D'Souza  
**Subject:** 4219 Oakmont Trail - Water Leak Claim

hi Lynn,  
please see attached document detailing the issue and the monetary claim we're requesting.

also attached are the 2 receipt for costs incurred so far.

Thanks,  
Sarita D'Souza

**What happened?** Since September 2014 we noticed that our sump pump was running non-stop. Water had been continuously flowing into the sump pit for no apparent reason. We initially thought it was ground water or an issue with the sump pump. Even after a month of troubleshooting, we couldn't find any issue but the sump pump would not stop running. The sump pump backup battery finally failed. We replaced the backup battery (cost \$130.28) but the pump still kept running. This worried us a lot since the pump was running every 3 minutes round the clock. We were worried that the pump would eventually fail and our basement would get flooded. So we asked a plumber to look into the issue on November 4th. The plumber checked everything including the sump pump, valve, drainage pipes etc. but found no issues (Cost \$207.57). Finally contacted the Waukesha water utility on Nov 21 and after testing the water they found that it was not ground water but city water. It took them almost 2 weeks to identify the source of the leak and fix it. Once the correct source was identified, water stopped flowing into the sump pit and the sump pump stopped running.

We're happy that the sump pump finally stopped after almost 3 months of sleepless nights. For the 1st time in 3 months my son was able to sleep in his bedroom on Dec 3rd. The sump pump used to run every minute round the clock and it was right under his bedroom so he ended up sleeping in our bedroom where the noise wasn't that loud. This was an emotionally draining ordeal for 3 months not only for my son but also for us since we had to take couple days off from work for the water crew to access our basement from time to time during the investigation.

**What we're asking?** We are asking that the city reimburse us for the charges incurred to purchase a new backup battery, plumbing services and other damages as necessary. We may need to replace the sump pump soon since we don't know if there is any life left in the sump pump after running continuously for 3 months. Estimate from plumber for replacing sump pump is \$750 with labor, parts and taxes. Total cost so far is **\$1088**.

**Where?** 4219 Oakmont Trail, Waukesha, WI 53188

**Monetary relief claimed?** \$1088

When It Comes to Water, One Call Does It All!

# S&K PUMP & PLUMBING, INC.

22069

www.sandk.com  
1-800-255-7272

2080 W. ENTERPRISE AVE. • BROCKFIELD, WI 53043 • TEL: 262.783.7190 • FAX: 262.783.9843

JOB AT: Colony D50324

BILL TO:

4219 OCEANVIEW TRAIL

LAKEESH, WI 53188

PHONE: 262-454-8615

DATE: 11-4-14

JOB NO: 085252

- checked both check valves, both holding properly

- Primary Pump cycles properly. Constant flow from drain tiles. Found Discharge pipe outside blocked. Dig out around pipe to allow full flow of H<sub>2</sub>O. Found a ferrous clamp with no pipe connected on downstream end.

TRIP 85<sup>00</sup>

Wear 112<sup>00</sup>

197.50

TX 5.17%

10<sup>07</sup>

\$207.57

5522 2500 0102 8751

10/17

AKH 01403B

PAYMENT DUE UPON COMPLETION

REC'D BY Sauter

SERVICE CHARGE OF 1 1/2% PER MONTH WILL BE CHARGED ON ALL INVOICES UNPAID AFTER 30 DAYS

30 DAY SERVICE GUARANTEE ON REPAIRS. NEW PARTS AS PER MFG WARRANTY.





More saving.  
More doing.®

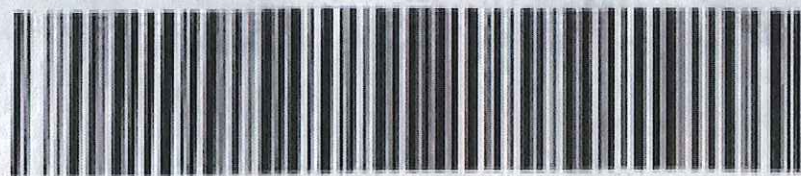
2320 WEST BLUEMOUND ROAD  
WAUKESHA, WI. 53186 (262)717-0344

4918 00059 07241 10/26/14 03:13 PM  
CASHIER SELF CHECK OUT - SCOT59

717301121272 PUMP BATTERY <A>	98.00
6 HOUR EMERGENCY BATTERY	
050121022092 6QT ACID <A>	21.98
6QT BATTERY ACID	
077027002812 SILICONE <A>	3.98
GE SILICONE II K&B WHITE 2.80Z	

SUBTOTAL	123.96
SALES TAX	6.32
TOTAL	\$130.28

XXXXXXXXXXXX1006 AMEX	130.28
AUTH CODE 504888/0591861	TA



4918 59 07241 10/26/2014 8023

RETURN POLICY DEFINITIONS  
POLICY ID DAYS POLICY EXPIRES ON  
00 01/24/2015



Gallagher Bassett Services, Inc.

January 14, 2015

**SARITA D'SOUZA  
4219 OAKMONT TRAIL  
WAUKESHA, WI 53188**

Re:	Claim Number:	004501-001451-GD-01
	Date of Loss:	09-10-2014
	Claimant:	SARITA D'SOUZA
	You're Claim Number:	N/A
	Loss Location:	4219 OAKMONT TRAIL
	Our Client:	WAUKESHA WATER UTILITY

Dear Mr. D'Souza,

We have completed our investigation into the above referenced claim and have determined that our client is not responsible for the loss and was not found to be neither negligent nor liable for this claim or any resulting damages. Therefore, we will not be able to make any payments for your damages and must respectfully deny this claim.

The proximate cause of the loss was a water leak on personal property of others and not on the client's side of the water main line.

Please do not hesitate to contact the undersigned if you have any evidence of fact which may alter our position as outlined in this letter. With the sending of this letter, our file will be closed accordingly.

**THE STATUTE OF LIMITATIONS IN WI IS 6 YEARS FROM THE LOSS DATE.**

*months*

Sincerely,

*Anthony R. Prosser*

ANTHONY R. PROSSER  
Sr. Claims Adjuster  
Gallagher Bassett  
4 Flowers Drive  
Mechanicsburg, PA 17050  
W-717-610-3887  
C-443-966-4162  
Anthony\_Prosser@GBTPA.com