

City of Scottsbluff, Nebraska

Monday, November 2, 2015

Regular Meeting

Item Consent3

Council to acknowledge a liability claim from Makala Snover, which has been forwarded to the city's insurance company.

Staff Contact: Cindy Dickinson, City Clerk



Please forward ASAP to:

LARM
League Association of Risk Management
1335 L Street, Suite 200
Lincoln, NE 68508

Phone: (402) 742-2600
Fax: (402) 476-4089
customerservice@larmpool.org

Liability Loss Notice

MEMBER

MEMBER NAME:

Scottsbluff

CONTACT NAME:

Cindy Dickinson

PHONE:

308.630.6221

LOSS

DATE OF LOSS: 9/16/15 (approx) TIME OF LOSS: unknown

DEPARTMENT: Water Department

HAS THIS LOSS BEEN PREVIOUSLY REPORTED? ☐ YES ☒ NO

DATE:

TO WHOM:

LOCATION OF ACCIDENT (INCLUDE CITY & STATE):

1928 Ave. B, Scottsbluff, NE 69361

DESCRIPTION OF ACCIDENT (INCLUDE WEATHER CONDITIONS AND OTHER OBSERVATIONS OR CONTRIBUTING FACTORS):

unknown

CLAIMANT NOTIFICATION OF LOSS TO CITY/ VILLAGE:

☐ NONE

☐ AT TIME OF LOSS

☐ ORAL NOTICE OF LOSS TO:

☒ WRITTEN NOTICE HAS BEEN PROVIDED TO CITY / VILLAGE AS SPECIFIED IN THE POLITICAL SUBDIVISION TORT CLAIMS ACT (NE REV. STAT. § 13-905)

**** ATTACH COPY OF ALL AVAILABLE DOCUMENTS, I.E. POLICE REPORT, ACCIDENT INVESTIGATION REPORTS, CLAIMANT NOTICE.**

CLAIMANT INFORMATION

NAME AND ADDRESS OF CLAIMANT(S):

1: Makala Snover, 1928 Ave. B, Scottsbluff, NE 69361

2:

3:

1: 308.672.6111

PHONE: 2:

3:

OTHER PHONE: 1:

2:

3:

* BODILY INJURY LOSS *

DESCRIBE INJURY (IS CLAIMANT A MINOR? ☐ YES ☐ NO):

WAS MEDICAL TREATMENT PROVIDED? ☐ YES ☐ NO

CLINIC/HOSPITAL: _____

PHONE: _____

* PROPERTY DAMAGE LOSS *

DESCRIBE DAMAGED PROPERTY:

City staff changed the water meter at the property listed above, appears that the meter spud was not tight, water leaked, causing damage to claimant's floor.

ESTIMATE OF LOSS: \$ unknown

CONTACT PERSON TO VIEW DAMAGED PROPERTY:

NAME: Makala Snover

PHONE: 308.672.6111

WITNESSES

NAME & ADDRESS

MEMBER/EMPLOYEE

BUSINESS PHONE

HOME PHONE

☐ YES ☐ NO

☐ YES ☐ NO

MEMBER COMMENTS / CONCERNS / SPECIAL INSTRUCTIONS (ATTACH A SEPARATE SHEET IF NECESSARY):

REPORTED BY: Cindy Dickinson

DATE: 10/21/15

SIGNATURE: Cindy Dickinson

MEMBER EMAIL: cdickins@scottsbluff.org

DATE: 10/19/15

REV. 2/6/15

RECEIVED OCT 20 2015

CR

10/20/15

Dear Cindy Dickenson,

I am writing this letter in regards to damage to my property as a result of having my water meter changed on the water main in my home. I received a letter from the City of Scottsbluff requesting that I schedule an appointment to change the meter out. So as the letter requested I called and had this done in the middle of Sept 2015. So about a month later I noticed in my basement there was water underneath my wood flooring. Upon further investigation I discovered that the new water meter was the cause of the water. As a result of the leak my wood flooring is ruined it is all warped and carpeting in another room is saturated. This needs immediate repair to prevent mold and mildew.

I am asking for the City of Scottsbluff to have my flooring replaced, and also I do not believe I should be billed for the water that leaked. I believe since the new meter was not properly installed this is a direct result. A technician did come repair the leaky meter, and at that time he told me the meter was not even tightened on the water main. I look forward to hearing from you regarding this matter.

Thank you,

Makala Snover

1928 Avenue B

Scottsbluff, NE 69361

(308) 672-6111

Memo

Date: October 12, 2015
To: Cindy Dickinson, City Clerk
From: Jack Satur, Water System Supervisor JS.
CC: Mark Bohl, Director of Public Works
Re: Claim of Water Damage - 1928 Ave B

With this memo, we want to provide information with regard to our work at 1928 Avenue B.

On September 16, 2015, we changed the water meter at this address to a new radio read style. After the change was made and water service was restored, our serviceman checked to see if water was leaking from the meter. This is protocol for all meter changes. Everything appeared normal with no water leaking.

On October 12, 2015 at 8:40 a.m., Vicky received a call from Makala Snover stating that the water meter was leaking and it had leaked all over her floor. Vicky sent our serviceman to check the leak and make repairs. Our serviceman found water leaking from one of the meter spuds. The meter spud was tightened and the leak stopped. The floor was wet with water seeping up between the seams of the wood floor when stepped on.

We have attached copies of both work orders to accompany this memo. Please don't hesitate to call if you have questions or need anything else from us.



City of Scottsbluff, NE

Service Order

Job Date: 9/16/2015 10:00 AM
Job Code: MISC - MISCELLANEOUS
Group: UTILITIES
Staff: 1ST AVA

Service Order #: SO0011620
Job Action: Miscellaneous
Issued By: VICKY THOMASON
Requested By: MAKALA SNOVER

Location: 1928 AVE B SCOTTSBLUFF NE 69361
Account: 005-5786-02 MAKALA SNOVER

Services

Service	Action	Current Meter #	Meter Serial #	Remote Id #	Scale	Last Read	Reading	New Meter #	Set Reading
WA - WATER	No Action	15510	24858192		1	4,351			
Meter Location: RMT N.									
SA - SANITATION	No Action					0 0			
SE - SEWER	No Action					0 0			
SW - STORMWAT	No Action					0 0			

Order Notes: CHG METER TO NEW STYLE

Completion Notes:

Change meter to a new style

Completion Date:

9-16-15

Worked By:

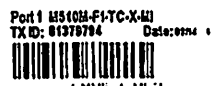
Rich

Approved By:

OUT 5/8 GR-R
#24858192
PR4357

IN 5/8 FCR
#73166758
PR0000
FlexPro #
81379794

9/14/2015 9:49:40 AM





Job Date: 10/12/2015 8:00 AM
 Job Code: MISC - MISCELLANEOUS
 Group: UTILITIES
 Staff: 1ST AVA

Service Order #: SO0012208
 Job Action: Miscellaneous
 Issued By: VICKY THOMASON
 Requested By: MAKALA SNOVER

Location: 1928 AVE B SCOTTSBLUFF NE 69361
 Account: 005-5786-02 MAKALA SNOVER

Services

Service	Action	Current Meter #	Meter Serial #	C #	Scale	Last Read	Reading	New Meter #	Set Reading
WA - WATER	No Action	73466738	73466738	81379794	1	0			
Meter Location: FR-RMT N.									
SA - SANITATION	No Action				0	0			
SE - SEWER	No Action				0	0			
SW - STORMWAT	No Action				0	0			

Order Notes: CUSTOMER REPORTS A LEAK WHERE THE METER IS. PLEASE CHECK

Meter spud was loose water was leaking
 Tightened the spud water quit, water was
 under the wood floors Home owner was very
 upset

Completion Notes:

Completion Date:

10-12-15

Worked By:

makala

Approved By: