

September 18, 2020

Dear Property Owner/Resident:

The City of Franklin is a full-service community, providing public sewer, water, and stormwater conveyance systems to all of our residents. To make sure that we continue to provide the level of urban services that our residents are accustomed to, we monitor our systems on a regular basis to address potential issues before they become problems in an effort to save money, time, and resources for all of our residents. To that end, the City of Franklin is working with the Milwaukee Metropolitan Sewerage District (MMSD) on a Private Property Infiltration and Inflow (PPII) reduction project in your neighborhood. This program investigates private property to better understand factors that contribute to sewer backups in the City and are provided as a service by the City at no direct cost to the property owner. For additional information about the program, please refer to the City's webpage at [www.franklinwi.gov](http://www.franklinwi.gov).

Investigations, which are voluntary and are provided at **no cost to the homeowner**, are intended to recommend actions that could help keep the basement dry and prevent or reduce the frequency or severity of sewer backups. Investigations include: (1) visual observation of the house exterior to determine if there are drainage issues around the house exterior that are contributing to water entering the basement, and (2) visual observation of the house exterior and interior basement to identify if there are improper connections of the storm system to the sanitary system. If any drainage issues or improper connections are found, the City will explain the repair process, why the repairs should be completed, and work with property owners to fix the issue. **Immediate correction will not be required.**

In light of the social distancing requirements implemented by the State of Wisconsin during the COVID-19 pandemic, an option for either an in-person or a virtual interior investigation will be provided.

- For in-person interior investigations, two City representatives will enter the home where the resident can direct them to the basement. The representatives will then proceed to examine and document interior basement features that are associated with the storm and sanitary sewer systems, including sump pumps, basement drains, basement sinks, and relevant piping.
- For virtual investigations, a City representative will provide a tablet computer for the resident to use during the investigation and setup a video call between the representative and the resident. The resident will then bring the tablet into the basement where the representative will guide the resident through recording the layout of the plumbing fixtures and allowing for observation by the representative. The provided tablet will be disinfected before and after use. During all investigations, representatives will be wearing proper protective equipment (masks and gloves), disinfecting any surfaces they come in contact with, and maintaining 6 feet of distance between them and the resident, whenever possible. Investigations will be scheduled with each homeowner and will typically take 15 to 30 minutes to complete.



City of Franklin  
Engineering Department

For either type of investigation, the City and its contractor(s) may take photographs and/or videos of your property as part of the inspection.

Should you have any questions, please contact me at 414-425-7510 or GMorrow@franklinwi.gov. To indicate whether or not you would like to participate in the program, **please complete and sign the enclosed investigation waiver form** and either email it to SWood@brwncaid.com or send it in the enclosed pre-addressed, pre-stamped envelope, postmarked no later than **October 5th, 2020**.

Sincerely,

A handwritten signature in blue ink that reads "Glen E. Morrow".

Glen E. Morrow, PE (WI, IL, IN & MO)  
City Engineer / Director of Public Works / Utility Manager

Copy: Alderman John Nelson  
Mayor Steve Olson