

April 23, 2013

Tim Richnak, Director of Public Works  
Troy Department of Public Works  
4693 Rochester Road  
Troy, MI 48085

Dear Mr. Richnak:

On April 18, 2013 I had the pleasure of meeting Dean from the City of Troy Water Department. Too often today we hear of the lack of professionalism and other such terms that is referred to city employees. My experience does not agree with such disingenuous accusation and my recent experience when meeting Dean makes me realize how wrong and unfair such descriptions are of our city's workforce. Dean's professional work ethic and representation of the city was exactly what the description of the mission of the Department of Public Works is describing.

How fortunate the City of Troy is to have Dean as an employee and how thankful I was to have had him come to my home to turn off my water to have repairs made and give me valuable advice, returning replaced my water meter and insuring that the work was properly done in a cheerful and professional manner

After two days of dealing with water problems in my home, which were none of the city's, Dean was the light at the end of my tunnel.

Thank you

Sincerely,



William LaRue  
2669 Willard Dr.  
Troy, MI 48085

CC: Richard Shepler, Water and Sewer Superintendent