

Richard W Shepler

From: Renaud, George (G.F.) [grenaud4@ford.com]
Sent: Monday, January 04, 2010 1:06 PM
To: Richard W Shepler
Subject: Thank you!

Rick -
Thank you and your team again for all of your help with my drain problems. The City of Troy, and your supervisor Andy Willets, handled my problem in a very professional and timely manner.

You can imagine my dismay on Christmas morning at finding water in my basement from a clogged sewer line. My plumber had trouble seeing the problem from my sewer line, but due to water in the last several feet of my line, it appeared that it was necessary to repair a break that likely occurred in my line near the main under the street - very difficult and expensive to do during the winter.

I made a call to the City of Troy's Water Department to confirm the need for this repair, and gain an understanding of the situation. I spoke to Andy - who coincidentally had recently been on our block, surveying the existing city main. He was surprised at my situation, as the main, and my drain, showed no problems in the recent survey.

Andy thought this problem would benefit from some investigation on his part. Well, after a great effort on his, and the whole team's part, he found and remedied the problem. He also reassured me that my connection to the city line was intact, and required no repair.

In summary, Andy's quick thinking and impressive use of the City's arsenal of high-tech equipment was able to quickly find an remedy my problem, saving me nearly \$10,000 in unnecessary plumbing. This is the type of city service that we can all be proud of! As the President of the Sylvan Glen Homeowner's Association, I will be sure to remind our over 500 homeowners of your excellence in service.

Again, thank you and your team, and have a great New Year.

George Renaud
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