

Mark S Stimac

From: Nancy Johnson [glassdimen@wideopenwest.com]
Sent: Monday, May 16, 2005 1:48 PM
To: Marlene J Struckman
Cc: Cynthia A Stewart; Mark S Stimac
Subject: Excellent Response

Dear Ms. Struckman,

I just wanted to send you a note telling you how impressed my husband and I are with your prompt responses to our calls re: potential ordinance violation issues. Without fail, every time I have left you a message, the issue is dealt with rapidly and effectively.

As you can see, I've Cc'd your supervisor as well as Cindy Stewart. I firmly believe that great "customer service" should always be recognized!

Thank you again for your dedication to keeping Troy a beautiful, safe place to live!

Sincerely,
Nancy Johnson
(Mrs. Donald)
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248.457.6872
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