

Emily Frontera

From: Bill Tonissen [btonissen@valstonepartners.com]
Sent: Friday, October 22, 2010 10:23 AM
To: Water Department Notification
Subject: Fast service - thank you!

There was a water main break on Judy Dr the evening of Thursday 10-21-2010. We neighbors realized what was going on around 8:30 pm or so and reported the situation.

The water division responded later in the evening and turned the water off before we went to bed. I was very much impressed this morning to find that the break had been repaired overnight and everything was "normal" again.

Thank you so much for responding so quickly and for the quick and effective repair. And I'm appreciative of the training, professionalism and "knowhow" that went into the whole effort. Though any of us might think we expect that kind of response - especially in our own neighborhoods, it was very impressive to see. Great work. Thanks again!

-Bill and Terri Tonissen
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Troy