

From: [Cynthia A Stewart](#)
To: [John Szerlag](#); [John M Lamerato](#); [Mark F Miller](#)
Cc: [Timothy L Richnak](#); [Thomas E Rosewarne](#); [Richard W Shepler](#)
Subject: FW: My Compliments to the City of Troy Water Department
Date: Friday, October 29, 2010 8:29:13 AM

From: Maryann Sanders [mailto:maryann.sanders@wowway.com]
Sent: Friday, October 29, 2010 8:13 AM
To: Cynthia A Stewart
Subject: My Compliments to the City of Troy Water Department

Dear Cindy,

On Thursday, October 21, 2010 at around 7 pm, I had a water main break in front of my house. I called the non-emergency police number to alert them of the situation. In about an 45 minutes, the on call supervisor, Mike (don't recall the last name) came out to assess the situation and determined that indeed it was a water main break. Mike called all the appropriate staff to come out an work on the break. In about an hour after Mike assessed the situation, the entire staff was rolling in to fix the problem. There were trucks, dirt diggers, personnel marking the utilities, etc. By now it was 10 pm in the evening.

I was so impressed at how quickly and efficiently the water department staff handled the situation. I couldn't believe that they stayed until the wee hours of the morning fixing the broken pipe. When I woke up in the morning, the water was running again, the hole was patched up and everything was back to normal.

I am so glad I live in the city of Troy! Once again, please forward my note to the water department staff and the city manager. Thank you for all your hard work.

Cordially,
Maryann Sanders
1247 Judy Drive
248.528.2178
Maryann.sanders@wowway.com

October 30, 2010

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