

Thomas E. Reiss
1400 Bradbury Drive
Troy, Michigan 48098
August 7, 2019

Mark Miller,
City Manager
City of Troy
500 W. Big Beaver
Troy, MI 48084

Re: Cindy Stewart's Professionalism

Dear Mr. Miller:

My wife and I would like to express our appreciation for the prompt, effective intervention of your Community Affairs Director, Cindy Stewart.

On May 30, 2019, WOW sent out an able young technician (#8064), who replaced old equipment, including an 80-plus foot cable, which he had no authority to bury, but which he scheduled on an expedited basis, since it was susceptible to severance by a lawnmower and a safety hazard. No one came. After more than a month my wife called WOW customer service on June 11, and again on July 7, July 12 and July 15, each time told that it was scheduled for "expedited burial." But no one came. On August 5, I personally went over to the WOW office in Madison, and again ended up with another service rep. Again, very polite, but with no authority. She, like the others, consulted her computer, and advised me that it was scheduled for "expedited" service. On my return home, having given up on WOW service reps and their computer screens, I called the City of Troy, which I understand has cable franchise authority. I was referred to Cindy Stewart.

Cindy informed me that she was on the board of the Intergovernmental Cable Communication Authority, would call her WOW contact and call me right back. She called back within fifteen minutes and told me that someone would call us to come out and bury it, and that I should get back to her if that didn't happen by the end of the week. No one called, but 42 hours later, thanks to Cindy's intervention, WOW's subcontractor showed up and took care of the problem within 20 minutes. The sub did say that they are in the area all the time, but did not have a work order prior to this week. We are grateful to Ms. Stewart's intervention and her effective attention to "communication" and service to the public.

Very truly yours,



cc: Cindy Stewart