

June 28, 2018

Ref: Donna Nagel, Deceased
Acct No: 0043155
Cust No: 540359
Address: 710 Jessamine E.
St. Paul, MN

Mr. Steve Schneider
General Manager
St Paul Regional Water Services
1900 Rice Street
St. Paul, MN 55113-6810

Dear Mr. Schneider:

Mr. Matt Anfang suggested I contact you to express my gratitude for the outstanding service I received from your employee "Lisa."

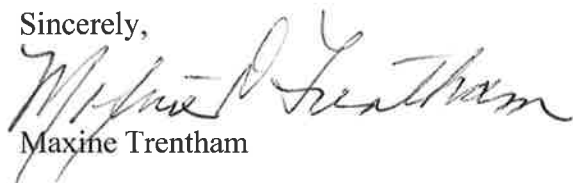
My sister, Donna Nagel died suddenly last April, 2017. I have the responsibility, as her personal representative, to settle her estate. Because it was sudden and I reside the Tennessee, you can imagine the difficulties I faced this year.

In June 2018 we were able to sell Donna's home on Jessamine—but I braced myself for one more hurdle to jump. I called your offices one morning and spoke with a "person" not a recording. Lisa was so accommodating and resourceful in getting a couple of issues settled that the sale of the home went through without a hitch.

Having worked in civil service positons throughout my career, I know employees can become overwhelmed with other people's problems. Lisa showed professionalism and compassion as she guided me through the process.

I wish all people who work in "services to the public" were just like Lisa.

Sincerely,



Maxine Trentham