



RECEIVED
3-3-14 Cg

February 28, 2014

Dear Sir:

This letter being written in praise and gratitude to the St. Paul Water Department, particularly the crew
Who fixed a burst water pipe in our street the night of February 26th and the entire day of February 27th.

The weather couldn't have been uglier. On Wednesday evening the serviceman came out promptly after my call, turned off the water and told us we would be without water for a while. On Thursday morning the crew worked to make the street passable and get the pipe fixed. So much digging in that awful cold! We were very impressed with the diligence and professionalism of all those men. We are grateful for this excellent service. The Water Department is now our favorite city department! Thank you!

Bob & Jacky Slater
6 Hingham Circle
Mendota Heights, MN 55118

Bob & Jacky Slater

Gagnelius, Mollie (CI-StPaul)

From: Schneider, Steve (CI-StPaul)
Sent: Monday, February 24, 2014 7:43 AM
To: Gagnelius, Mollie (CI-StPaul)
Subject: FW: Great service from SPRWS

For our next Board Meeting

From: Willems, Eric (CI-StPaul)
Sent: Tuesday, February 18, 2014 9:38 AM
To: Schneider, Steve (CI-StPaul)
Subject: Great service from SPRWS

Steve –

My block had a fairly significant break to the water service yesterday morning (Mon Feb 17) at Vivian and Kraft in WSP. Water was running down both Kraft and Vivian Lane. Trucks started to show up well before noon and your staff got to work. They stuck with it until around 1030-11pm when the water was once again restored. My wife called to determine if service would be restore around 930p and your staff were very helpful by letting her know the status of the work including that service would be restored shortly. I was impressed. But what really impressed me is that they came back with a dump truck to “salt” the streets to break up the ice that has now formed all over the street. You should be proud of your department. They are impressive in how they get their work done. Kudos to the Water Dept.

Kind Regards,



Eric Willems

COMET Project Director
City of Saint Paul
15 West Kellogg Blvd. # 110
Saint Paul, Minnesota 55102

Office: 651.266.8803
eric.willems@ci.stpaul.mn.us

087714-0384349

from Bob Schmall

NST

480-4220

1440 N. ALBERT

446-0852

ST. PAUL MN 55108

February 14, 2014

Many thanks to staff at SPRWS:

The folks I dealt with pertaining to getting water service restored due to the cold weather freezing the pipe in the street, all did a most competent job. Everyone was pleasant, efficient and courteous.

From the person I reached on the phone to the service person who came to investigate the problem, the customer service person who scheduled a crew to come out, and the crew personnel who did the work, all were GREAT!!!

Thanks so much.

Bob Schmall

P.S. I am keeping the water running as instructed.



Printed on recycled paper

Gagnelius, Mollie (CI-StPaul)

From: Schneider, Steve (CI-StPaul)
Sent: Tuesday, March 11, 2014 10:17 AM
To: Gagnelius, Mollie (CI-StPaul)
Subject: FW: Running water

Another

From: *CI-StPaul_WaterInquiries
Sent: Tuesday, March 11, 2014 10:11 AM
To: Vang, Kou (CI-StPaul); Wagner, Dave (CI-StPaul); Schneider, Steve (CI-StPaul)
Subject: FW: Running water

FYI-GOOD TO HEAR

From: Daniel Dufresne [mailto:dvdufresne@gmail.com]
Sent: Tuesday, March 11, 2014 9:39 AM
To: *CI-StPaul_WaterInquiries
Subject: Re: Running water

I would like to say that the crew was very nice and did a good job. Thank you

On Mon, Mar 10, 2014 at 9:31 AM, *CI-StPaul_WaterInquiries <WaterInquiries@ci.stpaul.mn.us> wrote:

Our Dispatch has a crew in the area for a main break. If you would like to speak to someone contact Kathie at [651-266-6874](tel:651-266-6874). Thank You.

From: Dan Dufresne [mailto:dvdufresne@gmail.com]
Sent: Sunday, March 09, 2014 8:09 AM
To: *CI-StPaul_WaterInquiries
Subject: Running water

I am at 2118 Clear Ave., This morning I noticed the water running down the street. Please call me at [6517760941](tel:6517760941).

Gagnelius, Mollie (CI-StPaul)

From: Schneider, Steve (CI-StPaul)
Sent: Tuesday, March 11, 2014 9:20 AM
To: Gagnelius, Mollie (CI-StPaul)
Subject: FW: Thanks for service line thaw

Another for the Board

From: *CI-StPaul_WaterInquiries
Sent: Tuesday, March 11, 2014 9:17 AM
To: Vang, Kou (CI-StPaul); Wagner, Dave (CI-StPaul); Schneider, Steve (CI-StPaul)
Subject: FW: Thanks for service line thaw

FYI

From: phfarseth@aol.com [mailto:phfarseth@aol.com]
Sent: Tuesday, March 11, 2014 8:26 AM
To: *CI-StPaul_WaterInquiries
Subject: Thanks for service line thaw

Dear St. Paul Regional Water Services Folks,

THANK YOU THANK YOU THANK YOU for coming out yesterday afternoon to thaw our frozen water service line from the street. Your crew was great, knowledgeable, careful (they unhooked the grounding wires from the electric service panel board and the house plumbing before energizing the buried pipe). They were just really great guys.

This is a wonderful contrast to the plumber our home-warranty company sent out, who said he didn't think there was anything he could do for the frozen line.

Many thanks!

Paul and Georganne Farseth
1452 California Avenue West, 55108



COMMERCIAL REAL ESTATE SERVICES, INC.

85 EAST SEVENTH PLACE • SUITE 200 • ST. PAUL, MN 55101-2106 • TELEPHONE (651) 290-8890 • FAX (651) 290-8895

March 17, 2014

Mr. Steve Schneider
General Manager
St. Paul Regional Water Service
1900 Rice Street
Saint Paul, MN 55113

Dear Mr. Schneider:

I am remiss in sending you this correspondence. The Golden Rule Building, located at 85 East Seventh Place, was inundated by water from a break in our neighboring building's automatic sprinkler main. As you know the entire 12,000 SF basement of the neighboring building was filled with water nearly 8' high and pouring into our building through a basement party wall. Our building's water issue was brought under control with your help and that of the St. Paul Regional Water crew and SPFD. You and your crew did an excellent job in managing an escalating problem. The damage to both buildings was mitigated because of your department's response. Please accept our gratitude and pass it on to your crew for their help in going the extra mile for us on the day and night of February 22, 2014.

With Much Appreciation,

Patricia A. Wolf, CPM RPA
President