



June 19, 2015

To: Jerry Ludden
Joe Tronson

From: Stephen F. Gleason

Re: Recognition for Fine Work

On Thursday June 18, 2015, I received a telephone call from Nick Kellum, customer of 1823 Ross. He wanted to express his gratitude for SPRWS Meter Operations staff. Specifically, he said he was grateful for the fine customer service he received from you, Jerry Ludden and Joe Tronson. He had been experiencing higher water bills from fall 2014 to spring 2015. He explained you came to his property on June 9, 2015 and took the time to patiently explain water metering and ultimately helped him find a leak and understand how to identify and troubleshoot a problem in the future. He said "These 2 are ideal employees. I am so impressed with the sincere service I received when I consider how many thousands of metering problems you have to manage. This was the definition of customer service. Please pass along my thanks." I want to pass along my thanks for delivering such fine service and promoting SPRWS goodwill. Your professionalism and expertise in helping customers understand and in most cases acknowledge that water meters are accurate is excellent. In addition, I appreciate the patience you show in explaining how meters work.

Thank you for your fine work.