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Dolly Ludden

Business Improvement Manager
Saint Paul Regional Water Services (SPRWS)
1900 Rice Street, Saint Paul, MN 55113

Dear Dolly,

I write to extend my profound thanks to the Saint Paul Regional Water Services (SPRWS) for allowing me and my classmates from the Saint Cloud Technical and Community College's (SCTCC) Water Environment Technology to do our internship at your facility.

The time spent with you was relatively short, but you unbelievably gave us so much valuable information individually and collectively. You and your team showed respect, listened, and shared your knowledge, and experiences.

Literally, your team walked us through your systemic water treatment processes from the point-of-intake (Mississippi River) to the point where you discharge (point-of-use) and distribute safe drinking water to each household in communities. We had an opportunity to see the ingenuity of the 19th century and its landmark history that manifests itself in answering a host of questions about the industry, particularly, what you do, how you do it, and why. We also saw how you communicate, collaborate, and employ technology to incorporate and update every facet of your record keeping system to bridge systemic lapse and improve drinking water quality.

We learned from you the far encompassing long-term benefits of maintaining a clean and attractive work environment; and what it means to be customer-focused, team-spirited; and maintaining and managing assets to reduce cost, turnover rate, and protect your bottom-line. Your supportive, cohesive structure, and holistic quality control treatment approach in an aged-old effort to treat and deliver safe drinking water to the public consumption and protect life is far-fetched.

Your involvement with our program and role played, broaden our understandings, shaped our perspectives, and gave us a bigger better picture about how each of us can join the cause to inspire and trigger a change in human behavior in protecting our most valuable water resources and ecosystem to reduce associated costs, and continuously provide safe drinking water at affordable cost to everyone. Finally, your work environment speaks volume and make working for you (SPRWS) more relevant. Your family-oriented attitude resonates with us.

Again, words are inadequate to express how grateful we are for sharing your exciting experiences, and SPRWS's history with us.

Sincerely
Tetee