

**From:** Rowland, Richard (CI-StPaul)  
**Sent:** Thursday, July 9, 2020 2:47 PM  
**To:** Schneider, Steve (CI-StPaul) <[steve.schneider@ci.stpaul.mn.us](mailto:steve.schneider@ci.stpaul.mn.us)>; Shea, Patrick (CI-StPaul) <[Patrick.Shea@ci.stpaul.mn.us](mailto:Patrick.Shea@ci.stpaul.mn.us)>  
**Cc:** Eilts, Brad (CI-StPaul) <[brad.eilts@ci.stpaul.mn.us](mailto:brad.eilts@ci.stpaul.mn.us)>  
**Subject:** FW: Thanks again

Steve and Pat,

I know both of you like to be informed when we receive positive feedback from our customers. I truly believe this situation was handled as closely as possible to what our mission statement conveys. As you can tell by the email chain, it was a cross departmental effort to resolve the issue.

Let me know if you have any questions

Rich

**From:** Rowland, Richard (CI-StPaul)  
**Sent:** Thursday, July 9, 2020 2:39 PM  
**To:** 'Jamil Jabr' <[jamil@umn.edu](mailto:jamil@umn.edu)>  
**Subject:** RE: Thanks again

Our pleasure Jamil. I am glad we were able to come to a solution that works for everybody, and more importantly ensures you continue to receive a high level of service and a quality product.

Sincerely,

Rich



**Richard Rowland**  
***Distribution Assistant  
Manager***

1900 Rice Street  
Saint Paul, MN 55113  
Ph: 651-266-1659  
[richard.rowland@ci.stpaul.mn.us](mailto:richard.rowland@ci.stpaul.mn.us)

**From:** Jamil Jabr <[jamil@umn.edu](mailto:jamil@umn.edu)>  
**Sent:** Thursday, July 9, 2020 1:40 PM  
**To:** Rowland, Richard (CI-StPaul) <[richard.rowland@ci.stpaul.mn.us](mailto:richard.rowland@ci.stpaul.mn.us)>  
**Subject:** Thanks again

Dear Mr. Rowland,

Thanks again for all of the help provided by you and your staff. We met again today with Mark and Jeremy (I forgot to thank Jeremy yesterday), and thanks to their expertise, concern, and consideration, a positive working solution has been provided here that has resolved the water line situation.

What I've learned more than anything from this experience is that the St. Paul Water Utility works to protect customers like myself and my tenants. I now know that this has been your priority all along, and I'm thankful for that - as my contractor should also be.

Sincerely,

Jamil Jabr

Sent from my ayePhone 🐼

Begin forwarded message:

**From:** Jamil Jabr <[jamil@umn.edu](mailto:jamil@umn.edu)>

**Date:** July 8, 2020 at 12:46:04 CDT

**To:** "Rowland, Richard (CI-StPaul)" <[richard.rowland@ci.stpaul.mn.us](mailto:richard.rowland@ci.stpaul.mn.us)>

**Subject: Re: Help!**

Dear Mr. Rowland,

Thank you for sending mark to 390 Beacon this morning. He has fully assessed the situation and is going to get back to me with the best way to handle the water leak repair that was made yesterday.

I truly appreciate the help from all I've dealt with at the Water Utility during the last week concerning the leak. That includes you, Seneca (patience of Job), and now Mark. Also, Becky at dispatch, and the guy in dispatch working yesterday evening (didn't catch his name) who helped to get Herman here at a late hour. He went the extra mile to get inspector approval for this.

Mark just explained to me that the St. Paul Water utility is a self-sustaining entity, something that I didn't know but now have no hard time believing when considering your quality staff. No matter how this turns out I appreciate that.

Most jobs can be thankless jobs, so I try to change that a little bit when I can. With that said, thank you.

Sincerely,

Jamil Jabr  
390 Beacon Avenue

Sent from my ayePhone 🐼

On Jul 8, 2020, at 11:33, Rowland, Richard (CI-StPaul) <[richard.rowland@ci.stpaul.mn.us](mailto:richard.rowland@ci.stpaul.mn.us)> wrote:

Jamil,

Please reach out to me contact information below if you need to discuss further.

Sincerely,

Rich



**Richard Rowland**  
***Distribution Assistant  
Manager***

1900 Rice Street  
Saint Paul, MN 55113  
Ph: 651-266-1659  
[richard.rowland@ci.stpaul.mn.us](mailto:richard.rowland@ci.stpaul.mn.us)

**From:** Kruse, Seneca (CI-StPaul)  
**Sent:** Wednesday, July 8, 2020 11:17 AM  
**To:** Rowland, Richard (CI-StPaul) <[richard.rowland@ci.stpaul.mn.us](mailto:richard.rowland@ci.stpaul.mn.us)>  
**Subject:** Fw: Help!

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**From:** Jamil Jabr <[jamil@umn.edu](mailto:jamil@umn.edu)>  
**Sent:** Wednesday, July 8, 2020 10:46 AM  
**To:** Kruse, Seneca (CI-StPaul) <[Seneca.Kruse@ci.stpaul.mn.us](mailto:Seneca.Kruse@ci.stpaul.mn.us)>  
**Subject:** Help!

Hi Seneca,

This is Jamil from 390 Beacon. You were here last week where I had a leak in the lead line.

Unlike the City records showed, the lead line was not 1", but bigger. Because of this, Mr. Rooter, who I hired, had to provide a 1.5" copper line and find fittings (not easy) to make the connection to the lead (see attached picture).

The described changes took at least 6 extra hours, and we were lucky to get someone out here to turn on the water at 8 pm so the tenants could have water again. One of my tenants is a nurse who works around Covid patients, so this was an emergency.

Mr. Rooter's master plumber was here for the extra work and because of the odd connection we were uncertain that it would hold, but it has.

The inspector was just here, his name is Jeremy Miller, and when he reported to other people at the water service that the coupling in the picture was 32 inches on my property, they said that this has to be cut, redone, and brought in to the city property.

All this needs to be done at incredible additional expense, and with the uncertainty that this oddball connection will work again until the city can finish their part of the project to the street.

Mr. Rooter has offered to pay additional cost for the city to deal with this 32 inches on my property, but the people that Mr. Miller talked to said that they don't want to set a bad precedent by allowing this, and now Mr. Rooter will need to come back and redo this. This doesn't make sense to me. I understand precedent, but we are offering to pay for this 32 inches by the city, which really had to be done this way yesterday because of the way the Lead Pipe waved underground.

I'm writing to you to see if there's any way to appeal this decision based on everything that I have described here. We are going to be out without water again on and off more than is necessary, adding to the emergency as it relates to the plight of my tenants.

Thanks again for any help that you may be able to provide, or anyone who you can refer me to.

Sincerely,

Jamil Jabr  
380 Beacon 651-645-7577  
<IMG\_3642.jpg>