

December 7, 2020

Saint Paul Regional Water Services
Attn: Emergency Response Team
1900 Rice Street
Saint Paul, MN 55113

Greetings:

I would like to strongly commend the SPRWS emergency response team for its quick response and efficiency.

Yesterday, at 3 P.M., while walking our dogs, my wife and I noticed water bubbling up near the curb of the street, close to a fire hydrant near our home on the 2000 block of Orange Ave. E. in St. Paul. A moderate amount of water was flowing into the adjacent storm drain.

I realized that this was either a leak from below the hydrant or from the water main. Either way, if it continued, I knew it could cause damage. So, I returned home and called the emergency number I found on your agency's website.

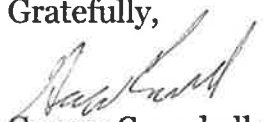
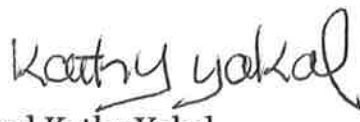
Within 20 minutes of my call, two SPRWS trucks arrived. I spoke to the workers after they had shut off the fire hydrant valve. They were friendly and polite, and told me that they had reported the situation and explained what would happen next.

Not long after that, additional vehicles and workers arrived to assess the situation and begin repairs. I am sure they were all on-call workers who had to leave their homes on Sunday afternoon to report to work.

By 10 P.M. or so, repairs were completed, water service was restored, and warning barriers were in place around the excavation area. Everyone I spoke to was informative and let me know what was going on.

I would like to thank everyone on the team for their fast response and quick, quality work on a late Sunday afternoon. I cannot imagine a better result from my phone call to report what looked like a minor leak.

Gratefully,



George Campbell and Kathy Yakal

-----Original Message-----

From: Thomas j Eggum <tomeggum@mac.com>

Sent: Thursday, December 24, 2020 7:17 AM

To: Schneider, Steve (CI-StPaul) <steve.schneider@ci.stpaul.mn.us>; Noecker, Rebecca (CI-StPaul) <Rebecca.Noecker@ci.stpaul.mn.us>

Cc: *CI-StPaul_WaterInquiries <WaterInquiries@ci.stpaul.mn.us>

Subject: Prospect & Stryker

Thanks to the Water repair crew for the fast work on a miserable day and evening. We lost our water supply just before dinner but had it back around 8PM. Could have been a stressful Christmas here.

Happy Holidays!

Tom Eggum

From: S Ahuja <sursurendra@yahoo.com>
Sent: Tuesday, December 29, 2020 8:18 AM
To: Ludden, Jerry (CI-StPaul) <jerry.ludden@ci.stpaul.mn.us>
Subject: joseph tronson

i write to you,to express my appreciation,and to commend for the initiative taken and service provided to me by joseph Tronson
couple of weeks ago,i was having problem with a leak in my hot water supply tubing under slab on grade. city"s water supply comes into the house the same manner.
i called your department,discussed situation with joseph. he offered to come over and look into problem. first the re-installed the water meter,which initially was installed up-side down.
calculated the leak flow,determined was a slow leak,and put my mind at ease,by saying corrective measures
could be delayed till early next summer,when Covid has subsided and windows can be opened for any work.
as an ex-city of st.paul employee (long time ago),i fully realize what makes a city more livable is the services
the city provides,and the employees who provide them. Joseph is a good example.

surendra ahuja 651 690 1689.