

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

From: Mara Humphrey <marahumphrey@me.com>

Sent: Saturday, February 6, 2021 9:56 PM

To: Lisa Agrimonti <agrimo@gmail.com>

Cc: #CI-StPaul_Ward4 <Ward4@ci.stpaul.mn.us>; Schneider, Steve (CI-StPaul) <steve.schneider@ci.stpaul.mn.us>

Subject: Re: 1964 Lincoln Avenue

Thanks for sharing! Glad SPRWS was able to help.

Regards, Mara

Mara Humphrey
612-770-0973 (c)

Sent from my iPhone

On Feb 6, 2021, at 8:33 PM, Lisa Agrimonti <agrimo@gmail.com> wrote:

Dear Ms. Humphrey,

I am writing to tell you about the superior service I received recently from St. Paul Regional Water Services (Jan. 12/13).

We had several communications with SRWS about the water pressure in our home (constructed in 2015). I was convinced the problem lie with SRWS and the pressure of the water as it entered my home.

Frustrated with a dripping shower and first room kitchen sink, we had resorted to hiring a plumber to install a pump to raise the pressure within the home.

Tom and Joe (I hope I have their names right) and one other team member came to our house and checked out all of our troublesome fixtures and diagnosed our problem—the fixtures. One was a waterfall shower head. The kitchen faucet is terribly limited in flow— when the took off the faucet head, the water pressure was just fine. They were knowledgeable, patient and kind.

We canceled the pump installation. And we are shopping for fixtures.

Thank you.

Lisa Agrimonti
1964 Lincoln Avenue
St. Paul, MN 55105

From: Peter Lin <peterlin55118@gmail.com>
Sent: Tuesday, February 9, 2021 4:13 PM
To: Wagner, Dave (CI-StPaul) <dave.wagner@ci.stpaul.mn.us>
Subject: Good people and excellent works need to be loudly appreciated

Hi Dave

This is Peter Lin from 1661 Hubbard Ave residence, I would like to write to you to report an exceptional good works done by two of your employees today in our home for a water pressure problem for the last three years, their names are Tom Zangs, Joe Tronson.

Our house has been low in water pressure for the last three years, recently it gets worse and worse, with upstairs bathroom with no water flowing. Consulting and calling plumbing professionals seem going no where other than suggestions of spending huge amount of money without guarantees!

I called St Paul water's engineering department after extensive research online about solutions, and Tom is the one who takes my task, and shows up on the same day (with his busy schedule), very polite and professional, lots of comfort and confidence. Joe not only found root cause (broken shut off valve and 95% plugged by water debris), but fixed it with new valve. The water pressure immediately gone up a lot, water flow upstairs bath is normal now.

The most lovely thing that stuck me the most from Tom is what he said to me after the work "this is what we people should do to each other", wow, I haven't heard such sayings for a long time, out of this crazy world where people seem to lose their tempers, killing each other for snow shovel to their yard.

I do think this exceptional good works and good people need to be mentioned loud and appreciated with big reward in you can, and I am sure Tom and Joe's working records would show a track record of exceptional excellency. Please give them our best thanks and gratefulness, people working in government like Tom and Joe are giving me some hope that we still have lots of good people out there helping each other.

Thank you for having such good employees, and keep up this good work!!

Peter Lin
612.986.1525