

Cheryl Scott

From: Paterniti, Joseph Jr. <PaternitiJ@bbfl.us>
Sent: Tuesday, November 19, 2019 8:00 AM
To: Cheryl Scott; Huertas, Jose; Roschek, Christopher
Cc: Sharon Merchant; Groff, Colin; Russell Morris
Subject: RE: Central Seacrest Project Hotline - Weekly Report

Good morning Cheryl,

The utility received a call yesterday from a resident in the Central Seacrest project area, Emily Isaac. She called to inform us on how pleased she was with the assistance you provided, stating that issues were resolved the same day and that others in her neighborhood felt the same way.

Also, please accept our deep appreciation and gratitude for you and your staffs assistance with responding to our customers concerns and issues.

It is not often the utility receives positive feedback, so we thought it appropriated to pass it along to let you know your efforts are being noticed and appreciated.

Best regard, Joe

Joseph Paterniti, P.E.
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