Bill Bennett

FYI

From: Sharon Kouba
Sent: Wednesday, February 01, 2017 7:55 AM
To: mayor@hiawatha-iowa.com
Subject: THANK YOU

Dear Mayor Bennett –

I am writing to you because we had a bad water break on Ridgewood Drive last week. Marty Recker and some of the other water staff were out here trying to locate the problem for a little over a week. I want to let you know what a great employee you have in Marty. The other staff were also very nice but Marty stood out. He worked with all of us trying to keep us informed on what was happening. He was always courteous and honest with us. He took the time to talk to us and answer our questions. Of course, no one wanted a bill up to $10,000 for repairs but we also realize it is our responsibility to repair the breaks that are located on our property. Marty kept us informed on when the water would be off and again when it was turned back on. They were extremely careful when working on our property. Brecke also did a great.

In our world today when most employees have a "job" and don't care how it is done, it is refreshing to have such a dedicated person as Marty. I hope you will past on our thanks to him. I also hope you keep him on your staff!!

Thankfully the water leak appears to be repaired. We no longer have water and ice on our street.

Again, a big thank you to anyone who was involved in this project.

Sharon Kouba
190 Ridgewood Drive
Hiawatha, IA 52233