

March 7, 2010
Weekend Utilities Department
Municipal Service Center N
55 Stony Point Road
Santa Rosa, CA 95401

To whom it may concern,

This past Saturday I had occasion to utilize the services of your department.

Around 8 am my neighbors informed me that water was coming out of the meter cover in front of my house at an alarming rate. My first response was to call the non-emergency police line which got me a dispatcher who informed me an officer would be out shortly. Forty minutes later, frustrated at no response, I got out the phone book and looked up the City of Santa Rosa and called the number listed for your department. A very pleasant man named Frank answered my call and assured me they would be out very soon. Figuring that was public service speak for "whenever" I left to run a short errand. Much to my surprise there were two gentlemen already working on the accumulated water and mess when I returned home ten minutes later. Turns out the problem was indeed coming from my water supply main. These two gentlemen, Mike and Steve, were very patient and explained in detail the problem and possible solution. Again, much to my surprise, they corrected the problem, possibly saving me hundreds of dollars and wouldn't even take so much as a cup of coffee in return for their hard work and time. They were still working on the problem when I again had to leave for a medical appointment several minutes later. I returned home later that day secure in the knowledge that the problem was fixed and water was once again flowing properly to my home. I again called and spoke with Frank to convey my heartfelt thanks. I have dubbed these gentlemen my "Weekend Water Warriors."

In these hard economic times it is a wonderful feeling to know that, even on the weekends, the citizens of Santa Rosa have these kinds of employees at the ready to handle our problems. I would rather have my taxes raised than to forgo the kind of service I received this past weekend. If your employees, Frank, Mike and Steve, exemplify the average City employee then I would say we, the citizens of Santa Rosa, should be very proud to be living here.

Sincerely,

Jean K. Helgeson