

Cindy Karch

From: Mercy Rushing
Sent: Monday, March 11, 2019 1:37 PM
To: Cindy Karch
Subject: FW: Re: good customer

Follow Up Flag: Flag for follow up
Flag Status: Flagged

For Council packet for my report.

Sincerely,
Mercy L. Rushing, PCED, CTE
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Attention Public Officials (Appointed, Elected and Employees)

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From: Margret Quintana
Sent: Friday, March 08, 2019 2:14 PM
To: Mercy Rushing <mrushing@mineola.com>; William Crump <wcrump@mineola.com>
Subject: Re: good customer

I received a thank you note from customers on Minwood. They were thanking the street dept for repairing holes on their block that made it hard to back out of their drive way.

Aaron London's name is on the work order, and they said that he did an awesome job.

Also: Frankie Zurita, water technician, was on Kings Lane today doing a new connect. He happened to notice water running down the drive way of the old Bowdoin house on the corner. He stopped and checked the meter. It was spinning fast.

He turned the water off at the meter. We found out that the customer is in Japan. Frankie's attention to things in our city saved this customer a lot of money.

Just like to let you know when we get compliments!! MQ