

Key Largo Wastewater Treatment District Board of Commissioners Meeting Agenda Item Summary

Meeting Date: July 19, 2022

Agenda Item Number: G-1

Action Required:
No

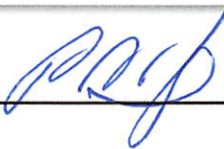
Department: General Manager Sponsor: Peter Rosasco

Subject:
Employee Recognition

Summary of Discussion:

Mr. Rosasco will inform the board about a customer's recognition of one of our District's employees.

| <u>Reviewed / Approved</u> | <u>Financial Impact</u> | <u>Attachments</u> |
|----------------------------|-------------------------|--------------------|
| Operations: _____ | \$ | 1. Customer E-mail |
| Administration: _____ | | |
| Finance: _____ | Funding Source: | |
| District Counsel: _____ | N/A | |
| District Clerk: _____ | Budgeted: | |
| Engineering: _____ | N/A | |

Approved By:  Date: 7-14-22
General Manager



Employee's Jeremy Sands, Rudy Perez & Cathy (receptionist)

gethonour via hr <hr@klwtd.com>
Reply-To: gethonour@aol.com
To: "HR@KLWTD.com" <HR@klwtd.com>

Tue, Jul 5, 2022 at 12:54 PM

Good afternoon,

My name is Jeannie Schminky and a resident of Key Largo. I'm writing to you because of your employee's Jeremy Sands, Rudy Perez and Cathy. I had an infestation of drain flies at my home which I NEVER have had since living here since 2008 and I tried everything known to man to kill these annoying creatures before I called The Key Largo Water Treatment. I tried drain fly gel (4 gallons), a combination of baking soda, vinegar, bleach and salt. I was swatting these flies from my face day & night. It was so bad I finally called your department in tears from frustration and I was lucky to have had Cathy answer the phone when I called. Cathy was so kind, understanding, patient and actually calmed me down and she said that she would have someone come by that day and someone did. Jeremy Sands came to my home and saw the infestation first hand. He was also kind, patient, understanding & professional. He knows his job very well. He said that he would speak with his supervisor Rudy Perez in the morning and explain to Mr. Perez how bad the infestation was in my home and Mr. Perez gave instructions to Jeremy on what needed to be done. Thank goodness. Mr. Rudy Perez, Jeremy Sands and Cathy (I wish I knew her last name) are exemplary employee's. I was and am very fortunate to have had the service that they provided for me.

Please, if you have any questions feel free to contact me via email or call me directly at 305-731-5793.

Sincerely,
Jeannie Schminky