SOUTH CENTRAL REGIONAL WASTEWATER TREATMENT AND DISPOSAL BOARD

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BOARD
City Council Members of
Boynton Beach & Delray Beach

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June 5, 2008

Mr. Saade Chibani
CARTER AND VERPLANCK
Post Office Box 24169
Tampa, Florida 33623

Sodium Hypochlorite System

Dear Saade:

I wanted to take a minute to say thank you for the outstanding service we continue to receive from Carter and VerPlanck.

On May 18, 2008 I received a call from an operator at our facility informing me we had developed a crack in one of our Hypochlorite generator cells. I notified our local rep, Joe Tavaritte of our situation, and was told he would be here the next morning. Before Joe could even arrive at the facility, I received a call from Ken Walker informing me that he had spoken with Joe and we were not to worry, he already had a cell on the way. He indicated that Carter and VerPlanck expected the new cell to be installed Friday, May 23. During the next few days, I was in constant contact with our local repair technician, J.K. Parker, as to the status of his schedule and was assured as soon as the new cell arrived, he would be here the following day for installation. The new cell arrived Thursday, May 22 and J.K. Parker was here as promised on May 23 for the installation. Within five days, we were back up and running.

The service we received during that week is the reason why we hold Carter and VerPlanck in such high regard.

Sincerely,

Dennis L. Coates
Executive Director

c: *Ken Walker*
Joe Taverrite
02-600

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