

A Stellar Moment

A stellar moment occurs when a Water & Sewer Division employee provides extraordinary service. A moment is recognized as stellar when it resonates with achievement and excellence. We will regularly share with you stellar moments experienced by Water & Sewer employees.



Left to right: First Row: Oudit Persaud, Jevon Murry, Charlie Jones, Marlin Douglas and Duval Clark. 2nd Row: Walter Tolen, Donsheleon Penson, Harold Esslinger, Charles Walker, Andrew Shelton, Reginald Chandler, William Hayes, Malcolm Jones, Albert Hardy and Arthur High. Third Row: Andrew Myers, Quinterius Reid, Marcel Jones, Ray Crenshaw, and Norris Gay.

“Professional, courteous and respectful.” Those were the words that Gina Goggins used in her letter to describe the crew of more than 20 employees who assisted in repairing a major spill at her home. This crew was called to repair a broken sewer line that was a result of hurricane damage. It took three days, and significant manpower to get the problem fixed.

With such a disturbance at the property, Ms. Goggins wrote in her letter that she and her husband were “constantly informed on what was being done” and continued on to say that the crews were “kind and considerate” throughout the process. Without a doubt, this group capably demonstrated four of the Five C’s: Commitment, Completeness, Courtesy, and Competence when they fixed this major problem.

So, to Jevon, Charlie, Oudit, Marlin, Duval, Walter, Donsheleon, Harold, Charles, Andrew, Reginald, William, Malcolm, Albert, Arthur, Andrew, Quinterius, Marcel, Ray, and Norris, on behalf of Gina Goggins, and your fellow employees, *congratulations on a stellar job!*



Hold yourself responsible for a higher standard than anyone expects of you. Henry Ward Beecher

HAVE A STELLAR MOMENT TO SHARE? SEE BACK FOR DETAILS.

