

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.



Sarah McCormack experienced firsthand what it is like to deal with the frustration of an incorrect water bill. Ms. McCormack received a bill that showed a household usage of 99 million gallons of water. Needless to say, her bill was grossly incorrect and she needed some assistance to resolve this issue. After numerous phone calls and emails to the billing department, her issue still remained unresolved. That's when she got in contact with **Eddie Cooper**. Eddie researched the problem, sent an inspector out to her home to check the meter and replace it. He also worked directly with a representative from the billing department to get the McCormack's bill adjusted. Finally, he followed up with Ms. McCormack to make sure that everything was resolved to her satisfaction.

In her letter, Sarah McCormack wrote that "Eddie was the first and only person who seemed genuinely concerned about my billing problem, and he worked diligently to have it corrected." So to Eddie Cooper, on behalf of Sarah McCormack and your fellow employees, ***congratulations on a stellar job!***



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

