

January 9, 2013

To: Dave Siegal  
Chandler Director of Municipal Utilities  
975 E. Armstrong Way, Building L

Dear Dave Siegal,

I am writing to you in regards to the service I received when interacting with one of the City of Chandler municipal water employees, Eddie Baldenegro, in the late summer of 2012. I have been a resident of Chandler since March of 2000 but this summer I moved from east to west Chandler. Shortly after moving in to our new home my family realized that if all of us took showers around the same time, the water would start to back up into the home. I called out a plumber and he confirmed there was a sewer blockage, which he was able to clear but with complications.

As it turned out, the sewer was able to stop up so easily because part of the sewer line had collapsed, leaving a large stair-step in the pipe connection, visible with a sewer line camera. At that time, the plumber I had called out said it would likely be 3 to 5 thousand dollars to dig up the line and repair it. Still stinging a bit from the cost of the move, this was a shock to me and I made a call for help to the City of Chandler municipal water services for advice.

Shortly after making the call, Eddie Baldenegro came out and took a look at the issue, as well as the locations where the plumber had marked that they believed the breakage was with their sounding equipment. While the break appeared to be in my yard based on what the plumber marked and was entirely my responsibility according to the plumber, Eddie was not so quick to jump to conclusions. He recommended I hold off authorizing any work until he could research it further. I was also able to give him a DVD taken during the sounding work I had the plumber complete.

To sum up a very hectic series of events that followed, my plumber attempted to insist that he perform the work at my expense right away. Meanwhile Eddie Baldenegro was researching the issue and helped me to stop the plumber from trying to do the work on his own without the City verifying where the break really was. As it turned out, my plumber was wrong about the true location of the break and Eddie was able to save me thousands of dollars in work that the plumber actually would not have been authorized to perform in the first place, as it was on the clay City pipes!

I was amazed that a City employee would be so service oriented and dedicated to truly doing the right thing for a resident. Eddie took care of everything and the work crew that came out was quick, respectful, and really impressed me. Eddie also took care of getting the sidewalk repair scheduled and followed up with me twice after the work was completed to make sure everything was satisfactory.

It is now 2013 and we have had no further sewer problems. I've dealt with a lot of companies and vendors in the past year with my family's move and renovations to our home and after all is said and done, **I can confidently state that the best service we received from anyone in the past year was that which was provided to us by Eddie Baldenegro of the City of Chandler!** Whatever you are doing to foster such service above and beyond expectations is greatly appreciated and I can only hope it permeates through every part of your organization. I cannot overstate how thankful I am for the care and attention given to my family!

Thankfully,  
The Smith Family