



Item 13-1

www.madisonwater.org 119 East Olin Avenue Madison, WI 53713-1431 TEL 608.266.4651 FAX 608.266.4426

January 18, 2008

Mrs. Laura Muetz
1401 Delaware Blvd
Madison WI 53704-1842

Interim General Manager
Larry D. Nelson, P.E.
Principal Engineer
Alan L. Larson, P.E.
Water Quality Manager
Joseph Grande
Interim Water Supply Manager
Kathy Cryan
Finance/Accounting Manager
Robin Piper
Customer Service Manager
Ken Key
Operations Manager
Dan Rodefeld

Dear Mrs. Muetz:

Thank you for your kind letter of appreciation regarding the actions of Autumn Bradley-O'Rell, Administrative Clerk in our Meter Shop.

I will share your letter with our employees and our Water Board and place the letter in Autumn's personnel file.

Our employees realize that many customers appreciate their efforts, but it is particularly nice when they receive confirmation by a call or note.

Sincerely,

Ken Key
Customer Service Supervisor

cc: Larry D. Nelson, P.E., Interim Water Utility General Manager
Autumn Bradley-O'Rell, Meter Shop


January 11, 2008

Madison Water Utility
Attn: Ken Key
119 E. Olin Ave
Madison, WI 53713

Dear Mr. Key,

On Friday, January 4th, Madison Water Utility was scheduled to inspect my father's meter at 3702 Brigham Ave. When Autumn had called me to schedule the appointment, I did make it known that my father is a "shut in" and I didn't anticipate any problems with the service tech gaining access. She must have noted that on the account, or has an incredible memory. I received a call from Autumn on Friday, January 4th that the service tech was at my father's house, and he wasn't answering his door and didn't answer his phone. She asked if there was anything else that she could do. I asked her to have the tech try the back door, as it should be unlocked. She called me back right away to let me know that it was locked. I knew immediately that something was wrong. My sister and I rushed to my father's home to find him in critical condition with blood sugars of 27. He had fallen out of his wheelchair and was incoherent. Because of Autumn going above and beyond the call of duty, my sister and I were able to get my father to the hospital by ambulance and stabilized. The doctors at the hospital did tell me that if he had not received medical attention until after I was done with work, he would have most likely died that day. I have already spoken to Autumn and thanked her for saving my father's life, but I just want to make sure that you know what an exemplary employee she is. In a day and age when most are so self absorbed, it was refreshing to experience such a selfless act.

Sincerely,


Laurie Muetz