



BOARD INFORMATION

TO: Governing Board

FROM: Carlos Quintero, General Manager
Ligia Hoffman, Board Secretary

DATE: August 18, 2023

SUBJECT: Comments from the Public Regarding Agency Staff

SUMMARY

The Authority has a long tradition of sharing comments from the public about the Authority with the Governing Board. This allows the Board to monitor a primary goal area of the Authority: to provide high quality customer service. Employees strive to provide this high quality customer service by being understanding, supportive, and responsive to customers' needs.

While negative comments regarding customer service are rare, when they are received, they are handled by Management as personnel related issues.

POLICY

Strategic Plan Goal 4: Customer Service, Citizen Engagement, and Community Relations – Provide high-quality customer service based on customer feedback and serve the community through education, outreach, and partnerships.

CONCLUSION

This is an information item only.

ATTACHMENT

Comments from the Public

Letter of Appreciation

The City of National City, June 29, 2023

Carlos Quintero
General Manager
Sweetwater Authority

Sincerely, at this time, I extend to all of you my warmest and most cordial greetings.

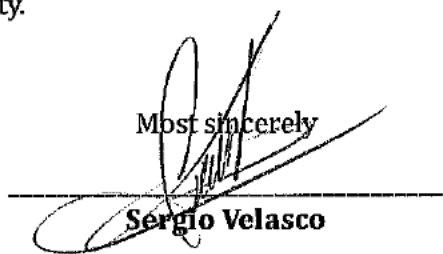
I am pleased to thank you on behalf of myself and my family for the hard work you all do for the City of National City. My wife, our three children, and I have been living in this city since 2005 on the same property we fortunately own, and over the years, we have watched our kids grow up in this blessed environment in the company of loved ones and dear friends. We have proudly become an integral part of this community and fallen in love with this great city. At that time, the property was a very large piece of land, so we decided to divide it into three parcels; then, we faced a very severe economic recession which forced us to sell one of the parcels to be able to pay for the expenses involved, so that our three children could finish their careers; we kept only two parcels, in one of which we currently reside, and in the second one, today we are about to carry out our project and family dream of building again for our children who are already professionals. We are delighted to have chosen and been sheltered by this wonderful city, to live and grow in it, accepted by its nobility and generosity, because National City is in the center of everything, and we are fortunate to have an excellent City Sweetwater staff and working teams, who care immensely and dearly about helping make residents lives more accessible by developing and carrying out new projects aimed to improve our city services, supplying our water supply in its higher standard throughout our community, and maintaining a sewage system in perfect condition, and always making sure to provide us a very safe and reliable water service so that we all may have a better quality of life. All of this has made of this city an excellent place to live and work for the common good, in search and construction of a strong society with pillars forged with our sweat and perseverance. For this reason, we have come to thank all of you and all the staff who works in City Sweetwater Authority on behalf of this beautiful City of National City. The work carried out by you as a team daily and with the hard work that characterizes you all, has been a key for achieving our society projects as well as for our dreams, as a community, to become a reality, but also for the progress of this great city that during all these years has experienced an enormous commercial and structural growth, improvement and upgrading of its roadways, new construction projects, schools, parks, fire stations, and many other things.

Our special thanks to:

Erick Del Bosque, Director of Distribution and Engineering
Christopher K. Bauer, Engineering Manager
Jason Mettler, Engineering Technician Supervisor
Francisco Jay Montijo, Senior Engineering Technician

Thank you all very much for your unfailing hard work, leadership, professionalism, dedication, and commitment to the people of this city by ensuring and strengthening the quality of life for its residents in this community.

Most sincerely



Sergio Velasco

From: [Del Bosque, Erick](#)
To: [Hoffman, Lijia](#); [Garcia, Michael](#)
Subject: RE: Customer Comment
Date: Thursday, June 29, 2023 4:55:46 PM
Attachments: [image001.png](#)

The staff involved from Distribution who are getting the kudos from the public are: Gilbert Urbina, Joel Santos, Hector Licon, Kenny Velez, and Luis Rangel.

From: Musgrave, Michelle <mmusgrave@sweetwater.org>
Sent: Thursday, June 29, 2023 3:34 PM
To: Elwood, Aaron <aelwood@sweetwater.org>; Brugman, Adam <abrugman@sweetwater.org>; Moss, Scott <smoss@sweetwater.org>
Cc: Del Bosque, Erick <edelbosque@sweetwater.org>; Heredia, Gloria <gheredia@sweetwater.org>
Subject: Customer Comment

Hi All,

I received a phone call from Richard and Margie Pritchett, they live at Redacted Randy Court in Bonita, and they wanted to leave a comment about the workers who were doing a job in their cul-de-sac yesterday.

Margie said the workers were so polite and respectful to her and her husband, and they were very impressed with how well they cleaned up the area and how great their attitude was. She wanted to make sure their supervisors knew how grateful they were to be treated this way by SWA workers.

Thank you,



Michelle Musgrave

Office Assistant I

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Mail 505 Garrett Avenue, Chula Vista, CA 91910

www.sweetwater.org

From: noreply@sbid.us
To: [Communications Staff](#)
Subject: Online Form Submittal: Send Us a Message
Date: Friday, July 28, 2023 9:28:44 AM

Send Us a Message

Messages are read during business hours only. To report an emergency please call (619) 420-1413.

First Name Jose

Last Name Barron

Email Address **Redacted**

Phone Number **Redacted**

Your Message

I wish to commend your technician, Stephen Rasmussen, who has recently been addressing our problems with water pressure in our neighborhood. Stephen is very courteous, professional and equipment. Not only that but he seems genuinely interested in our neighborhood's well-being. We are located in a small cul-de-sac with only 12 homes in the northernmost part of Bonita. We recently had an accident when a large truck backed into a hydrant and broke it. Apparently sediments got into our service lines and clogged our meters so we had less than 30 pounds of pressure. Ours was so bad that a flushed toilet at one end of our home diminished the water pressure in our kitchen faucet to a small trickle. Anyway, Stephen found the problem, replaced our neighbor's, the Lawsons, meters and ours and we now have very acceptable water pressure. Praise to Stephen Rasmussen for his service and Sweetwater Authority for your fast response..

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Email not displaying correctly? [View it in your browser.](#)

From: [Harpenau-Parks, Gregg](#)
To: [Kvederis, David](#)
Cc: [Yorba, Dina](#); [Payne, Leslie](#); [Hoffman, Ligia](#); [Garcia, Michael](#); [De Paz, Jomar](#); [Pena Veloz, Jorge](#)
Subject: Customer Compliment
Date: Tuesday, August 8, 2023 2:26:13 PM

Hi Dave,

I received a voicemail yesterday from Ms. Osheroff, at Redacted 5th Avenue, expressing her gratitude for the excellent customer service you provided.

After following up with her on the telephone today, she said she was grateful that you took the extra time to help her diagnose the problem and to show her where the consumer valve so she could isolate the leak until she could get it repaired.

Thank you for providing exceptional customer service and representing the Authority in a positive light with our customers. Keep up the good work!

Thanks
Gregg

Michael

Thank you for
your excellent customer
service. Your responsiveness
to my many public
information requests
is appreciated.

You're the best!

JK.

From: [Del Bosque, Erick](#)
To: [Hoffman, Ligia](#); [Garcia, Michael](#)
Subject: FW: Kudos for an Excellent Job!
Date: Wednesday, August 16, 2023 3:55:27 PM
Attachments: [image001.png](#)

From: Del Bosque, Erick
Sent: Friday, August 11, 2023 8:13 AM
To: Davis, James <jdavis@sweetwater.org>; Agundez, Guillermo <gagundez@sweetwater.org>; Rasmussen, Eric <erasmussen@sweetwater.org>; Santoyo, Gabriel <gsantoyo@sweetwater.org>; Landavazo, Gerardo <glandavazo@sweetwater.org>; Gomez Hernandez, Victor <vhernandez@sweetwater.org>; Menocal, Juan <jmenocal@sweetwater.org>
Cc: Brugman, Adam <abrugman@sweetwater.org>; Elwood, Aaron <aelwood@sweetwater.org>; Quintero, Carlos <cquintero@sweetwater.org>; Yano, Roberto <ryano@sweetwater.org>
Subject: Kudos for an Excellent Job!

Jim, Willy, Eric, Gabriel, Gerardo, Victor, and Johnny

Excellent job on repairing the water main leak on Paseo Potril in Bonita this week, and the follow up work in the days after the leak was repaired to backfill the excavation! John Marin, who lives at Redacted Paseo Potril called yesterday to express his appreciation for the excellent job you guys did. He was very impressed that you guys were on site within half an hour of when the leak was reported. He was also very impressed with the professionalism you all showed, how polite you were, your positive attitude considering the difficult muddy working conditions, and he indicated that you left the area in a better condition than what it was before the leak. He mentioned “you have a top notch crew” and that it is rare to see this level of professionalism and positive attitude from field crews.

Jim, he mentioned that you gave him your personal number in case a follow up was needed and he was very impressed by this.

During our phone conversation, he mentioned that he knows Mayor Ron Morrison from National City, who sits on our Governing Board, and he indicated that he was also going to communicate the same message of appreciation to him.

It really makes my day when the public takes the opportunity to express their appreciation for the great work that staff does.

Thank you for the excellent job! Keep it up!



Erick Del Bosque, P.E.

Director of Engineering and Operations

Office Phone (619) 409-6750

Mobile (323) 806-9774

Mail 505 Garrett Avenue, Chula Vista, CA 91910

From: [Del Bosque, Erick](#)
To: [Hoffman, Ligia](#); [Garcia, Michael](#)
Subject: FW: Leak and Service Renewal at [Redacted] N Ave in NC (Olivewood Gardens)
Date: Wednesday, August 16, 2023 3:57:07 PM
Attachments: [image001.png](#)

From: Del Bosque, Erick
Sent: Tuesday, August 8, 2023 9:16 AM
To: Myers, Gavin <gmyers@sweetwater.org>; Urbina, Gilbert <gurbina@sweetwater.org>; Agundez, Guillermo <gagundez@sweetwater.org>; Malacara, Alexander <amalacara@sweetwater.org>; Santoyo, Gabriel <gsantoyo@sweetwater.org>
Cc: Elwood, Aaron <aelwood@sweetwater.org>; Brugman, Adam <abrugman@sweetwater.org>; Natividad, Javier <jnatividad@sweetwater.org>; Davis, James <jdavis@sweetwater.org>; Moss, Scott <smoss@sweetwater.org>; Quintero, Carlos <cquintero@sweetwater.org>; Yano, Roberto <ryano@sweetwater.org>
Subject: Leak and Service Renewal at [Redacted] N Ave in NC (Olivewood Gardens)

All,

I just received a call from a customer named Joann De Angel. She lives across the street the Olivewood Gardens at [Redacted] N Ave in National City, where all of you worked last night to address a leak, renew the 1-inch service for Olivewood Gardens, and fix the pothole caused by the leak.

She had great compliments for staff and was very pleased and impressed by the quality of work you guys did, including the response time since the leak was reported, how courteous and responsive staff was to address her questions when she approached staff, and the cleanliness of the job site after work was completed. She said “they earned their OT pay”.

It’s great to hear great compliments like this by our customers. Thank you guys for doing a great job and keep up the great work!



Erick Del Bosque, P.E.

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