

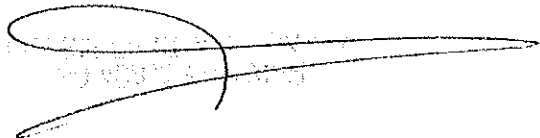
November 29, 2023

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To whom it may concern : We were contacted that our water meter needed replaced set up a time and date to have replaced. They had sent a city worker from the water works department on November 1, 2023. I melissa let the worker in to preform his duties of replacement of the water meter. I melissa showed him the area which where he would be able to preform his duties and sat there with him the whole entire time as he was doing want needed to be done in order to get the meter replaced. Upon starting he begun to take unscrew the meter for the pipes that it was connected too, once he started to unscrew he broke the piece that connected to the meter and told me he had to go out to his car in order to get the tool to turn the water off out at the street. He had broken the pipe and the water was spraying all over the floor this is why he would have to shut the water off at the main street line. Once he turned that off and got the meter off he told me he would be back with the part that he broke he was going to take it back to the shop to make repairs. He left and came back about 20 mins or so later with the part that he had broken and fixed it too what he said would work. Upon leave and about and hour later noticed that there was a leak in the line still and it was not fixed properly and was still in fact leaking water. We had called back and spoke with a supervisor an he had told us he would send someone out to fix the issue. They had called someone the city deals with in to fix these issues. He came same day and had the issues fixed and we then no longer had any water leaking from pipe and since then have not had any leaking water. We also have on video where the citys contractor had broken the line and shows all footage of how things happen and to show this was not a water leaking issue or we never had issues before this day upon him breaking the pipe.

Omar Jaradat

Agent



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