

1156 Lakeside Drive
Felton, CA 95018
November 3, 2009

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**SAN LORENZO VALLEY
WATER DISTRICT**

Board of Directors
San Lorenzo Valley Water District
13060 Highway 9
Boulder Creek, CA 95006-9119

Dear Board Members,

On October 15, 2009, I received a letter from the District rejecting a claim for water loss and damage to fixtures that my wife and I had submitted on August 28, 2009. This note concerns that letter. It is not a request for reconsideration of the claim.

The letter sent to us by the District was as cold and harsh as possible. I was shocked and dismayed at the tone of the letter. If one of you had received such a letter from any company or government entity, I suspect you would have been outraged, especially after sending in a polite request for damage compensation.

The entire text consisted of a one-sentence rejection ("Notice is hereby given...") followed by a scary-looking legal threat that if I pursued the claim I might have to pay your legal expenses.

Although the District has claimed in many meetings that it wants to be part of our community, this letter suggests the opposite. It could easily have been written by some flack in the legal department of any giant corporation (RWE comes to mind). Even letters from the IRS are more polite and less threatening, and that's saying quite a bit.

How hard would it have been for the author to explain briefly why the claim was rejected, and express some concern about the money we spent as a result of the sediment your system sent into our pipes?

I thereby urge you to:

- Revise both the tone and the contents of your communications with your customers so that the District does not appear to be basically rude and inconsiderate, and
- Remind whoever was responsible for that letter to us that "customer service" has long-term beneficial effects (such as job security) when it's not just used as a catch-phrase.

Regards, George Lewbel

