## Don Merkes

**From:** Dallas Arndt [darndt@new.rr.com]
**Sent:** Wednesday, July 21, 2010 1:43 PM
**To:** mkrause@wppienergy.org; dsturm@wppienergy.org
**Cc:** lpichler@wppienergy.org; Don Merkes
**Subject:** Bethel Lutheran Electrical Outage Saturday July 17th

On behalf of the members of Bethel Lutheran Church, 829 Appleton Road, please accept my sincere appreciation for the services that were provided. Late on Saturday total electrical power to the church property was lost. Shortly after our Pastor placed a call to the emergency phone number listed for Menasha Utilities, representatives were onsite to assess the problem. After the determination was made that the transformer that serves the church property was shorted a new transformer was delivered and installed.

We especially wish to commend the lineman Matt and supervisor Lonnie for the expedient and professional response to the situation. On a hot and humid weekend their cheerful, competent and timely actions were deeply appreciated. They both exemplified what true customer service should be.

As a resident of the City of Menasha I personally take pride in the services they delivered. Please express our appreciation to both Matt and Lonnie and commend them for representing the Utility in such a favorable manner.

Dallas Arndt
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