

----- Original Message -----

From: [Fess, Donald A](#)

To: [Rosemont Engineering \(srosa@rosemonteng.com\)](mailto:srosa@rosemonteng.com)

Sent: Wednesday, October 16, 2013 7:40 AM

Subject: William James Hall

Steve,

I just wanted to follow up with you regarding a service call this past weekend at William James Hall. Eric came out on Monday and determined there was an issue with the phase monitor on our fire pump controller but was unable to replace the part. Can you order the necessary part or is there more involved in the repair?

I also want to convey my appreciation for the prompt attention Eric provided us.

When I placed the emergency call on Sunday afternoon, he returned my call within minutes and offered to speak directly with my mechanic on site. He arrived at William James on Monday right on time, although my mechanic ended up making him wait.

It is great to see this kind of service in today's fast paced world.

Thanks Again,

Don

Donald Fess

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