

David Lawrence
P. O. Box 1
Valdez, Alaska 99686

Received
JUL 25 2018
City of Valdez

Mr. Comstock

This is a follow-up of our conversation a few weeks ago concerning the water pipe that goes to my curb stop severely leaking.

Sometime last summer I was experiencing low water pressure, but it did not seem real bad, so I didn't think much about it.

In November when we got back from vacation the water pressure was worse, and I assumed it was a bad kitchen faucet. I purchased and installed a new one in December but that didn't fix the problem.

We left for vacation January 2nd and didn't return to Valdez until February 10th and the pressure had worsened.

Around February 20th I needed to go to the crawl space because my air handler was making a bad noise. While down there I heard water running. I spent several hours inspecting the entire water system that I could view and found no leaks. I even shut the two valves off located at the pressure reducing valve, but I could still hear it running.

I started my search for a plumber at that time.

In March my shower had little more than a trickle so I purchased and installed a shower head, but it did not solve the problem so I wasn't sure what to do next.

In May I purchased a pressure reducing valve thinking that might have been the problem, but never installed it.

Finally on June 11th I got Paul's Boiler and Heating to come over and look at it. He tested the water pressure in the garage and at the pressure reducing valve and it read 19 and 20 PSI respectively.

Mr. Ezell called Mr. Koch who came over and shut the curb stop off and we could still hear the water running confirming the problem was on the city side.

Come to find out the city was aware of the leak back in the fall of 2017, but neglected to inform us. When they started the dig I was told then that there was a discussion when they first knew about the leak the comment was made “the Lawrence’s haven’t said anything, so we will let it be”.

I did my due diligence and tried to troubleshoot and fix my side, but had I known there was a problem on the city side I could have avoided all of the time and money spent trying to fix my lack of water pressure.

I am submitting this letter and evidence and seeking reimbursement for the faucet, shower head, and the plumber call-out.

| | |
|---------------------------|----------|
| Paul’s Boiler and Heating | \$150.00 |
| Hansgrohe Kitchen Faucet | \$248.00 |
| Oxygenix Shower Head | \$49.99 |
| Total | \$447.99 |

I wanted a quality faucet, so I found one at Lowe’s original price \$447.00 on sale for \$248.00. The shower head was \$65.99 on sale for \$49.99.

I wanted to follow the proper chain of command, so Mr. Koch said I should start with Mr. Comstock. I spoke to him and explained that I wanted to seek re-imburement, and followed it up with a written request. He said he would bring it to the City Manager. The following week he was at the dig where they were now searching for a leak for the house across the street from me. He said the City Manager would only pay for the plumber and that if I was not satisfied with this to feel free to talk with the City Manager directly. I thanked him for his part and then called the City Manager. Mrs. Doom called me the next day and we had a conversation regarding my issue and request for re-

imbursement for the entire amount. Mrs. Doom was very polite and professional, but stated that she couldn't cover the costs for the fixtures, just the plumber. I could tell that we had come to an impasse, so thanked her for her part and requested that I come before the council to state my case.

So following the proper chain of command and having not been given a satisfactory resolution I find myself before you.

I am not asking for a huge amount and given what the city had prior knowledge of the leak "even an owner across the street knew about the leak last fall, which she disclosed to us the day they dug the pipe up. She thought we knew about it". I believe reimbursing the full amount would be the right thing to do.

Thank you for your consideration.

Sincerely

A handwritten signature in blue ink, appearing to read "Lawrence", written over the printed name "David Lawrence".

David Lawrence

7/25/2018

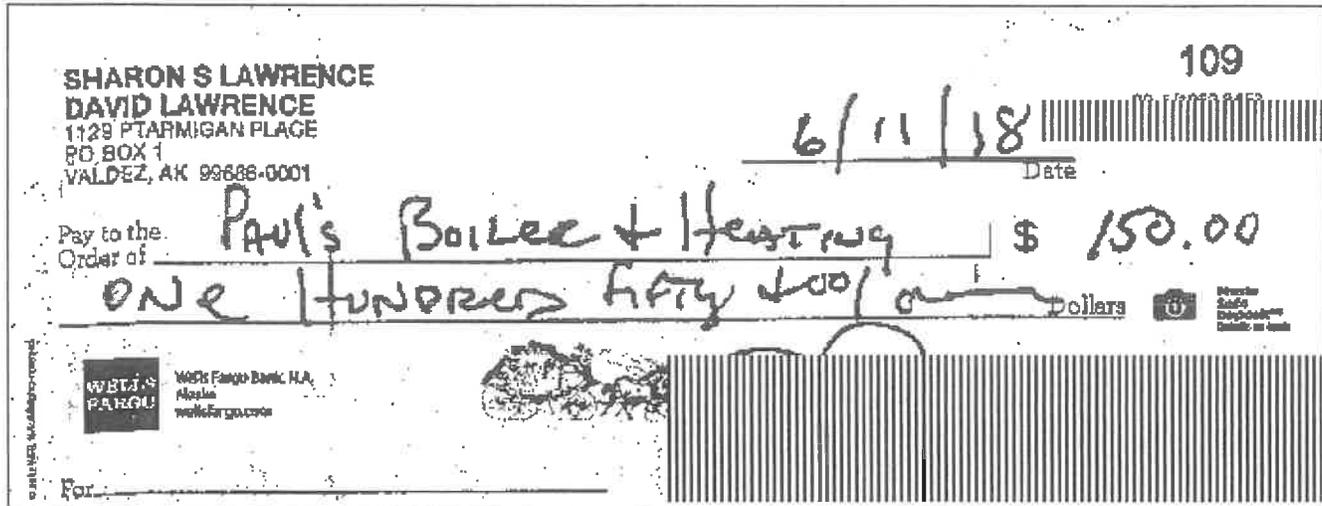
Note: I want to close by giving a shout out to Mr. Frank, Mr. Koch, and Mr. Comstock and their great crews. They got right on the problem the very next morning and stuck with it until the job was done, which was 9:45 PM.



[Skip to main content](#)

Check Details

| | |
|---------------------|----------|
| Check Number | 109 |
| Date Posted | 06/12/18 |
| Check Amount | \$150.00 |



For your security, information like account numbers, signatures, and the ability to view the backs of checks have been removed from the images. You can see full or partial fronts and backs of the images by using the link at the top of the window.

Equal Housing Lender

REGISTER ON LOWES FOR PROS AND GET 10% OFF NEXT PURCHASE. REGISTER NOW>

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Anchorage Lowe's



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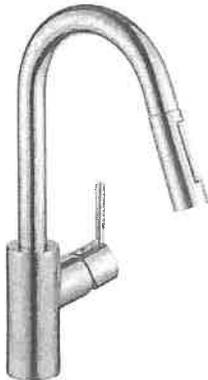
Item # 1119119 Model # 04506001

Hansgrohe Focus Chrome 1-Handle Pull-down Kitchen Faucet

No Reviews



Have an opinion?
Help others decide.
Write a Review



Max Flow Rate: 1.75 GPM (6.6 LPM)

~~\$447.96~~ 248.00

- MagFit magnetic spray head docking
- Swivel range 150 degrees
- Laminar and needle spray



**Ships to Store
FREE**

- ✓ Ready for pickup:
Estimated by
07/15/2018



**FREE
Shipping**

- ✓ Ready for delivery:
Estimated on
07/15/2018

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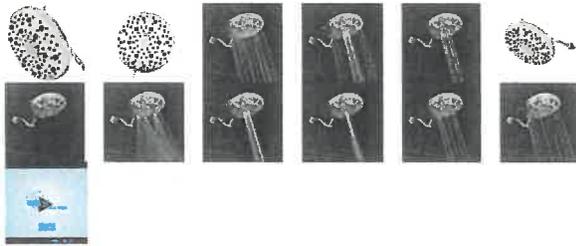
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Subject to credit approval. Exclusions apply.

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Product Information



Clearance!

Oxygenics® Vortex Showerhead in Brushed Nickel

- 10" face for complete coverage
- Features 6 Oxygenics engines to improve power, feel and pressure
- 8 unique spray settings
- Can adjust for a person of any height with its 9" adjustable brass extension arm
- Measures 10" W x 4 1/2" D x 10" L
- Showerhead flow rate is 2.0 GPM (9.463529 L/Min.)
- Installs in minutes with included plumber's tape
- Limited lifetime manufacturer's warranty

SKU # 17734156

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\$49.99

Was \$69.99

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\$39.99

Standard Shipping ⓘ

Usually ships in 24 Hours

In-Store Pickup

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Shopper Sentiments ⓘ

89% POSITIVE OPINIONS
out of 46

General

Installation

Settings

Water Pressure

Value

Looks

Price

Feature

[Suggest Improvements](#)

21 out of 24 general comments about the product were positive



"Love it"

Apr 23, 2018 | 2 shoppers made a similar statement

"Junk after 1 year - buyer beware"

Mar 26, 2018



"OMG, great shower head, after every shower, my husband says, 'wow, great shower' great purchase. We both are so pleased and surprised."

Dec 29, 2017



"Superb for its price"

Nov 25, 2017



"Just awesome!"

Apr 11, 2016



"Love it's enormous size and the 8 spray settings"

Mar 03, 2016

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CUSTOMER ALSO



Oxygeni Curve™ Shower Chrome

\$59.99



Waxmar SimplyC Filtration Replace Filter

\$9.99



Sprite® Bath Fill Chrome

\$24.99



Riedel® Heart C Sauvign Glasses 4 Value

4 Piece

