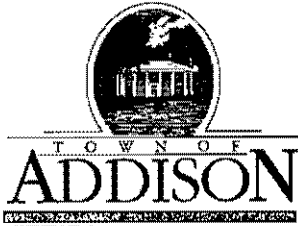


2005 Pei Wei



Oxford[®]

NO. R753 1/3



PUBLIC WORKS DEPARTMENT

Post Office Box 9010 Addison, Texas 75001-9010

(972) 450-2871 FAX (972)450-2837

16801 Westgrove

13 October 2005

Mr. Jim Shin
Pei Wei Diner
4801 Belt Line
Addison, TX 75001

Dear Mr. Shin:

Thank you for contacting Addison about the problems you had with the sanitary sewer service at your restaurant.

The following is a timeline we prepared re the request for service received from Pei Wei Diner to assist with a sanitary sewer problem at their restaurant.

July 11th - The Public Works secretary received a call regarding sewer stoppage last Saturday; plumbers came out and said it was in the main line.

July 12th - Utility operators cleaned sewer main and main was clear. (Flowing)

July 15th - I received a call from Jim (Manager at Pei Wei) regarding sewer clog that he experienced. Plumbers came out, cleared the line and said it was on city side. Jim asked about sending Addison the invoice. I told Jim we should have been notified first, before the plumber; and it was not likely we would pay the invoice. I also told Jim we would send a crew out next week to inspect the sewer lateral.

July 19th - Addison Utility Crews attempted to inspect sewer lateral and were unable to successfully complete line before a backup occurred that afternoon. Driving by Pei Wei around 2:00 PM, I noticed a truck cleaning out grease traps and pulled in and talked to the assistant manager who said they experienced another backup. Around 3:30 PM, we met with the plumber at the site and received information that the line may have an issue at about 150 feet.

July 20th - Addison Utility crews dug up the cleanout and inspected the lateral to the main where there was an offset connection two feet (2') before entering the main line. Crews noted the line was not flowing and used Addison Utility equipment to recover any discharge.

July 21st - Addison Utility crews continued maintaining recovery of sewage until line was repaired later that night.

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The Town of Addison strives to provide outstanding service for the businesses located here. However, it is not our practice to reimburse for charges from private providers when we were not contacted about the problem and have not been given a chance to respond to the problem. (Re: conversation with you on July 15th) We were able to reconstruct the tap from the service line at its connection to the main line under the street and believe the problem has been resolved.

Sincerely,

A handwritten signature in black ink, appearing to read "Jerry Davis", with a stylized flourish at the end.

Jerry Davis
Utilities Superintendent

cc: Nancy S. Cline, Director of Public Works

26 October 2005

Mr. Jim Shin
Pei Wei Diner
4801 Belt Line
Addison, TX 75001

Dear Mr. Shin:

Thank you for contacting Addison about the problems you had with the sanitary sewer service at your restaurant.

The following is a timeline we prepared re the request for service received from Pei Wei Diner to assist with a sanitary sewer problem at their restaurant.

July 11th - The Public Works secretary received a call regarding sewer stoppage last Saturday; plumbers came out and said it was in the main line.

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The Town of Addison strives to provide outstanding service for the businesses located here. However, it is not our practice to reimburse for charges from private providers when we were not contacted about the problem and ~~were~~ ^{have} not given a chance to respond to the problem. (Re: conversation with you on July 15th) We were able to reconstruct the tap from the service line at its connection to the main line under the street and believe the problem has been resolved.

Sincerely,

Asst. Katherine Bower

Manager: Jim Shin

Dear Mr. _____

Thank you for contacting Addison about the problems you had with the sanitary sewer service at your restaurant.

The following is a timeline we prepared re the request for service received from Pei Wei Diner to assist with a sanitary sewer problem at their restaurant.

~~The following is the sequence of events that occurred at 4801 Belt Line Road in July 2005.~~

July 11th - Public Works secretary received a call regarding sewer stoppage last Saturday; plumbers came out and said it was in the main line.

July 12th - Utility operators cleaned sewer main and main was clear. (Flowing)

July 15th - I received a call from Jim (Manager at Pei Wei) regarding sewer clog that he experienced. Plumbers came out, cleared the line and said it was on city side. Jim asked about sending Addison the invoice. I told Jim we should have been notified first, before the plumber; and it was not likely we would pay the invoice. I also told Jim we would send a crew out next week to inspect the sewer lateral.

July 19th - Addison Utility Crews attempted to inspect sewer lateral and were unable to successfully complete line before a backup occurred that afternoon. Driving by Pei Wei around 2:00 PM, I noticed a truck cleaning out grease traps and pulled in and talked to the assistant manager who said they experienced another backup. Around 3:30 PM, we met with the plumber at the site and received information that the line may have an issue at about 150 feet.

July 20th - Addison Utility crews dug up the cleanout and inspected the lateral to the main where there was an offset connection two feet (2') before entering the main line. Crews noted the line was not flowing and used Addison Utility equipment to recover any discharge.

July 21st - Addison Utility crews continued maintaining recovery of sewage until line was repaired later that night.

The Town of Addison strives to provide outstanding service for the businesses located here. However, it is not our practice to reimburse for charges from private providers when we were not contacted about the problem and were not given a chance to respond to the problem. (Re: conversation with you on July 15th) We were able to reconstruct the tap from the service line at its connection to the main line under the street and believe the problem has been resolved.

Sincerely,

Sue Ellen Fairley

From: Nancy Cline
Sent: Sunday, September 25, 2005 11:46 AM
To: Jerry Davis; Sue Ellen Fairley
Subject: RE: Pei Wei 7/19 Invoice

Sue Ellen,

Would you help me and Jerry with this letter please?

I would put something like the following in a letter:

Dear Mr. _____

Thank you for contacting Addison about the problems you had with the sanitary sewer service at your restaurant. The following is a timeline we prepared of the request for service received from Pei Wei Diner to assist with a sanitary sewer problem at their restaurant.

(Then put the timeline you prepared.)

The Town of Addison strives to provide outstanding service for the businesses located here. However, it is not our practice to reimburse for charges from private providers when we were not contacted about the problem and given a chance to respond to the problem. (re: conversation with you on July 15th) We were able to re-construct the tap from the service line at its connection to the main line under the street and believe the problem has been resolved.

Sincerely,

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

From: Jerry Davis
Sent: Monday, September 19, 2005 5:27 PM
To: Nancy Cline
Subject: Pei Wei 7/19 Invoice

Jim (Pei Wei manager) is requesting a letter to pass on to corporate in regards to what we did and why we will not pay invoice. Please review and let me know what you think before I send. Thanks

The following is the sequence of events that occurred at 4801 Belt Line RD. in July 2005;

July 11th - Public Works secretary received a call regarding sewer stoppage last Saturday, plumbers came out and said it was in the main line.

July 12th - Utility operators cleaned sewer main and was clear. (flowing)

July 15th - I received a call from Jim (manager at Pei Wei) regarding sewer clog that he experienced and plumbers came out cleared line and said it was on city side and Jim asked about sending Addison the invoice. I told Jim we would like to be notified first before the plumber and not likely we would pay invoice. I also told Jim we would send a crew out next week to inspect sewer lateral.

July 19th - Addison Utility Crews attempted to inspect sewer lateral and was unable to successfully complete line before a back-up occurred that afternoon. Driving by Pei Wei around 2:00 PM I noticed a truck cleaning out grease traps and pulled in and talked to assistant manager who said they experienced another back-up. Around 3:30 PM we met with the plumber at the site and received information that line was ran 150' the last time there where there may be the issue.

July 20th - Addison Utility crews dug-up clean-out and inspected lateral to main where there was a offset

connection 2' before entering main line. Crews noted line was not flowing and used Addison Utility equipment to recover any discharge.

July 21st - Addison Utility crews continued maintaining recovery of sewage until line was repaired later that night.

Once notified the Town of Addison Public Works Department was working toward finding out what was going on and should have been contacted on July 19th when the discharge occurred. It is not our policy to pay for invoices without being given the first opportunity to respond. Please contact me if you have any questions.

Jerry Davis
Town of Addison
Utilities Superintendent
972-661-1693

Sue Ellen Fairley

From: Sue Ellen Fairley
Sent: Thursday, October 13, 2005 11:52 AM
To: 'addison.0060@peiwei.com'
Cc: Jerry Davis; Nancy Cline
Subject: PEI WEI SANITARY SEWER SERVICE LETTER



Document.pdf (235
KB)

Per your request, we are herewith emailing subject letter to you.

Thank you.

Sue Ellen Fairley for

Jerry Davis, Utilities Superintendent

Please open the attached document.

This document was digitally sent to you. For more information on Town's services please visit:

www.ci.addison.tx.us or

www.addisontexas.net