

Subject: FW: Brian

From: Lisa Irrig
Sent: Thursday, August 27, 2020 9:49 AM
To: City Manager Distribution Group <CityManager@troymi.gov>
Subject: Brian

Good morning,

I hope this email finds you well. My name is Melissa Irrig, and I had the pleasure of having Brian in my home this morning to switch out my water meter. In these trying times, I am certain you hear a lot of frustration and angst among the residents, however I am reporting the positive. Brian, from the minute he arrived he was the utmost courteous and extremely professional, he even took the time to answer a question or two regarding something unrelated to the job at hand. The city of Troy and its residents are very fortunate to have him employed. My sincerest gratitude to him for going above and beyond his duties.

Best Regards and keep up the exceptional work.

Melissa Irrig