

Poca Sanitary Board

P.O. Box 232
Poca, WV 25159

November 2, 2006

WV Rural Water Association
100 Young Street
Scott Depot, WV 25560
Attention: Debbie Britt

Dear Ms. Britt,

I would like to express my gratitude to the WV Rural Water Association for having such outstanding and helpful employees. It never ceases to amaze me how much knowledge all of your employees have. I know for a fact we could not afford the money it would take for all the things in which your Association has helped us with.

Recently I had a performance survey to fill out for the Public Service Commission. This survey was about 20 pages long and asked to many questions that I did not understand how to answer. I called Calvin Hatfield and he immediately came to see me to be of any assistance. We spent the whole day going over the survey and he had to admit that there was a lot of information that was in the annual report that was asked again on the survey. I had a dead line to fill out the report and Calvin was so nice to reassure me that it would be taken care of in time.

I always find it a pleasure when anyone from your Association comes to see if we need any help. They are not only helpful but also very kind and friendly. I am truly appreciative of all that Calvin has done for us and thought I would take the time to let you know how grateful we are of your Association.

Sincerely,

Cheryl Bowen

Cheryl Bowen
Office Manager
(304) 755-9330