



Knoxville Utilities Board

February 12, 2006

Mr. David Waller
W. L. Hailey and Company, Inc.
P. O. Box 40646
Nashville, Tennessee 37204-0646

Re: Thanks for the Help!

Dear Mr. Waller:

A couple of weeks ago, KUB experienced an emergency situation when an 18-inch wastewater line was broken during construction activities associated with a road improvement project in our area. A pumping operation was set up to bypass wastewater until the line could be repaired.

As it turned out, several feet of the line would have to be replaced. Vendors were called but the best delivery time for the pipe we needed was 3 to 6 weeks. Fortunately, KUB was able to work with CH2M HILL to call contractors to see if some pipe could be borrowed. John Evans with W.L. Hailey was contacted. He was able to locate the pipe we needed and he had the pipe loaded on a truck and had it delivered to Knoxville by the next morning!

Wow, what a pleasure it is to work with W.L. Hailey. Give our thanks to John for being such a big help in our time of need. Maybe we can return the favor some day.

Thanks again!

Sincerely,

A handwritten signature in blue ink that reads 'William H. Grady'.

William H. Grady, P.E.
Engineering

WHG:bds