

Diane L. Roncone
74 Parkside Drive
West Seneca, NY 14224
September 23, 2021

West Seneca Town Hall
Attention: Gary Dickson
1250 Union Road
West Seneca, NY 14224

**Re: Roncone
74 Parkside Drive**

Dear Mr. Dickson:

We have always had sewer problems at our residence located at 74 Parkside Drive. When it rains or thaws I am unable to do laundry. The sump pump is always running, etc. We never had raw sewage.

Most recently, starting January 2021 we started having raw sewage in our sump pump and basement. I called the Engineering Department. Mark Hummell personally came to our house to survey our problem and to give us some guidance as to what our problem was. This happened in January, February and then finally in March again. I had plumber's camera our sewer, etc. Mark came out each and every time with his staff, Tim Healy was there as well. Come to find out we needed a new lateral sewer from the house to the street. Again Mark was there all the way with us explaining everything and just checking up on us. We fixed that problem and thought it was over.

Unfortunately, in July and August we had heavy rain and the raw sewage in the sump pump and basement. Again I called Mark and he came once again. He had the town scope our sewer lines in the street, etc. I had thought our problems were over with. However, come to find out our sewer pipes were cracked under our house. We had those fixed. Mark was there all the way with us through this process as well.

I am writing this letter to let you know how wonderful Mark Hummell is. He is knowledgeable, thoughtful, considerate and really worked with us through this awful process. He never gave up. His staff was great as well. We could not have gotten through this ordeal without Mark there the entire way. The Town of West Seneca is lucky to have such a great employee.

Thank you for reading my letter.

Sincerely,



Diane L. Roncone

Cc: Mark Hummell, Senior Engineer Assistant