

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

Dear Mr. Zambrano,

My wife and I send you this short note in praise of Marco Gennarelli and his Public Works crew.

As you may know, Glengary Road was hit fairly severely by Hurricane Irene with downed trees and fallen lines.

Marco and his crew were up here shortly after the rain stopped on Sunday to see the damage.

After assessing the situation, Mr. Gennarelli quickly got a crew out from ConEd to lift live wires. Public Works crews were standing by cleared the roads immediately after. Had Mr. Gennarelli and his staff not worked so quickly families on Glengary, Hessian Hills and Hixon Court would have been with access to emergency services for several days.

Over a week later, our home was still without a landline phone. Wires were blocking the front egress to my home, they dangled precariously over Glengary Road where they were hit by trucks passing underneath and hung menacingly over my driveway, threatening to take out another car (we lost one to the storm) or a member of my family. We called the Verizon and Cablevision who came on several occasions to view the damage. However, they could do nothing to address a clearly dangerous situation.

The temporary fixes done by ConEd prevented Verizon and Cablevision from lifting their lines. When we called ConEd they sent out crew after crew who surveyed the damage, shrugged and left. Upon finally reaching a human at ConEd we were informed that it would be (45) to (60) days before they could "permanently" restore our power. We were caught in utility hell with everyone pointing fingers at everyone else.

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Finally in desperation, we emailed Mr. Gennarelli imploring him for help. He was here almost immediately and began working to solve our problems by coordinating with the various utilities. He stayed in contact with us every step of the way reaching out with information as soon as he received it from the utility companies. Today, all the wires were finally all lifted and restored to their correct positions.

We feel that too often village departments and individuals within those departments are criticized by a small but vocal minority. We just wanted to let you know how much we appreciated the professionalism and courtesy we were given by Marco Gennarelli and his staff. We can't thank them enough.

Sincerely,

Dave and Dinah Davidson

6 Glengary Road

Croton-on-Hudson, NY