

To whom it may concern,

We are requesting an adjustment to our water/sewer bill. The home at 218 Edson was a rental property and the tenants vacated the home at the end of October. We decided that we wanted to sell the house and were getting it ready.

I received a call from the village of Poplar Grove in January, informing me that the water meter reading was extremely high. I called our rental management company (we live in Washington state) and asked that they send someone out to the house to check it out. Upon their arrival, they found a broken water pipe and water on all levels of the house. There was significant damage.

An insurance claim was filed and ServPro was called. ServPro did all the mitigation work. The water that came out of the broken pipe, did not go down the drain. It soaked into the floors, walls, ceilings and accumulated in the basement. ServPro brought in the equipment needed to remove the water and damaged materials.

I have sent a copy of the ServPro documents that details the work they did.

We would appreciate an adjustment in the water/sewer bill since the water did not go down the drain.

If you need any additional information, please let me know.

Thank you

Carlos and Jodee Gutierrez