



ACWA Joint Powers Insurance Authority
A Public Agency

5620 Birdcage Street
Suite 200
Citrus Heights,
CA 95610-7632

General

(916) 535-7500
(800) 231-5742

Voice Mail

(916) 535-7510
(800) 535-7899

Fax

(916) 965-6847

Website

www.acwajpia.com

Officers

President

Wes Bannister

Vice President

Joan C. Finnegan

Chief Executive Officer

Daniel N. Klaff

Chief Financial & Operations Officer

Walter "Andy" Sells

Auditor/Controller

Eldon Boone

Executive Committee

Merle J. Aleshire, Ph.D.

Wes Bannister

Tom Cuquet

Joan C. Finnegan

Mary M. Gibson

E.G. "Jerry" Gladbach

W.D. "Bill" Knutson

Melody McDonald

Glen Peterson

Lou Reinkens

COPY

Hi,
my name is Erik Kowalewski. I'm the Network/System Administrator here at ACWA/JPIA (one of your customers). I wanted to express the gratitude for the job that Marc Detka did for us in getting a few outstanding issues resolved. I was very impressed at how he stuck with the tasks until they were resolved. He fully understood how frustrating these issues had been for both us and our customers. We were having issues where calls to extensions using our backdoor line were sometimes not going through (intermittent issue). Intermittent issues are the most difficult to troubleshoot because they can be difficult to recreate. He stayed with it until we recreated it, called Toshiba, and fixed the issue. He also fixed an issue where we couldn't get the softphone feature to work on a user's laptop. I appreciated his tenacity in resolving the issue. I feel it's important to have people like this in a customer service oriented position because it's the only way things get done. Thanks,

Erik Kowalewski
System/Network Administrator
ACWA/JPIA
5620 Birdcage Street, Suite 200
Citrus Heights, CA 95610
(916) 535-7500 x3119
ekowalewski@acwajpia.com

Thanks Marc.
This is the type
of principled behavior
that makes us an
instinctive choice for
all our clients.

PROHIBITED FROM DISSEMINATING
THIS INFORMATION TO THE PUBLIC
WITHOUT THE WRITTEN PERMISSION
OF THE ISSUING AGENCY