



**VICTOR VALLEY WASTEWATER RECLAMATION AUTHORITY**

*A Joint Powers Authority and Public Agency of the State of California*

Administrative Offices  
15776 Main Street, Suite 3  
Hesperia, CA 92345  
Phone: (760) 948-9849  
Fax: (760) 948-9897

May 11, 2011

E.S. Babcock & Sons, Incorporated  
P.O. Box 432  
Riverside, CA 92502

RE: Services Provided to Victor Valley Wastewater Reclamation Authority

To the staff at E.S. Babcock & Sons, Inc.:

On behalf of Victor Valley Wastewater Reclamation Authority (VWVRA), I would like to extend our sincere thanks and appreciation to all of the staff at E.S. Babcock & Sons, Inc. for the excellent additional services provided to us during the emergency resulting from the severe storms of late December 2010.

In responding to this emergency, VWVRA staff immediately increased sampling and analysis activities at locations throughout the High Desert. E.S. Babcock & Sons, Inc. truly exceeded our expectations in providing services to assist VWVRA staff to successfully complete the additional activities. Lorenzo Rodriguez, Mark Tracy, Carol Kase, Cyndi Moore, and Allison Mackenzie were directly involved in coordinating with our staff. Each of them went above and beyond the call of duty to ensure all of our needs were met. For example, additional sampling kits were assembled and delivered within 24 hours (during the New Year's holiday weekend), sampling technicians were quickly made available to assist with special sample collection activities, reporting turnaround times for critical analyses were reduced, and technical information/advisement was provided. I know that there were many more staff members, not named here, who worked to assist us as well.

As long-time clients, we know we will receive excellent customer service from ES Babcock & Sons, Inc. It is good to know that we can depend on your staff to provide this same excellent service when we are responding to an emergency.

In appreciation,

A handwritten signature in black ink, appearing to read "Logan Olds".

Logan Olds  
General Manager

LO:pj