

Thank You

Clancy Dempsey
Executive Director

Appreciation Letters

It is not uncommon for our office to receive feedback about how our field staff has helped a community. We routinely receive phone calls and letters expressing appreciation for the sewer smoking that Jim carried out, the training session that Fred conducted, the water rate study that Randy presented to the village board, the leak detection that Russ performed, or the source water protection activities that Barney facilitated. Often times, letters of thanks are accompanied by a donation for our equipment fund. We are always grateful for donations, which allow us to replace worn out equipment and buy new types of equipment as well.

Receiving feedback is important to us for many reasons. First and foremost, we want to make sure we are meeting the needs of our membership through the assistance, information, and services we offer. Additionally, it is important to know that we are doing a good job and making life a little easier for the small town water and wastewater operator. Feedback and appreciation letters are very important in another way too. They are extremely valuable in showing our funding sources how well their money is being spent. For this reason, descriptive letters are especially beneficial to us. Ideally, an appreciation letter would answer the following questions:

Who from Nebraska Rural Water Association assisted you?

What was the problem or issue that our staff helped you address (or what was the service they provided)?

How much time did they spend helping you?

How was their assistance valuable to you (did the assistance save you time/money/energy or result in solving a problem for you)?

Our office will always reply with a thank you of our own, in writing, to confirm that we received your donation. So keep giving us feedback, keep sending those appreciation letters in, and we will always provide the highest quality assistance, the most-timely information, and the best service we possibly can.