October 11, 2016

Dear Upton Town Manager,

My name is Tim Hoey. I have been an Upton resident since 1999, residing at 3 Josiah Dr. The reason for this letter is to inform you of the exceptional treatment I recieved from 2 members of your staff, namely Diane Judd and John Poirier.

I had an issue with National Grid whom had cut my service and refused to resume it without a town inspection. That is how I met Diane Judd who was friendly, efficient, understanding, and tenacious when she thought Nat. Grid was not properly servicing an Upton resident.

She sent out John Poirier who inspected the meter and talked to Nat. Grid while he was still here.

They informed him they still wouldn't be out to my house for 3-7 days!

I then went back to Diane who gave me the number to reach my State Rep. and also placed a call to his office herself. I talked to Taylor McCarthy who as a representative of the Stat Rep., placed some calls to Nat. Grid on my behalf.

No one stayed on Nat. Grid as much as Diane Todd and with her and John's help my power was restored.

Once again I want to ackowledge their services to you also thank them through you for all they did for me!

In Appreciation,

Jim Hoey

As a post note Sir

I have stage IV Mantle Cell Lymphoma (a terminal cancer) which ~~we~~ neither knew about when they were helping me.

So you can understand my gratitude!

Thanks Again,

Jim