

November 8, 2004

Hopkins City Hall
Attention: City Manager
1010 South First Street
Hopkins, MN 55343

RE: Art Carlson's Tremendous Help

Dear City Manager:

It is entirely appropriate that Plumbing/Mechanical Inspector Art Carlson drives a white pickup truck: he is the good guy who stood his ground and saved us!

In July, a failed air conditioner ushered in a bewildering tangle of an installation of a brand new water heater with a faulty draft that in turn pointed to deceptive furnace piping years back, and, ultimately, a lack of an electrical permit for the original air conditioner. Our safety was compromised, our checkbooks lighter by thousands of dollars, and our ability to move forward absolutely stymied. Enter Art Carlson.

He visited immediately to ascertain the safety of the water heater. After reviewing our paperwork, he contacted the furnace contractor. With equal parts charm and customer advocacy, Art Carlson persuaded the contractor to install the code-worthy piping that should have been installed seven years ago. This installation was accomplished within two days at no cost to us. He checked the site twice during its installation. At his counsel, we next asked the contractor for a later furnace inspection with a CO test. This inspection uncovered a failed part that was directly related to the faulty piping issue. When we were presented with this cost, Art Carlson instantly called the contractor. The fee was waived. On to the premature failing of the air conditioner.

Art Carlson advised us how to determine if the State Electricity Board had a record of permit for the original installation of the air conditioner because the current electricians cited a lack of grounding as reason for its early demise. (No permit filed.) He contacted this contractor as well. He followed up with numerous phone calls. As a result, this contractor just last week issued us a check to partially cover this most recent expense.

What an asset to the City of Hopkins. We are forever grateful to Art Carlson. We enter the holidays with the warmth of a safe furnace, a savings account with a higher balance, and our faith reaffirmed. And all because of this guy with a white pickup truck.

With sincere thanks,



Ellen and Jim Hancock
88 Meadowbrook Road
Hopkins, MN 55343