



"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21<sup>ST</sup> CENTURY"

# Sewerage & Water Board OF NEW ORLEANS

C. RAY NAGIN, *President*  
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February 17, 2010

Jake Gruber  
Senior Consultant/Project Manager  
Adjusters International  
126 Business Park Drive  
Utica, New York 13502

Dear Mr.Gruber:

This letter is to express our sincerest and heart felt thanks for the all the work you and your firm have done on behalf of the Sewerage & Water Board of New Orleans in our efforts to recover from the devastating effects Hurricane Katrina had on our company and its assets as well as the entire City of New Orleans. Without your both professional and personal expertise in these kinds of matters of recovery that requires such a depth of experience and knowledge, our efforts would not have garnered such immediate success given the scope and complexity of so many of the issues we have had to deal with.

Again, thank you and your firm so much for your service to the Emergency Management Department and the entire Board. Your exceptional work and dedication to our cause is greatly appreciated and will never be forgotten.

Sincerely,

Jason Higginbotham, CEM, LEM  
Director of Emergency Management  
Sewerage and Water Board of New Orleans