

Tina Lee

From: Richard Hicks
Sent: 6-24-21 10:59 AM
To: Tina Lee
Subject: FW: **NEW WORK** CSS 30717 WO 14350 VA050

Tina please PDF this email and upload to WO# 14350

From: Arbry Charlton <acharlton@mooreselectric.com>
Sent: Thursday, June 24, 2021 12:32 PM
To: 'Mary Lowery' <Mary.Lowery@tideh2o.net>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>; Adam Colopy <adam.colopy@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

The quote on quote submitted on 6/21 originated after his visit that day. The quote is to further trouble shoot.

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)
434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharlton@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Thursday, June 24, 2021 12:27 PM
To: Arbry Charlton <acharlton@mooreselectric.com>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>; Adam Colopy <adam.colopy@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

Please see email chain below.

The quote was submitted 5/26, accepted 5/27. You and I scheduled this to be completed on 6/21.

I see Sabrina sent me another estimate for this on Monday, but no explanation as to why it was not completed.

Thank you,
Mary Lowery
Project Coordinator
TIDEWATER, INC.

mary.lowery@tideh2o.net
6625 Selnick Drive, Suite A
Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharltton@mooreselectric.com>
Sent: Thursday, June 24, 2021 12:24 PM
To: Mary Lowery <Mary.Lowery@tideh2o.net>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>; Adam Colopy <adam.colopy@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

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Hi Mary,

Please see Technician notes below:

Arrived on site checked in with Sargent Friend, located both chillers' down for high start fault. Reset both chillers and waited for time delay at which time both cycled on and began cooling building down. Cycled chiller number one off and replaced compressor control module and cycled system back on and monitored operations in doing so another fault has become present. Both chillers are online and operational. Located controls computer and went through controls as well as further trouble shooting the newly presented fault. Upon checking the controls verified entering and exiting water temperatures at both chillers as well as the space temperatures and VAV operations for all three floors, which showed the building pulling down to set point building temps were in the high 80's so pulldown will take so time. Went through all of chiller one circuit two safeties, crankcase heaters and solenoid coil and did not find evidence for circuit two lock out and deemed it to be from the back end of the main controls between the main controller at the chiller and the BAS controls, will submit quote to further trouble shoot".

Looks the quote on quote was submitted on 6/21.

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)
434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharlton@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Thursday, June 24, 2021 12:19 PM
To: Arbry Charlton <acharlton@mooreselectric.com>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>; Adam Colopy <adam.colopy@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

Hi Arbry,

Was this completed? Were there any issues?

Thank you,
Mary Lowery
Project Coordinator
TIDEWATER, INC.

mary.lowery@tideh2o.net
6625 Selnick Drive, Suite A
Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharlton@mooreselectric.com>
Sent: Thursday, June 17, 2021 12:43 PM
To: Mary Lowery <Mary.Lowery@tideh2o.net>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>; Adam Colopy <adam.colopy@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

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Mary,

I will put this on the schedule for Monday 6/21 @ 8am.

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)
434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharlton@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Thursday, June 17, 2021 11:05 AM
To: Arbry Charlton <acharlton@mooreselectric.com>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>; Adam Colopy <adam.colopy@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

Arbry,

Good to go for Monday at 8 AM.

You can ask for Captain Friend when they get to site.

Thank you,
Mary Lowery
Project Coordinator
TIDEWATER, INC.

mary.lowery@tideh2o.net
6625 Selnick Drive, Suite A

Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharlton@mooreselectric.com>
Sent: Tuesday, June 15, 2021 9:58 AM
To: Mary Lowery <Mary.Lowery@tideh2o.net>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>; Adam Colopy <adam.colopy@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

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Sounds good, thank you Mary!

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)
434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharlton@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Tuesday, June 15, 2021 9:58 AM
To: Arbry Charlton <acharlton@mooreselectric.com>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>; Adam Colopy <adam.colopy@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

I will get this confirmed and report back!

Thank you,
Mary Lowery
Project Coordinator

TIDEWATER, INC.

mary.lowery@tideh2o.net
6625 Selnick Drive, Suite A
Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharlton@mooreselectric.com>
Sent: Tuesday, June 15, 2021 9:56 AM
To: Mary Lowery <Mary.Lowery@tideh2o.net>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>; Adam Colopy <adam.colopy@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

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Good Morning Mary,

Yes, parts have arrived. I have Monday and Tuesday of next week available. Please let me know what date works best for you all.

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)
434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharlton@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Tuesday, June 15, 2021 9:45 AM
To: Arbry Charlton <acharlton@mooreselectric.com>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>; Adam Colopy <adam.colopy@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

Good Morning Arbry-

Did these parts arrive? If so, can we get this on the schedule for early next week?

Thank you,

Mary Lowery

Project Coordinator

TIDEWATER, INC.

mary.lowery@tideh2o.net

6625 Selnick Drive, Suite A
Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharlton@mooreselectric.com>

Sent: Monday, June 7, 2021 2:21 PM

To: Mary Lowery <Mary.Lowery@tideh2o.net>

Cc: Richard Hicks <richard.hicks@cmimgmt.com>

Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

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You're welcome Mary! Have a great day

Thank you,

Arbry Charlton

Customer Service Representative

800.789.7199 (24 Hour Commercial Service)

434.309.2483 (Direct Line)

888.722.2712 (Fax)

acharlton@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Monday, June 7, 2021 2:18 PM
To: Arbry Charlton <acharlton@mooreselectric.com>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

Thanks!

Thank you,
Mary Lowery
Project Coordinator
TIDEWATER, INC.

mary.lowery@tideh2o.net
6625 Selnick Drive, Suite A
Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharlton@mooreselectric.com>
Sent: Monday, June 7, 2021 2:14 PM
To: Mary Lowery <Mary.Lowery@tideh2o.net>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

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Hi Mary,

Parts are showing an ETA of Friday 6/11. Parts are being shipped to the technician's house, if they come in sooner, I will let you know.

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)

434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharlton@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Monday, June 7, 2021 9:04 AM
To: Arbry Charlton <acharlton@mooreselectric.com>
Cc: Richard Hicks <richard.hicks@cmimgmt.com>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

Hi Arby,

Any update on the ETA on parts?

Thank you,
Mary Lowery
Project Coordinator
TIDEWATER, INC.

mary.lowery@tideh2o.net
6625 Selnick Drive, Suite A
Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharlton@mooreselectric.com>
Sent: Tuesday, June 1, 2021 9:38 AM
To: Mary Lowery <Mary.Lowery@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

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You're welcome- hopefully, they can give us an answer ASAP

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)
434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharlton@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Tuesday, June 1, 2021 9:22 AM
To: Arbry Charlton <acharlton@mooreselectric.com>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

Great- thanks!

Thank you,
Mary Lowery
Project Coordinator
TIDEWATER, INC.

mary.lowery@tideh2o.net
6625 Selnick Drive, Suite A
Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharlton@mooreselectric.com>
Sent: Tuesday, June 1, 2021 9:21 AM
To: Mary Lowery <Mary.Lowery@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

CAUTION: External email, DO NOT click on any links/attachments unless you recognize the sender and know the content is safe

Hi Mary,

I have reached out to the parts department to see if they are able to get an ETA for us.

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)
434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharlton@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Tuesday, June 1, 2021 8:37 AM
To: Arbry Charlton <acharlton@mooreselectric.com>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

Hi Arbry,

This quote was approved- can we please get parts ordered today? Please let me know ASAP so I can give the government an update on our 10:30 call.

Thank you,

Mary Lowery

Project Coordinator

TIDEWATER, INC.

mary.lowery@tideh2o.net
6625 Selnick Drive, Suite A
Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharlton@mooreselectric.com>
Sent: Wednesday, May 26, 2021 9:49 AM

To: Mary Lowery <Mary.Lowery@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

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Hi Mary,

I just sent your email over to the estimating department. Someone will be in contact with you all soon to submit the quote.

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)
434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharltan@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Wednesday, May 26, 2021 9:38 AM
To: Arbry Charlton <acharltan@mooreselectric.com>
Cc: Adam Colopy <adam.colopy@tideh2o.net>; Richard Hicks <richard.hicks@cmimgmt.com>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

Hi Arby,

Any update on this proposal? I really need this by COB today- I will be out of town tomorrow through Monday and this is very urgent.

Thank you,
Mary Lowery
Project Coordinator
TIDEWATER, INC.

mary.lowery@tideh2o.net

6625 Selnick Drive, Suite A
Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharlton@mooreselectric.com>
Sent: Monday, May 24, 2021 12:06 PM
To: Mary Lowery <Mary.Lowery@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

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You're welcome 😊

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)
434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharlton@mooreselectric.com



From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Monday, May 24, 2021 12:04 PM
To: Arbry Charlton <acharlton@mooreselectric.com>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

Great- thanks!

Thank you,
Mary Lowery
Project Coordinator
TIDEWATER, INC.

mary.lowery@tideh2o.net
6625 Selnick Drive, Suite A
Elkridge, MD 21075

C: 410-967-5346

From: Arbry Charlton <acharlton@mooreselectric.com>
Sent: Monday, May 24, 2021 10:08 AM
To: Mary Lowery <Mary.Lowery@tideh2o.net>
Subject: RE: **NEW WORK** CSS 30717 WO 14350 VA050

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Good Morning Mary,

Our technician that was on site for the PM advised he is following up on pricing/ETA for the new control board. Once that is received, we can submit the quote for your approval.

Thank you,

Arbry Charlton
Customer Service Representative
800.789.7199 (24 Hour Commercial Service)
434.309.2483 (Direct Line)
888.722.2712 (Fax)
acharlton@mooreselectric.com



From: Moores Service <service@mooreselectric.com>
Sent: Monday, May 24, 2021 9:51 AM
To: Arbry Charlton <acharlton@mooreselectric.com>
Subject: **NEW WORK** CSS 30717 WO 14350 VA050

Note this says Delaware, but it's definitely for Virginia. VA050 North Chesterfield

From: Mary Lowery <Mary.Lowery@tideh2o.net>
Sent: Monday, May 24, 2021 9:49 AM
To: Moores Service
Cc: Adam Colopy
Subject: [External Sender] CSS 30717 WO 14350 VA050

Good morning,

Please note: Your tech was on site already, should know what control board to get- we need this quickly

Please inform your techs that it is mandatory to wear face coverings and follow social distancing CDC guidelines. (see email attachment).

We have a new request that came in for one of our sites in DELAWARE and I was wondering if you would be able to head out to the site and provide us with a quote for repair? Please respond to this email notification so we know you have received.

SOW: The control board for Circuit #2 has a burnt spot on it and needs to be replaced -once board is replaced we can further diagnose for proper operation - cause > possible power surge issues from incoming power

Please let me know a date and time that works best for you and we will coordinate with the onsite POC.

We will also need a "BEFORE" picture provided with your quote if repairs will be more than \$450.00.

Please also see attached Certificate of Work (COW) form that needs to be filled out completely and signed by your Technician and the facility POC upon completion of the site visit along with picture of the completed work.

NOTE: This is only approval for your tech to work on this scope of work. IF site personnel requests other work to be completed outside of stated work -please ask them to put a service call request in with the AFOS or RFOS and then we can get their concerns addressed -Thank you

Thank you,

Mary Lowery

Project Coordinator

TIDEWATER, INC.

mary.lowery@tideh2o.net

6625 Selnick Drive, Suite A

Elkridge, MD 21075

C: 410-967-5346

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