

## Tina Lee

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**From:** Richard Hicks  
**Sent:** Friday, July 23, 2021 10:56 AM  
**To:** Tina Lee  
**Subject:** FW: CSS 27317 WO 13134

Tina please upload to WO# 13134

Rick

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**From:** Richard Hicks  
**Sent:** Friday, July 23, 2021 10:55 AM  
**To:** Mary Lowery <Mary.Lowery@tideh2o.net>  
**Cc:** Gabrielle Mascelli <gabrielle.mascelli@tideh2o.net>; Adam Colopy <adam.colopy@tideh2o.net>  
**Subject:** RE: CSS 27317 WO 13134

Mary ,  
Perfect ! I will recommend to Scott on Tuesday that all light poles should have a cap installed . And please open a CSS Ticket to prevent future damage .  
Thanks for getting me the answer .

Thanks,  
Rick

Rick Hicks  
Project Manager Region 5  
CMI Management Inc.  
5285 Shawnee Road Suite #510  
Alexandria,VA 22312  
703-738-5301  
[Richard.Hicks@cmimgmt.com](mailto:Richard.Hicks@cmimgmt.com)

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**From:** Mary Lowery <Mary.Lowery@tideh2o.net>  
**Sent:** Friday, July 23, 2021 10:47 AM  
**To:** Richard Hicks <[richard.hicks@cmimgmt.com](mailto:richard.hicks@cmimgmt.com)>  
**Cc:** Gabrielle Mascelli <[gabrielle.mascelli@tideh2o.net](mailto:gabrielle.mascelli@tideh2o.net)>; Adam Colopy <[adam.colopy@tideh2o.net](mailto:adam.colopy@tideh2o.net)>  
**Subject:** FW: CSS 27317 WO 13134

Rick, see below.

Thank you,  
**Mary Lowery**  
*Project Coordinator*  
**TIDEWATER, INC.**

[mary.lowery@tideh2o.net](mailto:mary.lowery@tideh2o.net)

6625 Selnick Drive, Suite A  
Elkridge, MD 21075

C: 410-967-5346

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**From:** Lyndsay Koleznar <[lkoleznar@mooreselectric.com](mailto:lkoleznar@mooreselectric.com)>

**Sent:** Friday, July 23, 2021 10:46 AM

**To:** Mary Lowery <[Mary.Lowery@tideh2o.net](mailto:Mary.Lowery@tideh2o.net)>

**Cc:** April Goodwin <[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)>

**Subject:** RE: CSS 27317 WO 13134

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Good Morning Mary –

Below are the tech's notes from the work order:

***When changing out fixture head, the wire feeding the fixture from the other fixture had burned up in the middle of the pole.***

***The said wires were burned into the fixture and could not be used.***

***The pole did not have a cap on top to keep weather and or birds from shorting out the wires which is why the wires burned up.***

***i put a rubber cap on top of the pole to prevent water or birds from getting into the pole.***

***i noticed a hand hole cover was missing due to the plastic screw was broken. I replaced the screw with a stainless steel screw and placed cover back on the pole.***

***We turned the power back to the lights and 11 lights are working properly.***

Please let me know if there is anything I can further assist with!

Thank you!

***Lyndsay Koleznar***

**Customer Care Representative**

**Moore's Electrical & Mechanical**

**800.789.7199 (24 hour Commercial Line)**

**434.369.3556 (Direct Line)**

**888.772.2712 (Fax)**

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**From:** Mary Lowery <[Mary.Lowery@tideh2o.net](mailto:Mary.Lowery@tideh2o.net)>

**Sent:** Friday, July 23, 2021 9:56 AM

**To:** Lyndsay Koleznar <[lkoleznar@mooreselectric.com](mailto:lkoleznar@mooreselectric.com)>

**Cc:** Richard Hicks <[richard.hicks@cmimgmt.com](mailto:richard.hicks@cmimgmt.com)>; Gabrielle Mascelli <[gabrielle.mascelli@tideh2o.net](mailto:gabrielle.mascelli@tideh2o.net)>; Adam Colopy <[adam.colopy@tideh2o.net](mailto:adam.colopy@tideh2o.net)>

**Subject:** FW: CSS 27317 WO 13134

Good Morning Lyndsay!

Can you please see below and let me know?

Thank you,

**Mary Lowery**

*Project Coordinator*

**TIDEWATER, INC.**

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[mary.lowery@tideh2o.net](mailto:mary.lowery@tideh2o.net)

6625 Selnick Drive, Suite A  
Elkridge, MD 21075

**C:** 410-967-5346

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**From:** Mary Lowery

**Sent:** Friday, July 23, 2021 9:55 AM

**To:** April Goodwin <[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)>

**Cc:** Gabrielle Mascelli <[gabrielle.mascelli@tideh2o.net](mailto:gabrielle.mascelli@tideh2o.net)>; Adam Colopy <[adam.colopy@tideh2o.net](mailto:adam.colopy@tideh2o.net)>; Richard Hicks <[richard.hicks@cmimgmt.com](mailto:richard.hicks@cmimgmt.com)>

**Subject:** RE: CSS 27317 WO 13134

Thanks April!

Did they install the FENCO CAP to seal the light pole from water getting in ? See attached picture , I'm just curious.

Thank you,

**Mary Lowery**

*Project Coordinator*

**TIDEWATER, INC.**

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[mary.lowery@tideh2o.net](mailto:mary.lowery@tideh2o.net)

6625 Selnick Drive, Suite A

Elkridge, MD 21075

C: 410-967-5346

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**From:** April Goodwin <[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)>  
**Sent:** Thursday, July 22, 2021 4:20 PM  
**To:** Mary Lowery <[Mary.Lowery@tideh2o.net](mailto:Mary.Lowery@tideh2o.net)>  
**Cc:** Gabrielle Mascelli <[gabrielle.mascelli@tideh2o.net](mailto:gabrielle.mascelli@tideh2o.net)>; Adam Colopy <[adam.colopy@tideh2o.net](mailto:adam.colopy@tideh2o.net)>  
**Subject:** RE: CSS 27317 WO 13134

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Good Evening Mary –

I've attached the photos and COW for 13134.

Thank You,

April J. Goodwin

Commercial Service Electrical Customer Care  
800.789.7199 (24 Hour Commercial Service)  
434.309.2553 (Direct Line)  
888.722.2712 (Fax)  
[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)



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**From:** Mary Lowery <[Mary.Lowery@tideh2o.net](mailto:Mary.Lowery@tideh2o.net)>  
**Sent:** Thursday, July 22, 2021 3:50 PM  
**To:** April Goodwin <[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)>  
**Cc:** Gabrielle Mascelli <[gabrielle.mascelli@tideh2o.net](mailto:gabrielle.mascelli@tideh2o.net)>; Adam Colopy <[adam.colopy@tideh2o.net](mailto:adam.colopy@tideh2o.net)>  
**Subject:** RE: CSS 27317 WO 13134

Hi April,

Can you please send over the COW & pics for this ticket ASAP so that I can get this closed out?

Thank you,  
**Mary Lowery**  
*Project Coordinator*  
**TIDEWATER, INC.**

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[mary.lowery@tideh2o.net](mailto:mary.lowery@tideh2o.net)  
6625 Selnick Drive, Suite A  
Elkridge, MD 21075

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**From:** April Goodwin <[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)>  
**Sent:** Wednesday, July 7, 2021 9:16 AM  
**To:** Mary Lowery <[Mary.Lowery@tideh2o.net](mailto:Mary.Lowery@tideh2o.net)>  
**Subject:** CSS 27317 WO 13134  
**Importance:** High

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Mary –

With the hurricane coming through, tomorrow is not going to be a good day for outdoor work at VA701. Could we reschedule this for Thursday, 07/15 or Friday, 07/16?

Thank You,

April J. Goodwin

Commercial Service Electrical Customer Care  
800.789.7199 (24 Hour Commercial Service)  
434.309.2553 (Direct Line)  
888.722.2712 (Fax)  
[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)



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**From:** Mary Lowery <[Mary.Lowery@tideh2o.net](mailto:Mary.Lowery@tideh2o.net)>  
**Sent:** Friday, June 25, 2021 11:07 AM  
**To:** April Goodwin <[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)>  
**Subject:** RE: [External Sender] WO Updates needed

Thanks April! We are good to go for 7/8.

Thank you,  
**Mary Lowery**  
*Project Coordinator*  
**TIDEWATER, INC.**

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[mary.lowery@tideh2o.net](mailto:mary.lowery@tideh2o.net)  
6625 Selnick Drive, Suite A  
Elkridge, MD 21075

---

**From:** April Goodwin <[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)>  
**Sent:** Friday, June 25, 2021 9:39 AM  
**To:** Mary Lowery <[Mary.Lowery@tideh2o.net](mailto:Mary.Lowery@tideh2o.net)>  
**Subject:** FW: [External Sender] WO Updates needed

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Good Morning Mary –

**13134** – These parts are ready for pickup at our vendor. I have the following dates available for scheduling.

Friday, 07/02

Tuesday, 07/06

Wednesday, 07/07

Thursday, 07/08

Friday, 07/09

Thank You,

April J. Goodwin

Commercial Service – Electrical Department  
800.789.7199 (24 Hour Commercial Service)  
434.309.2553 (Direct Line)  
888.722.2712 (Fax)  
[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)



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**From:** April Goodwin  
**Sent:** Friday, June 25, 2021 8:24 AM  
**To:** 'Mary Lowery' <[Mary.Lowery@tideh2o.net](mailto:Mary.Lowery@tideh2o.net)>; Lyndsay Koleznar <[koleznar@mooreselectric.com](mailto:koleznar@mooreselectric.com)>; Nicole Hart <[nhart@mooreselectric.com](mailto:nhart@mooreselectric.com)>; Arbry Charlton <[acharlton@mooreselectric.com](mailto:acharlton@mooreselectric.com)>  
**Cc:** Adam Colopy <[adam.colopy@tideh2o.net](mailto:adam.colopy@tideh2o.net)>  
**Subject:** RE: [External Sender] WO Updates needed

**13646** – This work order appears to still be a work in progress. Nicole is out of office today, but will be back in on Monday and will follow up with you then.

**12474** – I have reached out to the vendor to obtain tracking information/ETA on these parts. They had told us the ETA was 3 to 4 weeks out which had them shipping out between 06/17 and 06/24. I will follow back up with you on this one as soon as I have updated information.

**13134** – I have followed up with our parts department and advised that we need an update on this today. I have also escalated this to our management team since these parts have been ordered since May 12<sup>th</sup> with no ETA provided. I will follow back up with you as soon as I have updated information.

**13959** – Per the notes in the workorder, the part has not yet arrived. Nicole will follow up on Monday after she reaches out to her technician to obtain an update.

**14362** – This work order appears to still be a work in progress. Nicole will follow up on Monday.

**14393** – Parts are on order. Our parts department has reached out to the vendor for an update on ETA. Nicole will follow up on Monday.

Thank You,

April J. Goodwin

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800.789.7199 (24 Hour Commercial Service)  
434.309.2553 (Direct Line)  
888.722.2712 (Fax)  
[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)



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**From:** Mary Lowery <[Mary.Lowery@tideh2o.net](mailto:Mary.Lowery@tideh2o.net)>

**Sent:** Thursday, June 24, 2021 12:13 PM

**To:** April Goodwin <[agoodwin@mooreselectric.com](mailto:agoodwin@mooreselectric.com)>; Lyndsay Koleznar <[lkoleznar@mooreselectric.com](mailto:lkoleznar@mooreselectric.com)>; Nicole Hart <[nhart@mooreselectric.com](mailto:nhart@mooreselectric.com)>; Arbry Charlton <[acharlton@mooreselectric.com](mailto:acharlton@mooreselectric.com)>

**Cc:** Adam Colopy <[adam.colopy@tideh2o.net](mailto:adam.colopy@tideh2o.net)>

**Subject:** [External Sender] WO Updates needed

**Importance:** High

Hey Ladies,

Can you please provide updates for the below tickets ASAP?

13646- Need COW/ pics

12474- Parts?

13134- Parts?

13959- Parts?  
14362- Proposal needed  
14393- Need schedule date, sent approval on 6/16

Thank you,

**Mary Lowery**

*Project Coordinator*

**TIDEWATER, INC.**

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[mary.lowery@tideh2o.net](mailto:mary.lowery@tideh2o.net)

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