



LOUISA COUNTY WATER AUTHORITY  
23 LOUDIN LANE  
LOUISA, VIRGINIA 23093  
PHONE: (540) 967-1122  
FAX: (540) 967-0656

April 20, 2020

Southern Corrosion  
738 Thelma Road  
Roanoke Rapids, North Carolina 27870

As a small utility, we are constantly looking for ways to cut costs without compromising compliance or the services we offer our customers. Last year we rebid our tank maintenance services contract, with the contract being awarded to Southern Corrosion. In the first year of the contract, my staff and I have been pleasantly surprised with the customer service, responsiveness and scheduling Southern Corrosion has provided.

Shortly after entering into the contract with Southern Corrosion, a security assessment was conducted at our water treatment plant, with two items being noted on our backwash tank. Southern Corrosion was contacted, two representatives visited the site, took photos and measurements and said they would get back with us. In just a few days we received a phone call stating the necessary parts had been ordered and an installation date would be scheduled as soon as the parts arrived. We were also informed the repairs would be covered under our maintenance services contract, at no additional cost to our utility.

Southern Corrosion demonstrated exceptional customer service, responded quickly, scheduled the repairs at a time convenience to us and delivered on their promise. We are excited about the opportunity to work with Southern Corrosion and hope the relationship lasts for years to come!

Kindest regards!

A handwritten signature in cursive script, appearing to read "Pam".

Pamela S. Baughman  
General Manager