

2717 Shade Tree Lane
Green Bay, WI 54313
Tfrasman@aol.com

February 1, 2012

Mr. ED JANKE,
Director of Public Safety
Village of Howard
2456 Glendale Ave.
Green Bay, WI 54313

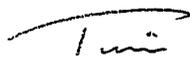
Dear Chief Janke,

This Sunday January 29, 2012 my wife and I returned to our home at 2717 Shade Tree Lane here in Howard after being gone for two nights to find our carbon monoxide detector beeping in our basement. We called the Brown Co. Sheriff's Department non emergency number and the dispatcher said that she would send the fire department. This all occurred in the late afternoon on the 29th. Within minutes a fire truck arrived at our house and three firemen entered our house with CO detectors to check if CO was at a dangerous level. Our home is a ranch style and we maintain two detectors on the 1st floor and one in the basement. The fireman went to all of our gas operated appliances and checked for any CO. All levels were below detectable. The fireman identified our problem. The CO detector that was beeping had a low back up battery that was causing the alarm to go off. My wife and I did not know that a low back up battery would cause the alarm to go off.

We would like to express our gratitude for the rapid response from the Howard Fire Department to our request for assistance. The three gentlemen that entered our home to conduct their business were very professional and extremely knowledgeable regarding our emergency. The individuals provided me with the knowledge I will need in the future on how the CO detector operates and kind of maintenance that is needed for it to work properly. Lt. Schroeder and the other two gentlemen suggested that I purchase new CO detectors based on the manufacturers date on the detectors we were using. I did so on Monday January 30, 2012.

Thank you and your staff for the protection you provide to the residents of Howard and surrounding communities. I was truly impressed with the rapid response, professional way the firemen conducted their business and knowledge regarding our emergency. My wife and I feel much safer in the community knowing the Howard Fire Department is looking out for us when an emergency occurs.

Sincerely,



Tim Rasman
Kathie Rasman