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**Sent:** Sunday, April 07, 2013 11:24 AM  
**To:** Heidi Palchik  
**Subject:** Williams Act Implementation I, II, and III 05-TC-04, 07-TC-06, and 08-TC-01  
**Importance:** High

Heidi,

In reviewing the proposed parameters and guidelines I have a question regarding the IV. Reimbursable Activities, b. v.-Remedying a valid complaint within a reasonable time period by not to exceed 30 working days...  
Does this mean all actual costs related to fixing the problem identified i.e. fixing a sink in the bathroom, replacing a hand dryer in the bathroom, etc.

The term "Remedying The Complaint" is not well defined in the proposed parameter and guidelines that I can find.

Any assistance you can give me would be greatly appreciated.

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