

TODD CREEK VILLAGE

METROPOLITAN DISTRICT

Proud to be your area water provider

Team Member Spotlight: Annie Riggs, Customer Care Specialist

You've met our general administrator and operations manager. Next up in the team member spotlight is Annie Riggs, our Customer Care Specialist. Annie is your first point of contact—the smiling face of the District. Whether you come into the office or call on the phone, Annie is tasked with taking your questions and answering them immediately, or, if she doesn't have the answer, making sure that she gets the answer and follows through with you.

With an educational background in biological sciences by way of the University of Illinois–Chicago and California State University–Sacramento, she is well-suited for working with a water district. Our newest team member, Annie started with the District just a few weeks ago. She comes to us with many years of office administration experience, and understands that exceptional customer service starts with maintaining a positive and professional attitude that makes a good first impression that lasts. She is looking forward to meeting and interacting with members of the community.

On a personal note, Annie and Roger, her husband of twenty-eight years, have two grown daughters, Kaylyn (24) an accountant in Atlanta, and Allie (22), currently a senior at CU-Boulder Leeds School of Business. Like many who live in Colorado, Annie loves the outdoors in general, but especially enjoys hiking and backpacking. She's also a foodie and cooking enthusiast. Come Saturday afternoons in the fall, she's most likely to be found watching CU or Alabama football.

Q: WHAT ARE YOUR PRIORITIES IN YOUR WORK WITH THE DISTRICT? Listening to, and addressing customer's concerns with efficiency and enthusiasm. My goal is to surpass our customer's expectations.

Q: WHAT DO YOU MOST LIKE ABOUT WORKING WITH THE DISTRICT? The teamwork. It's essential for success, and I think all of us work incredibly hard as a team to ensure that our customers are happy with the quality of service they are receiving. After all, we're here for the long term.

For more information about your water quality and much more, be sure to check the FAQ section of our website.

TRANSPARENCY NOTICE: Board Meetings are held every 2nd Thursday at 2:00 pm at the District's office. The public is always welcome. Meetings are held at 10450 E. 159th Court, Brighton, CO 80602.



TODD CREEK
METROPOLITAN DISTRICT
VILLAGE