

March 7, 2023

ECWA Board of Commissioners
350 Ellicott Sq Bldg., 295 Main St.
Buffalo NY 14203

Dear Commissioners Schad, LaGree & Iannello,

It is with mixed emotions that I must inform you that I will be retiring as of May 31, 2023. It's hard to believe how fast 30 years can fly by, but I am now set to begin a new chapter in my life.

I started in 1993 as a Customer Service Representative which I served as for 15 years. I was then promoted to Senior Customer Service/Cash Management (Cashier) and finally the last 10 1/2 years were spent at the Service Center in the Engineering/Inspection Dept. as Restoration Coordinator. I always was proud to be an ECWA employee and took pride in the work that I did while I was here.

I also served as our CSEA Unit President since 2007, as well as Vice-President for 5 years prior. It has been my honor and privilege to represent my fellow Union members and I hope that those officers who carry the torch will have the same open communication with management that I have enjoyed, especially over the more recent years.

I have made so many lasting friendships throughout my tenure at ECWA and am looking forward to joining many of those friends and colleagues now in retirement.

Sincerely yours,



Karen L. Byrne

Cc: Terrence McCracken

Barbara Yox

Len Kowalski