

From: [James Clawson](#)
To: [foil](#)
Cc: [McMullen, Tim](#); [Twelves, Joseph](#); [James Austin Zaepfel](#); [Jeffrey Barnett](#)
Subject: [EXTERNAL] water main break in the area of 2800 Sweet Home on 9/13/25
Date: Friday, September 19, 2025 7:59:28 AM

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My name James Clawson, property manager at Zaepfel Development. My property at 275 Northpointe PKWY. Amherst ,NY 14228 suffered a major plumbing issue resulting in 3 unit's getting flooded. I am requesting a service report and detailed description of incident along with effected surrounding locations please. I believe the recharging of the water service after completion of repair had caused a commercial toilet to burst and spray for days before discovered. Also excessive water use report from 9/13/25 till 9/15/25 would be helpful. Thank you in advance ,
James Clawson
Zaepfel Development