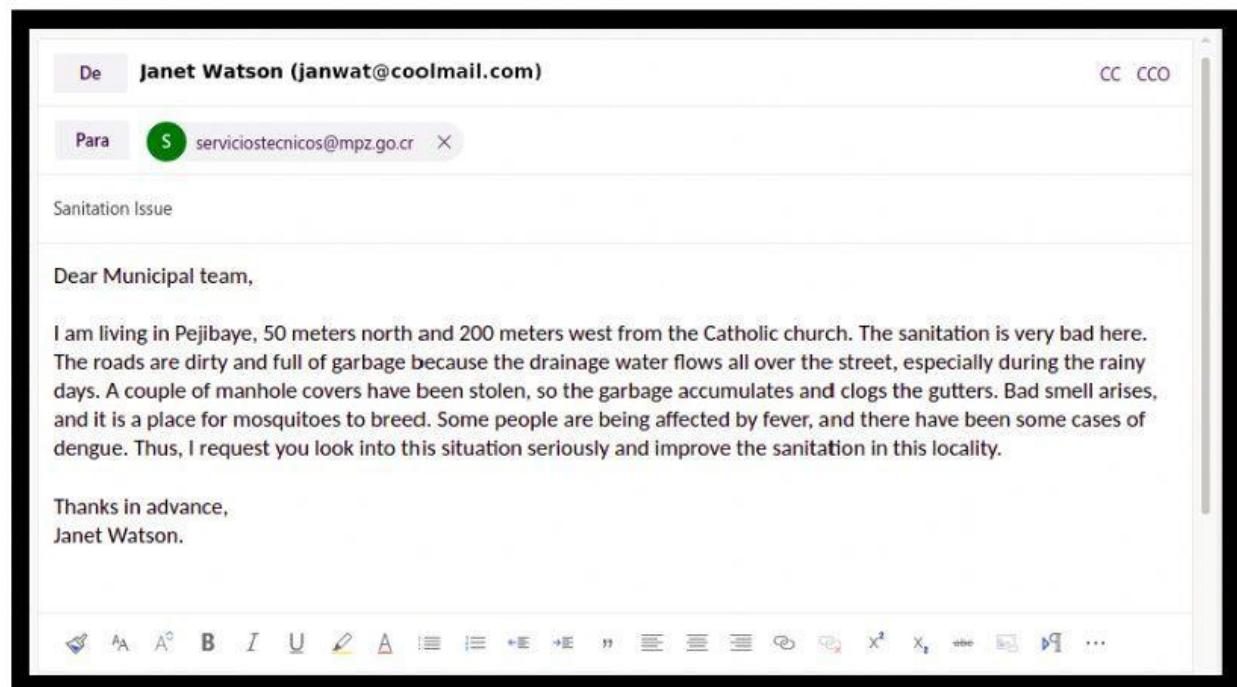


Handout #3: Complaint email.

I. Read the following email and locate the reason why Janet Watson is complaining.



De **Janet Watson (janwat@coolmail.com)** CC CCO

Para **S serviciostecnicos@mpz.go.cr** X

Sanitation Issue

Dear Municipal team,

I am living in Pejibaye, 50 meters north and 200 meters west from the Catholic church. The sanitation is very bad here. The roads are dirty and full of garbage because the drainage water flows all over the street, especially during the rainy days. A couple of manhole covers have been stolen, so the garbage accumulates and clogs the gutters. Bad smell arises, and it is a place for mosquitoes to breed. Some people are being affected by fever, and there have been some cases of dengue. Thus, I request you look into this situation seriously and improve the sanitation in this locality.

Thanks in advance,
Janet Watson.

Toolbar icons:

II. Why is Janet Watson complaining? Check the correct answer.

- a. because she lives in Pejibaye and the church makes noise.
- b. because the manholes in her area have covers.
- c. because there are problems with the sanitation system in her area.
- d. because there are mosquitoes.