BALTIMORE CITY
DPW
DEPARTMENT OF PUBLIC WORKS

Water and Sewer Adjustment Request

This form is not a guarantee that a credit will be applied to your utility bill. You will be notified by phone or letter if the request cannot be granted or if additional information is needed. Customers will only be granted only one underground leak adjustment at a property every two years, and only one interior/situational usage adjustment at a property every three years.

Name on Account: Doris Parker

Water Billing Account: Number: 11000362842

Service Address: 1128 W Franklin Street

Email: Dorisdisco4@aol.com

Contact Phone Number: (410) 523-4650

Date Leak Occurred:

Date Leak Repaired:

Type of Leak:

1. ■ Underground Pipe
2. ☐ Irrigation
3. ■ Toilet
4. ☐ Extreme High Use
5. ☐ Other:

Please describe the leak and the actions that were taken to complete the repairs.

Pipe broken in the basement leading into foundation wall. Excavation performed. toilet leak and repaired. Pipe underground broke again and under vendor warranty they returned. So, at no time with pipe breaks was I aware of the leaks.

■ By checking this box, I verify that necessary repairs have been made prior to submitting this form. I understand that adjustments to the water or sewer portion of my bill cannot be made until repairs have been completed.

■ I authorize DPW to process an adjustment on the water and/or sewer portion of my bill. If approved for adjustment, this will be one of the two adjustments authorized on my account which may result in DPW denying a future adjustment even if the future adjustment is for a higher amount.

If approved, the adjustment will appear on the customer's bill approximately 4 weeks after the request was received.

Doris M. Parker
Customer Signature

September 29, 2026
Date

Docusign Envelope ID: 5DB671D5-8BAF-40DA-9AE3-FE867F043CAB

ROTO-ROOTER PLUMBING & WATER CLEANUP
1-800-GET-ROTO

VIDEO INSPECTION OF SEWER LINE AND RECOMMENDED SERVICE OR REPAIR

Roto-Rooter Services Company
For Service Please Call 1-800-GET-ROTO (438-7686)
6500 KANE WAY SUITE B
ELKRIDGE MD 21075

Date 04/24/2026

Ticket No. 25004134

Customer DORIS PARKER

Address 1128 W FRANKLIN ST
BALTIMORE, MD 21223

Roto-Rooter has attempted to inspect your sewer line with a video camera, and you acknowledge the following (please initial the box that applies):

Initial

- [ ] Roto-Rooter was able to inspect the pipe by camera, and showed you a video feed evidencing the problem(s) noted below.
- [ ] Roto-Rooter attempted to camera inspect the pipe, but encountered an obstruction, sewage, water, or blockage in the pipe that made a complete inspection impossible.
- [X] Roto-Rooter did not perform a video inspection. Explanation: Water line

REVIEW

- [X] Complete Collapse - The pipe has collapsed and cannot be cleaned or opened through mechanical methods.
- [ ] Broken, Cracked or Corroded - The pipe has deteriorated and/or broken, causing partial collapse(s) in the line and restricting flow.
- [ ] Bellied Pipe - A section of pipe has sunk due to ground or soil conditions, creating a valley or dip in the pipe that restricts flow and collects paper and waste.
- [ ] Leaking Joints - The seals between pipes have broken, disconnected or corroded, allowing waste water to escape into the areas surrounding the pipe.
- [ ] Blockages - Grease buildup or a foreign object is restricting or prohibiting proper flow and/or performance of the line.
- [ ] Punctured Pipe - A foreign object has perforated the sewer line.
- [ ] Root Infiltration - Tree or shrub roots have invaded the sewer line.

Comments:

SOLUTION

- [ ] Cable, Descale or Jet Sewer Line - Roto-Rooter will clean the line either with a mechanical blade and cable or a high-pressure water jet. **PLEASE NOTE:** This is a temporary solution and will not address the underlying problem with the pipe. There is high likelihood that the line will back up again in the future. When that will happen cannot be determined at this time.
- [ ] Spot Repair - Roto-Rooter will repair or replace a section of the sewer line. We will jet clean (when appropriate) and video the remainder of the line. If we discover problems in other parts of the line during this work, we will notify you, and at your request, provide a proposal and cost estimate for any additional required work.
- [X] Full Line Replacement - Roto-Rooter will replace the sewer line between two (2) agreed-upon points using one of the following methods:

Comments:

METHOD

- [X] Open Trench - The existing line will be excavated, removed and replaced with new pipe and clean-out. The trench will be backfilled above grade to allow for settling.
- [ ] Pipe Lining (if permitted by local authority) - A new pipe sleeve will be installed inside the problem line. Minimal excavation may be required for this method.
- [ ] Pipe Bursting (if permitted by local authority) - A new pipe will be pulled through the existing pipe. Some excavation may be necessary for this method.

Comments:

DocuSigned by:
Representative Signature F089A3081A504H...

Douglas Pope
Printed Name

04/24/2026
Date

I have discussed all solution options with Roto-Rooter. I have initialed the solution above for addressing this problem.

Signed by:
Customer Signature AE01F1B59ACF49E...

DORIS PARKER
Printed Name

04/24/2026
Date

WASHINGTON DC: PC1000420,MD STATE 19631,ANNE ARUNDEL COUNTY A2 000384,DC: PGM1002148,WSSC PFG-82685,Harford County: 000247-2021,Baltimore County: MPG-0009799

Docusign Envelope ID: 96234D1F-0A16-8632-81E1-B9F612451590

SAVE THIS INVOICE FOR YOUR GUARANTEE

ROTO-ROOTER PLUMBING & WATER CLEANUP
1-800-GET-ROTO

EXCAVATION INVOICE

Roto-Rooter Services Company
Remit to: 5672 Collections Center Drive, Chicago IL 60693-0056
For Service Please Call 1-800-GET-ROTO (438-7686)
6500 KANE WAY SUITE B
ELKRIDGE MD 21075

DATE OF SERVICE	LOCATION
04/27/2026	Baltimore

REPRESENTATIVE NAME: Richard Taylor # 7781

INVOICE NO.: 25004134

CUSTOMER CLASS: [X] RESIDENTIAL [ ] COMMERCIAL

CUSTOMER NAME	CUSTOMER NO.	EMAIL ADDRESS
DORIS PARKER	2837599	dorisdisco4@aol.com

BILLING ADDRESS	APT. NUMBER	FEDERAL I.D. #
1128 W FRANKLIN ST		42-0499300

CITY	STATE/PROVINCE	ZIP/POSTAL	CUSTOMER PHONE NO.	P.O. NUMBER/AUTHORIZATION
BALTIMORE	MD	21223	4105234650	

SERVICE ADDRESS (IF DIFFERENT THAN BILLING ADDRESS)	CITY	STATE/PROVINCE	ZIP/POSTAL
1128 W FRANKLIN ST	BALTIMORE	MD	21223

Replace mwl from outside meter to the front wall inside also installed a check valve and expansion tank

GUARANTEE	PAYMENT
1 Year	[ ] CASH [X] CHECK NO. _____ * [ ] CREDIT CARD [ ] NET 10 DAYS OVER 30 DAYS = LATE CHARGE OF 1 1/2% PER MONTH * In the event check is returned, the CUSTOMER is responsible for all related bank fees.
REASON FOR NO GUARANTEE	

LABOR $	0.00
LABOR TAX $	0.00
PARTS $	0.00
DISCOUNT $	0.00
PRODUCTS $	0.00
OTHER $	0.00
TAX $	0.00
TOTAL $	10,791.00

COMPLETION I acknowledge completion of the above described work.

(SIGNATURE) Signed by: Doris Parker AE01F1B59ACF49E...

(PRINT NAME) DORIS PARKER

SEE BINDING TERMS

Rely on the experts at Roto-Rooter for professional pipe restoration, cleaning services and excavation. Call ***1-800-GET-ROTO.*** Visit us at ***rotorooter.com*** for coupons, helpful hints and more.Complete our customer survey at: ***rotorooter.com/feedback.***

And, follow us online for news, timely updates, and other plumbing, drain and water cleanup information.

twitter.com/rotorooter facebook.com/rotorooter rotorooter.com/blog youtube.com/rotorootertv

Signed by: RT
Representative Signature

Richard Taylor
Printed Name

WASHINGTON DC: PC1000420,MD STATE 19631,ANNE ARUNDEL COUNTY A2 000384,DC: PGM1002148,WSSC PFG-82685,Harford County: 000247-2021,Baltimore County: MPG-0009799

EXCA INV BR TC1 3 - 5/21

Docusign Envelope ID: 5DB671D5-8BAF-40DA-9AE3-FE867F043CAB

ROTO-ROOTER PLUMBING & WATER CLEANUP
1-800-GET-ROTO

EXCAVATION PROPOSAL

Roto-Rooter Services Company
For Service Please Call 1-800-GET-ROTO (438-7686)
6500 KANE WAY SUITE B
ELKRIDGE MD 21075

Date 04/24/2026

Ticket No. 25004134

Proposal Submitted To		Work To Be Performed At	
Name DORIS PARKER		Name DORIS PARKER	
Street 1128 W FRANKLIN ST		Street 1128 W FRANKLIN ST	
City BALTIMORE		City BALTIMORE	
State MD	ZIP 21223	State MD	ZIP 21223
Telephone Number 4105234650		Telephone Number 4105234650	
Email Address dorisdisco4@aol.com		Email Address dorisdisco4@aol.com	

Roto-Rooter hereby proposes to furnish all the materials and to perform all the labor necessary for the completion of:
(Include make and model of materials and necessary labor, and state anticipated contingencies that would materially alter the estimated completion date.)

Roto Rooter will excavate and replace Main water line from inside basement wall to City Meter. Roto Rooter will need to cut saw concrete to access line. Roto Rooter will pull all necessary permits and handle calling Miss Utilitie. Roto Rooter will backfill and top with stone. Roto Rooter not responsible for concrete. Any questions Call Doug 667-274-9823. $11989.00-10%

1. Roto-Rooter will perform the work described above and supply all required materials for the sum of $ 10,791.00 . Customer will make payment as follows:
   - 50% % of the cost ($ 5,395.50 upon execution of this Agreement.
   - 50% % of the cost ($ 5,395.50 upon the start of the work.
   - Balance of the cost upon completion of the job.
   - Financing available to residential customers. Visit rotorooter.com/financing for more details and to apply.

Customer Initials Doris Parker

2. If we cannot video or inspect the complete sewer line, we will give you a price to repair the section that we believe is causing the restriction. After we have uncovered that area, we will attempt to inspect the rest of the sewer line. If additional work needs to be done, or a complete sewer line replacement is required, we will propose a price to properly complete the work. The price for the additional work may be significantly higher than the original proposal. If you decide not to proceed with additional work we propose, you will permit us to complete our work and back fill any excavation.

Customer Initials Doris Parker

3. If material deviation from the work described above is required or customer requests additional or different work be performed, the parties will agree on an additional charge and sign a new written work description before Roto-Rooter begins the new work.
4. The approximate starting date is 4/27/2026 , and the approximate substantial completion date is 4/27/2026 . Neither date is guaranteed. Unexpected conditions or problems could cause delays. A definite completion date is not of the essence.
5. Roto-Rooter guarantees that all materials will be as specified above and that all work will be completed according to standard practice and in a good, workmanlike manner.
6. Customer will provide all necessary easements and rights of way. Unless specifically stated otherwise above, (a) Roto-Rooter is not responsible for the removal of trees, sprinkler systems, underground and above ground fencing, rocks, sidewalks or driveways; unforeseen underground conditions like high water table or poor soil conditions; damage to unmarked public or private utilities; or the repair of streets, sidewalks, damaged sprinkler systems, unmarked public or private utilities, and the like, (b) Roto-Rooter will back fill and grade the excavated area to ground level and mound it to allow for settlement, and (c) Customer is responsible for all landscaping repairs or replacements required following completion of the job. Roto-Rooter is not responsible for damage resulting from poor weather.
7. THE TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS PROPOSAL WILL BE BINDING ON THE PARTIES.
8. This proposal may be withdrawn by Roto-Rooter if not accepted within 20 days. This proposal constitutes the entire agreement between the parties, and no modifications will be valid unless in writing and signed by both parties.

Respectfully submitted:

Representative Signature	Printed Name	Date
DocuSigned by: Doug Pope	Douglas Pope	04/24/2026

ACCEPTANCE OF PROPOSAL

I authorize the services indicated and agree to pay the amounts specified. I have read and agree to the terms, including the limits of Roto-Rooter's responsibility specified in those terms. I acknowledge that under paragraph 2(b) of those terms, if Roto-Rooter equipment gets stuck in a pipe, I may be responsible for the cost of removing that equipment, including any required excavation.

Customer Signature	Printed Name	Date
Signed by: Doris Parker	DORIS PARKER	04/24/2026

WASHINGTON DC: PC1000420,MD STATE 19631,ANNE ARUNDEL COUNTY A2 000384,DC: PGM1002148,WSSC PFG-82685,Harford County: 000247-2021,Baltimore County: MPG-0009799

Department of Housing And Community Development
Division of Construction And Building Inspection

Permit No. BRCM-26-008579

THIS WRITTEN INSTRUMENT, WHEN PROPERLY VALIDATED, CONSTITUTES AUTHORITY FOR DOING OR RECEIVING THE THINGS INDICATED BY THE FEES OR CHARGES SHOWN IN THE APPROPRIATE SPACES BELOW. ANY AND ALL THINGS TO BE DONE OR RECEIVED UNDER THIS WRITTEN INSTRUMENT SHALL BE DONE OR RECEIVED IN STRICT COMPLIANCE WITH THE APPLICATION HERETOFORE FILED IN THIS DEPARTMENT FOR THE AUTHORITY CONTAINED HEREIN, INCLUDING ANY AND ALL APPROVED DRAWINGS AND OTHER DATA OR INFORMATION ATTACHED THERETO, AND SUBJECT TO ANY AND ALL LAWS, ORDINANCES, RULES AND REGULATIONS IN EFFECT IN THE CITY OF BALTIMORE AND THE STATE OF MARYLAND. WARNING: IT IS UNLAWFUL TO WORK BETWEEN THE HOURS OF 7:00 PM AND 7:00 AM WITHIN 300 FEET OF A DWELLING.

WARNING: IT IS UNLAWFUL TO CONCEAL ANY WORK UNTIL INSPECTED AND APPROVED BY THIS DEPARTMENT.

WARD	SEC.	BLOCK	LOT	ISSUE DATE	EXP. DATE	DISTRICT	MINOR PRIVILEGE	DRAWINGS ATTACHED	PLANS NO.
9	2	0127	012	4/27/2026	10/24/2026	700		N	

PROPERTY ADDRESS: 1128 W FRANKLIN ST

APPLICANT: TREVOR P HYDE — ADDR.: 6500 KANE WAY STE. B, ELKRIDGE, MD 21075 — PHONE: 443-309-9095

PROPERTY OWNER: JOHN W (TR) PARKER — ADDR.: 1128 W FRANKLIN ST. BALTIMORE, MD 21223 — PHONE: 410-523-4650

PLUMBING CONTRACTOR: TREVOR P HYDE — PHONE: 443-309-9095 — LIC. NO.: 19631

WORK COST:	$10,791.00		UNDERPINNING:	N	INTERIOR DEMOLITION:	N

MWL line replacement. 10'Lx3'5D

Property site must be kept clean of trash & debris & maintained secured as per code for the duration of the construction project.
A building permit DOES NOT constitute approval by or compliance with any deed restrictions, covenants, easements, or funding sources.

FEES

FEE DESCRIPTION	QUANTITY	UNIT	FEE AMOUNT	BALANCE DUE
Application Fee - Standard - One and Two Family	1.00	Each	$25.00	$0.00
Plumbing - Water Service Pipe	1.00		$25.00	$0.00
Building Code Permit Tax	1.00		$2.00	$0.00
		TOTAL:	$52.00	$0.00

THE AUTHORITY CONTAINED HEREIN MAY NOT BE VALIDLY EXERCISED UNTIL AND AFTER ALL OF THE FEES APPEARING HERE HAVE BEEN PAID.

DEPARTMENT OF
HOUSING & COMMUNITY
DEVELOPMENT

PLEASE BE ADVISED THAT THERE IS A PRESUMPTION OF LEAD-BASED PAINT IN PROPERTIES CONSTRUCTED PRIOR TO 1979. PROTECT WORKERS AND TENANTS BY USING THE LEAD-SAFE WORK PRACTICES FOUND IN THE CODE OF MARYLAND REGULATIONS SECTION 26.02.07.

THE AUTHORITY CONTAINED HEREIN DOES NOT AUTHORIZE THE PERFORMANCE OF ANY WORK IN, ON, UNDER OR OVER ANY STREET, HIGHWAY, ALLEY, SIDEWALK OR ANY OTHER PUBLIC WAY, UNLESS PERMISSION TO DO SO HAS BEEN FIRST SECURED FROM THE PROPER AUTHORITY. FOR MORE INFORMATION ABOUT RIGHT-OF-WAY PERMITS, TO ACQUIRE ONE, OR TO REPORT AN EMERGENCY EXCAVATION CALL 410-396-2889, EMAIL STREETCUTS@BALTIMORECITY.GOV, OR VISIT 200 N. HOLLIDAY STREET – LOBBY COUNTER 4.

Permit Information

- ✓ The building permit or copy shall be kept on the site of work until the completion of the project
- ✓ When issued a permit that required plans you must keep an approved set of the plans at the job site during construction
- ✓ The issuance of a permit does not prevent the Building Official from later requiring the correction of errors in any plans, drawing, work or operations
- ✓ Construction or work for which a permit is required shall be subject to inspection by the Building Official and such construction of work shall remain accessible and exposed for inspection purposes until approved
- ✓ Footing or foundation inspections shall be made after excavation for footings are complete and any required reinforcing steel is in place
- ✓ Inspection shall be made on concrete slab and under-floor before any concrete is placed or floor sheathing installed, including sub-floor
- ✓ Framing inspections shall be made after the roof deck or sheathing, all framing, fire blocking and bracing are in place and pipes, chimneys and vents to be concealed are complete and the rough electrical, plumbing, heating wires, pipes and ducts are approved
- ✓ The final inspection shall be made after all work required by the building permit is completed

Miss Utility

Before you dig. Every dig. It's the law

48 hours prior to work call 1-800-257-7777

www.missutility.net

For more information contact the Inspection Offices

Building Inspections
410-396-3470

Electrical Inspections
410-396-3470

Mechanical/Plumbing Inspections
410-396-3470

Fire Department
311
443-263-2220

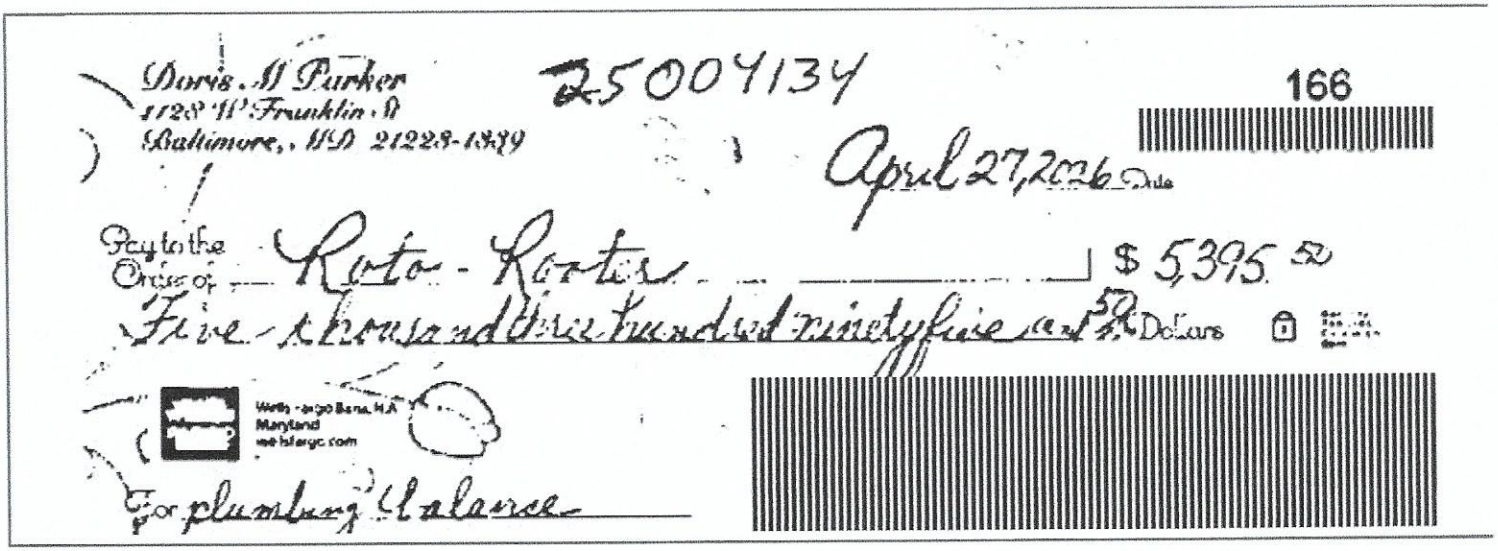
Health Department
410-396-4544
410-396-4424

*Items listed are not all-inclusive

REV 09/2025

Item 1 of 6 Show full image* Print

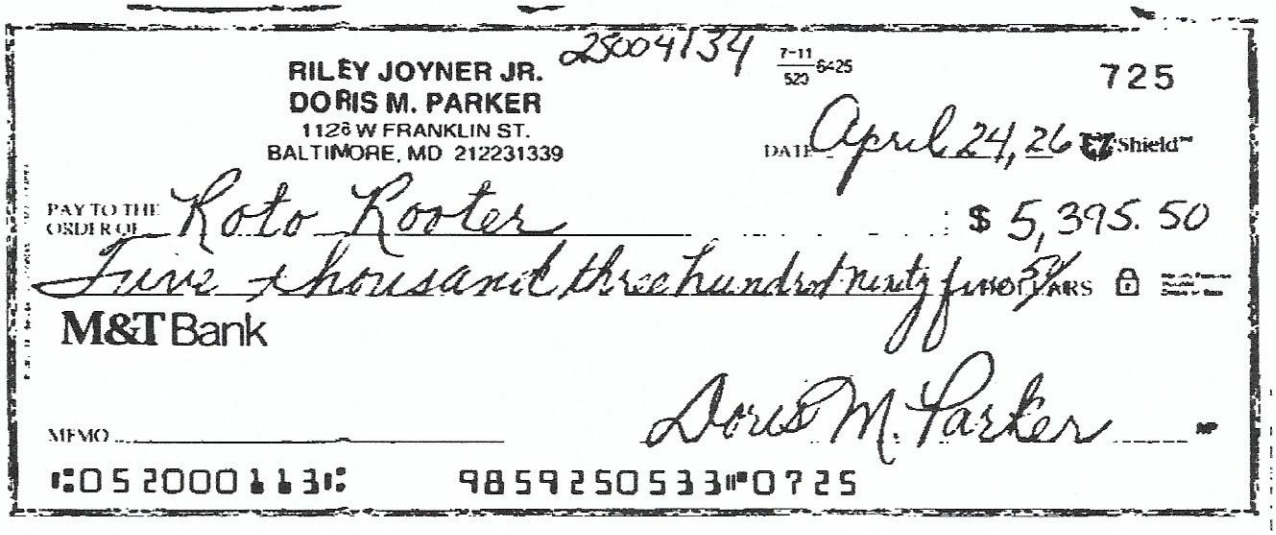
Check Number	166
Date Posted	04/28/26
Check Amount	$5,395.50



Previous Flip Zoom Next

* For your security, information like account numbers, signatures, and the ability to view the backs of checks have been removed from the images.
You can see full or partial fronts and backs of the images by using the link at the top of the window.

Equal Housing Lender



RILEY JOYNER JR.
DORIS M. PARKER
1126 W FRANKLIN ST.
BALTIMORE, MD 212231339

2004134 7-11/520 6425 725

DATE April 24, 26 EZ Shield™

PAY TO THE ORDER OF Koto Koster $ 5,395.50

Five thousand three hundred ninety five 50/100 DOLLARS

M&T Bank

MEMO

Doris M. Parker

⑆052000113⑆ 9859250533⑈0725

For Deposit only to
account 4210338286

Loc: RRSC Baltimore South 0013
Seq: 2
Dep: 109689
Location Code: 013

IF DISHONOURED RETURN TO:
<0310-0005>
Date: 2026-04-28

CHECK HERE AFTER MOBILE OR REMOTE DEPOSIT

DATE

ROTO-ROOTER
PLUMBING & WATER CLEANUP
1-800-GET-ROTO

SAVE THIS INVOICE FOR YOUR GUARANTEE
SEE BINDING TERMS ON REVERSE

Roto-Rooter Services Company
Remit to: 5672 Collections Center Drive, Chicago IL 60693-0056
For Service Please Call 1-800-GET-ROTO (438-7686)
General (410) 799-8844 • Fax (410) 799-5560
MD State 19631; Anne Arundel A2 000384; Baltimore MP-9799
Carroll P-01676M; Charles 19631; DC PGM1002148
Harford 000247; Howard 19631; Montgomery WSSC PFG-82685;
Prince Georges WSSC PFG-82685; St. Mary's 19631
Washington DC PC1000420; WSSC PFG-82685

DATE OF SERVICE M 7 / D 28 / Y 18 | LOCATION Baltimore
SERVICE TECHNICIAN'S NAME 769 # 8152
INVOICE NO. 13-25144675

SEWER & DRAIN ☐ PLUMBING ☑ PUMPING ☐
INDUSTRIAL ☐ EXCAVATION ☐ DRAIN TILE ☐

CUSTOMER NAME: Doris Parker | CUSTOMER NO.:
CUSTOMER CLASS: ☑ RESIDENTIAL ☐ COMMERCIAL
BILLING ADDRESS: 1128 W Franklin | APT. NUMBER:
FEDERAL I.D. #: 42-0499300
CITY: Baltimore | STATE/PROVINCE: | ZIP/POSTAL: | CUSTOMER PHONE NO.: | P.O. NUMBER/AUTHORIZATION:
SERVICE ADDRESS (IF DIFFERENT THAN BILLING ADDRESS): | CITY: | STATE/PROVINCE: | ZIP/POSTAL:

You, the buyer, may cancel this transaction at any time prior to midnight of the fifth business day after the date of this transaction or, if the buyer is at least 65 years old, midnight of the seventh business day after the date of this transaction. See attached Notice of Cancellation form for an explanation of this right.
I have been provided oral notice that I have the right to cancel this transaction, without any penalty or obligation, within 5 business days from the date of the transaction specified on the "Notice of Cancellation", or, if I am at least 65 years old, within 7 business days from the date of the transaction specified on the "Notice of Cancellation."
WORK ORDER AUTHORIZATION I authorize the services indicated and agree to pay the amounts specified. I have read and agree to the terms on the reverse side, including the limits on Roto-Rooter's responsibility specified in those terms. I acknowledge that under paragraph 2(b) of those terms, if Roto-Rooter equipment gets stuck in a pipe, I may be responsible for the cost of removing that equipment, including any required excavation.

Buyer's signature x Doris Parker **Date:** _____ ___, 20__.

REPAIR CODE	ESTIMATE AND DESCRIPTION OF WORK TO BE PERFORMED (The approximate starting date is _____, and the approximate completion date is _____. Neither date is guaranteed. Unexpected conditions or problems could cause delays. A definite completion date is not of the essence.)	$ AMOUNT
	350 Est to Replace Angle stop	
	Replaced Angle stop fully functional Leak stopped	477.00
	ADJUSTMENTS/CHANGES IN WORK TO BE PERFORMED (Use additional invoice if needed to describe changes)	

RESIDENTIAL GUARANTEE		COMMERCIAL GUARANTEE	
LABOR		LABOR	
☐ Main/Branch Lines	6 months	☐ Main/Branch Lines	30 days
☐ Toilet Auger	7 days	☐ Toilet Auger	24 hours
☐ Plumbing Repair	6 months	☐ Plumbing Repair	90 days
☐ Plumbing Replacement	1 year	☐ Plumbing Replacement	90 days
☐ Extended Guarantee	1 year		

REASON FOR NO GUARANTEE

PAYMENT
☐ CASH ☐ CHECK NO. 09292A*
☐ CREDIT CARD ☐ NET 10 DAYS
OVER 30 DAYS = LATE CHARGE OF 1 1/2% PER MONTH
* In the event check is returned, the CUSTOMER is responsible for all related bank fees.

LABOR $	477.00
LABOR TAX $	00
PARTS $	30.32
DISCOUNT $	00
PRODUCTS $	00
OTHER $	00
TAX $	00
TOTAL $	507.32

COMPLETION I acknowledge completion of the above described work which has been done to my complete satisfaction.

(SIGNATURE) x Doris M. Parker

(PRINT NAME) x Doris M. Parker

SUGGESTIONS FOR REPAIR / REPLACEMENT

ITEM	LOCATION	ESTIMATED COST	YOU SAVE TODAY
WATER HEATER			
DISPOSER			
SINK			
TOILET			
BATHTUB			
SHOWER			
FAUCET			
DRAIN			
OTHER			

Rely on the experts at Roto-Rooter for complete plumbing and drain services. Call 1-800-GET-ROTO (438-7686).

Visit us at rotorooter.com for coupons, helpful hints and more. Complete our customer survey at: rotorooter.com/contact-us/customer-survey.

And, follow us online for news, timely updates, and other plumbing and drain information.

twitter.com/rotorooter
facebook.com/rotorooter
rotorooter.com/blog
youtube.com/rotorootertv

(Service Technician's Signature)

(Print Service Technician's Name and Number)

CUSTOMER COPY

INV-13-TC13-6(8/19)