

Quality and Reliability since 1922

**Madison
Water
Utility**



Item 6

www.madisonwater.org • 119 East Olin Avenue • Madison, WI 53713-1431 • TEL 608.266.4651 • FAX 608.266.4426

Legistar No. _____

CUSTOMER SERVICE REPORT

January 29, 2008

Interim General Manager
Larry D. Nelson, P.E.

Principal Engineer
Alan L. Larson, P.E.

Water Quality Manager
Joseph Grande

Interim Water Supply Manager
Kathy Cryan

Finance/Accounting Manager
Robin Piper

Customer Service Manager
Ken Key

Operations Manager
Dan Rodefeld

All sections have been experiencing routine activity with the exception of meter reading, which has been slowed down due to heavy snowfall. Also, with the holidays falling on weekdays, the reading schedule was disrupted. Two hourly college students helped out on their semester break to keep us on schedule.

We have had no further problems with the "My Water" software and approximately 700 customers have registered for this information.