

Quality and Reliability since 1882



Item 6

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Legistar No. 08246

CUSTOMER SERVICE REPORT

April 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

On April 3rd we were notified that Laser Tech, the company that prints and mails our bills and notices, was closing its doors effective immediately. There is no other company in Madison that does this type of work. We have made arrangements with API Outsourcing of Waunakee to do this work for us. It is a fairly complicated process and we have been working with them on a daily basis and hope to be able to send the May 1st bills out as normally scheduled.

We are continuing to test the upgrade of our Customer Information Center.