



CUSTOMER SERVICE

January 23, 2009

The section of meters to be read for the February billing (December 12 to January 9) was extremely difficult to get done due to weather conditions and four holidays falling in the work week. Staff from the meter shop assisted in getting this done.

Several personnel changes have taken place in our section as noted in the staffing report.

A teleconference was held for the first time with the newly formed Midwest Users Group for Advanced CIS Billing Systems. We plan to host a training session in Madison in the next few months.

Ken Key
Customer Service Manager