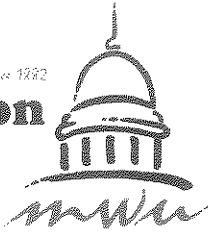


Item 6

Quality and Reliability since 1882

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Water  
Utility**



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## CUSTOMER SERVICE REPORT

September 18, 2007

Plans continue to introduce E-Care with the October 1<sup>st</sup> billing. E-Care is the software vendor name, but we will introduce it as "My Water" and will use a bill stuffer, our website and the City website to advertise it to our customers.

We are nearing completion of our seasonal testing of meters 3" and larger.