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CUSTOMER SERVICE

November 20, 2008

The transfer of delinquent accounts to the property tax roll was completed November 4.

I attended the PSC Public Hearing on our request to increase rates. Afterward, I spoke with two customers who gave testimony at the hearing and invited them to call me for further information on the conservation/sustainability plan and meter reading initiatives.

Tom, Robin, Gail and myself met with Ron Seeley of the Wisconsin State Journal to discuss the rate case and toilet rebate program.

A meeting with Badger Meter Company was held to gather information regarding potential costs for an AMR/AMI system.

I recently attended a quarterly update meeting with City Information Technology staff.

Ken Key
Customer Service Manager