

Quality and Reliability since 1827

**Madison
Water
Utility**



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

Legistar No. _____

CUSTOMER SERVICE REPORT

December 18, 2007

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

Bill inserts advertising "My Water" (E-Care) were mailed to the second section of customers. Some of the initial "bugs" in the system have been resolved. A short demo will be given to the Board at this meeting.

Due to the bumping process, Administrative Clerk 1, Amy Jones, will move to the Water Quality Section from the Billing Section and will be replaced by Laura Masino from Traffic Engineering.

Meter change outs for Burke Sanitary District #1 began December 10 and will continue through December 21.