

## Key Customer Interactions

On September 10, 2008, Gail Gawenda met with Jim Hubing, Director of the Henry Vilas Zoo, to discuss how the Water Utility could better communicate with zoo personnel upon future occasions when the water supply needs to be shut off for repairs.

The visit was prompted by the director's response to repair work that a utility crew did to repair a broken valve at the intersection of South Randall and Drake Street, just outside the zoo, on September 2. In the week prior to this work, the crew discovered that the valve needed to be replaced rather than repaired, a job that would require that water be shut off for a number of hours. They did all their preparation work and notified nearby residents, and they also worked with the zoo curator, a Mr. Stafford, to agree upon a day, time, and duration when the water would be shut off. However, apparently the message did not accurately convey to Mr. Hubing, who was displeased that on the appointed day that the outage interfered with zoo operations on a very hot morning. Although the utility crew completed the work within the agreed-upon time frame, Mr. Hubing remained unhappy with the outage that required the temporary closure of zoo restrooms and snack bars as well as delays in providing water to the animals.

After discussion of the issue, Mr. Hubing requested that we send him a list of Water Utility contact phone numbers to facilitate communication in future water-shut off situations. However, he also still is of the opinion that our crews should do such scheduled repair work at night so that the zoo would not have outages during visitor hours.