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**Madison
Water
Utility**



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CUSTOMER SERVICE

August 24, 2008

August 14 was our busiest day of the year for service orders. We handled 450 move in/move out orders on that day compared to 350 a year ago. Employees in the department from meter readers, inspectors and meter mechanics participated in completing the orders on that day. The Administrative Clerk in billing completed processing the orders by noon on the 15th.

Autumn Bradley-O'Rell, Administrative Clerk 1 in the meter shop, has been promoted to Administrative Clerk 2 in the Operations Center. We are currently seeking to fill the vacant position due to her promotion.

Ken Key
Customer Service Manager