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

CUSTOMER SERVICE REPORT

June 19, 2007

Ken Key attended and was a presenter at the Wisconsin Water Association Customer Service Seminar on June 6.

We have been receiving favorable comments on the design of the new bill.

The installation of E-Care has been completed and training for testing the system has begun.

Staff members from Kenosha Water Utility toured our meter shop on May 16.