



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

Legistar No. _____

CUSTOMER SERVICE REPORT

March 25, 2008

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 Rodefild

We are in the process of testing version three of our billing and service order software system. We would like to go live with the system by May. This upgrade will help us to better use the data and reports in the system.

We are also receiving an upgrade to our hand held meter reading system. New units have been received and meter readers were trained on March 21.