

Thank You, *
Mark + Sharon *

income so ALL of these policies and your professional staff are so appreciated by me.

I am so impressed with Madison Water Utility!!! I'm spreading the good news whenever I see someone.

THANK YOU MUCH!

Joan Schaefer

Dear Robin,

Please thank both Mark + Sharon for their OUTSTANDING customer service. I'm also grateful for your policy of sending letters when readings are higher than normal.

When I got my letter, I called right away. Sharon was so helpful on the phone. It was such a relief to hear you had people who could come out and inspect my condo. Mark was so full of helpful information. It was terrific!!

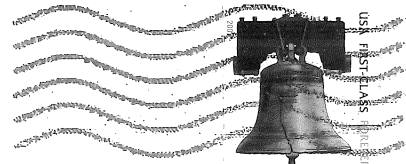
I am also thankful for your policy of providing "book credit" when applicable. I am on a fixed ↑



Ms. Joan M. Schaefer
21 Sugar Maple Trl
Madison, WI 53717-1543

MADISON WI 537

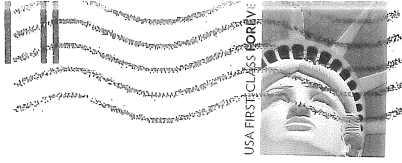
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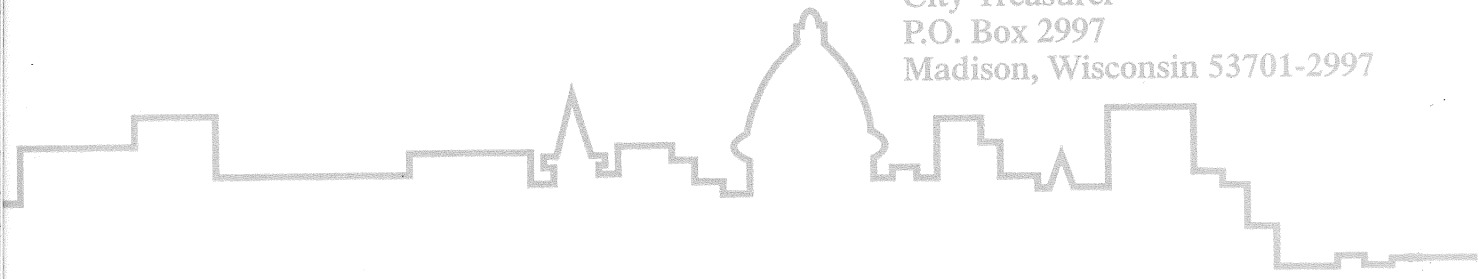
ROBIN PIPER
MADISON WATER UTILITY

From _____
Ron's Service Center
4515 Cottage Grove Rd
Madison, WI 53716

MADISON WI 53716
03 MAR 2011 PM 2 7



City Treasurer
P.O. Box 2997
Madison, Wisconsin 53701-2997



To whom it MAY
CONCERN

These rates are a JOKE
Can't survive much longer.
Don't have time to hold up
a sign & protest because I
have to work @ my but off to
keep up with this crap. Thanks for
nothing!
Ren!