

Quality and Reliability since 1992



www.madisonwater.org * 119 East Olin Avenue * Madison, WI 53713-1431 * TEL 608.266.4631 * FAX 608.266.4426

CUSTOMER SERVICE

November 27, 2007

In the first two weeks since the November bills were mailed and "My Water" (E-Care) was introduced, approximately 300 customers have used this feature.

Letters were sent to all Burke Utility District #1 customers requesting that they call us to make arrangements to have their meters changed to facilitate their conversion to Madison Water Utility billing beginning January, 2008. We plan to change out all meters from December 10 to 21.

There will be a five-minute demonstration of My Water (E-Care) at the meeting.

Ken Key
Customer Service Manager