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TO: MEUW Members  
FROM: David J. Benforado, Executive Director  
DATE: January 26, 2010  
RE: MEUW Customer Service Roundtables Planned for Tuesday, March 2, 2010.

On Tuesday, March 2, 2010, MEUW will hold our first-ever regional *Customer Service Roundtable Meetings* at five locations around the state. These small gatherings are meant to better serve MEUW Member needs by opening up lines of communication between front office/customer service personnel from MEUW utilities and assisting with customer service best practices; responding to regional issues or challenges; and preparing for economic, regulatory or environmental challenges that MEUW Members may face in coming years. The meetings will be moderated by members of the MEUW Accounting & Customer Service Committee.

While the meetings are designed to follow MEUW's regional districts (two districts will be paired for each meeting), I encourage MEUW representatives to attend whichever Roundtable Meeting is most convenient (whether it is in your district pair or not). Please see the attached Roundtable Meeting List and MEUW District Map.

There is no cost to attend one of the Roundtables. To allow us to give an accurate head count to the host utility, **please fill out and return the R.S.V.P. form below by Tuesday, February 23, 2010.**

The meetings will start at 9:30 a.m. and adjourn around 11:30 a.m. If you are interested in going to lunch with the group afterward at a nearby restaurant, we can make arrangements ahead of time to ensure there is a large table available. Everyone will pay for their own lunch.

We hope you can send a representative or two to one of these MEUW Customer Service Roundtable Meetings. Many thanks.

Attach.

Please **FAX Back to MEUW** (608/837-0206) by **Tuesday, February 23, 2010.**

Community: \_\_\_\_\_

The following people will attend the meeting on March 2, 2010 at \_\_\_\_\_ :  
(location)

Name \_\_\_\_\_ Title \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Are you also interested in going to lunch with the group afterward? \_\_\_\_\_ Yes \_\_\_\_\_ No, thanks.  
(each individual will pay for their own lunch).

# *MEUW* 2010 Customer Service Roundtables

## **Districts 1 & 2 - Cornell**

Tuesday, March 2, 2010  
9:30 - 11:30 a.m.

### **American Legion Hall**

309 South 2<sup>nd</sup> Street (Legion Hall address); 715/239-3710 (City Hall phone)

## **Districts 3 & 4 - Kaukauna**

Tuesday, March 2, 2010  
9:30 - 11:30 a.m.

### **Kaukauna Utilities**

777 Island Street; 920/766-5721

## **Districts 5 & 8 - Muscoda**

Tuesday, March 2, 2010  
9:30 - 11:30 a.m.

### **Muscoda Village Hall (Kratochwill Memorial Building)**

206 North Wisconsin Avenue; 608/739-4617

## **Districts 6 & 9 - Waunakee**

Tuesday, March 2, 2010  
9:30 - 11:30 a.m.

### **Waunakee Utilities**

322 Moravian Valley Road; 608/849-8111

## **Districts 7 & 10 - Hartford**

Tuesday, March 2, 2010  
9:30 - 11:30 a.m.

### **Hartford Utilities**

620 West Sumner Street; 262/673-8235

