

City of
Santa Clarita

23920 Valencia Blvd.
Suite 300
Santa Clarita
California 91355-2196
Website: www.santa-clarita.com

Phone
(661) 259-2489
Fax
(661) 259-8125



November 15, 2004

Kristy Hennessey, VP, Southern Region
Government & Public Affairs
Time Warner
303 W. Palm Avenue
Orange, CA 92866

Subject: Request for Receipt of Quarterly Customer Service Reports

Dear Ms. Hennessey,

The City of Santa Clarita requests that Time Warner provide the City with copies of your customer service report for the first three quarters of calendar year 2004. Pursuant to this correspondence, the City would also request that Time Warner provide Santa Clarita with copies of your customer service reports date forward on an ongoing basis. For your convenience, please direct these reports to my attention.

Thank you in advance for your attention to this matter. If you have any questions, please contact me at (661) 255-4027.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Tonoian", written over a horizontal line.

Kevin Tonoian
Interim Technology Services Manager

KMT

s:/fin/kmt/Time Warner customer service reports



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