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City of
Santa Clarita

April 26, 2005

Kristy Hennessey
Time Warner Communications
303 W. Palm Avenue
Orange, CA 92866

Subject: Customer Service Reports

Dear Ms. Hennessey:

In correspondence dated November 8, 2004, the City requested that customer service statistics reports be provided by Time Warner Communications to the City of Santa Clarita on a quarterly basis. The City has not received the customer service statistics report for the first quarter of this calendar year, which was requested once more by the City in correspondence, dated April 12, 2005. It was indicated that the report was to be issued to the City by April 22, 2005. The City of Santa Clarita requests that you please send a copy of this report as soon as possible to the attention of:

Kevin Tonoian
City of Santa Clarita
23920 Valencia Boulevard
Suite 295
Santa Clarita, CA 91355

Thank you for your services. If you have any questions regarding this matter, please contact me at (661) 255-4027.

Sincerely,


Kevin Tonoian
Interim Technology Services Manager

KT:JLV:hds

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