

Topic: New Email Address & July Holiday Shutdown

Date: June 2, 2009

To: All refined fuels and industrial customers

From: Robert Dillard, Customer Service Manager

New order entry email box:

All purchase orders emailed to the Greenwood plant should be addressed to customer.orders@itron.com. This address is monitored continuously and using it will ensure that your order is entered as quickly as possible.

July 4th holiday shutdown

In accordance with our customary summer holiday policy, our plant will close the week of June 29th through July 3rd. Our manufacturing and shipping departments will not be operating so that we can perform preventative maintenance, calibrations, and process improvements. Customer service representatives will be available during the week for orders and technical support. Please feel free to contact us prior to the shutdown to work out any scheduling requirements.

We will resume full operation on July 6 at 8:00 AM.

Thank you for your business and have a safe and happy holiday!