

Topic: Holiday Shutdown

Date: November 2, 2010

External To: All Distributors and OEMs

From: Robert Dillard - Customer Service Manager

**Itron Greenwood will be closed
December 23, 2010 - January 5, 2011**

During this year's extended holiday closure, we'll be upgrading our company-wide Enterprise Resource Planning System so that we can continue to meet and exceed your expectations.

Our *Manufacturing, Order Entry and Shipping departments* will not be operating during this time. Technical Support will continue to be available. Please feel free to contact us prior to the shutdown to work out any scheduling requirements.

In order to support your customers, make sure you send in your orders early enough to process and ship before the shut down. If you have questions about lead times we'll be happy to answer them in advance.

We will resume full operation on January 6, 2011 at 8:00 AM Eastern Standard Time.

**THANK YOU FOR YOUR BUSINESS.
HAVE A SAFE AND HAPPY HOLIDAY SEASON.**



Contact email addresses:
support@itron.com for technical support
customer.orders@itron.com for purchase orders

Please forward this Newsflash to everyone within your organization to whom this information pertains. Should you have any questions, please do not hesitate to call 1-800-833-3357. Thank you!