

**Topic:** Emailing Invoices and Sales Order Acknowledgements

**Date:** September 2, 2009

**External To:** All Distributors and OEMs

**From:** Robert Dillard - Customer Service Manager

Beginning this month, all invoices and sales order acknowledgements for Greenwood customers will be emailed from our corporate offices in Liberty Lake, WA. This change is necessary in order to integrate the Greenwood plant into the Itron corporate accounting system. If you were already receiving this information by email, the only change will be the location from which the email is sent. Your orders will still be entered and shipped from Greenwood.

If we currently do not have email addresses for your accounts payable and purchasing groups, please send them to [customer.orders@itron.com](mailto:customer.orders@itron.com). If you would like your invoices and sales order acknowledgements sent to multiple contacts at your company, please provide a distribution list.

If you have any problems receiving your invoices or sales order acknowledgements, contact customer service in Greenwood at (800) 833-3357. Any questions regarding the content of the invoices should be addressed to [accountsreceivable@itron.com](mailto:accountsreceivable@itron.com).

Thank you again for your business.

Robert Dillard  
Customer Service Manager  
1310 Emerald Road  
Greenwood, SC 29646  
Ph 864 942 2277  
[Robert.Dillard@itron.com](mailto:Robert.Dillard@itron.com)  
<http://www.itron.com>  
<http://www.neptuneflowmeter.com>