



**KICD AM/FM & KLLT
RADIO**

2600 Highway Boulevard
P.O. Box 260
Spencer, Iowa 51301-0260

Phone: 712-262-1240
800-232-1240
Fax: 712-262-2076

February 17, 2004

Iowa Legislature
State Capitol
Des Moines, IA

To whom it may concern:

I write this letter giving my support for local Municipal Utilities.

My support can truly be summed up in one word... localism. I've been involved with four other radio stations, in four different communities, and I have never been more satisfied with the response to any problems that we may have, then I have been with Spencer Municipal Utilities. This is directly due to localism, I can make a phone call anytime of the day, 24 hours a day, and be in touch with a service person or the general manager.

Not only do they have a quick response to correcting any problems that may occur, they call and explain what happen, and what they plan to do to keep it from happening again. This is unheard of by most major companies.

Knowing the importance and interest of the listeners in Clay County and surrounding counties, our municipal utilities ran a fiber link to our facilities at the Clay County Fair grounds. This link enables us to run all of our data links and audio circuits for the nine-day event, and only charge me an affordable rate for my use in those nine days. Again unheard of by most major companies, who wanted to charge me for installing the lines.

The response to the publics needs was evident on September 11th 2001. Within two hours of the terrorist attack on the World Trade Center, Spencer Municipal Utilities had televisions in place and hooked up to their



cable connections in our informational area at the Clay County Fair. Serving a need for fair attendees and exhibitors to know and see what was going on.

Knowing and servicing your customer is the key to any business and that's what you get with a local Municipal Utility.

Thank you for your time, I hope you see the need for local Municipal Utilities and support them like I do.

Sincerely,

David Putnam
General Manager
KICD AM/FM KLLT FM

**KICD AM/FM & KLLT
RADIO**

2600 Highway Boulevard
P.O. Box 260
Spencer, Iowa 51301-0260

Phone: 712-262-1240
800-232-1240
Fax: 712-262-2076