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Falls Church, VA 22042
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March 20, 2006

Customer Service
Canon U.S.A., Inc.
One Canon Plaza
Lake Success, NY 11042

Dear Customer Service,

I am writing regarding my Canon PowerShot A75. I have had this camera for a couple of years now and overall I think it's great. I've taken a lot of pictures with it and most of them turn out looking really nice. It was an affordable camera when I bought it and it has held up well.

My main complaint about the camera is that, as far as I can tell, there is no way to find out how much battery power is left. The camera will tell you when it's basically out of batteries but there's no way to find out if it's almost out, or halfway out, or whatever.

I like that the camera takes regular AA batteries and I like that the camera is relatively small (although by current standards it's not that small). I want to take advantage of the small size and not have to pack along another set of batteries.

In general I have been able to avoid any problems by throwing a fresh set of batteries in the camera before I go out (I use rechargeable batteries). Occasionally I forget to add new ones, or my wife has been using the camera and I don't realize the batteries are getting low, and then it's a real disappointment when I'm trying to use the camera but it has no juice.

I'm considering getting a new camera because I'd like something smaller and with a little better resolution. Also, we've managed to drop our A75 a couple of times and while it still works it's a bit banged up. Do the newer Canon models support some kind of battery level indicator? Is this something you intend to add in the future? After having used the A75 I think it's almost a deal breaker – I'm not sure I would get another camera that didn't have a battery level indicator. Or, am I just a big dope and I haven't been able to figure out where the battery indicator is on the A75?

I should tell you that I'm writing this letter in conjunction with an online experiment. I am posting my letters and any responses I receive in my blog, which is located at www.bubbashout.com/service. The purpose of the experiment is to see what kind of customer service I get as a result of sending letters and emails to companies whose products and services I use. If you prefer that I don't post your response to my blog, just let me know and I'll keep it private.

Sincerely,

Andy Rankin