



## MEMORANDUM

Date: January 24, 2023

To: Water Utility Board

From: Dan Rodefeld, Operations Manager

Subject: Monthly Operations Report

## BACKGROUND

Board governance policy require that Madison residents will receive water which is consistent in its availability and quality. Accordingly, residents will:

- a. Experience minimal unplanned service interruptions
- b. Receive adequate notice of planned service interruptions
- c. Receive adequate notice of planned maintenance work that would significantly reduce water flow or pressure, and/or cause water discoloration

The Operations Section of the Utility strives hard to meet or exceed the expectations laid out above. The attached Monthly Operations Report for January reflecting these efforts is attached.

## Monthly Field Operations Picture Contest

The winning picture for this month's Operations Picture Competition was taken by Mark Ertel and is included on page 2. Details of the picture are given below:

1. Nature of Work: Investigating a water meter issue
2. Location: Tennyson Lane
3. Date/Time of the work involved: February 20, 2019
4. Crew: Mark Ertel
5. The story behind the picture according to Mark Ertel, "Some people wonder why I wear hat at work! I had to go into a basement to investigate a meter issue. The property owner told me she does not know what is in the basement, she has not been down there for years. None of the lights worked in the basement. So flashlight in hand I proceeded to do my duty. I knew I was walking through some cob webs, I just did not realize it was Indiana Jones Temple of Doom style cob webs. When I

returned to my work van and looked in the mirror, this is what I saw. Every MWU person faces their daily challenges, this was mine that day."

## ATTACHMENTS

### A. Monthly Operations Report – January 2023

