

<b>Water Utility Board Policy</b>	
Title:	<b>Treatment of Consumers</b>
Policy Number: EL - 2A	Adopted: Aug 24, 2010
Category: Executive Limitations	Revision #/Date:

With respect to customers and consumers, the General Manager shall not cause or allow conditions, procedures, or decisions that are unsafe, untimely, or undignified, or that fail to provide appropriate confidentiality or privacy.

Accordingly, the General Manager shall not cause or allow conditions, procedures, or decisions that:

1. Fail to establish with consumers a clear understanding of their rights and what may be expected from the services offered by the Madison Water Utility.
2. Fail to maintain a process for accessible, fair, efficient and unbiased handling of complaints and issues, including a grievance process for those who believe they have not been accorded a reasonable interpretation of their rights under this policy.
3. Fail to inform and educate consumers and customers about water and water utility services, events, research, or developments (like construction).
4. ~~Fail to comply with state and federal primary drinking water regulations and associated public notification requirements.~~
5. ~~Fail to achieve board adopted water quality goals, incorporated by attachment.~~

<b>Water Utility Board Policy</b>	
Title:	<b>Infrastructure</b>
Policy Number: EL - 2G	Adopted: Aug 24, 2010
Category: Executive Limitations	Revision #/Date:

The General Manager shall not cause or allow conditions, procedures, or decisions that prevent the Madison Water Utility from meeting its obligation to serve current and future generations of customers within the City of Madison and its authorized service areas.

Accordingly, the General Manager shall not cause or allow conditions, procedures, or decisions that:

1. Fail to assure that required rates fund all expenditures for timely and prudent capital improvements to existing utility systems, and that those capital improvements are driven by reliability, operational or regulatory requirements, replacement of aging infrastructure, utility relocations for public works and road projects, or extension of the life of existing systems.
2. Fail to identify and plan for resource and infrastructure needs for the provision of water service to customers ~~within the City of Madison and the Madison Water Utility's service areas~~ consistent with a reasonable planning period for that service.
3. Fail to coordinate Madison Water Utility activities and policies with the City of Madison's Comprehensive Plan and other relevant guidelines for community development.
4. Fail to consider participation with other governmental or private entities on regional major water infrastructure or water supply planning projects.

<b>Water Utility Board Policy</b>	
Title:	<b>Global Board Process Policy</b>
Policy Number: <b>BP - 1</b>	Adopted: Aug 24, 2010
Category: Board Process	Revision #/Date:

The purpose of the board, on behalf of the residents of Madison ~~and the utility's other stakeholders~~ (the ownership), is to see to it that the Madison Water Utility:

- Achieves appropriate results for appropriate persons for an appropriate cost (as specified in board Outcomes policies);
- Avoids unacceptable actions and situations (as prohibited in board Executive Limitations policies);
- And is prepared to continue to provide owner-centered, valued results into the future.