

General Manager Monitoring Overview

Period from 2/1/2019 to 1/31/2020

The board's monitoring of the General Manager's performance is based on Madison Water Utility's achievement of Outcomes policies and operation within the boundaries of Executive Limitations policies, as established in the [Water Utility Board's Policy Book](#).

Internal Monitoring

Policy Monitored	Date Accepted by Board <i>(Includes link to report)</i>
Water Quantity (O-2A)	September 24, 2019 Report
Water Quality (O-2B)	April 23, 2019 Report
Reliability (O-2C)	November 26, 2019 Report
Affordability (O-2D)	June 25, 2019 Report
Sustainability (O-2E)	February 5, 2019 Report July 23, 2019 Report January 28, 2020 Report
Treatment of Consumers (EL-2A)	April 23, 2019 Report
Treatment of Staff (EL-2B)	June 25, 2019 Report
Financial Planning/Budgeting (EL-2C)	May 28, 2019 Report (<i>Capital Budget</i>) August 27, 2019 Report (<i>Operating Budget</i>)
Financial Condition & Activities (EL-2D)	April 23, 2019 Report August 27, 2019 Report November 26, 2019 Report
Emergency General Manager Succession (EL-2E)	June 25, 2019 Report
Asset Protection (EL-2F)	August 27, 2019 Report
Infrastructure (EL-2G)	March 26, 2019 Report
Communication & Support to the Board (EL-2H)	August 27, 2019 Report
Quality & Performance Improvement (EL-2I)	February 5, 2019 Report

External Monitoring

Vicki Hellenbrand, CPA from Baker Tilly presented the 2017 audit and answered questions from the board on July 23, 2019.

- [2018 MWU Audit Communications.PDF](#)
- [2018 MWU Financial Statements.PDF](#)
- [2018 Audit Presentation.pdf](#)

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Compliance

The General Manager reported compliance with all Outcomes and Executive Limitations policies, with the following exceptions:

- **Water Quantity O-2A(1):** Water delivered to hydrants at proper flow rates for fire protection.

Mitigation projects in progress and scheduled. Achieving compliance more quickly would require rate increases in violation of the board's current Affordability Policy (O-2D) which limits increases to an annualized rate of 9% per year.

- **Water Quantity O-2A(2):** Water delivered to the customer tap at a pressure that meets industry-accepted low, high, and emergency operation criteria.

Mitigation projects in progress and scheduled. Achieving compliance more quickly would require rate increases in violation of the board's current Affordability Policy (O-2D) which limits increases to an annualized rate of 9% per year.

- **Financial Condition and Activities EL-2D(6):** Establish an unrestricted reserve equal to a typical three months' operating expenses.

MWU projects compliance with this policy once 2019 financial statements are finalized. Repayment of the loan from the City was also completed in 2019.