

Madison Water Utility

General Manager's Report to the Water Utility Board

January 27, 2009

Strategic Focus Areas

A. Master Planning and Infrastructure

- Black and Veatch, the engineering consultant who prepared the Water Master Plan and Infrastructure Management Plan, will present the plans in detail at a special Water Utility Board meeting to be held after the regular meeting on February 17th 2009.
- The Citizen Advisory Panel (CAP) for the Zone 4 (formerly Ferrite Drive Well) Project, the first CAP assembled under the Public Participation Process, held its initial meeting met on January 22nd to review the project documents.
- On January 6th I met with Len Simon, the City's lobbyist on Capitol Hill, to discuss Water Utility priorities with respect to the upcoming federal stimulus bill as well the FY10 appropriation process.

B. Community Group Involvement and Communications

January 21 Spoke with television reporter Linda Eggert of News Channel 3 about some story ideas that would highlight our conservation message and toilet rebate program. There was some interest, so stay tuned.

Upcoming Invited to speak at a Retired Physicians Conference in August 2009 on Madison's water quality.

C. Water Conservation and Sustainability

- MWU is now a member of the Alliance for Water Efficiency (<http://www.allianceforwaterefficiency.org>)
 - The Northeast Neighborhoods Sustainability Goals Resolution is on the agenda for tonight. The Board may want to consider adopting a statement along the following lines: "In order to meet the goal of reducing per capita water consumption by 25%, the Madison Water Utility would like to see language in the Northeast Neighborhoods Development Plan strongly encouraging the use
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of EPA WaterSense-labeled water fixtures, and strongly discouraging the use of outdoor lawn irrigation systems.”

- We met with Kohler and First Supply to discuss their participation in our Open House event in May, focusing on the theme of water conservation.

D. Water Quality and Public Health

- We are currently considering a proposal by water quality researcher Andrew Jacque to evaluate the effectiveness of well disinfection on Fe and Mn levels. Unit Well No. 8 may be a good candidate for this research.

E. Culture Change and Internal Communications

- At the request of one of our union stewards, I convened a meeting of engineering and distribution management and supervisory staff to discuss some concerns regarding pipeline construction issues. One of the meeting outcomes will be to develop an emergency contracting vehicle to address certain types of main leaks not easily handled by in-house staff.
- At the request of one of our union stewards, we hosted safety expert Diane Brown of AFSCME in Washington D.C. for a visit January 5th through the 7th. Ms. Brown did a safety review of our field work practices and procedures. Overall she was impressed with the quality of our program, though she did offer a helpful suggestion in the area of confined space entry, which we have implemented.

Employee Events

- January 28/29 All employee meetings
- January 30 After-hours get together with field crew personnel

Announcements

Next employee team-building potluck will occur in March at Paterson Street

Employee Recognition

Please see the attached letter from a customer to our Water Services Inspector Rene Puzach. Many thanks to Ms. Puzach for delivering excellent customer service! Keep up the good work.

Dear Ms. Puzach,

1/19/2008

Thank you for bringing to our attention the extreme water usage at 2001 Tennyson Ln. and what the upcoming bill would be at the present rate.

After you pointed out the usage is way too high for the number of people in the building, I checked all the toilets, sinks, bath tubs, and water heaters for leaks or malfunctions.

I found the toilet in Apt. A had water running continuously. I found the float ball was not functioning properly. I removed it and found the float was filled with water and would not float to the top of the tank turning the water off. This has been fixed.

I will continue to monitor the sinks, tubs, toilets, and hot water heaters to see that they are working properly.

In our conversation you mentioned our account could be credited if I showed I had done the repairs.

Thank you, again, for bringing this to our attention. Just another benefit to living in Madison. I feel the city services are much better than other cities this size.

And a personal thanks to you for taking the time to talk with me. You are doing a good job.

Ron Shaw

Ronald Shaw
1953 Tennyson Ln.
Madison, WI 53704

TOA

F.Y.I. WE WILL GIVE HIM
A LEAK CREDIT AFTER CHECK READS
ARE OBTAINED.

Jan