

Quality and Reliability since 1882

**Madison  
Water  
Utility**



# General Manager's Report to the Water Utility Board December 2010

## **STAKEHOLDER UNDERSTANDING AND SUPPORT**

*Engender understanding and support from oversight bodies, community and watershed interests, and regulatory bodies for service levels, rate structures, operating budgets, capital improvement programs, and risk management decisions. Actively involve stakeholders in the decisions that will affect them.*

### East Side Water Supply Project

- A third Citizen Advisory Panel (CAP) meeting was held Monday, November 22 and continued the discussion of roles and organization. A fourth CAP meeting was held Monday, December 13 and discussed some preliminary water quality and quantity information. A bimonthly CAP meeting schedule is being developed.
- The management group will be participating in an in-service on the intersection between community residents and government staff. This will include skills staff can employ to promote a healthy, positive, and productive exchange.

## **WATER QUALITY**

*Produce high quality drinking water in full compliance with regulatory requirements and consistent with customer expectations and public health needs.*

- We have had media inquiries from the State Journal and Chicago Tribune regarding hexavalent chromium [Cr(VI)] in Madison's water supply. These were precipitated by a report on the subject by the Environmental Working Group scheduled for a December 20 publication. Although we have no reason to suspect any health risk from Cr(VI) because it is not regulated, and our total chromium results are, at most, 3% of the Maximum Contaminate Level Goal (MCLG), we are looking into testing for Cr(VI) in order to be prepared to answer the public's questions/concerns on this issue.

### Unidirectional Flushing Operations and Sampling

- Flushing is completed for 2010.
- YEARLY TOTALS:
  - Unidirectional flushing: 1896 flushing runs; 1616 unique hydrants flowed; 418 miles of main flushed unidirectionally; 79 million gallons used
  - Conventional flushing: 1107 hydrants flushed; 379 miles of main flushed conventionally; 25.1 million gallons used

## Water Quality Monitoring Report

Analyte Group	Sample Locations	Monitoring Requirements (# of Samples)		Monitoring Activity (# of samples)		Violations & Public Notices
		Monitoring Period	2010 Annual Requirement	Current Month	Year to Date 2010	Year to Date
<b>Daily/Routine Samples</b>						
Coliform Bacteria	Operating Wells and Distribution Sites	150	1800	372	4239	0
Free Chlorine Residual "Grab" Samples	Operating Wells and Distribution Sites	160 <sup>1</sup>	1900 <sup>1</sup>	943	11466	0
Fluoride	Operating Wells	450 <sup>1</sup>	5400 <sup>1</sup>	398	4921	0
<b>Quarterly Samples</b>						
Volatile Organic Compounds (41 analytes)	Wells	5 <sup>1</sup>	20 <sup>1</sup>	1	20	0
Coliform Bacteria (Raw Water)	Wells	22 <sup>1</sup>	82 <sup>1</sup>	2	79	0
<b>Annual Samples</b>						
Inorganic Contaminants <sup>2</sup> (28 analytes)	Wells	22	22	0	22	0
Volatile Organic Compounds (41 analytes)	Wells	11	11	0	20	0
Disinfection Byproducts - Total Trihalomethanes & Haloacetic Acids	Distribution Sites	7	7	0	15	0
<b>Specialty Samples</b>						
Iron & Manganese	Wells	N/A	N/A	3	103	na
	Residential Taps	N/A	N/A	0	299	na

(1) Sampling requirement will vary depending on the number of wells in operation during specific days or quarters

(2) Sampling is usually completed June to September in each calendar year, with results reported in the month following sampling.

## Calls Logged to the Water Quality Correspondence Database

Year	Month	All Calls	Color	Manganese	Taste	Odor	Pressure	No Water	Inquiry	Other
2010	January	61	33	0	1	3	5	1	10	13
2010	February	77	49	1	1	4	3	1	10	10
2010	March	57	26	0	4	4	1	2	9	13
2010	April	83	45	1	4	4	9	1	8	18
2010	May	82	40	2	1	4	4	0	12	22
2010	June	75	33	1	5	5	5	5	10	13
2010	July	109	47	0	4	2	25	6	14	19
2010	August	100	39	1	3	5	10	9	10	28
2010	September	75	20	2	3	5	11	3	14	23
2010	October	87	27	0	8	9	5	3	14	25
2010	November	55	15	0	1	4	15	2	7	12
2010	December									
<b>2010</b>	<b>TOTAL</b>	<b>861</b>	<b>374</b>	<b>8</b>	<b>35</b>	<b>49</b>	<b>93</b>	<b>33</b>	<b>118</b>	<b>196</b>

Year	Month	All Calls	Color	Manganese	Taste	Odor	Pressure	No Water	Other	Alder District
2010	November	1	1	0	0	0	0	0	0	01
2010	November	1	1	0	0	0	0	0	0	02
2010	November	3	0	0	0	0	1	0	2	03
2010	November	1	1	0	0	0	0	0	0	04
2010	November	1	0	0	0	1	0	0	0	05
2010	November	3	0	0	0	0	1	0	2	06
2010	November	1	1	0	0	0	0	0	0	09
2010	November	1	1	0	0	0	0	0	0	11
2010	November	5	2	0	1	0	0	0	2	12
2010	November	1	1	0	0	0	0	0	0	13
2010	November	19	2	0	0	0	13	1	4	14
2010	November	2	0	0	0	1	0	0	1	15
2010	November	3	0	0	0	0	0	0	3	16
2010	November	1	0	0	0	1	0	0	0	17
2010	November	3	3	0	0	0	0	0	0	18
2010	November	1	0	0	0	0	0	0	1	19
2010	November	2	1	0	0	0	0	1	0	20
2010	November	1	0	0	0	0	0	0	1	NONE
2010	November	5	1	0	0	1	0	0	3	UNKNOWN

## EMPLOYEE AND LEADERSHIP DEVELOPMENT

*Recruit and retain a workforce that is competent, motivated, adaptive, and safe-working. Establish a participatory, collaborative organization dedicated to continual learning and improvement. Ensure employee institutional knowledge is retained and improved upon over time. Provide a focus on and emphasize opportunities for professional and leadership development and strive to create an integrated and well-coordinated senior leadership team.*

### Training and Conferences

- Staff has completed annual safety refresher training.

### Employee Events

- January 11: Labor/Management Meeting
- January 11 & 25: Steering Team Meetings

### Staffing Report

Work Area	Position	Held By	Comments
Management			
Finance			
Water Quality			
Water Supply			
Engineering			
Customer Service	Water Meter Mechanic 2 (16-11)	Vacant	This position is in the process of being reclassified to a Cross Connection Control Inspector.
	Meter Reader	Vacant	This position will be deleted from the budget in 2011. Duties will continue to be performed by hourly employees.
Operations			
Maintenance	Maintenance Worker (16-11)	Vacant	The position has posted and applications are due by December 27, 2010.
	Painter (71-01)	Vacant	Vacancy due to Doug Van Horn's promotion to Acting Maintenance Mechanic 2 10/17/10.

### Summary of Permanent Positions

Budgeted positions for 2010 (1/1/2010):	125
Positions Vacant as of September 21, 2010:	4
Positions in various stages of recruitment:	0
Positions being filled by employees in Acting status	0
Employees on Extended Absences	1
Employees hired, not yet working	0
Employees Absent Without Pay Status	1
Net Effective Employees	121

### Summary of Hourly/Seasonal Positions

<b>Work Area</b>	<b>Full Time Employees</b>	<b>Part Time Employees</b>
Customer Service		1
Engineering	1	
Finance/Accounting		
Water Quality		
Operations	1	

## **CUSTOMER SATISFACTION**

*Provide reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receive timely customer feedback to maintain responsiveness to customer needs and emergencies.*

## FINANCIAL VIABILITY

*Understand the full life-cycle cost of the utility and establish and maintain an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues. Establish predictable rates—consistent with community expectations and acceptability—adequate to recover costs, provide for reserves, maintain support from bond rating agencies, and plan and invest for future needs.*

### Current Rate Increase Application

- The application to increase rates by 9% was filed with the Public Service Commission (PSC) on October 6, 2010.
- After review, PSC Staff sent a request with 24 questions for further information on November 2, 2010. Utility staff responded on November 11, 2010 with answers to all 24 questions. PSC staff sent 6 follow-up questions on November 8, 2010 and utility staff responded with answers on November 10, 2010. PSC staff requested additional information on November 15, 2010 and utility staff responded with answers on November 17 and there were two follow-up telephone questions and conversations with answers provided during the calls by utility staff.
- Revenue requirements have been completed as of December 16, 2010.
- The cost of Service study is beginning and then rate design follows.
- Clean Wisconsin filed a Request to Intervene in our current rate application on December 7, 2010. Melissa Mallott contacted the Utility prior to the intervention filing request to let us know that they would like to be involved in this rate application.

## Fund Balance Report

	<u>Balance Oct. 31</u>	<u>Balance Nov. 30</u>
Reserves required by Bond Ordinance		
Operation and Maintenance Fund		
Reserve Account (Minimum \$150,000)	\$ 150,000.00	\$ 150,000.00
Special Redemption Fund		
Interest and Principal Account	\$ 4,249,129.35	\$ 4,249,129.35
Reserve Account (Minimum \$5,922,710.46)	\$ 6,023,856.59	\$ 7,006,903.24
Depreciation Fund <sup>(1)</sup>	\$ 1,174,223.82	\$ 750,000.00
Construction Fund	\$ 0.00	\$ 6,678,895.00
Assessment Revolving Fund	\$ 0.00	\$ 0.00
Unrestricted Funds		
PILOT Fund	\$ 3,000,000.00	\$ 3,300,000.00
Cash Flow Fund	\$ -2,107,009.01	\$ -1,803,965.68
Unrestricted Reserve Fund	\$ 0.00	\$ 0.00
Checking Account	\$ 589,679.68	\$ 656,243.90
Debt to City of Madison		
Short Term Construction Fund Loan	\$ 2,695,790.00	\$ 0.00
Short Term Loan from City	\$ 7,650,000.00	\$ 7,225,500.00

<sup>(1)</sup>Transfer of funds to Construction Fund approved as needed.

Reporting special fund balances as specified in 1978 Waterworks Bond Ordinance

## OPERATIONAL OPTIMIZATION

*Ensure ongoing, timely, cost-effective, reliable, and sustainable performance improvements in all facets of its operations. Minimize resource use, loss, and impacts from day-to-day operations. Maintain awareness of information and operational technology developments to anticipate and support timely adoption of improvements.*

- We will be investigating the economic benefits of variable speed well pumping at Well 25. Based on this pilot study, we may initiate a program to convert several wells over time to take advantage of energy savings as well as the possible side benefit of reducing contaminate transport in the aquifer.

### Advanced Metering Infrastructure (AMI)

- The December 7 Labor/Management meeting started a preliminary discussion of how the workforce will be comprised for the AMI Project.
- A follow-up meeting was held on December 10 with surrounding water utilities who are interested in joining us in the AMI project. Those attending were Fitchburg, Middleton, and Waunona Sanitary District #2 (Town of Blooming Grove).
- The AMI vendor selection team met on December 14.

### Status of Seasonal Wells

- UW #6: Out of service
- UW #8: Out of service
- UW #10: Out of service
- UW #17: Out of service
- UW #23: Out of service
- UW #27: Out of service
- UW #28: Offline and out of service as of November 19.

Unit Well #28 was taken offline and placed out of service on November 19<sup>th</sup>. The well was shut down, the reservoir pumped to the system, and the site prepped for the winter months.

### GIS

- 2009 water main construction projects are mostly complete and entered in the records.
- 2010 projects are currently being entered into GIS.
- 14 of 33 Record Drawings for Accounting have been completed.
- High demand for ad hoc maps continues.

### Accela

- Working with City IT to continue Accela implementation in the Water Utility.
- Documenting workflows and tasks to improve information transfer within Accela and the Water Utility.
- Flow Test Work Order is currently being tested; Valve Replacement Work Order is pending.



2010 Unit Well Pumpage by Month (1000 gallons)

<b>Unit</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec*</b>	<b>Totals</b>
<b>6</b>	0	0	0	48,220	40,030	33,750	30,440	53,140	40,856	48,590	1,070	0	<b>296,096</b>
<b>7</b>	24,587	46,552	8,982	11,818	24,909	27,624	26,371	16,327	17,679	16,224	16,145	6,874	<b>244,092</b>
<b>8</b>	0	0	0	0	0	0	12,090	37,510	12,497	0	0	0	<b>62,097</b>
<b>9</b>	37,550	33,150	38,480	40,010	41,640	39,340	43,690	44,770	38,420	33,204	21,526	13,370	<b>425,150</b>
<b>10</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>11</b>	51,840	30,330	37,760	34,674	53,630	64,750	44,010	35,480	34,940	41,230	45,808	12,684	<b>487,136</b>
<b>12</b>	26,450	30,879	31,070	42,340	61,580	50,140	54,760	38,400	27,790	31,970	24,465	12,160	<b>432,004</b>
<b>13</b>	50,140	25,948	65,770	65,210	67,510	67,570	68,650	67,410	65,524	67,725	65,977	29,020	<b>706,454</b>
<b>14</b>	71,050	63,500	71,580	68,240	72,950	68,460	72,060	52,040	47,700	69,650	68,369	29,651	<b>755,250</b>
<b>15</b>	51,140	60,650	73,920	69,280	78,010	83,870	90,830	81,830	69,424	73,210	64,346	36,360	<b>832,870</b>
<b>16</b>	40,700	36,370	46,490	44,100	40,870	30,860	50,460	82,370	65,830	62,680	42,822	6,908	<b>550,460</b>
<b>17</b>	0	0	0	0	0	39,380	64,710	65,770	57,313	0	0	0	<b>227,173</b>
<b>18</b>	45,180	43,640	41,820	46,420	45,280	40,620	46,650	40,590	37,160	47,250	43,363	17,597	<b>495,570</b>
<b>19</b>	60,420	64,420	87,830	56,250	54,240	32,640	36,910	54,726	51,790	62,260	83,056	38,404	<b>682,946</b>
<b>20</b>	46,150	39,460	41,450	32,360	29,118	32,225	47,735	49,630	44,510	48,420	45,981	22,235	<b>479,274</b>
<b>23</b>	0	0	0	27,371	26,312	24,927	23,828	20,920	15,190	12,173	670	0	<b>151,391</b>
<b>24</b>	50,460	46,060	47,160	41,350	36,900	24,110	18,610	18,172	22,310	30,470	28,502	13,522	<b>377,626</b>
<b>25</b>	38,410	37,160	40,848	4,890	0	0	29,267	34,279	31,499	46,924	38,046	14,936	<b>316,259</b>
<b>26</b>	87,210	76,370	75,490	73,470	59,822	58,840	72,520	0	0	0	44,872	43,908	<b>592,502</b>
<b>27</b>	0	0	0	0	21,560	22,910	26,170	24,050	24,568	0	0	0	<b>119,258</b>
<b>28</b>	0	0	0	0	39,670	43,770	34,690	79,850	73,190	73,470	28,650	0	<b>373,290</b>
<b>29</b>	51,690	47,740	52,600	51,430	52,820	51,130	48,360	47,830	48,018	51,635	49,966	21,691	<b>574,910</b>
<b>30</b>	56,400	50,200	55,870	55,040	57,950	53,200	55,050	55,190	53,851	52,594	50,300	21,930	<b>617,575</b>
<b>Total</b>	<b>789,377</b>	<b>732,429</b>	<b>817,120</b>	<b>812,473</b>	<b>904,801</b>	<b>890,116</b>	<b>997,861</b>	<b>1,000,284</b>	<b>880,059</b>	<b>869,679</b>	<b>763,934</b>	<b>341,250</b>	<b>9,799,383</b>

\*As of December 13, 2010

30 +/- Pumpage Report (1,000 gallons)

Date	Daily Pumpage	Year to Date	Avg. for Year	Temperature			Precipitation			Last Year To Date	Percent Difference	5 Year Avg. Percent Difference	10 Year Avg. Percent Difference
				High	Low	Avg	Day	Month	Year				
11/16	23,361	9,111,290	28,473	50	32	41	0.0	0.4	35.7	9,266,298	-1.7%	-8.7%	-11.0%
11/17	26,228	9,137,518	28,466	42	36	39	0.1	0.5	35.7	9,291,307	-1.7%	-8.7%	-10.9%
11/18	28,730	9,166,248	28,467	35	30	33	0.0	0.5	35.7	9,318,327	-1.6%	-8.6%	-10.9%
11/19	25,022	9,191,270	28,456	42	30	36	0.0	0.5	35.7	9,343,927	-1.6%	-8.6%	-10.9%
11/20	27,240	9,218,510	28,452	35	24	30	0.0	0.5	35.7	9,372,546	-1.6%	-8.6%	-10.9%
11/21	22,306	9,240,816	28,433	55	31	43	0.1	0.5	35.8	9,395,626	-1.6%	-8.7%	-10.9%
11/22	23,110	9,263,926	28,417	64	44	54	0.1	0.6	35.9	9,417,326	-1.6%	-8.7%	-10.9%
11/23	27,770	9,291,696	28,415	32	19	26	0.0	0.6	35.9	9,442,307	-1.6%	-8.6%	-10.9%
11/24	26,690	9,318,386	28,410	36	17	27	0.3	0.9	36.2	9,464,437	-1.5%	-8.6%	-10.9%
11/25	23,220	9,341,606	28,394	38	16	27	0.0	0.9	36.2	9,490,567	-1.6%	-8.6%	-10.9%
11/26	25,716	9,367,322	28,386	31	16	24	0.0	0.9	36.2	9,516,297	-1.6%	-8.5%	-10.8%
11/27	18,270	9,385,592	28,355	33	18	26	0.0	0.9	36.2	9,536,787	-1.6%	-8.6%	-10.9%
11/28	21,760	9,407,352	28,335	47	20	34	0.0	0.9	36.2	9,555,587	-1.6%	-8.6%	-10.9%
11/29	23,900	9,431,252	28,322	48	35	42	0.1	1.1	36.3	9,577,797	-1.5%	-8.6%	-10.9%
11/30	26,881	9,458,133	28,318	47	23	35	0.0	1.1	36.4	9,597,607	-1.5%	-8.6%	-10.9%
12/1	28,149	9,486,282	28,317	25	20	23	0.0	0.0	36.4	9,625,827	-1.4%	-8.5%	-10.9%
12/2	24,441	9,510,723	28,306	30	16	23	0.0	0.0	36.4	9,652,037	-1.5%	-8.6%	-10.9%
12/3	26,838	9,537,561	28,301	24	11	18	0.0	0.0	36.4	9,677,687	-1.4%	-8.5%	-10.9%
12/4	26,852	9,564,413	28,297	29	23	26	0.2	0.3	36.6	9,702,947	-1.4%	-8.5%	-10.8%
12/5	22,500	9,586,913	28,280	24	10	17	0.0	0.3	36.6	9,728,837	-1.5%	-8.6%	-10.9%
12/6	26,965	9,613,878	28,276	19	6	13	0.0	0.3	36.6	9,751,317	-1.4%	-8.6%	-10.9%
12/7	26,464	9,640,342	28,271	20	10	15	0.0	0.3	36.6	9,776,727	-1.4%	-8.5%	-10.9%
12/8	28,457	9,668,799	28,271	23	4	14	0.0	0.3	36.6	9,799,567	-1.3%	-8.5%	-10.8%
12/9	24,449	9,693,248	28,260	30	3	17	0.1	0.4	36.7	9,824,747	-1.3%	-8.5%	-10.8%
12/10	30,060	9,723,308	28,265	35	23	29	0.0	0.4	36.7	9,849,327	-1.3%	-8.5%	-10.8%
12/11	26,452	9,749,760	28,260	37	25	31	0.6	1.0	37.4	9,873,957	-1.3%	-8.5%	-10.8%
12/12	26,658	9,776,418	28,256	26	8	17	0.1	1.1	37.4	9,903,195	-1.3%	-8.5%	-10.8%
12/13	24,260	9,800,678	28,244	11	-5	3	0.0	1.1	37.4	9,924,355	-1.2%	-8.5%	-10.8%

5 year avg.: 2005-2009

10 year avg.: 2000-2009

## Monthly Operations Report

2010		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD TOTAL
1.0	<b>ADMINISTRATION</b>													
1.1	Formal Grievances	0	0	2	1	0	0	2	3	1	0	0		9
1.2	Employee Injuries	4	5	3	5	3	6	3	5	3	0	2		39
1.3	Utility Vehicle Accidents	0	2	0	0	1	1	2	2	0	0	1		9
1.4	Print Media Reports	3	0	1	1	3	5	5	3	2	1	2		26
2.0	<b>PUMPAGE</b>													
2.1	Tot in Million Gals(MG)	789.4	732.4	817.1	812.5	904.8	890.1	997.9	1,000.3	880.1	869.7	763.9		9,458.1
2.2	Average Day (MG)	25.5	26.2	26.4	27.1	29.2	29.7	32.2	32.3	29.3	28.1	25.5		28.3
2.3	Maximum Day (MG)	29.3	30.0	29.8	32.2	33.5	34.9	39.4	39.8	34.3	34.8	29.8		39.8
2.4	Date of Max Day	1/21 (Th)	2/26 (F)	3/6 (Sa)	4/20 (Tu)	5/24 (M)	6/26 (Sa)	7/21 (W)	8/4 (W)	9/18 (Sa)	10/13 (W)	11/9 (Tu)		8/4 (W)
3.0	<b>INSPECTIONS</b>													
3.1	Cross Connections	101	123	110	82	77	133	112	119	127	125	116		1,225
3.2	Private Wells	9	4	2	21	20	12	23	18	8	28	9		154
4.0	<b>CUSTOMER SVCS</b>													
4.1	Scheduled Billings	9,198	14,250	14,254	11,555	15,922	9,719	9,129	13,509	14,255	11,636	16,035		139,462
4.2	Spec Request Billings	217	271	389	535	536	787	587	999	430	306	271		5,328
4.3	Bill Related Inspections	22	14	23	13	12	13	16	20	14	12	4		163
4.4	Reminder/Tax Notices	2,010	1,509	1,603	2,464	2,310	1,281	2,734	1,522	1,729	10,297	0		27,459
4.5	# of Meter Readings	13,928	7,919	14,973	13,395	7,460	8,958	13,595	14,294	11,520	10,919	5,763		122,724
5.0	<b>HYDRANTS</b>													
5.1	Installed	5	1	4	2	21	15	16	41	32	46	26		209
5.2	Removed	5	1	3	2	2	9	4	28	17	28	14		113
5.3	Total in Service	8,383	8,383	8,384	8,384	8,403	8,409	8,421	8,434	8,449	8,467	8,479		8,479
5.4	Inspections	449	524	751	201	51	142	116	279	344	247	471		3,575
5.5	# Repaired	13	9	11	11	9	8	11	19	18	13	23		145
	Unit Cost	\$4,086	\$3,332	\$3,381	\$1,050	\$1,805	\$3,099	\$1,737	\$1,291	\$1,188				
5.6	Routine Flushing	52	50	25	270	398	432	453	465	355	270	81		2,851
5.7	# Painted	0	0	0	0	391	970	913	608	0	0	0		2,882
6.0	<b>VALVES</b>													
6.1	Installed	4	5	9	9	56	60	42	125	83	171	81		645
6.2	Removed	1	1	6	3	7	28	12	47	30	97	34		266
6.3	Total in Service	19,681	19,685	19,688	19,694	19,743	19,775	19,805	19,883	19,936	20,010	20,057		20,057
6.4	Inspections	437	898	1,105	598	596	548	281	441	402	65	647		6,018
6.5	# Repaired	11	12	15	14	14	14	11	16	14	14	5		140

2010		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD TOTAL
7.0	<b>MAINS</b>													
7.1	Miles Installed	0	0	0	0	0.57	0.93	1.16	2.92	1.9	3.26	2.79		13.53
7.2	Miles Abandoned	0	0	0	0	0.17	0.66	0.32	2.42	.97	3.76	1.47		9.77
7.3	Total Miles in Svc	838.77	838.77	838.77	838.77	839.17	839.44	840.28	840.78	841.71	841.21	842.53		842.53
7.4	Number of Leaks	53	37	15	1	10	5	25	11	5	5	24		191
	Unit Cost	\$2,218	\$2,658	\$5,103	\$11,525	\$2,753	\$27,728	\$3,080	\$19,629	\$7,079				
7.5	Leaks per Mile	0.06	0.04	0.02	0.00	0.01	0.01	0.03	0.01	0.01	0.01	0.03		0.23
7.6	Dwell Units Out of Svc	622	457	134	25	126	50	446	158	68	22	205		2313
8.0	<b>SERVICES</b>													
8.1	New Svcs to Old Lot by WU	0	0	0	0	0	0	0	0	0	0	0		0
8.2	New Svcs to Old Lot by PC	1	0	1	3	1	1	1	1	4	2	5		20
8.31	Lead Replacements by WU	0	1	0	4	3	4	2	0	0	0	0		14
8.32	Lead Replacements by PO	0	1	1	9	10	14	18	14	17	19	12		115
8.33	PO Side was Copper	0	0	0	1	0	3	0	0	0	0	0		4
8.34	PO Side not Replaced	0	0	0	0	0	0	0	0	0	0	0		0
8.41	Removals/Cut Offs Lead	2	0	0	0	0	0	6	0	0	0	0		8
8.42	Removals - Copper	0	0	0	0	0	1	0	2	0	0	0		3
8.5	New Svcs in New Plats	49	0	0	0	0	0	0	0	0	0	0		49
8.6	Total Svcs in Ground	61,712	61,712	61,713	61,716	61,717	61,717	61,712	61,711	61,715	61,717	61,722		61,722
8.7	New Connects to Exist Svcs	33	11	29	23	19	24	15	16	27	17	14		228
8.8	Number of Leaks	2	0	1	3	2	4	3	1	3	2	0		21
	Unit Cost	\$1,483	\$423	\$4,529	\$2,232	\$3,735	\$ 2,639	\$ 1,630	\$2,107	\$ 2,325				
8.9	Frozen	1	0	0	0	0	0	0	0	0	0	0		1
9.0	<b>METERS</b>													
9.1	Total in Service	65,753	65,764	65,817	65,869	65,861	65,914	65,949	65,974	65,980	65,941	65,927		65,927
9.2	Total Inspections	265	256	348	322	296	351	333	335	285	382	330		3,503
9.3	Number Repaired	26	85	48	62	78	110	114	106	65	54	84		832
	Unit Cost	\$169	\$67	\$112	\$99	\$71	\$75	\$63	\$78	\$117				
9.4	Number Changed	335	405	510	585	345	423	350	279	281	352	354		4,234
9.5	Number Converted	0	0	0	0	0	1	0	0	0	0	0		1
9.6	Installed in City (Regular)	0	1	0	1	0	49	1	1	0	2	1		56
9.7	Installed in City (Remote)	20	16	41	16	27	8	23	27	24	14	26		242
9.8	Installed Out City (Regular)	0	0	0	0	0	0	0	0	0	0	0		0
9.90	Installed Out City (Remote)	0	0	0	0	0	1	0	0	0	1	0		2
9.10	Turn Ons	2	4	25	43	14	6	12	10	2	4	4		113
9.11	Turn Offs	12	10	13	8	49	8	1	13	17	47	45		229
9.12	NET CHANGE	10	11	53	52	-8	56	35	25	9	-26	-14		184

## OPERATIONAL RESILIENCY

*Ensure utility leadership and staff work together to anticipate and avoid problems. Proactively identify, assess, establish tolerance levels for, and effectively manage a full range of business risks (including legal, regulatory, financial, environmental, safety, security, and natural disaster-related) in a proactive way consistent with industry trends and system reliability goals.*

### Emergency Response Plan

- Pushing for a first draft of the 2011 update by the end of the year.

## INFRASTRUCTURE STABILITY

*Understand the condition of and costs associated with critical infrastructure assets. Maintain and enhance the condition of all assets over the long-term at the lowest possible life-cycle cost and acceptable risk consistent with customer, community, and regulator-supported service levels, and consistent with anticipated growth and system reliability goals. Assure asset repair, rehabilitation, and replacement efforts are coordinated within the community to minimize disruptions and other negative consequences.*

### Water Main Design Projects

- **Projects under active design:** STH 113; Williamson Street; Mendota Street/Sycamore Ave; University Ave (Breese to Highland); Highland Ave; Outer Loop (2 contracts); Sherman/Brearily
- **Private contract design additions:** None
- **Projects out for bid:** Fair Oaks / Atwood Intersection (bid delayed)
- **Projects bid waiting for construction:** Lake St / Mendota Ct
- **Completed Construction:** Emmet St; School Rd; Upham; N Franklin; Lien Rd; Commercial/Kedzie/Pawling; University Ave (N. Park St.); University Ave (Breese to Campus); University Ave (Segoe to Shorewood); Academy Dr/Starker Ave/Acewood Blvd; Forward Dr – Work is completed except for restoration and the removal and replacement of a concrete patch at Schroeder and Forward Dr.; S. Segoe Rd; Pleasant View Rd – Work for 2010 has been completed. Work will resume in the spring; Riverside Dr; Gilmore/Cross St; Novation Campus Ph.2; Cannonball Run Ph.2; Secret Places Ph.6; Blackhawk Ph.5; Old Middleton Rd; W Gilman; McCormick/Commercial; Milton St. (WU crews); Ash/Chadbourne; Femrite/Marsh; Cardinal Glen Ph.2B; Maplecrest Ph.2; N./S. Broom St; Edgewood Ave; Cannonball Bike Trail Ph.1; Capitol Square Streetscapes; Sherman Terrace
- **Waiting to start construction:** Woodstone Ph.1

### Reservoir 120 Fire – Prairie Road

- An RFP to hire a consultant was issued and proposals received on December 15. A recommendation will be made to the Water Board for the December meeting.

### UW #9

- The electric motor on the UW #9 deep well needed additional service. The motor was removed and sent back to EMS Inc. (Electric Motor Service, Inc.) on November 19. The well, which supplies water for Zone 4, was out of service until December 1. During this time period, the 3 million gallon reservoir at the site was supplied with water from Zone 6.

### UW #25

- The shaft coupling on Booster Pump #1 at UW #25 failed in early December. Repairs, which are under warranty, are scheduled for later this week. In the meantime, Booster #2 (a larger booster pump) has been providing water to Zone 3.

### Zone 4 Water Supply Augmentation

- BT Squared will use the groundwater model to investigate the potential for contamination at any proposed site as part of the evaluation of the suitability of any of the sites.

### Arbor Hills Fire Flow Supply

- A presentation on the purchase of the property was made and accepted by the Parks Commission at their regular meeting on December 8. They approved the concept of selling us property and we are negotiating on the details.

### Zones 7 and 8 Supply Augmentation

- No progress or change in status.

### East Side Water Supply Project

- Black and Veatch is compiling population and water demand data for the east side to allow system capacity and long term serviceability to be evaluated.
- Black and Veatch is working on a system for the removal of VOC from Well 15.

### Miscellaneous Projects

- IBC Engineering has submitted draft construction bid documents for the HVAC Improvements for the Vehicle Storage Building at Paterson Street. A Board of Public Works contract is being prepared for bidding in January.

## WATER RESOURCE ADEQUACY

Ensure water availability consistent with current and future customer needs through long-term resource supply and demand analysis, conservation, and public education. Explicitly consider our role in water availability and manage operations to provide for long-term aquifer and surface water sustainability and replenishment.

### Toilet Rebate Program Report

Month	Number of Rebates	Rebate Dollar Amount	Administrative Cost	Revenue	Estimated Water Savings (gallons)
January	177	\$ 17,685.24	\$ 1,225.00	\$ 25,000.00	87,376
February	173	\$ 17,272.80	\$ 840.00	\$ 25,000.00	240,321
March	424	\$ 42,381.67	\$ 1,344.00	\$ 25,000.00	572,987
April	429	\$ 42,875.62	\$ 1,225.00	\$ 25,000.00	1,022,027
May	203	\$ 20,300.00	\$ 938.00	\$ 25,000.00	1,399,846
June	143	\$ 14,300.00	\$ 959.00	\$ 25,000.00	1,524,455
July	121	\$ 12,086.74	\$ 805.00	\$ 25,000.00	1,705,090
August	474	\$ 47,400.00	\$ 1,407.00	\$ 25,000.00	1,947,854
September	315	\$ 31,492.84	\$ 1,204.00	\$ 25,000.00	2,259,763
October	44	\$ 4,372.80	\$ 280.00	\$ 25,000.00	2,544,794
November	0	\$ -	\$ -	\$ -	2,479,002
<b>YTD Total</b>	2,503	\$ 250,167.71	\$ 10,227.00	\$250,000.00	15,783,515

## COMMUNITY SUSTAINABILITY

Be cognizant of and attentive to the impacts our decisions have on current and long-term future community and watershed health and welfare. Manage operations, infrastructure, and investments to protect, restore, and enhance the natural environment; efficiently use water and energy resources; promote economic vitality; and engender overall community improvement. Explicitly consider a variety of pollution prevention, watershed, and source water protection approaches as part of an overall strategy to maintain and enhance ecological and community sustainability.