

Water Utility Board Policy

Title: Global Outcomes Policy	
Policy Number: O-1	Adopted:
Category: Outcomes	Revision #/Date:

Madison Water Utility consumers receive an adequate quantity of high quality water for consumption and fire protection at a reasonable financial and environmental cost.

Water Utility Board Policy	
Title:	Water Quantity
Policy Number:	O-2a
Category:	Outcomes
Adopted:	Revision #/Date:

Current and future customers will receive water that meets or exceeds industry-accepted levels of service for fire protection and pressure.

This includes:

- Water delivered to hydrants at proper flow rates for fire protection.
- Water delivered to the customer tap at a pressure that meets industry-accepted low, high, and emergency operation criteria.
- Water used for outdoor irrigation under drought-free conditions.

Water Utility Board Policy

Water Utility Board Policy			
Title:	Water Quality		
Policy Number:	O-2b	Adopted:	
Category:	Outcomes	Revision #/Date:	

Madison Water Utility consumers will receive high quality water that meets or is better than all primary and secondary drinking water standards, including their public notification requirements, and complies with board-adopted water quality goals, incorporated by attachment.

Water Utility Board Policy

Title: Reliability	
Policy Number: O-2c	Adopted:
Category: Outcomes	Revision #/Date:

Madison residents will receive water which is consistent in its availability and quality.

Accordingly,

- Residents will experience minimal unplanned service interruptions.
- Residents will receive adequate notice of planned service interruptions.
- Residents will receive adequate notice of planned maintenance work that would significantly reduce water flow or pressure, and/or cause water discoloration.

Water Utility Board Policy

Title: Affordability	
Policy Number: O-2d	Adopted:
Category: Outcomes	Revision #/Date:

Madison Water Utility customers will pay an affordable rate for water, recognizing that this affects investment in infrastructure and water quality improvements.

Accordingly,

- Water rates will be between the 25th and 75th percentile for Class AB utilities (those serving 4,000 customers or more) in Wisconsin.
- Water rates will complement economic growth in Madison.