

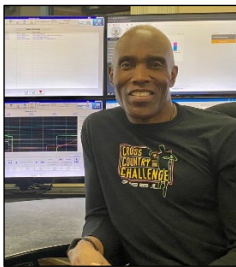


WATER UTILITY HIGHLIGHTS

February 2024

Celebrating Black History Month – Employee Spotlight

February is Black History Month, beginning a calendar year of themed months designed to honor and celebrate our diversity. This month we highlight the staff and their contributions to the Utility and the Greater Madison community. Read each of their stories at cityofmadison.com/water



Dino Lucas
Operator
33 years at MWU



Dominique Haskins
Customer Service Representative
1 year at MWU



Kelvin Jackson
Maintenance Troubleshooter
36 years at MWU

Hydrant Hysteria & Tappers Competition

During the week of February 4th, four MWU teams competed in the 2024 Midwest Water & Wastewater Operator Expo's Hydrant Hysteria & Tappers competition in the Wisconsin Dells!

Find out more about the competition and check out a video reel of highlights on [MWU's Facebook page](#).

Madison Customer Assistance Program (MadCAP)

MadCAP assists income-eligible households by providing up to a \$30 monthly credit (discount) on their Municipal Services Bill. Find out more about the Madison Customer Assistance Program (MadCAP) at cityofmadison.com/water.

Enrollment statistics as of December 31, 2023: 349 applications received, 261 enrolled: 167 homeowners, 94 renters

Toilet Rebate Program

MWU offers bill credits of up to \$100 for customers who replace their toilets with EPA WaterSense-rated High Efficiency Toilet (HET) models. The program is a key part of MWU's sustainability initiative to protect our aquifer. Low-to-moderate income homeowners may be eligible for toilet installation assistance through our Home Water Conservation Program – find out more about the Toilet Rebate Program at cityofmadison.com/water.

2023 statistics: 794 rebates, \$79,316.87 rebate dollar amount, 3,565,280 estimated gallons of water saved in 2023 (!)