

Internal Monitoring Report

Report: Monthly Operations Report

Date: May 26, 2022

Policy: O-2C Reliability

Policy Language:

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

Accordingly, residents will:

- a. Experience minimal unplanned service interruptions
- b. Receive adequate notice of planned service interruptions
- c. Receive adequate notice of planned maintenance work that would significantly reduce water flow or pressure, and/or cause water discoloration

Monthly Operations Report

The Operations Section of the Utility strives hard to meet or exceed the expectations laid out above. The attached Monthly Operations Report for May 2022 reflecting these efforts is attached.

Monthly Field Operations Picture Contest

The winning picture for this month's Operations Picture Competition was taken by Troy Coogan and is included on page 2. Details of the picture are given below:

1. Nature of Work: Service leak
2. Location: 4312 E. Buckeye Rd.
3. Date/Time of the work involved: 6/21/21 Start time - 2:21pm, Finish time – 6:21pm
4. Crew: Leadworker – Chris Kreft, Operator III – Troy Coogan, Operator I's - Greg Kline, and John Venturino
5. The story behind the picture according to Troy Coogan “ This was one of those normal leak situations; the pipe broke loose and sprayed water all over; the silver lining was a beautiful rainbow appearing from nowhere; I didn't want to miss that and I clicked.”

Attachment:

- A. Monthly Operations Report - May 2022

