

General Manager Monitoring Overview

Period from 1/30/2013 to 1/28/2014

Internal Monitoring

Policies Monitored

Water Quantity (O-2A)

Water Quality (O-2B)

Reliability (O-2C)

Affordability (O-2D)

Sustainability (O-2E)

Treatment of Consumers (EL-2A)

Treatment of Staff (EL-2B)

Financial Planning/Budgeting (EL-2C)

Financial Condition & Activities (EL-2D)

Emergency General Manager Succession (EL-2E)

Asset Protection (EL-2F)

Infrastructure (EL-2G)

Communication & Support to the Board (EL-2H)

Quality & Performance Improvement (EL-2I)

Reports Accepted

[10/22/2013](#)

[4/23/2013](#)

[7/23/2013](#)

[10/22/2013](#)

[1/28/2014](#)

[11/26/2013](#)

[5/28/2013](#)

[5/28/2013](#)

[11/26/2013](#)

[4/23/2013](#)

[11/26/2013](#)

[5/28/2013](#)

[9/24/2013](#)

[8/27/2013](#)

[10/22/2013](#)

[1/28/2014](#)

[6/25/2013](#)

[8/27/2013](#)

[3/25/2013](#)

[8/27/2013](#)

[11/26/2013](#)

External Monitoring

[2012 MWU Financial Statements Including Independent Auditors' Report](#)

[2012 Financial Audit- MWU Management Letter](#)

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Period from 1/30/2013 to 1/28/2014

Compliance

The General Manager reported compliance with all Outcomes and Executive Limitations policies, with the following exceptions:

- Water Quantity O-2A(1): Water delivered to hydrants at proper flow rates for fire protection.

Mitigation projects in progress and scheduled to address deficiencies identified in the 2006 Master Plan and the East Side Water Supply Project.

- Water Quantity O-2A(2): Water delivered to the customer tap at a pressure that meets industry-accepted low, high, and emergency operation criteria.

Mitigation projects in progress and scheduled.

- Financial Condition and Activities EL-2D(6): Establish an unrestricted reserve equal to a typical three months' operating expenses.

The utility currently is not funding its unrestricted reserve and likely will not do so until it completes the repayment of its loan from the City of Madison in year 2019.