



WATER UTILITY HIGHLIGHTS

JUNE 2024

Madison Water Utility Staff Work Overnight to Flush Downtown Water Mains



Photo credit: Taylor Voeltz

Water main flushing is one of the most important things Madison Water Utility does to maintain the highest quality water possible.

100% of our drinking water comes from an underground aquifer which contains naturally occurring minerals. These minerals can build up over time as sediment in water mains. In order to keep mains clean, MWU crews systematically open and close valves and hydrants to move water at high speed through sections of water main, clearing out any mineral sediment that may have built up over the winter. This helps prevent discolored water and other water quality issues.

Water main flushing always occurs during the warm weather months and is usually conducted during business hours (9 am – 5 pm). Although water mains are usually flushed during the day, there is one week each year where MWU flushing crews must conduct flushing overnight, between the hours of 9 pm to 5 am, instead of the typical 9 am

to 5 pm. Downtown Madison is very busy during the day, when water is used most by offices, business, apartment buildings, and municipal buildings. For this reason, downtown areas are flushed during the nighttime hours, when water use is significantly lower and water mains are not overwhelmed by customers.

Pictured above, is an image submitted by one of our very best flushing crew members, Taylor Voeltz. Taylor captured this image as she was flushing a water main on the Capitol Square in the middle of the night. Take note of the speed of the water coming out of the hydrant (safety is another reason downtown flushing is done at night, as there is less vehicle and pedestrian traffic).

Thank you, on behalf of all Madisonians, to our flushing crew for the great efforts they put in every day during the summer months to ensure Madison maintains the highest quality water possible.

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 May 30, 2024: 455 applications received, 303 enrolled; 202 homeowners, 101 renters