

Quality and Reliability since 1882



General Manager's Report to the Water Utility Board February 2011

STAKEHOLDER UNDERSTANDING AND SUPPORT

Engender understanding and support from oversight bodies, community and watershed interests, and regulatory bodies for service levels, rate structures, operating budgets, capital improvement programs, and risk management decisions. Actively involve stakeholders in the decisions that will affect them.

- The press release "For Fire Safety, Clear Ice and Snow from Hydrants" was issued on February 8.
- Quite a bit of media attention regarding our chromium 6 testing in the past month.
- Water wagon demonstration on April 8 by company KewlEarth, based in Canada.
- The annual Open House is scheduled for Saturday, May 7, during National Drinking Water Week.

WATER QUALITY

Produce high quality drinking water in full compliance with regulatory requirements and consistent with customer expectations and public health needs.

- Map updates and planning for the 2011 flushing program have started.
- Overdue notices for lead replacement were sent in the last 30 days.
- Our graduate student, Mary Pitman, continues to work on a water quality survey and is getting familiar with the computer model.

Fluoride Level

- The DNR informed the utility that it does not need a variance to reduce the target fluoride level to 0.7 mg/L. The change can be implemented immediately as long as the utility continues to meet the monitoring and reporting (NR 809) and operational (NR 811) requirements specified in the code.
- The Utility began lowering the feed sets on the fluoride pumps at its well sites on Monday, February 14.
- The process will take several weeks to complete as it involves several rounds of adjustments to reach the 0.7 mg/L target level.

Water Quality Monitoring Report

| Analyte Group | Sample Locations | Monitoring Requirements (# of Samples) | | Monitoring Activity (# of samples) | | Violations & Public Notices |
|--|--|---|-------------------------|---------------------------------------|-------------------|--------------------------------|
| | | Monitoring Period | 2010 Annual Requirement | Current Month | Year to Date 2010 | Year to Date |
| Daily/Routine Samples | | | | | | |
| Coliform Bacteria | Operating Wells and Distribution Sites | 150 | 1800 | 348 | 348 | 0 |
| Free Chlorine Residual "Grab" Samples | Operating Wells and Distribution Sites | 160 ¹ | 1900 ¹ | 960 | 960 | 0 |
| Fluoride | Operating Wells | 450 ¹ | 5400 ¹ | 431 | 431 | 0 |
| Quarterly Samples | | | | | | |
| Volatile Organic Compounds (41 analytes) | Wells | 5 ¹ | 20 ¹ | 0 | 0 | 0 |
| Coliform Bacteria (Raw Water) | Wells | 22 ¹ | 82 ¹ | 14 | 14 | 0 |
| Annual Samples | | | | | | |
| Inorganic Contaminants ² (28 analytes) | Wells | 22 | 22 | 0 | 0 | 0 |
| Lead & Copper | Distribution Sites | 100 | 200 | 0 | 0 | |
| Radioactivity | Wells | 6 | 6 | 0 | 0 | |
| Volatile Organic Compounds (41 analytes) | Wells | 16 | 16 | 0 | 0 | 0 |
| Synthetic Organic Compounds (36/38 analytes) | Wells | 22 | 22 | 0 | 0 | |
| Disinfection Byproducts - Total Trihalomethanes & Haloacetic Acids | Distribution Sites | 7 | 7 | 0 | 0 | 0 |
| Specialty Samples | | | | | | |
| Iron & Manganese | Wells | N/A | N/A | 6 | 6 | N/A |
| | Residential Taps | N/A | N/A | 0 | 0 | N/A |

(1) Sampling requirement will vary depending on the number of wells in operation during specific days or quarters.

(2) Sampling is usually completed June to September in each calendar year, with results reported in the month following sampling.

Calls Logged to the Water Quality Correspondence Database

| Year | Month | All Calls | Color | Manganese | Taste | Odor | Pressure | No Water | Inquiry | Other |
|-------------|--------------|------------|-----------|-----------|----------|----------|----------|----------|-----------|-----------|
| 2011 | January | 108 | 27 | 0 | 5 | 2 | 1 | 1 | 52 | 21 |
| 2011 | February | | | | | | | | | |
| 2011 | March | | | | | | | | | |
| 2011 | April | | | | | | | | | |
| 2011 | May | | | | | | | | | |
| 2011 | June | | | | | | | | | |
| 2011 | July | | | | | | | | | |
| 2011 | August | | | | | | | | | |
| 2011 | September | | | | | | | | | |
| 2011 | October | | | | | | | | | |
| 2011 | November | | | | | | | | | |
| 2011 | December | | | | | | | | | |
| 2011 | TOTAL | 108 | 27 | 0 | 5 | 2 | 1 | 1 | 52 | 21 |

| Year | Month | All Calls | Color | Manganese | Taste | Odor | Pressure | No Water | Other | Alder District |
|------|---------|-----------|-------|-----------|-------|------|----------|----------|-------|----------------|
| 2011 | January | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 01 |
| 2011 | January | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 02 |
| 2011 | January | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 03 |
| 2011 | January | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 05 |
| 2011 | January | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 06 |
| 2011 | January | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 07 |
| 2011 | January | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 08 |
| 2011 | January | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 09 |
| 2011 | January | 10 | 6 | 0 | 0 | 0 | 0 | 0 | 4 | 10 |
| 2011 | January | 6 | 2 | 0 | 0 | 0 | 0 | 0 | 4 | 11 |
| 2011 | January | 4 | 2 | 0 | 1 | 0 | 0 | 0 | 1 | 12 |
| 2011 | January | 5 | 0 | 0 | 2 | 0 | 0 | 0 | 3 | 13 |
| 2011 | January | 6 | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 14 |
| 2011 | January | 5 | 1 | 0 | 0 | 1 | 0 | 0 | 3 | 15 |
| 2011 | January | 4 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 16 |
| 2011 | January | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 17 |
| 2011 | January | 7 | 0 | 0 | 1 | 0 | 0 | 0 | 6 | 18 |
| 2011 | January | 10 | 4 | 0 | 0 | 0 | 0 | 0 | 6 | 19 |
| 2011 | January | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 20 |
| 2011 | January | 21 | 3 | 0 | 0 | 0 | 0 | 0 | 18 | NONE |
| 2011 | January | 4 | 0 | 0 | 0 | 0 | 0 | 1 | 3 | UNKNOWN |

EMPLOYEE AND LEADERSHIP DEVELOPMENT

Recruit and retain a workforce that is competent, motivated, adaptive, and safe-working. Establish a participatory, collaborative organization dedicated to continual learning and improvement. Ensure employee institutional knowledge is retained and improved upon over time. Provide a focus on and emphasize opportunities for professional and leadership development and strive to create an integrated and well-coordinated senior leadership team.

Training and Conferences

- 16 employees attended Midwest Water Industry Expo February 8 and 9 in Wisconsin Dells.

Employee Events

- March 3: Labor/Management Meeting
- March 8 & 22: Steering Team Meetings
- March 10: Employee Potluck at Olin Ave
- March 17: All-employee Meeting

Continuous Improvement Plan

- The Engineering Section continues to work to establish a collaborative work culture of continuous improvement. Biweekly meetings of the engineering staff to work on this plan have been established. It is expected that this process will define what is needed and how the goals can be achieved.
- Work on assessing where we are and where we want to be is beginning.
- Al Larson continues to work with the professional coach to look at ways to improve his management of the Section.

Staffing Report

| Work Area | Position | Held By | Comments |
|------------------|---------------------------------|---------|--|
| Management | | | |
| Finance | Water Utility Financial Manager | | The position has been posted and applications are due by 1/31/11. |
| Water Quality | | | |
| Water Supply | | | |
| Engineering | | | |
| Customer Service | | | |
| Operations | | | |
| Maintenance | Maintenance Worker (16-11) | Vacant | Interviews were performed on 2/4/11 and references are being checked at this time. |
| | Maintenance Mechanic 2 | Vacant | Jesse Rosas retired 1/5/11. |
| | Painter (71-01) | Vacant | Vacancy due to Doug Van Horn's promotion to Maintenance Mechanic 1. |

Summary of Permanent Positions

| | |
|--|-----|
| Budgeted positions for 2010 (1/1/2010): | 124 |
| Positions Vacant as of September 21, 2010: | 3 |
| Positions in various stages of recruitment: | 0 |
| Positions being filled by employees in Acting status | 0 |
| Employees on Extended Absences | 0 |
| Employees hired, not yet working | 0 |
| Employees Absent Without Pay Status | 0 |
| Net Effective Employees | 121 |

Summary of Hourly/Seasonal Positions

| Work Area | Full Time Employees | Part Time Employees |
|--------------------|---------------------|---------------------|
| Customer Service | 1 | |
| Engineering | | |
| Finance/Accounting | | |
| Water Quality | | |
| Operations | 1 | |

CUSTOMER SATISFACTION

Provide reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receive timely customer feedback to maintain responsiveness to customer needs and emergencies.

- Please see the attached letter complimenting one of our crews: Jim McCormick, David DeLoof, Robert Kempfer, Donald Smith, and Matthew Edgren.

FINANCIAL VIABILITY

Understand the full life-cycle cost of the utility and establish and maintain an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues. Establish predictable rates—consistent with community expectations and acceptability—adequate to recover costs, provide for reserves, maintain support from bond rating agencies, and plan and invest for future needs.

Current Rate Increase Application

- The application to increase rates by 9% was filed with the Public Service Commission (PSC) on October 6, 2010.
- After review, PSC Staff sent a request with 24 questions for further information on November 2, 2010. Utility staff responded on November 11, 2010 with answers to all 24 questions. PSC staff sent 6 follow-up questions on November 8, 2010 and utility staff responded with answers on November 10, 2010. PSC staff requested additional information on November 15, 2010 and utility staff responded with answers on November 17th and there were two follow-up telephone questions and conversations with answers provided during the calls by utility staff.
- Revenue requirements have been completed as of December 16, 2010.
- Cost of Service study is continuing, and then completed rate design begins.
- Clean Wisconsin filed a Request to Intervene in our current rate application on December 7, 2010. Melissa Mallott contacted the Utility prior to the intervention filing request to let us know that they would like to be involved in this rate application.
- A pre-hearing conference was held February 8, 2011. PSC staff, utility staff and Clean Wisconsin met to discuss any issues related to the current rate case.
- A follow up meeting was held with Clean Wisconsin on February 14, 2011.

Fund Balance Report

| | <u>Balance Dec. 31</u> | <u>Balance Jan. 31</u> |
|--|------------------------|------------------------|
| Reserves required by Bond Ordinance | | |
| Operation and Maintenance Fund | | |
| Reserve Account (Minimum \$150,000) | \$ 150,000.00 | \$ 150,000.00 |
| Special Redemption Fund | | |
| Interest and Principal Account | \$ 4,238,859.35 | \$ 659,290.11 |
| Reserve Account (Minimum \$6,826,368.14) | \$ 7,033,268.49 | \$ 7,033,268.49 |
| Depreciation Fund ⁽¹⁾ | \$ 750,000.00 | \$ 750,000.00 |
| Construction Fund | \$ 5,341,662.00 | \$ 4,920,815.00 |
| Assessment Revolving Fund | \$ 0.00 | \$ 0.00 |
| Unrestricted Funds | | |
| PILOT Fund | \$ 3,600,000.00 | \$ 300,000.00 |
| Cash Flow Fund | \$ -1,177,079.17 | \$ -530,772.92 |
| Unrestricted Reserve Fund | \$ 0.00 | \$ 0.00 |
| Checking Account | \$ 140,112.12 | \$ 360,854.00 |
| Debt to City of Madison | | |
| Short Term Construction Fund Loan | \$ 0.00 | \$ 0.00 |
| Short Term Loan from City | \$ 7,225,000.00 | \$ 7,225,000.00 |

⁽¹⁾Transfer of funds to Construction Fund approved as needed.

Reporting special fund balances as specified in 1978 Waterworks Bond Ordinance

OPERATIONAL OPTIMIZATION

Ensure ongoing, timely, cost-effective, reliable, and sustainable performance improvements in all facets of its operations. Minimize resource use, loss, and impacts from day-to-day operations. Maintain awareness of information and operational technology developments to anticipate and support timely adoption of improvements.

Advanced Metering Infrastructure (AMI)

- The AMI Implementation (formerly design) Team continues to meet twice a month.
- Utility staff and our consultants have been working with City Purchasing and the City Attorney's office to finalize the Request for Proposal. Target date for the release and publishing of the RFP is February 25, 2011.

Energy Meter

- The Utility recently purchased a 3 phase power/energy meter which can be used to monitor energy usage at the well sites. It is currently being set up on the deep well motor at UW #25 to monitor energy use at different pumping speeds. The findings of these studies will hopefully enable the Utility to modify operational parameters in various parts of its distribution system.

Status of Seasonal Wells

- UW #6: Out of service
- UW #8: Out of service
- UW #10: Out of service
- UW #17: Out of service
- UW #23: Out of service
- UW #27: Out of service
- UW #28: Online and in service as of January 7, 2011.

2011 Unit Well Pumpage by Month (1000 gallons)

| Unit | Jan | Feb* | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Totals |
|--------------|----------------|----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------------------|
| 6 | 0 | 0 | | | | | | | | | | | 0 |
| 7 | 45,124 | 12,415 | | | | | | | | | | | 57,539 |
| 8 | 0 | 0 | | | | | | | | | | | 0 |
| 9 | 35,622 | 16,806 | | | | | | | | | | | 52,428 |
| 10 | 0 | 0 | | | | | | | | | | | 0 |
| 11 | 7,928 | 13,489 | | | | | | | | | | | 21,417 |
| 12 | 26,602 | 9,710 | | | | | | | | | | | 36,312 |
| 13 | 61,827 | 30500 | | | | | | | | | | | 92,327 |
| 14 | 70,722 | 35,190 | | | | | | | | | | | 105,912 |
| 15 | 84,713 | 39,980 | | | | | | | | | | | 124,693 |
| 16 | 54,958 | 21,434 | | | | | | | | | | | 76,392 |
| 17 | 0 | 0 | | | | | | | | | | | 0 |
| 18 | 34,048 | 21,680 | | | | | | | | | | | 55,728 |
| 19 | 79,742 | 43,340 | | | | | | | | | | | 123,082 |
| 20 | 54,908 | 30,410 | | | | | | | | | | | 85,318 |
| 23 | 0 | 0 | | | | | | | | | | | 0 |
| 24 | 31,855 | 17,136 | | | | | | | | | | | 48,991 |
| 25 | 35,757 | 16,873 | | | | | | | | | | | 52,630 |
| 26 | 11,687 | 0 | | | | | | | | | | | 11,687 |
| 27 | 0 | 0 | | | | | | | | | | | 0 |
| 28 | 61655 | 42544 | | | | | | | | | | | 104,199 |
| 29 | 51,847 | 24,807 | | | | | | | | | | | 76,654 |
| 30 | 57,733 | 26,470 | | | | | | | | | | | 84,203 |
| Total | 806,728 | 402,784 | | | | | | | | | | | 1,209,512 |

*As of February 15, 2011

30 +/- Pumpage Report (1,000 gallons)

| Date | Daily Pumpage | Year to Date | Avg. for Year | Temperature | | | Precipitation | | | Last Year To Date | Percent Difference | 5 Year Avg. Percent Difference | 10 Year Avg. Percent Difference |
|------|---------------|--------------|---------------|-------------|-----|-----|---------------|-------|------|-------------------|--------------------|--------------------------------|---------------------------------|
| | | | | High | Low | Avg | Day | Month | Year | | | | |
| 1/14 | 24,043 | 357,234 | 25,517 | 32 | 17 | 25 | 0.2 | 0.5 | 0.5 | 350,190 | 2.0% | -3.3% | -6.2% |
| 1/15 | 26,764 | 383,998 | 25,600 | 22 | 9 | 16 | 0.0 | 0.5 | 0.5 | 377,010 | 1.9% | -3.2% | -6.2% |
| 1/16 | 25,304 | 409,302 | 25,581 | 15 | 1 | 8 | 0.0 | 0.5 | 0.5 | 402,614 | 1.7% | -3.7% | -6.6% |
| 1/17 | 23,417 | 432,719 | 25,454 | 33 | 15 | 24 | 0.3 | 0.8 | 0.8 | 427,264 | 1.3% | -4.1% | -7.1% |
| 1/18 | 28,066 | 460,785 | 25,599 | 29 | 19 | 24 | 0.0 | 0.8 | 0.8 | 449,154 | 2.6% | -3.6% | -6.7% |
| 1/19 | 25,704 | 486,489 | 25,605 | 19 | 9 | 14 | 0.0 | 0.8 | 0.8 | 478,794 | 1.6% | -3.9% | -6.8% |
| 1/20 | 25,025 | 511,514 | 25,576 | 17 | 0 | 9 | 0.0 | 0.8 | 0.8 | 504,554 | 1.4% | -4.3% | -7.1% |
| 1/21 | 28,872 | 540,386 | 25,733 | 6 | -11 | -3 | 0.0 | 0.8 | 0.8 | 533,854 | 1.2% | -4.1% | -6.8% |
| 1/22 | 27,318 | 567,704 | 25,805 | 12 | -3 | 5 | 0.0 | 0.8 | 0.8 | 554,989 | 2.3% | -3.9% | -6.7% |
| 1/23 | 25,336 | 593,040 | 25,784 | 16 | -15 | 1 | 0.0 | 0.8 | 0.8 | 583,593 | 1.6% | -4.3% | -6.9% |
| 1/24 | 26,908 | 619,948 | 25,831 | 23 | 15 | 19 | 0.0 | 0.8 | 0.8 | 605,970 | 2.3% | -4.2% | -7.0% |
| 1/25 | 26,345 | 646,293 | 25,852 | 28 | 17 | 23 | 0.0 | 0.8 | 0.8 | 632,359 | 2.2% | -4.3% | -7.0% |
| 1/26 | 30,041 | 676,334 | 26,013 | 22 | 15 | 19 | 0.0 | 0.8 | 0.8 | 660,954 | 2.3% | -4.0% | -6.6% |
| 1/27 | 24,178 | 700,512 | 25,945 | 26 | 16 | 21 | 0.2 | 1.0 | 1.0 | 685,002 | 2.3% | -4.4% | -7.1% |
| 1/28 | 26,944 | 727,456 | 25,981 | 29 | 19 | 24 | 0.0 | 1.0 | 1.0 | 713,383 | 2.0% | -4.5% | -7.1% |
| 1/29 | 27,848 | 755,304 | 26,045 | 34 | 25 | 30 | 0.0 | 1.0 | 1.0 | 738,181 | 2.3% | -4.3% | -7.0% |
| 1/30 | 26,267 | 781,571 | 26,052 | 26 | 15 | 21 | 0.0 | 1.0 | 1.0 | 765,401 | 2.1% | -4.5% | -7.2% |
| 1/31 | 25,157 | 806,728 | 26,023 | 20 | 17 | 19 | 0.3 | 1.3 | 1.3 | 789,377 | 2.2% | -4.5% | -7.3% |
| 2/1 | 29,083 | 835,811 | 26,119 | 19 | 14 | 17 | 0.2 | 0.2 | 1.5 | 815,731 | 2.5% | -4.5% | -7.1% |
| 2/2 | 5,724 | 841,535 | 25,501 | 19 | 3 | 11 | 0.1 | 0.3 | 1.6 | 841,963 | -0.1% | -7.0% | -9.5% |
| 2/3 | 45,087 | 886,622 | 26,077 | 18 | -7 | 6 | 0.0 | 0.3 | 1.6 | 867,415 | 2.2% | -4.8% | -7.4% |
| 2/4 | 26,586 | 913,208 | 26,092 | 25 | 8 | 17 | 0.0 | 0.3 | 1.6 | 893,007 | 2.3% | -4.7% | -7.4% |
| 2/5 | 26,913 | 940,121 | 26,114 | 28 | 15 | 22 | 0.0 | 0.3 | 1.6 | 922,393 | 1.9% | -4.8% | -7.5% |
| 2/6 | 27,144 | 967,265 | 26,142 | 31 | 20 | 26 | 0.1 | 0.4 | 1.7 | 947,805 | 2.1% | -4.9% | -7.5% |
| 2/7 | 26,840 | 994,105 | 26,161 | 25 | 12 | 19 | 0.0 | 0.4 | 1.7 | 974,184 | 2.0% | -4.9% | -7.5% |
| 2/8 | 26,053 | 1,020,158 | 26,158 | 11 | 0 | 6 | 0.0 | 0.4 | 1.7 | 999,150 | 2.1% | -5.0% | -7.6% |
| 2/9 | 24,910 | 1,045,068 | 26,127 | 11 | -4 | 4 | 0.0 | 0.4 | 1.7 | 1,026,236 | 1.8% | -5.3% | -7.9% |
| 2/10 | 27,330 | 1,072,398 | 26,156 | 13 | -13 | 0 | 0.0 | 0.4 | 1.7 | 1,050,991 | 2.0% | -5.2% | -7.8% |
| 2/11 | 26,950 | 1,099,348 | 26,175 | 30 | -9 | 11 | 0.0 | 0.4 | 1.7 | 1,074,799 | 2.3% | -5.1% | -7.7% |
| 2/12 | 28,544 | 1,127,892 | 26,230 | 34 | 13 | 24 | 0.0 | 0.4 | 1.7 | 1,100,910 | 2.5% | -4.9% | -7.6% |
| 2/13 | 27,940 | 1,155,832 | 26,269 | 46 | 29 | 38 | 0.0 | 0.4 | 1.7 | 1,128,145 | 2.5% | -5.0% | -7.6% |
| 2/14 | 23,496 | 1,179,328 | 26,207 | 43 | 25 | 34 | 0.0 | 0.4 | 1.7 | 1,153,647 | 2.2% | -5.3% | -7.9% |
| 2/15 | 30,184 | 1,209,512 | 26,294 | 40 | 37 | 39 | 0.0 | 0.4 | 1.7 | 1,176,578 | 2.8% | -4.9% | -7.5% |

Monthly Operations Report

| 2010 | | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | YTD TOTAL |
|------|---------------------------|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| 1.0 | ADMINISTRATION | | | | | | | | | | | | | |
| 1.1 | Formal Grievances | 0 | | | | | | | | | | | | 0 |
| 1.2 | Employee Injuries | 4 | | | | | | | | | | | | 4 |
| 1.3 | Utility Vehicle Accidents | 1 | | | | | | | | | | | | 1 |
| 1.4 | Print Media Reports | 8 | | | | | | | | | | | | 8 |
| 2.0 | PUMPAGE | | | | | | | | | | | | | |
| 2.1 | Tot in Million Gals(MG) | 806.7 | | | | | | | | | | | | 806.7 |
| 2.2 | Average Day (MG) | 26.0 | | | | | | | | | | | | 26.0 |
| 2.3 | Maximum Day (MG) | 30.0 | | | | | | | | | | | | 30.0 |
| 2.4 | Date of Max Day | 1/26 (W) | | | | | | | | | | | | 1/26 (W) |
| 3.0 | INSPECTIONS | | | | | | | | | | | | | |
| 3.1 | Cross Connections | 133 | | | | | | | | | | | | 0 |
| 3.2 | Private Wells | 4 | | | | | | | | | | | | 0 |
| 4.0 | CUSTOMER SVCS | | | | | | | | | | | | | |
| 4.1 | Scheduled Billings | 9,195 | | | | | | | | | | | | 9,195 |
| 4.2 | Spec Request Billings | 233 | | | | | | | | | | | | 233 |
| 4.3 | Bill Related Inspections | 12 | | | | | | | | | | | | 12 |
| 4.4 | Reminder/Tax Notices | 2,893 | | | | | | | | | | | | 2,893 |
| 4.5 | # of Meter Readings | 11,976 | | | | | | | | | | | | 11,976 |
| 5.0 | HYDRANTS | | | | | | | | | | | | | |
| 5.1 | Installed | 2 | | | | | | | | | | | | 2 |
| 5.2 | Removed | 2 | | | | | | | | | | | | 2 |
| 5.3 | Total in Service | 8,482 | | | | | | | | | | | | 8,482 |
| 5.4 | Inspections | 659 | | | | | | | | | | | | 659 |
| 5.5 | # Repaired | 19 | | | | | | | | | | | | 19 |
| | Unit Cost | | | | | | | | | | | | | |
| 5.6 | Routine Flushing | 70 | | | | | | | | | | | | 70 |
| 5.7 | # Painted | 0 | | | | | | | | | | | | 0 |
| 6.0 | VALVES | | | | | | | | | | | | | |
| 6.1 | Installed | 2 | | | | | | | | | | | | 2 |
| 6.2 | Removed | 1 | | | | | | | | | | | | 1 |
| 6.3 | Total in Service | 20,066 | | | | | | | | | | | | 20,066 |
| 6.4 | Inspections | 634 | | | | | | | | | | | | 634 |
| 6.5 | # Repaired | 18 | | | | | | | | | | | | 18 |

| 2010 | | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | YTD TOTAL |
|------|------------------------------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| 7.0 | MAINS | | | | | | | | | | | | | |
| 7.1 | Miles Installed | 0 | | | | | | | | | | | | 0 |
| 7.2 | Miles Abandoned | 0 | | | | | | | | | | | | 0 |
| 7.3 | Total Miles in Svc | 842.82 | | | | | | | | | | | | 842.82 |
| 7.4 | Number of Leaks | 63 | | | | | | | | | | | | 63 |
| | Unit Cost | | | | | | | | | | | | | |
| 7.5 | Leaks per Mile | 0.07 | | | | | | | | | | | | 0.07 |
| 7.6 | Dwell Units Out of Svc | 812 | | | | | | | | | | | | 812 |
| 8.0 | SERVICES | | | | | | | | | | | | | |
| 8.1 | New Svcs to Old Lot by WU | 0 | | | | | | | | | | | | 0 |
| 8.2 | New Svcs to Old Lot by PC | 2 | | | | | | | | | | | | 2 |
| 8.31 | Lead Replacements by WU | 0 | | | | | | | | | | | | 0 |
| 8.32 | Lead Replacements by PO | 0 | | | | | | | | | | | | 0 |
| 8.33 | PO Side was Copper | 0 | | | | | | | | | | | | 0 |
| 8.34 | PO Side not Replaced | 0 | | | | | | | | | | | | 0 |
| 8.41 | Removals/Cut Offs Lead | 0 | | | | | | | | | | | | 0 |
| 8.42 | Removals - Copper | 0 | | | | | | | | | | | | 0 |
| 8.5 | New Svcs in New Plats | 41 | | | | | | | | | | | | 41 |
| 8.6 | Total Svcs in Ground | 61,768 | | | | | | | | | | | | 61,768 |
| 8.7 | New Connects to Exist Svcs | 13 | | | | | | | | | | | | 13 |
| 8.8 | Number of Leaks | 3 | | | | | | | | | | | | 3 |
| | Unit Cost | | | | | | | | | | | | | |
| 8.9 | Frozen | 1 | | | | | | | | | | | | 1 |
| 9.0 | METERS | | | | | | | | | | | | | |
| 9.1 | Total in Service | 65,951 | | | | | | | | | | | | 65,951 |
| 9.2 | Total Inspections | 498 | | | | | | | | | | | | 498 |
| 9.3 | Number Repaired | 62 | | | | | | | | | | | | 62 |
| | Unit Cost | | | | | | | | | | | | | |
| 9.4 | Number Changed | 196 | | | | | | | | | | | | 196 |
| 9.5 | Number Converted | 0 | | | | | | | | | | | | 0 |
| 9.6 | Installed in City (Regular) | 1 | | | | | | | | | | | | 1 |
| 9.7 | Installed in City (Remote) | 14 | | | | | | | | | | | | 14 |
| 9.8 | Installed Out City (Regular) | 0 | | | | | | | | | | | | 0 |
| 9.90 | Installed Out City (Remote) | 0 | | | | | | | | | | | | 0 |
| 9.10 | Turn Ons | 9 | | | | | | | | | | | | 9 |
| 9.11 | Turn Offs | 12 | | | | | | | | | | | | 12 |
| 9.12 | NET CHANGE | 12 | | | | | | | | | | | | 12 |

OPERATIONAL RESILIENCY

Ensure utility leadership and staff work together to anticipate and avoid problems. Proactively identify, assess, establish tolerance levels for, and effectively manage a full range of business risks (including legal, regulatory, financial, environmental, safety, security, and natural disaster-related) in a proactive way consistent with industry trends and system reliability goals.

Emergency Response Plan

- A draft of the 2011 update has been completed and is routed for comment.
- We will be looking at providing employees with routine awareness and procedural training on the Emergency Response Plan over the next several months.
- The Utility received a grant from the DNR for an emergency response training exercises during 2011. An exercise is being planned for April 13.

INFRASTRUCTURE STABILITY

Understand the condition of and costs associated with critical infrastructure assets. Maintain and enhance the condition of all assets over the long-term at the lowest possible life-cycle cost and acceptable risk consistent with customer, community, and regulator-supported service levels, and consistent with anticipated growth and system reliability goals. Assure asset repair, rehabilitation, and replacement efforts are coordinated within the community to minimize disruptions and other negative consequences.

2011 Water Main Design and Construction Projects

- Projects under active design: STH 113; University Ave (Breese to Highland); Highland Ave; Outer Loop NW quadrant; N Carroll/W Gilman; Joylynn Dr; N Frances St;
- Private contract design additions: None
- Projects out for bid: Fair Oaks/Atwood Intersection (bid delayed until 2012); Williamson St; Sherman/Brearily; Outer Loop NE quadrant
- Projects bid waiting for construction: Lake St/Mendota Ct; Mendota Street/Sycamore Ave
- Projects under construction: None

Reservoir 120– Prairie Road

- Baxter Woodman is working on drawings and specifications for the proposed reservoir.
- Construction is expected to start around June 1.
- A neighborhood meeting was held February 17 to discuss the project, the schedule, and its resolution.
- A separate project will be developed to upgrade the existing pump station to provide additional capacity for fire protection to pressure Zone 9.

Zone 4 Water Supply Augmentation

- BT Squared is modeling groundwater flow for the 4 or 5 potential well sites in Zone 4.
- A CAP meeting is scheduled for February 24th to go over current results on site selection.
- When additional information is available, a public meeting will be convened to solicit input from the public.

Arbor Hills Fire Flow Supply

- Pump station plans are being submitted to the Plan Commission and the Urban Design Commission for approval.

Zones 7 and 8 Supply Augmentation

- No progress or change in status of this project.

UW #26 - Deep Well Pump Failure

- The deep well pump at Unit Well #26 is still out of service. A new pump and shaft have been ordered and are expected to arrive in March. UW #16 and UW #28 continue to provide water to the reservoir at the site.
- The WGNHS logged the bore hole during the week of the 24th while the pump and casing were out of the hole. As a result of the geophysical logging, the original boring log was modified.

East Side Water Supply Project

- The CAP continues to meet every other week at the Goodman Community Center on the east side. The CAP is reviewing and commenting on technical memos on water quality, groundwater issues, and water demand. A subcommittee of the CAP has been formed to work on communications, recruitment, and develop written plans.
- A 4-hour workshop was held Saturday January 29th to present and discuss water quality and water demand issues related to the East Side project.
- Black and Veatch is reviewing the distribution system model and evaluating calibration.
- A project-specific CAP is being formed for Well 15 VOC mitigation.

Miscellaneous Projects

- Construction bid documents for the HVAC replacement project for the Vehicle Storage Building at Paterson Street are complete and have been submitted to the Board of Public Works.
- Bids will be opened April 1 and work is scheduled to start the June 1, 2011.

WATER RESOURCE ADEQUACY

Ensure water availability consistent with current and future customer needs through long-term resource supply and demand analysis, conservation, and public education. Explicitly consider our role in water availability and manage operations to provide for long-term aquifer and surface water sustainability and replenishment.

Toilet Rebate Program Report

| Month | Number of Rebates | Rebate Dollar Amount | Administrative Cost | Revenue | Estimated Water Savings (gallons) |
|------------------|-------------------|----------------------|---------------------|--------------|-----------------------------------|
| January | 242 | \$ 24,152.73 | \$ 4,767.00 | \$ 25,000.00 | 190,842 |
| February | | | | | |
| March | | | | | |
| April | | | | | |
| May | | | | | |
| June | | | | | |
| July | | | | | |
| August | | | | | |
| September | | | | | |
| October | | | | | |
| November | | | | | |
| December | | | | | |
| YTD Total | 242 | \$ 24,152.73 | \$ 4,767.00 | \$ 25,000.00 | 190,842 |

COMMUNITY SUSTAINABILITY

Be cognizant of and attentive to the impacts our decisions have on current and long-term future community and watershed health and welfare. Manage operations, infrastructure, and investments to protect, restore, and enhance the natural environment; efficiently use water and energy resources; promote economic vitality; and engender overall community improvement. Explicitly consider a variety of pollution prevention, watershed, and source water protection approaches as part of an overall strategy to maintain and enhance ecological and community sustainability.

Wellhead Protection Planning

- AECOM and Ruekurt Milke have received comments on their 70% drafts of six Wellhead Protection Plans. They will be submitting corrected and revised copies this week.
- The five wellhead protection plans being done in house are being completed.