

Internal Monitoring Report

Report: Monthly Operations Report

Date: April 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 April 2022 reflecting these efforts is attached.

Winter Leak Report

At an earlier board meeting, board member Mike Dailey had requested for a report on the Utility's experience with leaks during this winter. The following table provides a comparison of our winter leak experience for two seasons – 2021 and 2022

Winter Leak Report				
No. of Leaks Reported and Repaired	Dec	Jan	Feb	Total Winter
2021	26	41	90	157
2022	21	73	50	170

Monthly Field Operations Picture Competition

Staff is delighted to introduce a monthly field picture competition among water utility employees. Utility employees will submit pictures taken from the field in the course of a month and a winning picture among the monthly submissions will be selected by the Utility's Outreach Team comprising of the PIO and Community Outreach Specialist. The Winner will be awarded a gift card for \$25. More importantly, the winning picture will be

featured in the next month's operations report and shared with the Board. The winner will be personally attributed the credit for the picture. The announcement of the first monthly winning employee and the winning picture will be included in the May monthly operations report.

Attachment:

- A. Monthly Operations Report - April 2022