

PUBLIC INFORMATION REPORT

November 2025



Public Communications	November 2025	2025 YTD Total
Social media posts	22	206
Media mentions	7	34
Customer Service calls	2,157	23,202
Meter Shop calls	251	3,769
Website views	21,866	186,047
Emails to email list subscribers	7	45
News releases	0	6

Ongoing Projects & Initiatives
Well 12, Well 19, Water Main Rehabilitation at Todd Dr
Website Accessibility Initiative
Madison Arts Commission sanctioned mural proposed for Well 24
PSC Rate Case
New Installation Applications/Website for Plumbers and Contractors
Safe Drinking Water Loan

Community Outreach Events	
November 1	Presentation on Current PFAS Treatment Accessing and Addressing PFAS in Drinking Water in Madison, Wisconsin, at the Yahara Watershed Gathering
December 4	Middle School & High School Co-Op Field Trip to Well 31, studying chemistry of water
December 6	Girl Scout Tour of Well 31
December 10	Collaborative Partnership Meeting with the Madison Metropolitan Sewer District Outreach Team