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	