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MEMORANDUM

Date: November 28, 2023

To: Water Utility Board

From: Dan Rodefeld, Operations Manager

Subject: Monthly Operations Report

BACKGROUND

Board governance policy requires that 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

The Operations Section of the Utility strives hard to meet or exceed the expectations laid out above. The attached Monthly Operations Report for October 2023 reflecting these efforts is attached.

Monthly Field Operations Picture Contest

This month's MWU Photo Contest Winner is Dennis McCaslin, Maintenance Mechanic 2. See photo below and caption.



November Photo Contest Winner: Dennis McCaslin

The photo to the left shows Madison Water Utility staff pulling the pump at Well 24. This routine maintenance typically occurs at each well once every ten years. It allows the utility to clean sediment and other build-up out of the well pump, which ultimately helps the well itself and our system operate more efficiently.

Pulling pumps at each well might usually be a routine task for the utility, but in Well 24's case, this is necessary maintenance. Staff discovered that the well was not operating (pumping) at the expected efficiency and therefore needed to pull the pump to investigate. Does the pump/borehole simply need to be cleaned, or is there a mechanical issue? It turns out there is a mechanical issue. While unfortunate, it presented a good opportunity to pull the pump, given Well 24 is currently operating at only 25%.

Aware of the pump's mechanical issues, the next steps are to have Water Well Solutions air burst the borehole. Following air bursting, utility staff will essentially rebuild the pump using refurbished parts to get it back to working like a charm!

This complex and vigorous, but necessary maintenance is not possible without the unmatched skill of our MWU staff: Matt Edgren, Joe Kennedy, Laine Kriuzenga, Dennis McCaslin, Ryan Planert, and of course Maintenance Supervisor, Doug VanHorn.

The maintenance performed on Well 24's pump serves extremely beneficial to the well itself, as well as to the entire system. As you can imagine, this sort of maintenance helps prevent future "headaches" for the utility and our customers by allowing Madison Water Utility to stay consistent with our mission of *supplying high quality water for consumption and fire protection at a reasonable cost, while conserving and protecting our ground water resource for present and future generation.*