

Quality and Reliability since 1882

**Madison
Water
Utility**



General Manager's Report to the Water Utility Board August 2010

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.

- City Information Technology has developed a draft Facebook page for the Water Utility that we will be reviewing.

WATER QUALITY

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

Unidirectional Flushing Operations and Sampling

- 2010 flushing operations continue and are going very well.
- July totals: 197 Unidirectional Flushing Runs; 45.8 miles of main unidirectionally flushed; 166 unique hydrants flowed; 9 million gallons used unidirectionally; 287 Hydrants flowed conventionally; 86 miles flushed conventionally; 3.52 million gallons used conventionally
- Yearly totals: 1193 unidirectional flushing runs; 285 miles of main flushed unidirectionally; 1048 unique hydrants flowed; 51 million gallons used unidirectionally; 516 hydrants flushed conventionally; 211 miles of main flushed conventionally; 7.4 million gallons used conventionally

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	385	2623	0
Free Chlorine Residual "Grab" Samples	Operating Wells and Distribution Sites	160 ¹	1900 ¹	1057	7234	0
Fluoride	Operating Wells	450 ¹	5400 ¹	490	3006	0
Quarterly Samples						
Volatile Organic Compounds (41 analytes)	Wells	5 ¹	20 ¹	5	15	0
Coliform Bacteria (Raw Water)	Wells	22 ¹	82 ¹	20	58	0
Annual Samples						
Inorganic Contaminants ² (28 analytes)	Wells	22	22	1	21	0
Volatile Organic Compounds (41 analytes)	Wells	11	11	5	17	0
Disinfection Byproducts - Total Trihalomethanes & Haloacetic Acids	Distribution Sites	7	7	12	12	0
Specialty Samples						
Iron & Manganese	Wells	na	na	10	74	na
	Residential Taps	na	na	62	206	na

(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
2010	January	61	33	0	1	3	5	1	10	13
2010	February	77	49	1	1	4	3	1	10	10
2010	March	57	26	0	4	4	1	2	9	13
2010	April	83	45	1	4	4	9	1	8	18
2010	May	82	40	2	1	4	4	0	12	22
2010	June	75	33	1	5	5	5	5	10	13
2010	July	109	47	0	4	2	25	6	14	19
2010	August									
2010	September									
2010	October									
2010	November									
2010	December									
2010	TOTAL	544	273	5	20	26	52	16	73	108

Year	Month	All Calls	Color	Manganese	Taste	Odor	Pressure	No Water	Other	Alder District
2010	July	24	1	0	0	0	20	2	2	01
2010	July	3	2	0	0	0	0	0	1	02
2010	July	6	5	0	0	0	0	0	1	03
2010	July	3	3	0	0	0	0	1	0	04
2010	July	1	0	0	0	0	0	0	1	05
2010	July	12	8	0	2	0	0	0	3	06
2010	July	1	1	0	0	0	0	0	0	08
2010	July	2	2	0	0	0	0	0	0	09
2010	July	3	2	0	0	0	0	0	1	10
2010	July	3	0	0	0	0	2	0	1	11
2010	July	4	0	0	0	0	0	0	4	12
2010	July	1	1	0	0	0	0	0	0	13
2010	July	2	1	0	0	0	1	1	0	14
2010	July	3	0	0	0	1	0	0	2	15
2010	July	17	13	0	0	0	2	1	4	16
2010	July	1	0	0	1	1	0	0	0	17
2010	July	4	2	0	0	0	0	1	1	18
2010	July	7	6	0	0	0	0	0	1	19
2010	July	1	0	0	0	0	0	0	1	20
2010	July	3	0	0	0	0	0	0	3	None
2010	July	8	0	0	1	0	0	0	7	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

- Kim Linton of the Water Research Foundation gave a presentation to the management team about the organization.
- The Wisconsin Water Association Annual Meeting & Expo will be held at Monona Terrace September 15-17.

Employee Events

- September 7 Labor/Management Meeting
- September 9 Employee Potluck at the Op Center
- September 14 & 28 Steering Team Meetings
- September 23 All-Employee Meeting

Staffing Report

Work Area	Position	Held By	Comments
Management			
Finance	Water Utility Account/ Computer Specialist (20-16)	Lori Suiter	Lori Suiter began work 8/9/10.
	Administrative Clerk 2 (20-11)	Vacant	Vacancy due to Janet Czerwonka's retirement 5/7/10. Interviews were held, selection is pending.
Water Quality			
Water Supply			
Engineering	Engineer 4 (18-12)	Peter Braselton	Peter Braselton will begin work 8/23/10.
Customer Service	Water Meter Mechanic 2 (16-11)	Vacant	Vacancy due to Mr. Ertel's promotion to position of Water Services Inspector. Position will be held open.
Operations			
Maintenance	Maintenance Worker (16-11)	Vacant	The application process for this position closes 8/24/10.

Summary of Permanent Positions

Budgeted positions for 2010 (1/1/2010):	125
Positions Vacant as of August 17, 2010:	3
Positions in various stages of recruitment:	2
Positions being filled by employees in Acting status	0
Employees on Extended Absences	1
Employees hired, not yet working	0
Employees Absent Without Pay Status	0
Net Effective Employees	122

Summary of Hourly/Seasonal Positions

Work Area	Full Time Employees	Part Time Employees
Customer Service		1
Engineering	2	
Finance/Accounting		
Water Quality		1
Operations	4	

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.

- Customer Service Manager Ken Key has been doing evaluations for the Treasurer's Office concerning the purchase of new processing equipment.

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.

Fund Balance Report

	<u>Balance June 30</u>	<u>Balance July 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	\$ 3,555,510.46	\$ 2,473,729.35
Reserve Account (Minimum \$5,922,710.46)	\$ 6,002,249.17	\$ 5,990,217.08
Depreciation Fund ⁽¹⁾ (\$750,000 required by Bond Ordinance)	\$ 750,000.00	\$ 750,000.00
Construction Fund	\$ 3,193,876.00	\$ 2,237,161.05
Assessment Revolving Fund	\$ 48,499.01	\$ 48,499.01
Unrestricted Funds		
PILOT Fund	\$ 1,800,000.00	\$ 2,100,000.00
Cash Flow Fund	\$ -1,858,775.96	\$ -1,738,079.71
Unrestricted Reserve Fund	\$ 0.00	\$ 0.00
Checking Account	\$ 144,792.16	\$ 206,714.67
Debt to City of Madison		
Short Term Loan from City	\$ 7,650,000.00	\$ 7,650,000.00

⁽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)

- This month's board agenda includes an education session and update on this project.
- Neighboring utilities have been invited to an AMI presentation and lunch on August 25 to discuss opportunities for collaboration.

Status of Seasonal Wells

- UW #6: On-line and in service as of April 12
- UW #8: On-line and in service as July 23
- UW #10: Out of service
- UW #17: On-line and in service as of June 10
- UW #23: On-line and in service as of April 2
- UW #27: On-line and in service as of May 11
- UW #28: On-line and in service as of May 4

2010 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	48,220	40,030	33,750	30,440	35,300					187,740
7	24,587	46,552	8,982	11,818	24,909	27,624	26,371	6,506					177,349
8	0	0	0	0	0	0	12,090	24,160					36,250
9	37,550	33,150	38,480	40,010	41,640	39,340	43,690	24,420					298,280
10	0	0	0	0	0	0	0	0					0
11	51,840	30,330	37,760	34,674	53,630	64,750	44,010	20,030					337,024
12	26,450	30,879	31,070	42,340	61,580	50,140	54,760	16,920					314,139
13	50,140	25,948	65,770	65,210	67,510	67,570	68,650	38,110					448,908
14	71,050	63,500	71,580	68,240	72,950	68,460	72,060	29,990					517,830
15	51,140	60,650	73,920	69,280	78,010	83,870	90,830	43,010					550,710
16	40,700	36,370	46,490	44,100	40,870	30,860	50,460	45,910					335,760
17	0	0	0	0	0	39,380	64,710	35,860					139,950
18	45,180	43,640	41,820	46,420	45,280	40,620	46,650	21,170					330,780
19	60,420	64,420	87,830	56,250	54,240	32,640	36,910	25,426					418,136
20	46,150	39,460	41,450	32,360	29,118	32,225	47,735	28,208					296,706
23	0	0	0	27,371	26,312	24,927	23,828	11,995					114,433
24	50,460	46,060	47,160	41,350	36,900	24,110	18,610	9,520					274,170
25	38,410	37,160	40,848	4,890	0	0	29,267	19,899					170,474
26	87,210	76,370	75,490	73,470	59,822	58,840	72,520	0					503,722
27	0	0	0	0	21,560	22,910	26,170	14,660					85,300
28	0	0	0	0	39,670	43,770	34,690	41,770					159,900
29	51,690	47,740	52,600	51,430	52,820	51,130	48,360	25,010					380,780
30	56,400	50,200	55,870	55,040	57,950	53,200	55,050	31,070					414,780
Total	789,377	732,429	817,120	812,473	904,801	890,116	997,861	548,944					6,493,121

*As of August 17, 2010

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				
7/20	34,613	5,589,850	27,810	85	61	73	0.0	3.0	21.4	5,793,506	-3.5%	-8.9%	-10.8%
7/21	39,421	5,629,271	27,868	85	67	76	0.0	3.0	21.4	5,828,437	-3.4%	-8.8%	-10.7%
7/22	31,279	5,660,550	27,884	86	64	75	3.6	6.6	25.1	5,858,784	-3.4%	-8.8%	-10.7%
7/23	31,004	5,691,554	27,900	84	72	78	0.1	6.8	25.2	5,891,554	-3.4%	-8.9%	-10.8%
7/24	32,132	5,723,686	27,920	83	69	76	0.8	7.6	26.0	5,924,631	-3.4%	-8.9%	-10.8%
7/25	30,335	5,754,021	27,932	83	63	73	0.0	7.6	26.0	5,955,634	-3.4%	-8.9%	-10.8%
7/26	28,257	5,782,278	27,934	83	60	72	0.0	7.6	26.0	5,983,611	-3.4%	-9.0%	-10.9%
7/27	30,315	5,812,593	27,945	88	65	77	0.0	7.6	26.0	6,012,189	-3.3%	-9.1%	-10.9%
7/28	35,243	5,847,836	27,980	84	71	78	0.4	7.9	26.4	6,043,062	-3.2%	-9.0%	-10.9%
7/29	32,297	5,880,133	28,001	82	60	71	0.0	7.9	26.4	6,076,911	-3.2%	-9.0%	-10.9%
7/30	34,654	5,914,787	28,032	74	61	68	0.0	8.0	26.4	6,111,531	-3.2%	-9.0%	-10.9%
7/31	29,390	5,944,177	28,039	82	60	71	0.0	8.0	26.4	6,142,406	-3.2%	-9.1%	-10.9%
8/1	29,457	5,973,634	28,045	85	61	73	0.0	0.0	26.4	6,173,606	-3.2%	-9.2%	-11.0%
8/2	31,744	6,005,378	28,063	82	72	77	0.0	0.0	26.4	6,209,243	-3.3%	-9.3%	-11.1%
8/3	34,182	6,039,560	28,091	88	69	79	0.0	0.0	26.4	6,236,195	-3.2%	-9.2%	-11.1%
8/4	39,804	6,079,364	28,145	85	74	80	0.0	0.0	26.4	6,268,265	-3.0%	-9.2%	-11.0%
8/5	30,514	6,109,878	28,156	79	66	73	0.0	0.0	26.4	6,307,831	-3.1%	-9.2%	-11.0%
8/6	35,178	6,145,056	28,188	81	61	71	0.0	0.0	26.4	6,346,564	-3.2%	-9.2%	-10.9%
8/7	35,353	6,180,409	28,221	83	59	71	0.0	0.0	26.4	6,379,874	-3.1%	-9.1%	-10.9%
8/8	30,679	6,211,088	28,232	85	69	77	1.0	1.0	27.4	6,408,775	-3.1%	-9.1%	-10.9%
8/9	30,850	6,241,938	28,244	88	70	79	0.6	1.6	28.0	6,436,617	-3.0%	-9.2%	-11.0%
8/10	29,704	6,271,642	28,251	88	68	78	0.0	1.6	28.0	6,468,105	-3.0%	-9.2%	-11.0%
8/11	34,225	6,305,867	28,277	86	72	79	0.0	1.6	28.0	6,497,606	-3.0%	-9.2%	-11.0%
8/12	32,991	6,338,858	28,298	92	69	81	0.0	1.6	28.0	6,528,901	-2.9%	-9.1%	-11.0%
8/13	33,727	6,372,585	28,323	80	68	74	1.5	3.0	29.5	6,562,359	-2.9%	-9.1%	-10.9%
8/14	32,625	6,405,210	28,342	84	68	76	0.0	3.0	29.5	6,594,747	-2.9%	-9.1%	-10.9%
8/15	27,508	6,432,718	28,338	78	63	71	0.0	3.0	29.5	6,631,683	-3.0%	-9.2%	-11.0%
8/16	29,352	6,462,070	28,342	78	61	70	0.0	3.0	29.5	6,660,884	-3.0%	-9.2%	-11.1%
8/17	31,051	6,493,121	28,354	73	59	66	0.0	3.0	29.5	6,689,719	-2.9%	-9.2%	-11.1%

5 year avg.: 2005-2009

10 year avg.: 2000-2009

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	2	1	0	0	2						5
1.2	Employee Injuries	4	5	3	5	3	6	3						29
1.3	Utility Vehicle Accidents	0	2	0	0	1	1	2						6
1.4	Print Media Reports	3	0	1	1	3	5	5						18
2.0	PUMPAGE													
2.1	Tot in Million Gals(MG)	789.4	732.4	817.1	812.5	904.8	890.1	997.9						5,944.2
2.2	Average Day (MG)	25.5	26.2	26.4	27.1	29.2	29.7	32.2						28.0
2.3	Maximum Day (MG)	29.3	30.0	29.8	32.2	33.5	34.9	39.4						39.4
2.4	Date of Max Day	1/21 (Th)	2/26 (F)	3/6 (Sa)	4/20 (Tu)	5/24 (M)	6/26 (Sa)	7/21 (W)						7/21 (W)
3.0	INSPECTIONS													
3.1	Cross Connections	101	123	110	82	77	133	112						738
3.2	Private Wells	9	4	2	21	20	12	23						91
4.0	CUSTOMER SVCS													
4.1	Scheduled Billings	9,198	14,250	14,254	11,555	15,922	9,719	9,129						84,027
4.2	Spec Request Billings	217	271	389	535	536	787	587						3,322
4.3	Bill Related Inspections	22	14	23	13	12	13	16						113
4.4	Reminder/Tax Notices	2,010	1,509	1,603	2,464	2,310	1,281	2,734						13,911
4.5	# of Meter Readings	13,928	7,919	14,973	13,395	7,460	8,958	13,595						80,228
5.0	HYDRANTS													
5.1	Installed	5	1	4	2	21	15	16						64
5.2	Removed	5	1	3	2	2	9	4						26
5.3	Total in Service	8,383	8,383	8,384	8,384	8,403	8,409	8,421						8,421
5.4	Inspections	449	524	751	201	51	142	116						2,234
5.5	# Repaired	13	9	11	11	9	8	11						72
	Unit Cost	\$4,086	\$3,332	\$3,381	\$1,050	\$1,805								
5.6	Routine Flushing	52	50	25	270	398	432	453						1,680
5.7	# Painted	0	0	0	0	391	970	913						2,274
6.0	VALVES													
6.1	Installed	4	5	9	9	56	60	42						185
6.2	Removed	1	1	6	3	7	28	12						58
6.3	Total in Service	19,681	19,685	19,688	19,694	19,743	19,775	19,805						19,805
6.4	Inspections	437	898	1,105	598	596	548	281						4,463
6.5	# Repaired	11	12	15	14	14	14	11						91

2010		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD TOTAL
7.0	MAINS													
7.1	Miles Installed	0	0	0	0	0.57	0.93	1.16						2.66
7.2	Miles Abandoned	0	0	0	0	0.17	0.66	0.32						1.15
7.3	Total Miles in Svc	838.77	838.77	838.77	838.77	839.17	839.44	840.28						840.28
7.4	Number of Leaks	53	37	15	1	10	5	25						146
	Unit Cost	\$2,218	\$2,658	\$5,103	\$11,525	\$2,753								
7.5	Leaks per Mile	0.06	0.04	0.02	0.00	0.01	0.01	0.03						0.17
7.6	Dwell Units Out of Svc	622	457	134	25	126	50	446						1860
8.0	SERVICES													
8.1	New Svcs to Old Lot by WU	0	0	0	0	0	0	0						0
8.2	New Svcs to Old Lot by PC	1	0	1	3	1	1	1						8
8.31	Lead Replacements by WU	0	1	0	4	3	4	2						14
8.32	Lead Replacements by PO	0	1	1	9	10	14	18						53
8.33	PO Side was Copper	0	0	0	1	0	3	0						4
8.34	PO Side not Replaced	0	0	0	0	0	0	0						0
8.41	Removals/Cut Offs Lead	2	0	0	0	0	0	6						8
8.42	Removals - Copper	0	0	0	0	0	1	0						1
8.5	New Svcs in New Plats	49	0	0	0	0	0	0						49
8.6	Total Svcs in Ground	61,712	61,712	61,713	61,716	61,717	61,717	61,712						61,712
8.7	New Connects to Exist Svcs	33	11	29	23	19	24	15						154
8.8	Number of Leaks	2	0	1	3	2	4	3						15
	Unit Cost	\$1,483	\$423	\$4,529	\$2,232	\$3,735								
8.9	Frozen	1	0	0	0	0	0	0						1
9.0	METERS													
9.1	Total in Service	65,753	65,764	65,817	65,869	65,861	65,913	65,948						65,948
9.2	Total Inspections	265	256	348	322	296	351	333						2,171
9.3	Number Repaired	26	85	48	62	78	110	114						523
	Unit Cost	\$169	\$67	\$112	\$99	\$71								
9.4	Number Changed	335	405	510	585	345	423	350						2,968
9.5	Number Converted	0	0	0	0	0	1	0						1
9.6	Installed in City (Regular)	0	1	0	1	0	49	1						52
9.7	Installed in City (Remote)	20	16	41	16	27	8	23						151
9.8	Installed Out City (Regular)	0	0	0	0	0	0	0						0
9.90	Installed Out City (Remote)	0	0	0	0	0	1	0						1
9.10	Turn Ons	2	4	25	43	14	6	12						102
9.11	Turn Offs	12	10	13	8	49	8	1						101
9.12	NET CHANGE	10	11	53	52	-8	56	35						205

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.

- Continue to work on updating the Plan appendix and starting to review the body in preparation for the 2010 update. The group is focusing on updating and revising the checklists and flow charts.
- We will be looking at providing employees with routine awareness and procedural training over the next several months.

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.

Water Main Design Projects

- Projects under active design: STH 113
- Private contract design additions: Linden Park Phase 9; Secret Places at Siggelkow Preserve Phase 6; 1802 Maplecrest PUD Phase 2; 8th Add to Blackhawk Phase 5; Woodstone – Phase 1
- Projects out for bid: None
- Projects bid waiting for construction: Cannonball Phase 2; Gilmore/Cross main replacement; Riverside Dr main replacement; Forward Dr main replacement; Academy/Acewood/Starker main replacement; Buckeye Rd./Hargrove St. (WU crew job that have not started).
- Projects under construction: Lien Rd- Water main west of the interstate is completed. Main work will resume when hwy bridge piles are removed; University Ave (N. Park St.)– Reconnect 12” main around chilled water lines.; University Ave (Breese to Campus)– Cap old main and 1 hydrant removal remaining; University Ave (Segoe to Shorewood)– Paving and water box checks week of 8/16; Helena/Division/Schurz/Lakeland – Service installations on Division St. through week of 8/16; Sanitary w/Resurfacing – East: Emmet St – Main installations completed around 8/13– Service installations week of 8/16; School Rd– Water completed; Upham- Starting 8/30/2010; N Franklin- Starting ~8/18/2010; Sanitary w/ Resurfacing – West: Fox Ave– Main installations completed ~8/13; Service installations through week of 8/16.; S Brooks St – Water main completed ~8/13; Commercial/Kedzie/Pawling– Approx. 5 blocks of main & services yet to be installed; Camden– Service installations through week of 8/16; Merry– Main installation completed, service installations through week of 8/16; Monona Dr – Main installation completed ~8/13, service installations through week of 8/16; S Segoe Rd– All main installed – service installations through week of 8/16; Pleasant View Rd – Starting ~8/16; Novation Campus Ph.2 – Preconstruction meeting on 8/12; Cannonball Run Ph.2 – To begin week of 9/2; Old Middleton Rd – Main installation completed. Service installations begin week of 8/16; Allied

Drive – Main installation completed. Service installations completed 8/13 or 8/16; Fisher St – Water installations/connections/services completed ~8/13- Repaving ~8/24.

- Construction completed: Cannonball Phase 1; Femrite/Marsh; McCormick/Commercial main replacement; N & S Broom St main replacement; Edgewood Ave main replacement; W Gilman St main replacement; Ash/Chadbourne main replacement; Capitol Square Streetscapes; Milton Street (WU Crews); Reiner Road; N Third/Carey Ct/E Mifflin
- Private Contracts completed: Cardinal Glenn Phase 2B; Maplecrest Phase 2

Zone 4 Water Supply Augmentation

- The consultant contract has been signed and the kick off meeting was held on August 17th.
- We expect to start the site selection process this month with a site identified by the end of the year.

Arbor Hills Fire Flow Supply

- Strand has started evaluating several pump station sites for feasibility and cost.
- The second Citizen's Advisory Panel meeting was held on the 23rd to review the set of four or five sites identified and discussed with the public.

Zones 7 and 8 Supply Augmentation

- No progress or change in status.

East Side Water Supply Project

- A project team kickoff meeting was held July 26. The utility is working with Black and Veatch to start the water demand evaluation and development projections.
- The USEPA grant funding contract was received, signed and returned.
- We expect to finalize the Public Participation Plan in the next several weeks.

#120 Sphere – Prairie Road

- Fire inspectors and insurance adjustors continue to work on the site and evaluate conditions and causes. On July 13th the cell companies were granted access to the site for the first time. It is expected that the site will be released to the utility soon and we will direct the contractor to clean up and demobilize.
- Current information indicates that a study will be completed on the condition of the tank by Tank Industry Consultants of Chicago to determine the condition of the reservoir and ultimately its final resolution. It is expected that a resolution of the situation will not be complete until sometime in the fall.

UW #26

The electric motor on the deep well pump at UW #26 failed on July 29. Utility staff disconnected the 350 hp motor and delivered it to EMU, Inc. on August 2 for repair. The motor, which was fairly old, was determined to be severely damaged and repair estimates were significant. As a result, a new highly energy efficient motor was ordered to replace the old one. Delivery of the new motor is approximately 9 to 12 weeks out. Cost is \$24,000. In the meantime, both the tank and sphere at the site are being fed with water from UW #16 and UW #28. It is anticipated that these two wells will be able to meet the needs of the UW #26 area as overall demand in Zones 8 and 10 should remain low. UW #28, a seasonal well normally taken off-line in the fall, will remain on-line until UW #26 is back up and running.

Miscellaneous Projects

- The replacement of the roof on the Vehicle Storage Building at Paterson Street was bid August 13.
- Looking into hiring an engineer for the HVAC Improvements for the Vehicle Storage Building at Paterson Street.

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	171	\$ 17,085.24	\$ 1,183.00	\$ 25,000.00	84,686
February	173	\$ 17,272.80	\$ 840.00	\$ 25,000.00	235,299
March	423	\$ 42,281.67	\$ 1,372.00	\$ 25,000.00	566,980
April	429	\$ 42,875.62	\$ 1,225.00	\$ 25,000.00	1,015,750
May	203	\$ 20,300.00	\$ 938.00	\$ 25,000.00	1,393,360
June	143	\$ 14,300.00	\$ 959.00	\$ 25,000.00	1,518,177
July	121	\$ 12,086.74	\$ 805.00	\$ 25,000.00	1,698,604
August					
September					
October					
November					
December					
YTD Total	1,663	\$ 166,202.07	\$ 7,322.00	\$ 175,000.00	6,512,856

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

- Adam Wiederhoeft issued a request for proposal to hire two consultants to complete a total of six plans by December. We received six proposals for this work. This will finish up wellhead protection plans for all of our wells.
- Utility engineers are working on completing five wellhead protection plans this fall.