

Draft Secondary Outcomes Policy Operational Optimization

The Water Sector Collaboration on Effective Utility Management states that operational optimization “ensures ongoing, timely, cost-effective, reliable, and sustainable performance improvements in all facets of its operations. Minimizes resource use, loss, and impacts from day-to-day operations. Maintains awareness of information and operational technology developments to anticipate and support timely adoption of improvements.”

The Madison Water Utility will ensure the water utility is optimally operated and therefore make the most efficient use of our city’s groundwater resources and energy used to deliver water to the customer.

Draft Secondary Outcomes Policy Infrastructure Stability

The Water Sector Collaboration on Effective Utility Management states that infrastructure stability “understands the condition of and costs associated with critical infrastructure assets. Maintains and enhances 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. Assures asset repair, rehabilitation, and replacement efforts are coordinated within the community to minimize disruptions and other negative consequences.”

To assure the residents of Madison that their water utility’s infrastructure is stable and therefore well-positioned to continue to provide current levels of service in perpetuity, Madison Water Utility shall implement the following recommendations from the 2005 Infrastructure Management Plan:

1. Increase annual expenditures to build up to \$2 million per year facility reinvestment by year 2025.
2. Implement corrective measures for overflow pipes and chemical rooms (\$2.6 million in addition to annual reinvestment for facilities).
3. Increase annual expenditures to build up to \$9 million per year for pipeline replacement by the year 2024.

(Note: The above expenditures are in 2005 dollars and should be adjusted periodically for construction cost inflation. Additionally, the Infrastructure Management Plan should be updated not less than every 10 years, at which time this policy will also be revised.)

In addition, the Madison Water Utility will:

4. Coordinate with City Engineering and the Madison Metro Sewerage District to prioritize sanitary sewer infrastructure replacement/maintenance in wellhead protection areas of unit wells that exceed chloride and nitrate raw water concentrations of 10 and 2 mg/L, respectively,
5. Prioritize distribution pipe repair and replacement at locations where AMI data suggests maintenance needs
6. Maintain a prioritized list of capital improvement projects for annual review by General Manager, Water Quality Manager, Water Supply Manager, and Principal Engineer consistent with priorities established in the Master Plan and Infrastructure Management Plan.

Annual review.

Draft Secondary Outcomes Policy Stakeholder Understanding and Support

The Madison Water Utility will engender understanding and support from the ownership, the Water Utility Board, the mayor, the Common Council, neighborhoods, advocacy groups, the Wisconsin Department of Natural Resources and the Wisconsin Public Service Commission for service levels, rate structures, operating budgets, capital improvement programs, and risk management decisions.

Accordingly, the Madison Water Utility will:

1. Establish and maintain a standard operating procedure/manual for public participation process.
2. Establish a formal outreach plan/program for educating owners on water quality issues, environmental issues, and costs.
3. Ensure community awareness and participation in rate cases and capital improvement planning.

Draft Revision to Executive Limitations Policy Employee Leadership and Development

In lieu of an Outcomes Policy

The following will be added to Executive Limitations Policy 2B- Treatment of Staff.

The General Manager shall not fail to:

5. Establish a participatory, collaborative organization dedicated to continual learning and improvement.
6. Ensure employee institutional knowledge is retained and improved upon over time.
7. Provide a focus on and emphasize opportunities for professional and leadership development.
8. Strive to create an integrated and well-coordinated senior leadership team.

Annual monitoring of performance.

Annual policy review.

Draft Secondary Outcomes Policy Community Sustainability

The Madison Water Utility will be explicitly cognizant of and attentive to the impacts its decisions have on current and long-term community and aquifer health and welfare.

Accordingly, the Madison Water Utility will:

1. Manage operations, infrastructure, and investments to protect and enhance the natural environment.
2. Efficiently use water and energy resources.
3. Participate in overall community improvement activities.
4. Explicitly consider a variety of source water protection approaches as part of an overall strategy to maintain and enhance ecological and community sustainability.

Annual monitoring of performance.

Annual policy review.

Draft Secondary Outcomes Policy Water Quality

The Madison Water Utility will assure an adequate quantity of high quality water to its customers.

Accordingly, the Madison Water Utility will:

1. Provide adequate water pressure and fire suppression flow for all customers.
2. Minimize both planned and unplanned service interruptions.
3. Comply with primary and secondary MCLs as specified by the USEPA and the Wisconsin DNR.
4. If water quality exceeds an MCLG or *some fraction** of the MCL, the water utility will develop a monitoring plan and produce a feasibility analysis of possible solutions and the costs associated with each option.
5. Follow Water Utility Board procedural guidelines on fluoride, iron, manganese, pharmaceutical chemicals, and endocrine disrupting chemicals.

**Fraction or percentage of MCL to be determined.*