



MEMORANDUM

Date: November 24, 2025
To: Water Utility Board
From: Marcus Pearson, Public Information Officer
Krishna Kumar, General Manager
Subject: Public Information Report

BACKGROUND

Madison Water Utility's overarching mission is to supply high quality water for consumption and fire protection, at a reasonable cost, while conserving and protecting our ground water resources for present and future generations. Community trust and awareness is built through our constant commitment to the preservation and protection of our aquifer and care for Madison's vital drinking water infrastructure. This is cultivated through a wide variety of efforts performed by Utility staff daily.

The above expectations are met through:

1. Operation, maintenance, and management of our system.
2. Community outreach and engagement.
3. Customer service.

The Public Information Department of the Utility strives to exceed the expectations laid out above. The Monthly Public Information Report encompasses Utility efforts pertaining to public information, outreach and engagement occurring on or after November 1, 2025. The attachment(s) below reflect these efforts.

ATTACHMENTS

- A. Public Information Report