

PUBLIC INFORMATION REPORT

June 2026 (Reporting Period: May.7.-.May.97?8682)



Public Communications	May 2026	2026 Total
Social media posts	16	109
Media mentions	4	6
Customer Service calls	2,077	7,603
Meter Shop calls	441	1,474
Website views	20,944	91,117
Emails to email list subscribers	6	14
News releases	2	4

Ongoing Projects & Initiatives
Well 12, Well 19, Well 20, Water Main Rehabilitation (CIPP), water main flushing
Annual Drinking Water Quality Report (Consumer Confidence Report)
Public Works Field Training Project
Water Utility Website Webforms (water wagon & meter change appointments)
Municipal Services Bill Calculator
Digital Accessibility Project (website, social media, and PDFs)
Website Translations
MUNIS Tyler SaaS Migration to cloud
Water Results Madison initiative

Community Outreach	
May 5	Presentation to 3 rd Grade students at Anana Elementary
May 5	Provided water service to Team City Awards event
May 7	Water Wagon staff training
May 8	Water Wagon staff training
May 12	Presented on “Careers in Water” at Central Heights Middle School
May 15	Water Wagon at John Muir Elementary Fun Run
May 16	Water Wagon at Stephens Elementary Stephens Spectacular event
May 22 - 24	Alternative Water Table at Brat Fest
May 30	Water Wagon at Westmorland Park