

Tom Heikkinen
2108 Cascade Road
Silver Spring, MD 20902
March 4, 2008

08 MAR 10 PM 2:49

Judy Hughes, Personnel Analyst
City of Madison Human Resources Department
210 Martin Luther King, Jr. Blvd., Room 501
Madison, WI 53703

Dear Ms. Hughes:

I am interested in becoming the next Water Utility General Manager for the City of Madison. I believe you will find my educational background, accomplishments, and technical, managerial, and executive leadership experience detailed on the attached resume to be an excellent match for the City's requirements.

As you can probably tell from my chosen career, I have a real passion for clean water and public service. The water industry is facing some incredible challenges today, from pressure to keep rates low to maintaining a skilled work force in the wake of the coming retirement boom. In developing solutions to address these and other issues, we must consider both the technical and human dimensions involved. I have played a leadership role at the Washington Suburban Sanitary Commission in implementing the practices of infrastructure asset management in order to meet required service levels at the best possible value to the customer. We have recently completed a 30-year Infrastructure Plan and 10-year Fiscal Plan in order to ensure that we can accomplish our core mission for future generations. We have focused on our people by designing succession management and performance management systems to enable employee growth and development.

Eleven senior managers report to me, covering water and wastewater treatment operations and maintenance, an environmental laboratory, and maintenance and information support groups. I also have experience in air pollution issues as well as energy conservation, including promoting and expanding the use of clean renewables.

I would enjoy the opportunity to further discuss my qualifications and experience with the City and the Utility to see if we would be a good fit for each other; I hope to hear from you shortly.

Sincerely,



Tom Heikkinen

Enclosure

2108 Cascade Road
Silver Spring, MD 20902

301.649.7722
theikki@verizon.net

Tom Heikkinen

Objective

An executive leadership position in the water industry serving the public through the provision of clean, safe drinking water, superior customer service, and protection and enhancement of our natural environment. I seek an organization that desires to achieve excellence by focusing on people and sustainability.

Experience

2004–Present Washington Suburban Sanitary Commission

Chief of Plant Operations

- Leading strategic change toward world class asset management and excellence in operations and maintenance
- Consistently achieve a perfect record of drinking water regulatory compliance and receive numerous awards for wastewater treatment
- Implementing a Green Power Initiative to supply 6 MW of clean, renewable physical wind energy for water and wastewater services
- Successfully leading a team of 270 managers, engineers, technicians, operators, and laboratory analysts to provide 170 million gallons per day of clean drinking water to 1.8 million people, and return clean water to the environment through effective wastewater treatment and beneficial reuse of biosolids
- Oversee a \$110M operations and maintenance program to treat and distribute drinking water and collect and clean wastewater for 430,000 customer accounts

2000–2004 WSSC Germantown, MD

Plant Superintendent

- Started up the new state-of-the art 20 million gallon per day Seneca Wastewater Treatment Plant with perfect discharge compliance during the transition from the old plant to the new
- Implemented numerous plant enhancements and staff cross-training initiatives to improve operational efficiency
- Led a staff of 30 operators, technicians, and engineers in the effective operation and maintenance of the Seneca, Damascus, and Hyattstown Wastewater Treatment Plants

1995–2000 WSSC Accokeek, MD

Senior Plant Engineer

- Coordinated a \$12M Biological Nutrient Removal Upgrade Project to improve the Piscataway Wastewater Treatment Plant in accordance with the Chesapeake Bay Program
- Installed and configured the next generation of human-machine interface software for plant automation
- Led a team of collection system operators to enhance the preventive maintenance program for 7 remote wastewater pumping stations

1993–1995

WSSC

Accokeek, MD

Civil Engineer

- Analyzed effectiveness of plant instrumentation and installed newer technologies
- Programmed plant process control computers to automate new treatment processes and facilities
- Designed and installed drainage improvements for storm water quality at the Piscataway Wastewater Treatment Plant

Education

1995–1997

University of Maryland

College Park, MD

- Master of Engineering

1986–1991

University of Maryland

College Park, MD

- B.S., Civil Engineering

Interests

Chesapeake Water Environment Association Board of Directors, family outdoor activities, choral music, gardening, woodworking