

PUBLIC INFORMATION REPORT

September 2025



Public Communications	September 2025	2025 YTD Total
Social media posts	20	161
Media mentions	4	22
Customer Service calls	5,246	18,277
Meter Shop calls	512	3,276
Website views	17,352	146,727
Emails to email list subscribers	5	32
News releases	1	5

Ongoing Projects & Initiatives
Well 12, Well 15, Well 19, Water Main Rehabilitation at Todd Dr, Mid Town Hydraulic Improvements
Website Accessibility Initiative
Madison Arts Commission sanctioned mural proposed for Well 24
MWU Open House at Well 24 (in association with Wisconsin Science Festival)
Lead Service Line Inventory

Community Outreach Events	
September 8	Well 15 Recommissioning Ceremony
September 10	Moderated the PFAS sessions at the AWWA Conference
September 11	Women in Water Networking event at the AWWA Conference
September 11	Guest raffle ticket caller at AWWA's No Water No Beer fundraiser (raising funds to build wells in Guatemala)
September 11	Mad City Tappers (Water Utility Tapping Team) competed in a tapping competition at AWWA conference
September 18	WI Salt Wise Smart Salting Workshop
September 18	Well 31 tour with PhD graduate students from the UW Madison Agriculture and Applied Economics program
September 27	Water Wagon at Henry Villas Zoo Run Wild event
September 20	Water Wagon at Celebration of Life services for former MWU Employee Mike Draper
September 26	Water Wagon at Rocky's Fun Run – Madison Country Day School
October 4	Nami Walks at Olin Park
October 9	Stephens Sprint
October 18	MWU Open House at Well 24 (in Association with Wisconsin Science Fest)