

Quality and Reliability since 1882



# General Manager's Report to the Water Utility Board March 2011

## **STAKEHOLDER UNDERSTANDING AND SUPPORT**

*Engender understanding and support from oversight bodies, community and watershed interests, and regulatory bodies for service levels, rate structures, operating budgets, capital improvement programs, and risk management decisions. Actively involve stakeholders in the decisions that will affect them.*

- The press release "Water Utility Requests Vendor Proposals for Meter System Upgrade" was issued March 8.
- The press release "Madison Water Utility Urges Residents to Fix Leaks to Save Water and Money" was issued March 9. March 14-20 was "Fix a Leak Week."
- Preparations continue for the annual Open House Saturday, May 7 in celebration of national Drinking Water Week.
- I will be representing Wisconsin at the AWWA Legislative Fly-in April 4-5 in Washington DC.

## **WATER QUALITY**

*Produce high quality drinking water in full compliance with regulatory requirements and consistent with customer expectations and public health needs.*

- Map updates and planning for 2011 unidirectional flushing are complete. Flushing will begin in April and schedules are being developed.

## Water Quality Monitoring Report

Analyte Group	Sample Locations	Monitoring Requirements (# of Samples)		Monitoring Activity (# of samples)		Violations & Public Notices
		Monitoring Period	2010 Annual Requirement	Current Month	Year to Date 2010	Year to Date
<b>Daily/Routine Samples</b>						
Coliform Bacteria	Operating Wells and Distribution Sites	150	1800	354	702	0
Free Chlorine Residual "Grab" Samples	Operating Wells and Distribution Sites	160 <sup>1</sup>	1900 <sup>1</sup>	906	1866	0
Fluoride	Operating Wells	450 <sup>1</sup>	5400 <sup>1</sup>	394	825	0
<b>Quarterly Samples</b>						
Volatile Organic Compounds (41 analytes)	Wells	5 <sup>1</sup>	20 <sup>1</sup>	4	4	0
Coliform Bacteria (Raw Water)	Wells	22 <sup>1</sup>	82 <sup>1</sup>	2	16	0
<b>Annual Samples</b>						
Inorganic Contaminants <sup>2</sup> (28 analytes)	Wells	22	22	0	0	0
Lead & Copper	Distribution Sites	100	200	0	0	0
Radioactivity	Wells	6	6	0	0	0
Volatile Organic Compounds (41 analytes)	Wells	16	16	6	6	0
Synthetic Organic Compounds (36/38 analytes)	Wells	22	22	10	10	0
Disinfection Byproducts - Total Trihalomethanes & Haloacetic Acids	Distribution Sites	7	7	0	0	0
<b>Specialty Samples</b>						
Iron & Manganese	Wells	N/A	N/A	7	13	N/A
	Residential Taps	N/A	N/A	0	0	N/A

(1) Sampling requirement will vary depending on the number of wells in operation during specific days or quarters.

(2) Sampling is usually completed June to September in each calendar year, with results reported in the month following sampling.

## Calls Logged to the Water Quality Correspondence Database

Year	Month	All Calls	Color	Manganese	Taste	Odor	Pressure	No Water	Inquiry	Other
2011	January	108	27	0	5	2	1	1	52	21
2011	February	56	12	0	3	3	7	3	24	7
<b>2011</b>	<b>TOTAL</b>	<b>164</b>	<b>39</b>	<b>0</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>76</b>	<b>28</b>

Year	Month	All Calls	Color	Manganese	Taste	Odor	Pressure	No Water	Other	Alder District
2011	February	1	0	0	1	0	0	0	0	01
2011	February	2	1	0	1	0	0	0	1	02
2011	February	3	0	0	0	1	0	0	2	03
2011	February	5	3	0	0	1	0	0	1	04
2011	February	3	0	0	0	0	0	0	3	06
2011	February	5	0	0	0	1	1	0	3	07
2011	February	1	0	0	0	0	0	0	1	09
2011	February	3	2	0	0	0	0	0	1	10
2011	February	2	1	0	0	0	0	0	1	11
2011	February	2	2	0	0	0	0	0	0	13
2011	February	4	0	0	0	0	1	2	1	14
2011	February	1	0	0	0	0	0	0	1	15
2011	February	3	0	0	0	0	1	0	2	16
2011	February	1	0	0	0	0	0	0	1	17
2011	February	6	0	0	0	0	1	0	5	18
2011	February	2	1	0	0	0	1	0	1	19
2011	February	2	1	0	0	0	1	1	0	20
2011	February	6	1	0	1	0	0	0	4	NONE
2011	February	4	0	0	0	0	1	0	3	UNKNOWN

## **EMPLOYEE AND LEADERSHIP DEVELOPMENT**

*Recruit and retain a workforce that is competent, motivated, adaptive, and safe-working. Establish a participatory, collaborative organization dedicated to continual learning and improvement. Ensure employee institutional knowledge is retained and improved upon over time. Provide a focus on and emphasize opportunities for professional and leadership development and strive to create an integrated and well-coordinated senior leadership team.*

- Bob Runkel, John Hewitt, and Joel Guderyon were recognized at the March 17 all-employee meeting for 30 years of service to the City of Madison.
- Several employees attended the WWA Distribution System seminar in the Wisconsin Dells.

### Employee Events

- April 7: Labor/Management Meeting
- April 12 & 26: Steering Team Meetings

### Continuous Improvement Plan

- The engineering section continues to work to establish a collaborative work culture of continuous improvement. Biweekly meetings of the engineering staff continue. The group is working on goal setting.
- The section participated in a team survey to assess teamwork and skills. The Management Team also participated in a survey to assess their teamwork.
- Al Larson continues to work with the professional coach to develop the program.

## Staffing Report

Work Area	Position	Held By	Comments
Management			
Finance	Water Utility Financial Manager		The position has been posted for a second time to receive more applicants. Applications were due by 3/14/11.
Water Quality			
Water Supply			
Engineering	Engineering Intern		Information was forwarded to HR on 3/10/11 to start the hiring process.
	Hourly Construction Inspector		Applications were due by 3/11/11. Two positions are available.
	Water Construction Inspector (Acting)		Applications were due by 3/4/11. This is to fill Jerry Schoenemann's position while he is on extended leave.
Customer Service			
Operations			
Maintenance	Maintenance Worker (16-11)	Kyle Humphrey	Kyle Humphrey was hired and will be starting 3/21/11.
	Maintenance Mechanic 2	Vacant	Jesse Rosas retired 1/5/11.
	Painter (71-01)	Vacant	Vacancy due to Doug Van Horn's promotion to Maintenance Mechanic 1.

## Summary of Permanent Positions

Budgeted positions for 2010 (1/1/2010):	124
Positions Vacant as of September 21, 2010:	3
Positions in various stages of recruitment:	4
Positions being filled by employees in Acting status	0
Employees on Extended Absences	1
Employees hired, not yet working	1
Employees Absent Without Pay Status	3
Net Effective Employees	121

## Summary of Hourly/Seasonal Positions

<b>Work Area</b>	<b>Full Time Employees</b>	<b>Part Time Employees</b>
Customer Service	1	
Engineering		
Finance/Accounting		1
Water Quality		
Operations	1	

## **CUSTOMER SATISFACTION**

*Provide reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receive timely customer feedback to maintain responsiveness to customer needs and emergencies.*

- Please see the customer letters attached to this month's report.

## **FINANCIAL VIABILITY**

*Understand the full life-cycle cost of the utility and establish and maintain an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues. Establish predictable rates—consistent with community expectations and acceptability—adequate to recover costs, provide for reserves, maintain support from bond rating agencies, and plan and invest for future needs.*

### Current Rate Increase Application

- The application to increase rates by 9% was filed with the Public Service Commission (PSC) on October 6, 2010.
- After review, PSC Staff sent a request with 24 questions for further information on November 2, 2010. Utility staff responded on November 11, 2010 with answers to all 24 questions. PSC staff sent 6 follow-up questions on November 8, 2010 and utility staff responded with answers on November 10, 2010. PSC staff requested additional information on November 15, 2010 and utility staff responded with answers on November 17th and there were two follow-up telephone questions and conversations with answers provided during the calls by utility staff.
- Revenue requirements have been completed as of December 16, 2010.
- Cost of Service study is continuing, and then completed rate design begins.
- Clean Wisconsin filed a Request to Intervene in our current rate application on December 7, 2010. Melissa Mallott contacted the Utility prior to the intervention filing request to let us know that they would like to be involved in this rate application.
- A pre-hearing conference was held February 8, 2011. PSC staff, utility staff and Clean Wisconsin met to discuss any issues related to the current rate case.
- A follow up meeting was held with Clean Wisconsin on February 14, 2011.
- Response to Clean Wisconsin's First Set of Discovery was filed on March 9, 2011.
- Direct Testimony of Tom Heikkinen was filed on March 15, 2011.

- Rebuttal Testimony is due on March 29, 2011.
- A hearing before the Administrative Law Judge is scheduled for 9:30am on April 6, 2011.

## **OPERATIONAL OPTIMIZATION**

*Ensure ongoing, timely, cost-effective, reliable, and sustainable performance improvements in all facets of its operations. Minimize resource use, loss, and impacts from day-to-day operations. Maintain awareness of information and operational technology developments to anticipate and support timely adoption of improvements.*

### Advanced Metering Infrastructure (AMI)

- The AMI Implementation (formerly design) Team continues to meet twice a month.
- The Request for Proposals (RFP) was issued March 8. A pre-proposers conference is scheduled for March 29. The deadline is April 19.

### Status of Seasonal Wells

- UW #6: Out of service
- UW #8: Out of service
- UW #10: Out of service
- UW #17: Out of service
- UW #23: Out of service
- UW #27: Out of service
- UW #28: Online and in service as of January 7, 2011.

2011 Unit Well Pumpage by Month (1000 gallons)

Unit	Jan	Feb	Mar*	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
6	0	0	0										0
7	45,124	17,009	3,341										65,474
8	0	0	0										0
9	35,622	31,126	15,150										81,898
10	0	0	0										0
11	7,928	29,669	20,410										58,007
12	26,602	27,168	28,229										81,999
13	61,827	59,230	31,250										152,307
14	70,722	65,104	32,173										167,999
15	84,713	73,200	34,850										192,763
16	54,958	35,726	23,438										114,122
17	0	0	0										0
18	34,048	41,248	22,575										97,871
19	79,742	78,421	41,008										199,171
20	54,908	57,543	24,302										136,753
23	0	0	0										0
24	31,855	33,506	12,066										77,427
25	35,757	31,156	15,420										82,333
26	11,687	0	0										11,687
27	0	0	0										0
28	61,655	70,795	18,042										150,492
29	51,847	46,678	23,530										122,055
30	57,733	52,392	24,843										134,968
<b>Total</b>	<b>806,728</b>	<b>749,971</b>	<b>370,627</b>										<b>1,927,326</b>

\*As of March 14, 2011



30 +/- Pumpage Report (1,000 gallons)

Date	Daily Pumpage	Year to Date	Avg. for Year	Temperature			Precipitation			Last Year To Date	Percent Difference	5 Year Avg. Percent Difference	10 Year Avg. Percent Difference
				High	Low	Avg	Day	Month	Year				
2/16	27,304	1,236,816	26,315	44	29	37	0.0	0.4	1.7	1,202,467	2.9%	-4.8%	-7.5%
2/17	28,798	1,265,614	26,367	51	38	45	0.0	0.5	1.7	1,231,874	2.7%	-4.8%	-7.4%
2/18	24,882	1,290,496	26,337	42	26	34	0.0	0.5	1.7	1,258,494	2.5%	-5.0%	-7.5%
2/19	28,701	1,319,197	26,384	34	17	26	0.0	0.5	1.7	1,284,393	2.7%	-4.8%	-7.4%
2/20	26,810	1,346,007	26,392	33	24	29	0.0	0.5	1.7	1,312,093	2.6%	-4.8%	-7.4%
2/21	24,330	1,370,337	26,353	31	21	26	1.1	1.5	2.8	1,340,353	2.2%	-5.0%	-7.6%
2/22	27,661	1,397,998	26,377	26	14	20	0.0	1.5	2.8	1,365,833	2.4%	-5.0%	-7.6%
2/23	27,295	1,425,293	26,394	29	24	27	0.0	1.5	2.8	1,388,081	2.7%	-5.0%	-7.6%
2/24	24,739	1,450,032	26,364	33	29	31	0.0	1.5	2.8	1,414,650	2.5%	-5.1%	-7.7%
2/25	27,404	1,477,436	26,383	29	18	24	0.0	1.5	2.8	1,441,253	2.5%	-5.1%	-7.7%
2/26	28,110	1,505,546	26,413	18	9	14	0.1	1.6	2.9	1,471,263	2.3%	-5.1%	-7.6%
2/27	25,720	1,531,266	26,401	30	9	20	0.0	1.6	2.9	1,499,816	2.1%	-5.1%	-7.7%
2/28	25,433	1,556,699	26,385	32	16	24	0.0	1.6	2.9	1,521,806	2.3%	-5.2%	-7.8%
3/1	30,584	1,587,283	26,455	42	18	30	0.0	0.0	2.9	1,549,826	2.4%	-5.3%	-7.9%
3/2	25,472	1,612,755	26,439	32	15	24	0.0	0.0	2.9	1,576,256	2.3%	-5.4%	-8.0%
3/3	26,022	1,638,777	26,432	41	18	30	0.0	0.0	2.9	1,603,927	2.2%	-5.4%	-8.0%
3/4	30,605	1,669,382	26,498	44	33	39	0.1	0.1	3.0	1,629,287	2.5%	-5.2%	-7.8%
3/5	25,636	1,695,018	26,485	33	17	25	0.0	0.2	3.0	1,656,135	2.3%	-5.2%	-7.8%
3/6	26,977	1,721,995	26,492	30	13	22	0.0	0.2	3.0	1,685,935	2.1%	-5.3%	-7.8%
3/7	24,774	1,746,769	26,466	33	23	28	0.0	0.2	3.1	1,710,840	2.1%	-5.4%	-7.9%
3/8	25,362	1,772,131	26,450	41	31	36	0.0	0.2	3.1	1,734,910	2.1%	-5.4%	-8.0%
3/9	26,888	1,799,019	26,456	34	32	33	0.5	0.7	3.5	1,760,916	2.2%	-5.4%	-7.9%
3/10	25,540	1,824,559	26,443	41	31	36	0.0	0.7	3.5	1,786,486	2.1%	-5.3%	-8.0%
3/11	28,143	1,852,702	26,467	43	18	31	0.0	0.7	3.5	1,813,862	2.1%	-5.2%	-7.8%
3/12	26,457	1,879,159	26,467	40	30	35	0.0	0.7	3.5	1,839,441	2.2%	-5.3%	-7.9%
3/13	24,720	1,903,879	26,443	38	24	31	0.0	0.7	3.5	1,867,826	1.9%	-5.4%	-8.0%
3/14	23,447	1,927,326	26,402	44	19	32	0.0	0.7	3.5	1,890,436	2.0%	-5.5%	-8.1%

## Monthly Operations Report

2010		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD TOTAL
1.0	<b>ADMINISTRATION</b>													
1.1	Formal Grievances	0	0											0
1.2	Employee Injuries	4	4											8
1.3	Utility Vehicle Accidents	1	1											2
1.4	Print Media Reports	8	4											12
2.0	<b>PUMPAGE</b>													
2.1	Tot in Million Gals(MG)	806.7	750.0											1,556.7
2.2	Average Day (MG)	26.0	26.8											26.4
2.3	Maximum Day (MG)	30.0	30.2											30.2
2.4	Date of Max Day	1/26 (W)	2/15 (Tu)											2/15 (Tu)
3.0	<b>INSPECTIONS</b>													
3.1	Cross Connections	133	89											222
3.2	Private Wells	4	1											5
4.0	<b>CUSTOMER SVCS</b>													
4.1	Scheduled Billings	9,195	13,585											22,780
4.2	Spec Request Billings	233	216											449
4.3	Bill Related Inspections	12	21											33
4.4	Reminder/Tax Notices	2,893	1,434											4,327
4.5	# of Meter Readings	11,976	8,974											20,950
5.0	<b>HYDRANTS</b>													
5.1	Installed	2	3											5
5.2	Removed	2	3											5
5.3	Total in Service	8,482	8,482											8,482
5.4	Inspections	659	443											1,102
5.5	# Repaired	19	21											40
	Unit Cost													
5.6	Routine Flushing	70	75											145
5.7	# Painted	0	0											0
6.0	<b>VALVES</b>													
6.1	Installed	2	3											5
6.2	Removed	1	3											4
6.3	Total in Service	20,066	20,066											20,066
6.4	Inspections	634	535											1,169
6.5	# Repaired	18	8											26

2010		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD TOTAL
7.0	<b>MAINS</b>													
7.1	Miles Installed	0	0											0
7.2	Miles Abandoned	0	0											0
7.3	Total Miles in Svc	842.82	842.82											842.82
7.4	Number of Leaks	63	59											122
	Unit Cost													
7.5	Leaks per Mile	0.07	0.07											0.14
7.6	Dwell Units Out of Svc	812	882											1694
8.0	<b>SERVICES</b>													
8.1	New Svcs to Old Lot by WU	0	0											0
8.2	New Svcs to Old Lot by PC	2	0											2
8.31	Lead Replacements by WU	0	0											0
8.32	Lead Replacements by PO	0	0											0
8.33	PO Side was Copper	0	0											0
8.34	PO Side not Replaced	0	0											0
8.41	Removals/Cut Offs Lead	0	0											0
8.42	Removals - Copper	0	1											1
8.5	New Svcs in New Plats	41	7											48
8.6	Total Svcs in Ground	61,768	61,774											61,774
8.7	New Connects to Exist Svcs	13	11											24
8.8	Number of Leaks	3	0											3
	Unit Cost													
8.9	Frozen	1	0											1
9.0	<b>METERS</b>													
9.1	Total in Service	65,951	65,967											65,967
9.2	Total Inspections	498	300											798
9.3	Number Repaired	62	25											87
	Unit Cost													
9.4	Number Changed	196	229											425
9.5	Number Converted	0	0											0
9.6	Installed in City (Regular)	1	1											2
9.7	Installed in City (Remote)	14	16											30
9.8	Installed Out City (Regular)	0	2											2
9.90	Installed Out City (Remote)	0	0											0
9.10	Turn Ons	9	5											14
9.11	Turn Offs	12	8											20
9.12	NET CHANGE	12	16											28

## OPERATIONAL RESILIENCY

*Ensure utility leadership and staff work together to anticipate and avoid problems. Proactively identify, assess, establish tolerance levels for, and effectively manage a full range of business risks (including legal, regulatory, financial, environmental, safety, security, and natural disaster-related) in a proactive way consistent with industry trends and system reliability goals.*

## INFRASTRUCTURE STABILITY

*Understand the condition of and costs associated with critical infrastructure assets. Maintain and enhance 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. Assure asset repair, rehabilitation, and replacement efforts are coordinated within the community to minimize disruptions and other negative consequences.*

### 2011 Water Main Design and Construction Projects

- Projects under active design: University Ave (Breese to Allen); N Carroll/W Gilman; N Frances St; Clover/Olbrich; West Lawn Ave; Anderson St
- Private contract design additions: None
- Projects out for bid: Fair Oaks / Atwood Intersection (bid delayed); STH 113; E Main/Second/Fourth
- Projects bid waiting for construction: Lake St/Mendota Ct; Mendota Street/Sycamore Ave; Williamson Street; Sherman/Brearily; Outer Loop NE quadrant; Joylyne Drive; Outer Loop NW quadrant; Highland Ave/University Avenue
- Construction Report for March: NE Outerloop (Webster, Dayton, Pinckney) – Work scheduled to begin the week of 3/28/11; Williamson/ Ingersoll – Work scheduled to begin the week of 4/11/11; South Point Rd. – Work scheduled to begin 3/28/11; Pleasant View Rd. – Work scheduled to resume the week of 3/28/11; STH. 113 – Work scheduled to begin the week of 4/11/11; Ivy/Thorp – Work scheduled to begin the week of 3/28/11

### Reservoir 120– Prairie Road

- Baxter Woodman completed drawings and specifications for the proposed reservoir.
- Bids will be opened on April 8<sup>th</sup> and construction is expected to start around June 1<sup>st</sup>.
- A neighborhood meeting was held February 16<sup>th</sup> to discuss the project and the schedule. Several people from the neighborhood came to the meeting and indicated support for the project.

### Zone 4 Water Supply Augmentation

- BT Squared has narrowed the well site selection process to 2 potential properties in Zone 4.
- The CAP met February 24<sup>th</sup> to go over site selection. The CAP concurred with the recommendation to move forward on the two well locations in the Agricultural Drive area.
- A public meeting is being planned for late March.

### Arbor Hills Fire Flow Supply

- The project is moving through the Plan Commission and the Urban Design Commission for approval.

### East Side Water Supply Project

- The CAP continues to meet every other week. Work this month includes reviewing and commenting on the water demand technical memo. The subcommittee on communications and recruitment is working on public meeting planning and scheduling. The group is developing the means to communicate with the public and gather feedback on the project.
- A public meeting was held to form a project specific CAP for Well 15 VOC mitigation. There was a good turnout for the meeting and several new people volunteered to be on the CAP.

### Miscellaneous Projects

- Construction bid documents for the HVAC replacement project for the Vehicle Storage Building at Paterson Street are complete and have been approved by the Board of Public Works.
- Bids will be opened in April and work is scheduled to start in June 2011.

## **WATER RESOURCE ADEQUACY**

*Ensure water availability consistent with current and future customer needs through long-term resource supply and demand analysis, conservation, and public education. Explicitly consider our role in water availability and manage operations to provide for long-term aquifer and surface water sustainability and replenishment.*

### Toilet Rebate Program Report

<b>Month</b>	<b>Number of Rebates</b>	<b>Rebate Dollar Amount</b>	<b>Administrative Cost</b>	<b>Revenue</b>	<b>Estimated Water Savings (gallons)</b>
January	242	\$ 24,152.73	\$ 4,767.00	\$ 25,000.00	190,842
February	379	\$ 37,856.22	\$ 2,709.00	\$ 25,000.00	308,436
<b>YTD Total</b>	621	\$ 62,008.95	\$ 7,476.00	\$ 50,000.00	499,278

## **COMMUNITY SUSTAINABILITY**

*Be cognizant of and attentive to the impacts our decisions have on current and long-term future community and watershed health and welfare. Manage operations, infrastructure, and investments to protect, restore, and enhance the natural environment; efficiently use water and energy resources; promote economic vitality; and engender overall community improvement. Explicitly consider a variety of pollution prevention, watershed, and source water protection approaches as part of an overall strategy to maintain and enhance ecological and community sustainability.*

### Wellhead Protection Planning

- Drafts of six Wellhead Protection Plans have been submitted to the DNR for review and comment.
- The five wellhead protection plans being done in house are being completed.