

Item 1

Madison Water Utility

General Manager's Report to the Water Utility Board

February 17, 2009

Strategic Focus Areas

A. Master Planning and Infrastructure

- Black and Veatch, the engineering consultant who prepared the Water Master Plan and Infrastructure Management Plan, will present the plans in detail at a special Water Utility Board meeting to be held after the regular meeting tonight (February 17th 2009). Board members are highly encouraged to actively participate and ask questions in order to gain a solid understanding for the basis of our capital improvement program.
- We met with Alder Clear on 1/28 to discuss the Near West Side Water Supply Augmentation project. Alder Clear expressed general support of the project and does not anticipate a negative reaction from the surrounding communities regarding the Whitney Way site.
- The Customer Service and Finance Managers and I viewed the AWWA webcast entitled Advanced Metering Infrastructure for the Water Industry. It was an excellent presentation on the state of AMR/AMI and will help us to prepare our white paper on the road ahead for MWU.
- I am part of the Mayor's Economic Stimulus Team. I met with DNR officials on 2/5 to find out how any stimulus funds for water would be handled through the Community Financial Assistance Bureau, and to express our keen desire to participate in the program. We are keeping a close watch on happenings at the state and federal levels as the stimulus drama unfolds.

B. Community Group Involvement and Communications

February 10/11 Did television interviews with WKOW and WISC-TV regarding water conservation and our toilet rebate program. Both stations also plan to interview a customer who participated in the rebate program.

Upcoming Invited to speak at a Retired Physicians Conference in August 2009 on Madison's water quality.

Presenting at the Wisconsin Water Association Annual Conference in September on the topic of communicating with the public.

We will be training our management team and potential project managers on conducting effective meetings and facilitation skills.

C. Water Conservation and Sustainability

- The toilet rebate program has generated some media interest. City Channel has produced a television PSA for us based on our radio spots.
- Drinking Water Week Open House plans are on track.

D. Water Quality and Public Health

- We've begun to prepare the annual Water Quality Report. Please see the 2008 report on our website and forward any comments/ideas for the 2009 report to me.

E. Culture Change and Internal Communications

- I continue to have an open door policy and make myself available to any employee. I have several meetings a month with individual employees, in addition to regularly scheduled one-on-one coaching sessions with my direct reports.
- We've implemented an expectation that all management staff attend and report out at the monthly employee meetings at both sites, to increase internal communication and information sharing.
- The Steering Team conducted an employee engagement survey to take the pulse of our organization; results are being compiled.

Employee Events

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| January 28/29 | All employee meetings |
| January 30 | After-hours get together with field crew personnel |

Announcements

Next employee team-building potluck will occur in March 19th at the Heim Building. WUB members are cordially invited.