

Quality and Reliability since 1882



General Manager's Report to the Water Utility Board January 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.

- A press release was issued January 11, "Madison Chromium-6 Test Results In." The water utility has fielded inquiries from the media and members of the public, and has added a section to the website (www.madisonwater.org) to provide up-to-date information as it becomes available.

Public Meetings

- The East Side Water Supply Project umbrella CAP is meeting every other Monday at the Goodman Community Center. A special workshop is also planned for Saturday, January 29.
- A public hearing before the board at the January meeting will finalize the exterior architectural treatment of the Arbor Hills pump station.
- A public meeting is planned for February with the neighborhood surrounding the Prairie Road water tower to discuss the project, the schedule, and its resolution.

WATER QUALITY

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

Chromium-6

- In early January, Madison Water Utility collected twelve water samples that were analyzed for total and hexavalent chromium (chromium-6). Test results are available on our website at www.cityofmadison.com/water/waterQuality/Chromium.cfm.
- With the initial investigation now complete, the utility will develop a monitoring plan consistent with recent EPA recommendations to test all Madison wells and representative locations in the distribution system. Future testing will complement the water quality data on chromium that has been collected by the water utility over the past thirty years.

Fluoride Level

- The Utility recently lowered its targeted fluoride level from 1.1 mg/L to 1.0 mg/L after the U.S. Department of Health and Human Services proposed changing the recommended level of fluoride added to drinking water to the lower end of the current optimal range (0.7 mg/L).
- The Wisconsin Department of Natural Resources currently requires utilities to maintain a level of 1.0 mg/L to 1.5 mg/L when adding fluoride to the water (NR 809.74). The utility is requesting a variance in order to lower the targeted fluoride level to 0.7 mg/L.

Water Quality Monitoring Report

Analyte Group	Sample Locations	Monitoring Requirements (# of Samples)		Monitoring Activity (# of samples)		Violations & Public Notices
		Monitoring Period	2010 Annual Require- ment	Current Month	Year to Date 2010	Year to Date
Daily/Routine Samples						
Coliform Bacteria	Operating Wells and Distribution Sites	150	1800	375	4614	0
Free Chlorine Residual "Grab" Samples	Operating Wells and Distribution Sites	160 ¹	1900 ¹	946	12412	0
Fluoride	Operating Wells	450 ¹	5400 ¹	390	5311	0
Quarterly Samples						
Volatile Organic Compounds (41 analytes)	Wells	5 ¹	20 ¹	0	20	0
Coliform Bacteria (Raw Water)	Wells	22 ¹	82 ¹	0	79	0
Annual Samples						
Inorganic Contaminants ² (28 analytes)	Wells	22	22	0	22	0
Volatile Organic Compounds (41 analytes)	Wells	11	11	0	20	0
Disinfection Byproducts - Total Trihalomethanes & Haloacetic Acids	Distribution Sites	7	7	0	15	0
Specialty Samples						
Iron & Manganese	Wells	N/A	N/A	14	117	na
	Residential Taps	N/A	N/A	0	299	na

(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
2010	January	61	33	0	1	3	5	1	10	13
2010	February	77	49	1	1	4	3	1	10	10
2010	March	57	26	0	4	4	1	2	9	13
2010	April	83	45	1	4	4	9	1	8	18
2010	May	82	40	2	1	4	4	0	12	22
2010	June	75	33	1	5	5	5	5	10	13
2010	July	109	47	0	4	2	25	6	14	19
2010	August	100	39	1	3	5	10	9	10	28
2010	September	75	20	2	3	5	11	3	14	23
2010	October	87	27	0	8	9	5	3	14	25
2010	November	55	15	0	1	4	15	2	7	12
2010	December	67	15	1	1	1	2	2	29	17
2010	TOTAL	928	389	9	36	50	95	35	147	213

Year	Month	All Calls	Color	Manganese	Taste	Odor	Pressure	No Water	Other	Alder District
2010	December	5	2	0	0	0	0	0	3	03
2010	December	1	0	0	0	0	0	0	1	04
2010	December	1	1	0	0	0	0	0	0	05
2010	December	8	3	0	1	0	0	1	3	06
2010	December	2	0	0	0	0	0	0	2	07
2010	December	1	1	0	0	0	0	0	0	08
2010	December	1	1	0	0	0	0	0	0	09
2010	December	2	1	1	0	0	1	0	0	10
2010	December	3	0	0	0	0	0	0	3	11
2010	December	8	2	0	0	0	0	0	6	12
2010	December	3	2	0	0	0	0	0	1	13
2010	December	3	1	0	0	1	0	0	1	14
2010	December	5	0	0	0	0	1	0	4	15
2010	December	1	0	0	0	0	0	0	1	16
2010	December	2	1	0	0	0	0	0	1	18
2010	December	2	0	0	0	0	0	0	2	19
2010	December	3	0	0	0	0	0	0	3	20
2010	December	7	0	0	0	0	0	0	7	NONE
2010	December	9	0	0	0	0	0	1	8	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.

Training and Conferences

- The Midwest Water Industry Expo is February 8 and 9 in Wisconsin Dells.

Employee Events

- February 3: Labor/Management Meeting
- February 8 & 22: Steering Team Meetings

Continuous Improvement Plan

- The engineering section continues to work to establish a collaborative work culture of continuous improvement. Biweekly meetings to work on this plan have been established. It is expected that this process will define what is needed and how the goals can be achieved.
- All employees in the engineering section have completed an update of their position descriptions. These documents will be reviewed annually.
- Engineering section employees will also prepare a list of tasks that they complete as a normal course of their job. This will be used to develop work flows and standard procedures.

Staffing Report

Work Area	Position	Held By	Comments
Management			
Finance	Water Utility Financial Manager		The position has been posted and applications are due by 1/31/11.
Water Quality			
Water Supply			
Engineering			
Customer Service			
Operations			
Maintenance	Maintenance Worker (16-11)	Vacant	The position has posted and applications are due by December 27, 2010. A test was given the first week of January. We are awaiting a list of eligible candidates.
	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:	0
Positions being filled by employees in Acting status	0
Employees on Extended Absences	0
Employees hired, not yet working	0
Employees Absent Without Pay Status	0
Net Effective Employees	121

Summary of Hourly/Seasonal Positions

Work Area	Full Time Employees	Part Time Employees
Customer Service		2
Engineering		
Finance/Accounting		
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.

- Results of the 2010 City of Madison Resident Satisfaction Survey show that respondents are overwhelmingly satisfied with the quality of their drinking water. In fact, over 47% of respondents indicated they were "Very Satisfied" or better. The complete survey results for Drinking Water Quality are attached to this 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 has been scheduled for February 8, 2011. PSC staff, utility staff and Clean Wisconsin will meet to discuss any issues related to the current rate case.

Fund Balance Report

	<u>Balance Dec. 31</u>	<u>Balance Nov. 30</u>
Reserves required by Bond Ordinance		
Operation and Maintenance Fund		
Reserve Account (Minimum \$150,000)	\$ 150,000.00	\$ 150,000.00
Special Redemption Fund		
Interest and Principal Account	\$ 4,238,859.35	\$ 4,249,129.35
Reserve Account (Minimum \$6,826,368.14)	\$ 7,033,268.49	\$ 7,006,903.24
Depreciation Fund ⁽¹⁾	\$ 750,000.00	\$ 750,000.00
Construction Fund	\$ 5,341,662.00	\$ 6,678,895.00
Assessment Revolving Fund	\$ 0.00	\$ 0.00
Unrestricted Funds		
PILOT Fund	\$ 3,600,000.00	\$ 3,300,000.00
Cash Flow Fund	\$ -1,177,079.17	\$ -1,803,965.68
Unrestricted Reserve Fund	\$ 0.00	\$ 0.00
Checking Account	\$ 140,112.12	\$ 656,243.90
Debt to City of Madison		
Short Term Construction Fund Loan	\$ 0.00	\$ 0.00
Short Term Loan from City	\$ 7,225,000.00	\$ 7,225,000.00

⁽¹⁾Transfer of funds to Construction Fund approved as needed.

Reporting special fund balances as specified in 1978 Waterworks Bond Ordinance

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. Its last meeting was on Thursday January 21, 2011.
- Utility staff and our consultants have been working with City Purchasing and the City Attorney's office to finalize the Request for Proposal. Target date for the release and publishing of the RFP is January 31, 2011.

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.

2010 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	48,220	40,030	33,750	30,440	53,140	40,856	48,590	1,070	0	296,096
7	24,587	46,552	8,982	11,818	24,909	27,624	26,371	16,327	17,679	16,224	16,145	13,231	250,449
8	0	0	0	0	0	0	12,090	37,510	12,497	0	0	0	62,097
9	37,550	33,150	38,480	40,010	41,640	39,340	43,690	44,770	38,420	33,204	21,526	33,672	445,452
10	0	0	0	0	0	0	0	0	0	0	0	0	0
11	51,840	30,330	37,760	34,674	53,630	64,750	44,010	35,480	34,940	41,230	45,808	30,143	504,595
12	26,450	30,879	31,070	42,340	61,580	50,140	54,760	38,400	27,790	31,970	24,465	28,398	448,242
13	50,140	25,948	65,770	65,210	67,510	67,570	68,650	67,410	65,524	67,725	65,977	67,983	745,417
14	71,050	63,500	71,580	68,240	72,950	68,460	72,060	52,040	47,700	69,650	68,369	71,479	797,078
15	51,140	60,650	73,920	69,280	78,010	83,870	90,830	81,830	69,424	73,210	64,346	84,379	880,889
16	40,700	36,370	46,490	44,100	40,870	30,860	50,460	82,370	65,830	62,680	42,822	17,730	561,282
17	0	0	0	0	0	39,380	64,710	65,770	57,313	0	0	0	227,173
18	45,180	43,640	41,820	46,420	45,280	40,620	46,650	40,590	37,160	47,250	43,363	37,279	515,252
19	60,420	64,420	87,830	56,250	54,240	32,640	36,910	54,726	51,790	62,260	83,056	85,502	730,044
20	46,150	39,460	41,450	32,360	29,118	32,225	47,735	49,630	44,510	48,420	45,981	53,927	510,966
23	0	0	0	27,371	26,312	24,927	23,828	20,920	15,190	12,173	670	0	151,391
24	50,460	46,060	47,160	41,350	36,900	24,110	18,610	18,172	22,310	30,470	28,502	26,419	390,523
25	38,410	37,160	40,848	4,890	0	0	29,267	34,279	31,499	46,924	38,046	35,364	336,687
26	87,210	76,370	75,490	73,470	59,822	58,840	72,520	0	0	0	44,872	105,312	653,906
27	0	0	0	0	21,560	22,910	26,170	24,050	24,568	0	0	0	119,258
28	0	0	0	0	39,670	43,770	34,690	79,850	73,190	73,470	28,650	0	373,290
29	51,690	47,740	52,600	51,430	52,820	51,130	48,360	47,830	48,018	51,635	49,966	52,079	605,298
30	56,400	50,200	55,870	55,040	57,950	53,200	55,050	55,190	53,851	52,594	50,300	54,337	649,982
Total	789,377	732,429	817,120	812,473	904,801	890,116	997,861	1,000,284	880,059	869,679	763,934	797,234	10,255,367

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				
12/14	26,574	9,827,252	28,239	14	-9	3	0.0	1.1	37.4	9,952,475	-1.3%	-8.5%	-10.8%
12/15	27,443	9,854,695	28,237	16	-10	3	0.0	1.1	37.4	9,976,875	-1.2%	-8.5%	-10.8%
12/16	26,209	9,880,904	28,231	20	8	14	0.0	1.1	37.4	10,002,935	-1.2%	-8.4%	-10.7%
12/17	26,886	9,907,790	28,227	32	11	22	0.0	1.1	37.4	10,027,755	-1.2%	-8.4%	-10.7%
12/18	27,758	9,935,548	28,226	18	8	13	0.0	1.1	37.4	10,051,705	-1.2%	-8.4%	-10.7%
12/19	24,377	9,959,925	28,215	20	8	14	0.0	1.1	37.4	10,078,905	-1.2%	-8.4%	-10.7%
12/20	25,631	9,985,556	28,208	28	1	15	0.2	1.3	37.7	10,101,985	-1.2%	-8.4%	-10.7%
12/21	27,370	10,012,926	28,205	32	28	30	0.1	1.3	37.7	10,125,745	-1.1%	-8.4%	-10.7%
12/22	28,180	10,041,106	28,205	33	15	24	0.0	1.3	37.7	10,151,275	-1.1%	-8.3%	-10.6%
12/23	25,431	10,066,537	28,198	27	18	23	0.0	1.3	37.7	10,177,275	-1.1%	-8.3%	-10.6%
12/24	25,145	10,091,682	28,189	28	13	21	0.1	1.4	37.8	10,199,815	-1.1%	-8.3%	-10.6%
12/25	21,450	10,113,132	28,170	30	20	25	0.0	1.4	37.8	10,218,195	-1.0%	-8.3%	-10.6%
12/26	19,630	10,132,762	28,147	26	15	21	0.0	1.4	37.8	10,239,335	-1.0%	-8.3%	-10.6%
12/27	21,440	10,154,202	28,128	23	13	18	0.0	1.4	37.8	10,259,785	-1.0%	-8.3%	-10.6%
12/28	25,911	10,180,113	28,122	28	16	22	0.0	1.4	37.8	10,282,055	-1.0%	-8.3%	-10.6%
12/29	25,968	10,206,081	28,116	36	15	26	0.0	1.5	37.8	10,306,555	-1.0%	-8.3%	-10.6%
12/30	23,675	10,229,756	28,104	44	34	39	0.0	1.5	37.8	10,329,975	-1.0%	-8.3%	-10.6%
12/31	25,611	10,255,367	28,097	48	35	42	0.0	1.5	37.9	10,355,095	-1.0%	-8.3%	-10.6%
1/1	24,961	24,961	24,961	35	9	22	0.0	0.0	0.0	26,650	-6.3%	-8.4%	-5.1%
1/2	21,771	46,732	23,366	28	8	18	0.0	0.0	0.0	47,890	-2.4%	-10.9%	-7.4%
1/3	24,359	71,091	23,697	31	22	27	0.0	0.0	0.0	69,610	2.1%	-10.7%	-7.0%
1/4	27,025	98,116	24,529	29	7	18	0.0	0.0	0.0	93,990	4.4%	-7.6%	-4.5%
1/5	26,395	124,511	24,902	24	4	14	0.0	0.1	0.1	121,870	2.2%	-7.4%	-4.1%
1/6	24,663	149,174	24,862	23	15	19	0.0	0.1	0.1	147,360	1.2%	-7.2%	-4.5%
1/7	27,652	176,826	25,261	18	9	14	0.0	0.1	0.1	172,880	2.3%	-6.3%	-3.2%
1/8	27,071	203,897	25,487	21	7	14	0.0	0.1	0.1	198,100	2.9%	-5.5%	-2.3%
1/9	24,635	228,532	25,392	14	1	8	0.0	0.1	0.1	221,210	3.3%	-6.0%	-2.7%
1/10	26,294	254,826	25,483	28	9	19	0.1	0.2	0.2	249,480	2.1%	-6.3%	-3.5%
1/11	24,746	279,572	25,416	26	19	23	0.1	0.3	0.3	272,790	2.5%	-6.4%	-3.8%
1/12	26,621	306,193	25,516	27	19	23	0.0	0.3	0.3	298,190	2.7%	-6.2%	-3.4%
1/13	26,998	333,191	25,630	24	10	17	0.0	0.3	0.3	324,220	2.8%	-5.7%	-2.8%

Monthly Operations Report

2010		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD TOTAL
1.0	ADMINISTRATION													
1.1	Formal Grievances	0	0	2	1	0	0	2	3	1	0	0	0	9
1.2	Employee Injuries	4	5	3	5	3	6	3	5	3	0	2	5	44
1.3	Utility Vehicle Accidents	0	2	0	0	1	1	2	2	0	0	1	1	10
1.4	Print Media Reports	3	0	1	1	3	5	5	3	2	1	2	3	29
2.0	PUMPAGE													
2.1	Tot in Million Gals(MG)	789.4	732.4	817.1	812.5	904.8	890.1	997.9	1,000.3	880.1	869.7	763.9	797.2	10,255.4
2.2	Average Day (MG)	25.5	26.2	26.4	27.1	29.2	29.7	32.2	32.3	29.3	28.1	25.5	25.7	28.1
2.3	Maximum Day (MG)	29.3	30.0	29.8	32.2	33.5	34.9	39.4	39.8	34.3	34.8	29.8	30.1	39.8
2.4	Date of Max Day	1/21 (Th)	2/26 (F)	3/6 (Sa)	4/20 (Tu)	5/24 (M)	6/26 (Sa)	7/21 (W)	8/4 (W)	9/18 (Sa)	10/13 (W)	11/9 (Tu)	12/10 (F)	8/4 (W)
3.0	INSPECTIONS													
3.1	Cross Connections	101	123	110	82	77	133	112	119	127	125	116	109	1334
3.2	Private Wells	9	4	2	21	20	12	23	18	8	28	9	2	156
4.0	CUSTOMER SVCS													
4.1	Scheduled Billings	9,198	14,250	14,254	11,555	15,922	9,719	9,129	13,509	14,255	11,636	16,035	9,775	149,237
4.2	Spec Request Billings	217	271	389	535	536	787	587	999	430	306	271	328	5,656
4.3	Bill Related Inspections	22	14	23	13	12	13	16	20	14	12	4	10	173
4.4	Reminder/Tax Notices	2,010	1,509	1,603	2,464	2,310	1,281	2,734	1,522	1,729	10,297	0	1,305	28,764
4.5	# of Meter Readings	13,928	7,919	14,973	13,395	7,460	8,958	13,595	14,294	11,520	10,919	5,763	10,614	133,338
5.0	HYDRANTS													
5.1	Installed	5	1	4	2	21	15	16	41	32	46	26	3	212
5.2	Removed	5	1	3	2	2	9	4	28	17	28	14	0	113
5.3	Total in Service	8,383	8,383	8,384	8,384	8,403	8,409	8,421	8,434	8,449	8,467	8,479	8,482	8,482
5.4	Inspections	449	524	751	201	51	142	116	279	344	247	471	602	4,177
5.5	# Repaired	13	9	11	11	9	8	11	19	18	13	23	14	159
	Unit Cost	\$4,086	\$3,332	\$3,381	\$1,050	\$1,805	\$3,099	\$1,737	\$1,291	\$1,188	\$1,496	\$1,086		
5.6	Routine Flushing	52	50	25	270	398	432	453	465	355	270	81	75	2,926
5.7	# Painted	0	0	0	0	391	970	913	608	0	0	0	0	2,882
6.0	VALVES													
6.1	Installed	4	5	9	9	56	60	42	125	83	171	81	10	655
6.2	Removed	1	1	6	3	7	28	12	47	30	97	34	2	268
6.3	Total in Service	19,681	19,685	19,688	19,694	19,743	19,775	19,805	19,883	19,936	20,010	20,057	20,065	20,065
6.4	Inspections	437	898	1,105	598	596	548	281	441	402	65	647	561	6,579
6.5	# Repaired	11	12	15	14	14	14	11	16	14	14	5	14	154

2010		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD TOTAL
7.0	MAINS													
7.1	Miles Installed	0	0	0	0	0.57	0.93	1.16	2.92	1.90	3.26	2.79	0.29	13.82
7.2	Miles Abandoned	0	0	0	0	0.17	0.66	0.32	2.42	0.97	3.76	1.47	0	9.77
7.3	Total Miles in Svc	838.77	838.77	838.77	838.77	839.17	839.44	840.28	840.78	841.71	841.21	842.53	842.82	842.82
7.4	Number of Leaks	53	37	15	1	10	5	25	11	5	5	24	56	247
	Unit Cost	\$2,218	\$2,658	\$5,103	\$11,525	\$2,753	\$27,728	\$3,080	\$19,629	\$7,079	\$2,942	\$2,412		
7.5	Leaks per Mile	0.06	0.04	0.02	0.00	0.01	0.01	0.03	0.01	0.01	0.01	0.03	0.07	0.29
7.6	Dwell Units Out of Svc	622	457	134	25	126	50	446	158	68	22	205	787	3100
8.0	SERVICES													
8.1	New Svcs to Old Lot by WU	0	0	0	0	0	0	0	0	0	0	0	0	0
8.2	New Svcs to Old Lot by PC	1	0	1	3	1	1	1	1	4	2	5	3	23
8.31	Lead Replacements by WU	0	1	0	4	3	4	2	0	0	0	0	0	14
8.32	Lead Replacements by PO	0	1	1	9	10	14	18	14	17	19	12	4	119
8.33	PO Side was Copper	0	0	0	1	0	3	0	0	0	0	0	0	4
8.34	PO Side not Replaced	0	0	0	0	0	0	0	0	0	0	0	0	0
8.41	Removals/Cut Offs Lead	2	0	0	0	0	0	6	0	0	0	0	0	8
8.42	Removals - Copper	0	0	0	0	0	1	0	2	0	0	0	0	3
8.5	New Svcs in New Plats	49	0	0	0	0	0	0	0	0	0	0	0	49
8.6	Total Svcs in Ground	61,712	61,712	61,713	61,716	61,717	61,717	61,712	61,711	61,715	61,717	61,722	61,725	61,725
8.7	New Connects to Exist Svcs	33	11	29	23	19	24	15	16	27	17	14	43	271
8.8	Number of Leaks	2	0	1	3	2	4	3	1	3	2	0	2	23
	Unit Cost	\$1,483	\$423	\$4,529	\$2,232	\$3,735	\$2,639	\$1,630	\$2,107	\$2,325	\$2,005	\$4,070		
8.9	Frozen	1	0	0	0	0	0	0	0	0	0	0	0	1
9.0	METERS													
9.1	Total in Service	65,753	65,764	65,811	65,865	65,858	65,913	65,929	65,953	65,967	65,941	65,927	65,939	65,939
9.2	Total Inspections	265	256	348	322	296	351	333	335	285	382	330	589	4,092
9.3	Number Repaired	26	85	48	62	78	110	114	106	65	54	84	79	911
	Unit Cost	\$169	\$67	\$112	\$99	\$71	\$75	\$63	\$78	\$117	\$174	\$87		
9.4	Number Changed	335	409	521	585	345	423	350	279	281	352	354	158	4,392
9.5	Number Converted	0	0	0	0	0	1	0	0	0	0	0	0	1
9.6	Installed in City (Regular)	0	1	0	1	0	49	1	1	0	2	1	0	56
9.7	Installed in City (Remote)	20	16	41	16	27	8	23	27	24	14	26	25	267
9.8	Installed Out City (Regular)	0	0	0	0	0	0	0	0	0	0	0	0	0
9.90	Installed Out City (Remote)	0	0	0	0	0	1	0	0	0	1	0	0	2
9.10	Turn Ons	2	4	18	46	15	6	3	9	2	4	4	10	123
9.11	Turn Offs	12	10	12	9	49	9	11	13	12	47	45	23	252
9.12	NET CHANGE	10	11	47	54	-7	55	16	24	14	-26	-14	12	196

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.

Emergency Response Plan

- A draft of the 2011 update has been completed and is being compiled for review and approval.
- We will be looking at providing employees with routine awareness and procedural training on the Emergency Response Plan over the next several months.
- The Utility received a grant from the DNR for an emergency response training exercise during 2011. It is expected that this will take place in April.

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.

Water Main Design Projects

- Projects under active design: STH 113; Williamson Street; University Ave (Breese to Highland); Highland Ave; Outer Loop (2 contracts); Sherman/Brearily; N Carroll/W Gilman; Joylynne Drive
- Private contract design additions: None
- Projects out for bid: Fair Oaks / Atwood Intersection (bid delayed); Mendota Street / Sycamore Ave
- Projects bid waiting for construction: Lake St / Mendota Ct
- Construction Contracts completed in 2010: Emmet St; School Rd; Upham; N Franklin; Lien Rd; Commercial/Kedzie/Pawling; University Ave (N. Park St.); University Ave (Breese to Campus); University Ave (Segoe to Shorewood); Academy Dr/Starker Ave/Acewood Blvd; Forward Dr; S. Segoe Rd; Pleasant View Rd; Riverside Dr; Gilmore/Cross St; Novation Campus Ph.2; Cannonball Run Ph.2; Secret Places Ph.6; Woodstone Ph.1; Blackhawk Ph.5; Old Middleton Rd; W Gilman; McCormick/Commercial; Milton St.; Ash/Chadbourne; Femrite/Marsh; Cardinal Glen Ph.2B; Maplecrest Ph.2; N./S. Broom St; Edgewood Ave; Capitol Square Streetscapes; Sherman Terrace

UW #26 - Deep Well Pump Failure

- The deep well pump at Unit Well #26 failed during the first week of January. It was shut down and taken out of service on January 6, 2011. Layne Christensen Company was hired to remove the pump and approximately 440' of casing/shaft from the hole. Removal activities were completed on January 12.
- Staff is currently looking into pump options and will check the shaft and appurtenances for wear. The WGNHS is planning to log the well the week of the 17 while the pump and casing are out of the hole.
- Unit Well #28, a seasonal well, was placed back into service on January 7 to help meet Zone 8 and 10 demands. Water from both this well and UW #16 will be used to fill the reservoir and sphere located at the site until UW #26 can be brought back online.

Reservoir 120– Prairie Road

- Baxter Woodman has been selected to provide engineering services for the replacement of the elevated reservoir on Prairie Road. It is expected that plans and specifications will be finalized in March and the project bid in April for a June start.
- A neighborhood meeting is being scheduled for February.
- A project will be developed to upgrade the existing pump station to provide additional capacity for fire protection. This project will be coordinated with the re-construction of the elevated reservoir.

Zone 4 Water Supply Augmentation

- BT Squared is modeling groundwater flow for the 4 or 5 potential well sites.
- When additional information is available, a public meeting will be convened to solicit input from the public.

Arbor Hills Fire Flow Supply

- A public hearing before the board at the January meeting will finalize the exterior architectural treatment of the pump station.

Zones 7 and 8 Supply Augmentation

- No progress or change in status of this project.

East Side Water Supply Project

- CAP Activities: The organization of the umbrella CAP is complete and a leadership structure is in place. The CAP is meeting every other week at the Goodman Community Center on the east side. Technical memos on water quality, groundwater issues, and water demand are being reviewed.
- Water Quality: The project team is reviewing technical memos on VOC treatment, iron and manganese filtration, and the overall risk of groundwater contamination. A 4 hour workshop is being planned for Saturday January 29th with the CAP.
- Water Demands: The project team has developed a level of service memo that will lay the groundwork for system evaluation. System population projections and water demand information is being developed. The distribution system hydraulic model is being prepared for system analysis once the projected demands are finalized.

Miscellaneous Projects

- The construction bid documents for the HVAC Improvements for the Vehicle Storage Building at Paterson Street are complete and have been submitted to the Board of Public Works.
- Bids will be accepted at the end of February and work is scheduled to start the May 1, 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

Month	Number of Rebates	Rebate Dollar Amount	Administrative Cost	Revenue	Estimated Water Savings (gallons)
January	177	\$ 17,685.24	\$ 3,675.00	\$ 25,000.00	87,376
February	173	\$ 17,272.80	\$ 2,520.00	\$ 25,000.00	240,321
March	424	\$ 42,381.67	\$ 4,032.00	\$ 25,000.00	572,987
April	429	\$ 42,875.62	\$ 3,675.00	\$ 25,000.00	1,022,027
May	203	\$ 20,300.00	\$ 2,814.00	\$ 25,000.00	1,399,846
June	143	\$ 14,300.00	\$ 2,877.00	\$ 25,000.00	1,524,455
July	121	\$ 12,086.74	\$ 2,415.00	\$ 25,000.00	1,705,090
August	474	\$ 47,400.00	\$ 4,221.00	\$ 25,000.00	1,947,854
September	315	\$ 31,492.84	\$ 3,612.00	\$ 25,000.00	2,259,763
October	44	\$ 4,372.80	\$ 840.00	\$ 25,000.00	2,544,794
November	0	\$ -	\$ -	\$ 25,000.00	2,479,002
December	0	\$ -	\$ -	\$ 25,000.00	2,561,636
YTD Total	2,503	\$ 250,167.71	\$ 30,681.00	\$ 300,000.00	18,345,151

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

- AECOM and Ruekurt Milke have submitted 70% drafts of six Wellhead Protection Plans.
- The five wellhead protection plans being done in-house are being reviewed.