

| Water Utility Board Policy | | | |
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| Title: | Linking with Ownership | | |
| Policy Number: | BP-2K | Adopted: | July 26, 2011 |
| Category: | Board Process | Revision #/Date: | |

The board will pursue input from Madison residents (the ownership) on an affirmative basis, not waiting for input to be initiated by owners.

Accordingly:

1. Every three years, the board will use a survey designed to determine what the values of the ownership are with respect to utility outcomes.
2. Board members will be expected to annually attend, present, and listen at one service organization and/or neighborhood association meeting outside their own neighborhood. The purpose of the meeting is to:
 - a. Educate owners about how the board functions.
 - b. Educate residents that they are owners of the utility, and what the responsibilities of that ownership are (want owner input, not consumer input).
 - c. Discuss what benefits for whom have what relative and absolute worth.
3. The board will establish "board-to-board" communication, which could include communication with:
 - a. City Council
 - b. Public Health of Madison and Dane County
 - c. City Engineering/Public Works
 - d. Other boards
4. The board will submit an annual report, per MGO 13.01(3), to the Mayor and City Council and post it on the utility web page for the entire ownership to see.
5. The board will incorporate Citizen Advisory Panel discussions as an opportunity for owner input.