



City of Madison

City of Madison
Madison, WI 53703
www.cityofmadison.com

Agenda - Approved WATER UTILITY BOARD

Tuesday, October 26, 2010

4:30 PM

Water Utility Conference Room A&B
119 E. Olin Ave.

If you need an interpreter, translator, materials in alternate formats or other accommodations to access this service, activity or program, please call the phone number below at least three business days prior to the meeting.

Si necesita un intérprete, un traductor, materiales en formatos alternativos u otros arreglos para acceder a este servicio, actividad o programa, comuníquese al número de teléfono que figura a continuación tres días hábiles como mínimo antes de la reunión.

Yog hais tias koj xav tau ib tug neeg txhais lus, ib tug neeg txhais ntawv, cov ntawv ua lwm hom ntawv los sis lwm cov kev pab kom siv tau cov kev pab, cov kev ua ub no (activity) los sis qhov kev pab cuam, thov hu rau tus xov tooj hauv qab yam tsawg pib hnuv ua hauj lwm ua ntej yuav tuaj sib tham.

Если Вам необходима помощь устного или письменного переводчика, а также если Вам требуются материалы в иных форматах либо у Вас имеются особые пожелания в связи с доступом к данной услуге, мероприятию или программе, пожалуйста, позвоните по указанному ниже телефону и сообщите об этом не менее чем за три рабочих дня до соответствующей встречи.

For assistance, TEXTNET 866-704-2315 or call the Water Utility at 608-266-4651.

CALL TO ORDER / ROLL CALL

APPROVAL OF MINUTES

Minutes of the September 29 and October 19 meetings:
<http://legistar.cityofmadison.com/calendar/#current>

PUBLIC COMMENT

Limited to three minutes each.
Comments may also be submitted until 8:00 a.m. the day of the meeting using Ask Us, Tell Us at <https://www.cityofmadison.com/water/askUs.cfm> (select "Contact Water Utility Board" as the subject).

ELECTION OF OFFICERS

MONITORING REPORTS

1. [17152](#) General Manager's Report
Attachments: [General Manager's Report October 2010.pdf](#)

Summary of Utility progress in the Ten Attributes of Effectively Managed Water Sector Utilities: Stakeholder Understanding and Support, Water Quality, Customer Satisfaction, Employee and Leadership Development, Operational Optimization, Financial Viability, Infrastructure Stability, Operational Resiliency, Community Sustainability, and Water Resource Adequacy.

NEW BUSINESS

2. [20293](#) Creating Outcomes Policies for the Madison Water Utility
Attachments: [Developing Outcomes Policies.pdf](#)

The board will develop a global outcomes policy for the Madison Water Utility and secondary outcomes/ends policies using the Effective Utility Management Primer as a framework and reference. The Ten Attributes of Effectively Managed Water Sector Utilities are Stakeholder Understanding and Support, Water Quality, Customer Satisfaction, Employee and Leadership Development, Operational Optimization, Financial Viability, Infrastructure Stability, Operational Resiliency, Community Sustainability, and Water Resource Adequacy.
3. [20013](#) Meeting Evaluation and Discussion
Attachments: [Board Self-evaluation.pdf](#)
4. [14501](#) Introduction of Future Agenda Items
Attachments: [Decision Tree.pdf](#)

ADJOURNMENT