



MEMORANDUM

Date: July 28, 2026
To: Water Utility Board
From: Marcus Pearson, Public Information Officer
Subject: Public Information Report

BACKGROUND

Madison Water Utility's overarching mission is to supply high quality water for consumption and fire protection, at a reasonable cost, while conserving and protecting our ground water resources for present and future generations. Community trust and awareness is built through our constant commitment to the preservation and protection of our aquifer and care for Madison's vital drinking water infrastructure. This is cultivated through a wide variety of efforts performed by Utility staff daily.

The above expectations are met through:

1. Operation, maintenance, and management of our system.
2. Community outreach and engagement.
3. Customer service.

The Utility's Communications Department strives to exceed the expectations laid out above. The attached Public Information Report includes total communication statistics through June 30, 2026. This report also comprises ongoing projects and outreach activities conducted during this month, in addition to upcoming outreach and engagement planned for next month.

ATTACHMENTS

- A. Guide to Understanding the Utility's Public Information Report
- B. Public Information Report