

Quality and Reliability since 1882

**Madison
Water
Utility**



General Manager's Report to the Water Utility Board September 2010

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.

- The press release "Protect Your Groundwater Day" was issued for September 14 in partnership with the Madison Common Council and the National Groundwater Association.

WATER QUALITY

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

Lead Services

- Letters to remaining property owners were sent in August. About two dozen responses were received. Follow-up letters are pending.

Unidirectional Flushing Operations and Sampling

- 2010 flushing operations continue and are going very well. We are identifying areas to be re-flushed due to construction and water quality.
- AUGUST: 285 Unidirectional Flushing Runs; 67 miles of main unidirectionally flushed; 233 unique hydrants flowed; 11.9 million gallons used unidirectionally; 232 Hydrants flowed conventionally; 90 miles flushed conventionally; 4.1 million gallons used conventionally
- YEARLY TOTALS: 1489 unidirectional flushing runs; 355 miles of main flushed unidirectionally; 1281 unique hydrants flowed; 63 million gallons used unidirectionally; 775 hydrants flushed conventionally; 301 miles of main flushed conventionally; 12.1 million gallons used conventionally

Graduate Research Project

- Mary Pitman has been selected as our next UW Graduate Student. We will be developing the next phase of this research with Mary over the next several months.

Water Quality Monitoring Report

Analyte Group	Sample Locations	Monitoring Requirements (# of Samples)		Monitoring Activity (# of samples)		Violations & Public Notices
		Monitoring Period	2010 Annual Requirement	Current Month	Year to Date 2010	Year to Date
Daily/Routine Samples						
Coliform Bacteria	Operating Wells and Distribution Sites	150	1800	436	3063	0
Free Chlorine Residual "Grab" Samples	Operating Wells and Distribution Sites	160 ¹	1900 ¹	1153	8391	0
Fluoride	Operating Wells	450 ¹	5400 ¹	542	3548	0
Quarterly Samples						
Volatile Organic Compounds (41 analytes)	Wells	5 ¹	20 ¹	0	15	0
Coliform Bacteria (Raw Water)	Wells	22 ¹	82 ¹	2	60	0
Annual Samples						
Inorganic Contaminants ² (28 analytes)	Wells	22	22	1	22	0
Volatile Organic Compounds (41 analytes)	Wells	11	11	2	19	0
Disinfection Byproducts - Total Trihalomethanes & Haloacetic Acids	Distribution Sites	7	7	3	15	0
Specialty Samples						
Iron & Manganese	Wells	na	na	9	83	na
	Residential Taps	na	na	19	225	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									
2010	October									
2010	November									
2010	December									
2010	TOTAL	644	312	6	23	31	62	25	83	136

Year	Month	All Calls	Color	Manganese	Taste	Odor	Pressure	No Water	Other	Alder District
2010	August	2	0	0	0	0	0	0	2	01
2010	August	3	0	0	0	0	1	2	0	02
2010	August	2	2	0	0	0	0	0	0	03
2010	August	7	6	0	0	0	0	0	1	04
2010	August	1	0	0	0	0	0	0	1	05
2010	August	19	15	1	0	2	0	1	2	06
2010	August	4	0	0	1	0	0	0	3	07
2010	August	3	2	0	0	0	0	0	1	09
2010	August	8	3	0	0	0	3	1	1	10
2010	August	2	1	0	0	0	0	0	1	11
2010	August	1	0	0	0	0	0	0	1	12
2010	August	6	1	0	0	0	2	3	1	13
2010	August	2	0	0	1	1	0	0	1	14
2010	August	2	1	0	0	1	0	0	0	15
2010	August	9	5	0	0	0	2	1	2	16
2010	August	2	1	0	0	0	0	1	0	18
2010	August	4	1	0	0	0	1	0	2	19
2010	August	2	0	0	0	0	1	0	1	20
2010	August	8	1	0	0	0	0	0	7	None
2010	August	13	0	0	1	1	0	0	11	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

- 27 employees attended the Wisconsin Water Association Annual Meeting & Expo held at Monona Terrace September 15-17. Public Information Officer Gail Gawenda participated in the Image and PR Committee and assisted with media attention for the event. Kara Jafferis and Rick Marx participated in the Meter Madness Competition, and Chris Schenk, Jack Henderson, and Eric Cooper received third place in the Top Ops competition.
- Fire Extinguisher and CCR Training was held at the Olin and Paterson locations September 20-22.

Employee Events

- October 5 Labor/Management Meeting
- October 12 & 26 Steering Team Meetings

Employee Recognition

- Please see the attached letter recognizing Harley Lemkuil, Engineering Program Specialist 1. Job well done!
- Eric Cooper, Jack Henderson, and Chris Schenk received third place in the Top Ops competition at the Wisconsin Water Association Annual Meeting & Expo.

Staffing Report

Work Area	Position	Held By	Comments
Management			
Finance	Administrative Clerk 2 (20-11)	Kristine Jabas	Kristine Jabas began work 9/13/2010.
Water Quality			
Water Supply			
Engineering			
Customer Service	Water Meter Mechanic 2 (16-11)	Vacant	Vacancy due to Mr. Ertel's promotion to position of Water Services Inspector. Position will be held open.
Operations			
Maintenance	Maintenance Worker (16-11)	Vacant	The application process for this position closed 8/24/10.

Summary of Permanent Positions

Budgeted positions for 2010 (1/1/2010):	125
Positions Vacant as of September 21, 2010:	2
Positions in various stages of recruitment:	1
Positions being filled by employees in Acting status	0
Employees on Extended Absences	1
Employees hired, not yet working	0
Employees Absent Without Pay Status	0
Net Effective Employees	123

Summary of Hourly/Seasonal Positions

Work Area	Full Time Employees	Part Time Employees
Customer Service		
Engineering	2	
Finance/Accounting		
Water Quality		1
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.

- Customer Service Manager Ken Key attended a product demonstration with the Treasurer's Office on payment processing equipment.
- Members of the management team attended a Water Research Foundation webcast on water meter accuracy.

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.

Fund Balance Report

	<u>Balance July 31</u>	<u>Balance August 31</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	\$ 2,473,729.35	\$ 3,065,529.35
Reserve Account (Minimum \$5,922,710.46)	\$ 5,990,217.08	\$ 6,011,606.71
Depreciation Fund ⁽¹⁾ (\$750,000 required by Bond Ordinance)	\$ 750,000.00	\$ 750,000.00
Construction Fund	\$ 2,237,161.05	\$ 618,593.29
Assessment Revolving Fund	\$ 48,499.01	\$ 48,499.01
Unrestricted Funds		
PILOT Fund	\$ 2,100,000.00	\$ 2,400,000.00
Cash Flow Fund	\$ -1,738,079.71	\$ -3,137,865.87
Unrestricted Reserve Fund	\$ 0.00	\$ 0.00
Checking Account	\$ 206,714.67	\$ 404,599.75
Debt to City of Madison		
Short Term Loan from City	\$ 7,650,000.00	\$ 7,650,000.00

⁽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 meeting with area utilities on August 25 was attended by managers from Cottage Grove, Fitchburg, McFarland, Middleton, Monona, Sun Prairie, Verona, Westport, Windsor, and the Waunona Sanitary District.
- There was a meeting with Public Service Commission staff on August 31.
- The alder briefing scheduled for September 21 was cancelled and is being rescheduled.

Status of Seasonal Wells

- UW #6: On-line and in service
- UW #8: Off-line and out of service as of September 15
- UW #10: Out of service
- UW #17: On-line and in service
- UW #23: On-line and in service
- UW #27: On-line and in service
- UW #28: On-line and in service

GIS

- 2009 water main construction projects are mostly complete.
- 2010 projects are currently being entered into GIS.
- A lot of catch-up this month on record drawings for accounting so projects can be closed out.
- High demand for ad hoc maps. Include as built and pressure zone maps.

UW #8

- Unit Well #8 was taken off-line and placed out of service on September 15. The well was shut down, the reservoir pumped to the system, and the site prepped for the winter months. This well, placed in service on July 22 of this year, ran for a total of 55 days and pumped 62,097,000 gallons of water into the system.
- Crews began flushing the Well 8 area on the 16th and will likely continue through the end of September.

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	26,636				232,216
7	24,587	46,552	8,982	11,818	24,909	27,624	26,371	16,327	13,846				201,016
8	0	0	0	0	0	0	12,090	37,510	12,497				62,097
9	37,550	33,150	38,480	40,010	41,640	39,340	43,690	44,770	23,900				342,530
10	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	21,290				373,764
12	26,450	30,879	31,070	42,340	61,580	50,140	54,760	38,400	17,290				352,909
13	50,140	25,948	65,770	65,210	67,510	67,570	68,650	67,410	40,344				518,552
14	71,050	63,500	71,580	68,240	72,950	68,460	72,060	52,040	28,510				568,390
15	51,140	60,650	73,920	69,280	78,010	83,870	90,830	81,830	40,564				630,094
16	40,700	36,370	46,490	44,100	40,870	30,860	50,460	82,370	45,370				417,590
17	0	0	0	0	0	39,380	64,710	65,770	40,330				210,190
18	45,180	43,640	41,820	46,420	45,280	40,620	46,650	40,590	22,740				372,940
19	60,420	64,420	87,830	56,250	54,240	32,640	36,910	54,726	28,320				475,756
20	46,150	39,460	41,450	32,360	29,118	32,225	47,735	49,630	29,090				347,218
23	0	0	0	27,371	26,312	24,927	23,828	20,920	10,633				133,991
24	50,460	46,060	47,160	41,350	36,900	24,110	18,610	18,172	13,770				296,592
25	38,410	37,160	40,848	4,890	0	0	29,267	34,279	16,400				201,254
26	87,210	76,370	75,490	73,470	59,822	58,840	72,520	0	0				503,722
27	0	0	0	0	21,560	22,910	26,170	24,050	16,800				111,490
28	0	0	0	0	39,670	43,770	34,690	79,850	45,230				243,210
29	51,690	47,740	52,600	51,430	52,820	51,130	48,360	47,830	29,912				433,512
30	56,400	50,200	55,870	55,040	57,950	53,200	55,050	55,190	33,017				471,917
Total	789,377	732,429	817,120	812,473	904,801	890,116	997,861	1,000,284	556,489				7,500,950

*As of September 19, 2010

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				
8/18	32,730	6,525,851	28,373	79	61	70	0.0	3.0	29.5	6,722,979	-2.9%	-9.2%	-11.0%
8/19	29,759	6,555,610	28,379	85	66	76	0.0	3.0	29.5	6,755,413	-3.0%	-9.2%	-11.1%
8/20	33,230	6,588,840	28,400	89	70	80	0.3	3.4	29.8	6,785,832	-2.9%	-9.1%	-11.0%
8/21	33,570	6,622,410	28,422	83	63	73	0.0	3.4	29.8	6,812,808	-2.8%	-9.1%	-11.0%
8/22	25,390	6,647,800	28,409	84	63	74	0.0	3.4	29.8	6,845,458	-2.9%	-9.2%	-11.1%
8/23	33,878	6,681,678	28,433	84	58	71	0.0	3.4	29.8	6,870,818	-2.8%	-9.1%	-11.0%
8/24	31,488	6,713,166	28,446	79	59	69	0.0	3.4	29.8	6,899,995	-2.7%	-9.1%	-11.1%
8/25	30,212	6,743,378	28,453	73	55	64	0.0	3.4	29.8	6,928,686	-2.7%	-9.1%	-11.1%
8/26	33,694	6,777,072	28,475	76	48	62	0.0	3.4	29.8	6,963,132	-2.7%	-9.1%	-11.0%
8/27	33,865	6,810,937	28,498	84	58	71	0.0	3.4	29.8	6,991,318	-2.6%	-9.0%	-11.0%
8/28	34,663	6,845,600	28,523	84	66	75	0.0	3.4	29.8	7,021,320	-2.5%	-8.9%	-10.9%
8/29	31,984	6,877,584	28,538	90	61	76	0.0	3.4	29.8	7,053,066	-2.5%	-9.0%	-11.0%
8/30	31,956	6,909,540	28,552	85	71	78	0.0	3.4	29.8	7,076,738	-2.4%	-8.9%	-10.9%
8/31	34,921	6,944,461	28,578	81	69	75	0.6	3.9	30.3	7,103,181	-2.2%	-8.9%	-10.9%
9/1	33,838	6,978,299	28,600	77	68	73	0.8	0.8	31.2	7,133,839	-2.2%	-8.8%	-10.9%
9/2	29,460	7,007,759	28,603	80	63	72	0.9	1.7	32.0	7,167,364	-2.2%	-8.9%	-10.9%
9/3	28,200	7,035,959	28,601	63	54	59	0.1	1.8	32.1	7,199,417	-2.3%	-8.9%	-10.9%
9/4	30,710	7,066,669	28,610	65	47	56	0.0	1.8	32.1	7,230,880	-2.3%	-8.9%	-11.0%
9/5	24,988	7,091,657	28,595	73	45	59	0.0	1.8	32.1	7,265,655	-2.4%	-9.0%	-11.0%
9/6	25,730	7,117,387	28,584	77	62	70	0.1	1.8	32.2	7,295,305	-2.4%	-9.1%	-11.1%
9/7	29,689	7,147,076	28,588	75	52	64	0.0	1.8	32.2	7,325,898	-2.4%	-9.1%	-11.1%
9/8	27,221	7,174,297	28,583	67	48	58	0.0	1.8	32.2	7,358,272	-2.5%	-9.1%	-11.2%
9/9	32,168	7,206,465	28,597	65	48	57	0.0	1.8	32.2	7,391,350	-2.5%	-9.1%	-11.2%
9/10	30,901	7,237,366	28,606	73	49	61	0.0	1.8	32.2	7,423,680	-2.5%	-9.1%	-11.2%
9/11	29,919	7,267,285	28,611	72	57	65	0.2	2.0	32.4	7,459,125	-2.6%	-9.2%	-11.2%
9/12	26,724	7,294,009	28,604	80	50	65	0.0	2.0	32.4	7,495,208	-2.7%	-9.2%	-11.3%
9/13	29,214	7,323,223	28,606	74	51	63	0.0	2.0	32.4	7,527,985	-2.7%	-9.2%	-11.3%
9/14	31,399	7,354,622	28,617	74	46	60	0.0	2.0	32.4	7,564,001	-2.8%	-9.2%	-11.3%
9/15	30,638	7,385,260	28,625	75	50	63	0.0	2.0	32.4	7,597,926	-2.8%	-9.2%	-11.3%
9/16	27,508	7,412,768	28,621	66	52	59	0.0	2.1	32.4	7,635,998	-2.9%	-9.3%	-11.3%
9/17	30,725	7,443,493	28,629	74	48	61	0.0	2.1	32.4	7,666,859	-2.9%	-9.3%	-11.3%
9/18	34,347	7,477,840	28,651	68	55	62	0.5	2.5	32.9	7,701,231	-2.9%	-9.2%	-11.3%
9/19	23,110	7,500,950	28,630	58	48	53	0.0	2.5	32.9	7,740,255	-3.1%	-9.3%	-11.4%

5 year avg.: 2005-2009

10 year avg.: 2000-2009

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					8
1.2	Employee Injuries	4	5	3	5	3	6	3	5					34
1.3	Utility Vehicle Accidents	0	2	0	0	1	1	2	2					8
1.4	Print Media Reports	3	0	1	1	3	5	5	3					21
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					6,944.5
2.2	Average Day (MG)	25.5	26.2	26.4	27.1	29.2	29.7	32.2	32.3					28.6
2.3	Maximum Day (MG)	29.3	30.0	29.8	32.2	33.5	34.9	39.4	39.8					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)					8/4 (W)
3.0	INSPECTIONS													
3.1	Cross Connections	101	123	110	82	77	133	112	119					857
3.2	Private Wells	9	4	2	21	20	12	23	18					109
4.0	CUSTOMER SVCS													
4.1	Scheduled Billings	9,198	14,250	14,254	11,555	15,922	9,719	9,129	13,509					97,536
4.2	Spec Request Billings	217	271	389	535	536	787	587	999					4,321
4.3	Bill Related Inspections	22	14	23	13	12	13	16	20					133
4.4	Reminder/Tax Notices	2,010	1,509	1,603	2,464	2,310	1,281	2,734	1,522					15,433
4.5	# of Meter Readings	13,928	7,919	14,973	13,395	7,460	8,958	13,595	14,294					94,522
5.0	HYDRANTS													
5.1	Installed	5	1	4	2	21	15	16	41					105
5.2	Removed	5	1	3	2	2	9	4	28					54
5.3	Total in Service	8,383	8,383	8,384	8,384	8,403	8,409	8,421	8,434					8,434
5.4	Inspections	449	524	751	201	51	142	116	279					2,513
5.5	# Repaired	13	9	11	11	9	8	11	19					91
	Unit Cost	\$4,086	\$3,332	\$3,381	\$1,050	\$1,805	\$3,099	\$1,737						\$18,490
5.6	Routine Flushing	52	50	25	270	398	432	453	465					2,145
5.7	# Painted	0	0	0	0	391	970	913	608					2,882
6.0	VALVES													
6.1	Installed	4	5	9	9	56	60	42	125					310
6.2	Removed	1	1	6	3	7	28	12	47					105
6.3	Total in Service	19,681	19,685	19,688	19,694	19,743	19,775	19,805	19,883					19,883
6.4	Inspections	437	898	1,105	598	596	548	281	441					4,904
6.5	# Repaired	11	12	15	14	14	14	11	16					107

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					5.58
7.2	Miles Abandoned	0	0	0	0	0.17	0.66	0.32	2.42					3.57
7.3	Total Miles in Svc	838.77	838.77	838.77	838.77	839.17	839.44	840.28	840.78					840.78
7.4	Number of Leaks	53	37	15	1	10	5	25	11					157
	Unit Cost	\$2,218	\$2,658	\$5,103	\$11,525	\$2,753	\$27,728	\$3,080						\$55,062
7.5	Leaks per Mile	0.06	0.04	0.02	0.00	0.01	0.01	0.03	0.01					0.19
7.6	Dwell Units Out of Svc	622	457	134	25	126	50	446	158					2018
8.0	SERVICES													
8.1	New Svcs to Old Lot by WU	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					9
8.31	Lead Replacements by WU	0	1	0	4	3	4	2	0					14
8.32	Lead Replacements by PO	0	1	1	9	10	14	18	14					67
8.33	PO Side was Copper	0	0	0	1	0	3	0	0					4
8.34	PO Side not Replaced	0	0	0	0	0	0	0	0					0
8.41	Removals/Cut Offs Lead	2	0	0	0	0	0	6	0					8
8.42	Removals - Copper	0	0	0	0	0	1	0	2					3
8.5	New Svcs in New Plats	49	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					61,711
8.7	New Connects to Exist Svcs	33	11	29	23	19	24	15	16					170
8.8	Number of Leaks	2	0	1	3	2	4	3	1					16
	Unit Cost	\$1,483	\$423	\$4,529	\$2,232	\$3,735	\$2,639	\$1,630						\$16,672
8.9	Frozen	1	0	0	0	0	0	0	0					1
9.0	METERS													
9.1	Total in Service	65,753	65,764	65,817	65,869	65,861	65,914	65,949	65,974					65,974
9.2	Total Inspections	265	256	348	322	296	351	333	335					2,506
9.3	Number Repaired	26	85	48	62	78	110	114	106					629
	Unit Cost	\$169	\$67	\$112	\$99	\$71	\$75	\$63						\$657
9.4	Number Changed	335	405	510	585	345	423	350	279					3,247
9.5	Number Converted	0	0	0	0	0	1	0	0					1
9.6	Installed in City (Regular)	0	1	0	1	0	49	1	1					53
9.7	Installed in City (Remote)	20	16	41	16	27	8	23	27					178
9.8	Installed Out City (Regular)	0	0	0	0	0	0	0	0					0
9.90	Installed Out City (Remote)	0	0	0	0	0	1	0	0					1
9.10	Turn Ons	2	4	25	43	14	6	12	10					113
9.11	Turn Offs	12	10	13	8	49	8	1	13					114
9.12	NET CHANGE	10	11	53	52	-8	56	35	25					231

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.

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; Droster Road; Williamson Street
- Private contract design additions: Linden Park Phase 9; Secret Places at Siggelkow Preserve Phase 6; 1802 Maplecrest PUD Phase 2; 8th Add to Blackhawk Phase 5; Woodstone – Phase 1; First Add to Hawks Ridge Estates
- Projects bid waiting for construction: Cannonball Phase 2; Forward Dr main replacement
- Projects in Construction: Sanitary w/ Resurfacing – East: Emmet St – Water completed; School Rd – Water completed.; Additional work requests pending; Upham – Water main completed – service installations underway; N Franklin – Water main installations completed – service installations underway; Commercial / Kedzie / Pawling – Water work from Kedzie St. to the east end of the project is completed. Water main installations on Commercial Ave. and Scofield/8th St. completed – service installations underway; University Ave (N. Park St.) – Existing water work completed. Additional water work may be added due to conflict w/chilled water lines; University Ave (Segoe to Shorewood) – Phase 3 schedule for water work to begin week of 9/13.; Academy Dr / Starker Ave / Acewood Blvd – Water main work underway for Academy Dr./Starker Ave.; Forward Dr – Start date delayed until ~10/18 for work on Academy/Starker/Acewood project.; Pleasant View Rd – ~1,000 ft. of water main yet to be installed; Riverside Dr – Water main installation to be completed by 9/10; Gilmore / Cross St – Water work began 9/8; Novation Campus Ph.2 – Estimated water installation start date delayed (original estimate ~9/7); Cannonball Run Ph.2 – Anticipated start date of 9/13; Secret Places Ph.6 – Anticipated start date of 9/22; Woodstone Ph.1 – Anticipated start date of 9/13; Blackhawk Ph.5 – Plans posted 7/9. No preconstruction meeting yet scheduled; Grandview Commons Ph.16 – Water design completed 8/30. No preconstruction meeting yet scheduled; Buckeye Rd. / Hargrove St. – WU crew jobs that have not started; Old Middleton Rd – Water main and service installations completed. Cutting/Capping of old main remains; Sanitary w/ Resurfacing – West: Fox Ave – Water work completed.; S Brooks St – Water work completed.; University Ave (Breese to Campus) – Water work completed; Lien Rd - Water work completed; Monona Dr – Water work completed; S. Segoe Rd – Water work completed; Helena / Division / Schurz / Lakeland – Water work completed; Allied Dr – Water work completed. Fisher St – Water work completed. Repaving ~8/24. Camden Rd – Water work completed. Merry St – Water work completed. Reiner Rd – Water work completed. W Gilman – Water work completed. Change orders/additional work to be processed. McCormick / Commercial - Completed –

turned over to GIS. Milton St. – Water work completed (WU crews). Ash/Chadbourne – Water work completed – Waiting on paperwork. Femrite / Marsh – Water work completed – Waiting on paperwork. Cardinal Glen Ph.2B – Water work completed – Waiting on paperwork. Maplecrest Ph.2 – Phase divided and completed from Royal Oaks Dr. to ~STA 6+25 – Waiting on paperwork. N./S. Broom St – Water work completed - Waiting on paperwork. N Third / Carey Ct / E Mifflin – Water work completed – Waiting on paperwork. Edgewood Ave – Water work completed - Waiting on paperwork. Cannonball Bike Trail Ph.1 – Water work completed - Waiting on paperwork. Capitol Square Streetscapes – Water work completed – Waiting on paperwork.

Zone 4 Water Supply Augmentation

- A Citizen Advisory Panel (CAP) meeting was held September 8. An invitation will be sent to the area for people to join the CAP.

Arbor Hills Fire Flow Supply

- Based on public feedback from two CAP meetings and two public meetings, and the evaluation of several sites, a preferred site has been selected and is being recommended to the Water Utility Board.

Zones 7 and 8 Supply Augmentation

- No progress or change in status.

East Side Water Supply Project

- We are working with Black and Veatch to gather data and start looking at water demand projections for the east side.
- A letter has been sent to interested citizens to gather feedback on the public participation process. Using this information, we expect to form the CAP and finalize the Public Participation Plan.
- A presentation to state objectives and introduce the consultant team to the Water Utility Board will be made at the September meeting.

#120 Sphere – Prairie Road

- The site was released to the Utility and the contractor was directed to clean up and secure the site.
- Steel samples were taken from the damaged portion of the reservoir by Tank Industry Consultants of Chicago to determine the condition of the reservoir and ultimately its final resolution. A report is expected the week of 9/13/10.

Miscellaneous Projects

- Bids were received for the replacement of the roof on the Vehicle Storage Building at Paterson Street. The low bidder was Gary Brown Roofing and we expect them to start work toward the end of September.
- We hired the design engineering firm of IBC Engineering for the HVAC Improvements for the Vehicle Storage Building at Paterson Street. We expect a set of contract documents in November.

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

- The toilet rebate program has been a great success in 2010. As of September 22, funding remains for only 67 more rebates this year. Rebate applications received after funding is exhausted will be held until January 2011, when we will again have funding for 2500 toilets.

Month	Number of Rebates	Rebate Dollar Amount	Administrative Cost	Revenue	Estimated Water Savings (gallons)
January	171	\$ 17,085.24	\$ 1,183.00	\$ 25,000.00	84,686
February	173	\$ 17,272.80	\$ 840.00	\$ 25,000.00	235,299
March	423	\$ 42,281.67	\$ 1,372.00	\$ 25,000.00	566,980
April	429	\$ 42,875.62	\$ 1,225.00	\$ 25,000.00	1,015,750
May	203	\$ 20,300.00	\$ 938.00	\$ 25,000.00	1,393,360
June	143	\$ 14,300.00	\$ 959.00	\$ 25,000.00	1,518,177
July	121	\$ 12,086.74	\$ 805.00	\$ 25,000.00	1,698,604
August	474	\$ 47,400.00	\$ 1,407.00	\$ 25,000.00	1,941,368
YTD Total	2,137	\$ 213,602.07	\$ 8,729.00	\$ 200,000.00	8,454,224

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.

- Public Information Officer Gail Gawenda and I attended a meeting of City agency representatives and Alder Satya Rhodes-Conway to discuss the “fruits and nuts” initiative for City property.

Wellhead Protection Planning

- AECOM and Ruekurt Milke were selected to complete six Wellhead Protection Plans for the Utility.
- Utility engineers are working on finishing five wellhead protection plans this fall.