

Quality and Reliability since 1882

**Madison
Water
Utility**



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

- Information was provided to *Capital Times* reporter Kristin Czubkowski for an article about our AMI plans that appeared in the July 7 edition.
- Work continues on a communication plan for the different stages of the AMI project, including utility staff briefing sessions, the Common Council briefing in September, a dedicated webpage for the project, customer mailings, and press releases.
- Public Information Officer Gail Gawenda has fielded inquiries from reporters doing follow-up stories about the water tower fire and its status, including Marc Lovicott of Channel 3 who did an interview with project manager Dennis Cawley.
- PIO Gail Gawenda has met with other city agencies and staff including the Women's Issues committee to coordinate water related messages, especially within the framework of the Natural Step program. These issues include urging the reinstallation of water fountains within the City-County Building and along downtown streets, as well as potential sale of metal water bottles.

WATER QUALITY

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

Unidirectional Flushing Operations and Sampling

- Flushing operations continue and are going very well.
- June Totals: 387 Unidirectional Flushing Runs; 95.1 miles of main unidirectionally flushed; 354 unique hydrants flowed; 14 million gallons used unidirectionally; 82 Hydrants flowed conventionally; 42 miles flushed conventionally; 0.86 million gallons used conventionally
- Yearly Totals: 996 unidirectional flushing runs; 239 miles of main flushed unidirectionally; 882 unique hydrants flowed; 42 million gallons used unidirectionally; 229 hydrants flushed conventionally; 125 miles of main flushed conventionally; 3.9 million gallons used conventionally

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	423	2238	0
Free Chlorine Residual "Grab" Samples	Operating Wells and Distribution Sites	160 ¹	1900 ¹	1067	6177	0
Fluoride	Operating Wells	450 ¹	5400 ¹	447	2516	0
Quarterly Samples						
Volatile Organic Compounds (41 analytes)	Wells	5 ¹	20 ¹	1	10	0
Coliform Bacteria (Raw Water)	Wells	22 ¹	82 ¹	2	38	0
Annual Samples						
Inorganic Contaminants ² (28 analytes)	Wells	22	22	20	20	0
Volatile Organic Compounds (41 analytes)	Wells	11	11	9	12	0
Disinfection Byproducts - Total Trihalomethanes & Haloacetic Acids	Distribution Sites	7	7	0	0	0
Specialty Samples						
Iron & Manganese	Wells	na	na	20	64	na
	Residential Taps	na	na	80	138	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									
2010	August									
2010	September									
2010	October									
2010	November									
2010	December									
2010	TOTAL	435	226	5	16	24	27	10	59	89

Year	Month	All Calls	Color	Manganese	Taste	Odor	Pressure	No Water	Other	Alder District
2010	June	1	0	0	0	0	0	0	1	01
2010	June	1	0	0	0	0	0	0	1	02
2010	June	3	3	0	0	0	0	0	0	03
2010	June	4	2	0	0	0	0	2	1	04
2010	June	1	0	0	0	0	0	0	1	05
2010	June	2	0	0	0	0	0	0	2	06
2010	June	2	0	0	0	1	1	0	0	07
2010	June	3	1	0	0	0	0	0	2	08
2010	June	4	3	0	0	0	1	0	0	09
2010	June	2	1	0	1	0	0	0	0	10
2010	June	4	0	0	0	0	0	1	3	11
2010	June	2	0	0	0	0	0	1	1	12
2010	June	9	6	0	1	0	1	0	1	13
2010	June	1	0	0	0	0	1	0	0	14
2010	June	3	1	0	0	1	1	0	0	15
2010	June	18	15	0	1	1	0	0	1	16
2010	June	2	0	0	1	1	0	0	0	18
2010	June	2	0	1	0	1	0	0	1	20
2010	June	7	0	0	0	0	0	1	6	None
2010	June	4	1	0	1	0	0	0	2	Unknown

INORGANIC ANALYSES - 2010

PARAMETER	UNITS	LOD	MCL	Well 6	Well 7	Well 8	Well 9	Well 11	Well 12	Well 13	Well 14	Well 15	Well 16	Well 17	Well 18	Well 19	Well 20	Well 23	Well 24	Well 25	Well 26	Well 27	Well 28	Well 29	Well 30
Alkalinity	(mg/l)	10.000		320	326		338	338	278	299	343	318	290	309	278	291	276	333	272		288	312	284	321	272
Aluminum	(ug/l)	0.40		1.24	1.52		0.787	0.928	1.41	1.69	0.597	1.13	0.677	0.705	0.743	0.581	0.922	0.987	1.26		1.54	1.17	0.464	<0.40	0.635
Antimony	(ug/l)	0.40	6	<0.40	<0.40		<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40		<0.40	<0.40	<0.40	<0.40	<0.40
Arsenic	(ug/l)	0.40	10	<0.40	<0.40		<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	0.448	<0.40		<0.40	<0.40	<0.40	<0.40	<0.40
Barium	(ug/l)	0.40	2000	21.7	36.5		26.6	17.6	15	32.3	51.9	9.02	17.5	30.7	15.4	17.4	10.9	45.5	13.6		18.7	25.8	14.5	52.2	16.5
Beryllium	(ug/l)	0.40	4	<0.40	<0.40		<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40		<0.40	<0.40	<0.40	<0.40	<0.40
Cadmium	(ug/l)	0.20	5	<0.20	<0.20		<0.20	<0.20	<0.20	<0.20	<0.20	<0.20	<0.20	<0.20	<0.20	<0.20	<0.20	<0.20	<0.20		<0.20	<0.20	<0.20	<0.20	<0.20
Calcium	(mg/l)	0.011		90.7	83.5		87.1	87.6	61.8	68.7	107	90.9	70.2	82.3	64.5	66.6	58.7	94.4	62.7		68.2	83.7	66.3	76.7	59.7
Chloride	(mg/l)	1.200		37.8	14.3		36.4	52.4	3.48	9.19	94	49.3	43.7	55.5	8.88	6.43	2.71	59.7	6.16		12.6	34.9	2.69	3.47	4.92
Chromium	(ug/l)	0.80	100	2.71	<0.80		1.42	1.42	1.65	1.22	2.52	0.994	1.52	<0.80	<0.80	<0.80	1.03	1.62	<0.80		<0.80	1.08	<0.80	<0.80	<0.80
Conductivity	umhos / cm	3.00		753	695		752	823	519	601	992	791	694	856	560	552	512	868	529		586	742	547	587	528
Copper	(ug/l)	0.40	1300	1.8	5.49		14.2	4.49	1.48	1.15	1.72	33.3	3.69	1.65	0.971	11.7	1.97	42.1	3.48		1.28	1.75	4.12	2.44	4.42
Fluoride	(mg/l)	0.12	4	1.32	0.991		1.12	1.06	0.988	0.988	1	1.11	0.972	1.23	1.23	1.12	0.961	1.18	1.23		1.16	1.18	1.06	1.08	1.28
Hardness (CaCO ₃)	(mg/l)	0.139		413	403		419	440	292	341	501	433	342	432	311	316	290	458	308		319	389	309	353	291
Iron	(mg/l)	0.0011		0.00791	0.361		0.00111	0.00749	0.00326	0.0545	0.00241	0.0433	0.00547	0.0773	0.0238	0.225	<0.0011	0.059	0.186		0.0035	0.115	0.186	0.00561	0.199
Lead	(ug/l)	0.20	15	<0.20	0.248		<0.20	1.58	<0.20	<0.20	<0.20	0.242	0.83	<0.20	<0.20	<0.20	<0.20	<0.20	0.321		<0.20	<0.20	0.613	<0.20	<0.20
Magnesium	(mg/l)	0.027		45.3	47.2		48.9	53.8	33.4	41.1	56.8	49.9	40.5	55	36.4	26.2	34.9	53.9	36.8		36.2	43.6	34.8	39.2	34.5
Manganese	(ug/l)	0.40		0.664	27.7		0.713	10	0.616	12.9	<0.40	12.8	0.63	39	7.32	47.2	<0.40	27.3	35.4		7.53	23.5	24.1	0.574	13.9
Mercury	(ug/l)	0.04	2	0.0769	<0.04		<0.04	<0.04	0.894	0.251	0.0491	0.159	<0.04	0.0424	<0.04	0.139	0.0436	<0.04	0.142		0.0406	0.0422	0.067	<0.04	0.096
Nickel	(ug/l)	0.40	100	0.888	0.69		0.578	1.21	1.01	0.567	0.795	0.827	1.61	0.726	0.512	0.965	0.478	2.62	0.443		1.09	2.99	0.876	0.789	<0.40
Nitrogen-Nitrate	(mg/l)	0.120	10	3.46	<0.12		1.81	2.65	1.6	1.85	3.72	2.22	2.77	<0.12	0.526	<0.12	0.48	3.27	<0.12		1.95	0.368	<0.12	0.621	<0.12
Nitrogen-Nitrite	(mg/l)	0.060	1	<0.06	<0.06		<0.06	<0.06	<0.06	<0.06	<0.06	<0.06	<0.06	<0.06	<0.06	<0.06	<0.06	<0.06	<0.06		<0.06	<0.06	<0.06	<0.06	<0.06
pH Lab	s.u.			7.69	7.19		7.51	7.39	7.56	7.38	7.35	7.28	7.49	7.36	7.52	7.21	7.64	7.46	7.47		7.51	7.34	7.43	7.37	7.64
Selenium	(ug/l)	0.80	50	1.19	<0.80		<0.80	<0.80	<0.80	<0.80	0.896	<0.80	<0.80	<0.80	<0.80	<0.80	<0.80	1	<0.80		<0.80	<0.80	<0.80	<0.80	<0.80
Silver	(ug/l)	0.40		<0.40	<0.40		<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40	<0.40		<0.40	<0.40	<0.40	<0.40	<0.40
Sodium	(mg/l)	0.025		13.1	7.22		15.4	17.9	2.32	5.06	34	19	16.1	22.6	4.79	3.97	2.35	21.7	5.22		6.41	15.7	2.37	19	3.57
Sulfate	(mg/l)	1.20		24.5	38.8		16.3	26.3	4.33	13.6	23.9	30.9	10.7	65	16.5	7.35	7.83	26	14.1		11.9	39.9	19.1	6.24	18
Thallium	(ug/l)	0.20	2	<0.20	<0.20		<0.20	0.206	<0.20	<0.20	<0.20	0.215	<0.20	<0.20	<0.20	<0.20	<0.20	<0.20	<0.20		<0.20	<0.20	<0.20	<0.20	<0.20
Total Solids	(mg/l)	6.00		506	444		476	555	303	386	819	520	472	590	349	342	296	574	313		379	455	333	342	337
Zinc	(ug/l)	0.52		5.67	6.63		1.19	5.49	11.5	1.08	1.72	3.24	10.1	2.32	5.68	5.54	3.09	6.91	4.66		8.47	7.76	10.8	2.3	5.26

LOD - Limit of Detection

MCL - Maximum Contaminant Level

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 management team participated in an education session on June 28 with A.B. Orlik and Don Percy on Policy Governance.
- The Wisconsin Water Association Annual Meeting & Expo will be held at Monona Terrace September 15-17.

Employee Events

- July 24 Water Utility Picnic
- August 3 Labor/Management Meeting
- August 10 & 24 Steering Team Meetings
- September 9 Employee Potluck at the Op Center

Staffing Report

Work Area	Position	Held By	Comments
Management			
Finance	Water Utility Account/ Computer Specialist (20-16)	Vacant	Vacancy due to Debra Trittin's retirement on 5/7/2010. Interviews were held, selection pending.
	Administrative Clerk 2 (20-11)	Vacant	Vacancy due to Janet Czerwonka's retirement 5/7/10. 63 applications were received, test given, awaiting results.
Water Quality			
Water Supply			
Engineering	Construction Inspection 1—Hourly (16-00)	Peter Lewis	Peter Lewis began work 6/28/2010.
	Engineer 1-3 (18-10)	Kelly Miess	Kelly Miess began work 7/6/2010.
	Engineer 4 (18-12)	Vacant	Application process closed 6/1/10. Interviews were held, selection pending.
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	This position is currently vacant.

Summary of Permanent Positions

Budgeted positions for 2010 (1/1/2010):	125
Positions Vacant as of June, 2010:	5
Positions in various stages of recruitment:	3
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	1
Net Effective Employees	118

Summary of Hourly/Seasonal Positions

Work Area	Full Time Employees	Part Time Employees
Customer Service		1
Engineering	2	
Finance/Accounting		1
Water Quality		1
Operations	4	

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.

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.

- A provisional Operating Budget will be submitted to the Comptroller's office August 9. It will be distributed to board members for the August board meeting, where the board will authorize submittal to the Mayor's office.

Fund Balance Report

	<u>Balance May 31</u>	<u>Balance June 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	\$ 2,963,710.46	\$ 3,555,510.46
Reserve Account (Minimum \$5,922,710.46)	\$ 5,950,000.00	\$ 6,002,249.17
Depreciation Fund ⁽¹⁾ (\$750,000 required by Bond Ordinance)	\$ 750,000.00	\$ 750,000.00
Construction Fund	\$ 3,971,622.00	\$ 3,193,876.00
Assessment Revolving Fund	\$ 48,499.01	\$ 48,499.01
Unrestricted Funds		
PILOT Fund	\$ 1,500,000.00	\$ 1,800,000.00
Cash Flow Fund	\$ -1,751,624.20	\$ -1,858,775.96
Unrestricted Reserve Fund	\$ 0.00	\$ 0.00
Checking Account	\$ 148,287.85	\$ 144,792.16
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

- Clark Dietz is working on the business case for this project. The business case report will be presented at the August board meeting.
- We are inviting neighboring utilities to an AMI presentation and lunch to discuss opportunities for collaboration.
- A meeting with Council members to brief them on this project is planned for September.

East Side Zone 6 to Zone 3 Conversion

- Pump No. 2 and MCC installation is complete at Well 25, and as of July 7 the well is in operation.
- Full zone has been converted and is on the higher pressure.
- Following the conversion, there were several breaks on Droster. Replacement of that pipe is being designed.

UW #8

The reservoir at UW #8 was cleaned and the well was flushed/run extensively to the storm sewer during the week of July 12th. The well is scheduled to be placed on-line July 21st. The Utility plans to pump this well at a rate of approximately 1 million gallons/day until September 15th when it will be taken back out of service for the winter months.

UW #25

UW #25 was placed back into service on July 8th and is currently supplying water to Zone 3 at a rate of approximately 1.5 million gallons/day. Booster Station #125, located on Cottontail Trail, is no longer needed and has been taken off-line. Pressures within the system are being closely monitored and some valve adjustments have been made. Although supplying water to the system, the booster upgrade project at UW #25 is still not complete. The Contractor is awaiting the arrival of some custom built parts scheduled for the first week in August. Project completion has been set for mid-August.

Status of Seasonal Wells

- UW #6: On-line and in service as of April 12
- UW #8: Out of Service -- Scheduled to be brought into service July 21
- UW #10: Out of service
- UW #17: On-line and in service as of June10
- UW #23: On-line and in service as of April 2
- UW #27: On-line and in service as of May 11
- UW #28: On-line and in service as of May 4

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	17,670						139,670
7	24,587	46,552	8,982	11,818	24,909	27,624	18,039						162,511
8	0	0	0	0	0	0	0						0
9	37,550	33,150	38,480	40,010	41,640	39,340	26,970						257,140
10	0	0	0	0	0	0	0						0
11	51,840	30,330	37,760	34,674	53,630	64,750	31,100						304,084
12	26,450	30,879	31,070	42,340	61,580	50,140	32,770						275,229
13	50,140	25,948	65,770	65,210	67,510	67,570	42,830						384,978
14	71,050	63,500	71,580	68,240	72,950	68,460	44,520						460,300
15	51,140	60,650	73,920	69,280	78,010	83,870	56,470						473,340
16	40,700	36,370	46,490	44,100	40,870	30,860	29,910						269,300
17	0	0	0	0	0	39,380	39,650						79,030
18	45,180	43,640	41,820	46,420	45,280	40,620	27,990						290,950
19	60,420	64,420	87,830	56,250	54,240	32,640	21,460						377,260
20	46,150	39,460	41,450	32,360	29,118	32,225	23,596						244,359
23	0	0	0	27,371	26,312	24,927	14,667						93,277
24	50,460	46,060	47,160	41,350	36,900	24,110	12,150						258,190
25	38,410	37,160	40,848	4,890	0	0	15,937						137,245
26	87,210	76,370	75,490	73,470	59,822	58,840	51,360						482,562
27	0	0	0	0	21,560	22,910	14,190						58,660
28	0	0	0	0	39,670	43,770	15,710						99,150
29	51,690	47,740	52,600	51,430	52,820	51,130	30,960						338,370
30	56,400	50,200	55,870	55,040	57,950	53,200	33,760						362,420
Total	789,377	732,429	817,120	812,473	904,801	890,116	601,709						5,548,025

*As of July 19, 2010

30 +/- Pumpage Report (1,000 gallons)

Date	Daily Pumpage	Year to Date	Average 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				
6/23	31,341	4,730,493	27,187	83	65	74	1.9	6.6	16.6	4,904,116	-3.5%	-7.8%	-9.9%
6/24	31,013	4,761,506	27,209	81	62	72	0.0	6.6	16.6	4,936,250	-3.5%	-7.8%	-9.9%
6/25	32,599	4,794,105	27,239	83	60	72	0.5	7.1	17.2	4,971,824	-3.6%	-7.8%	-9.9%
6/26	34,888	4,828,993	27,282	85	67	76	0.4	7.5	17.5	5,012,834	-3.7%	-7.8%	-9.9%
6/27	27,885	4,856,878	27,286	82	67	75	0.9	8.4	18.4	5,049,305	-3.8%	-7.9%	-9.9%
6/28	26,630	4,883,508	27,282	77	59	68	0.0	8.4	18.4	5,080,668	-3.9%	-8.1%	-10.1%
6/29	30,181	4,913,689	27,298	74	53	64	0.0	8.4	18.4	5,110,772	-3.9%	-8.1%	-10.1%
6/30	32,627	4,946,316	27,328	75	50	63	0.0	8.4	18.4	5,143,279	-3.8%	-8.1%	-10.1%
7/1	30,978	4,977,294	27,348	78	59	69	0.0	0.0	18.4	5,174,781	-3.8%	-8.1%	-10.1%
7/2	32,991	5,010,285	27,379	82	63	73	0.0	0.0	18.4	5,206,566	-3.8%	-8.1%	-10.1%
7/3	34,907	5,045,192	27,420	86	64	75	0.0	0.0	18.4	5,241,803	-3.8%	-8.1%	-10.1%
7/4	28,163	5,073,355	27,424	86	71	79	0.0	0.0	18.4	5,275,253	-3.8%	-8.2%	-10.2%
7/5	24,430	5,097,785	27,407	81	71	76	0.3	0.3	18.8	5,304,403	-3.9%	-8.3%	-10.3%
7/6	27,629	5,125,414	27,409	84	74	79	0.0	0.3	18.8	5,332,871	-3.9%	-8.3%	-10.4%
7/7	34,885	5,160,299	27,448	84	70	77	0.6	0.9	19.3	5,374,761	-4.0%	-8.4%	-10.4%
7/8	29,727	5,190,026	27,460	84	66	75	0.0	0.9	19.3	5,409,096	-4.1%	-8.5%	-10.5%
7/9	32,604	5,222,630	27,488	84	63	74	0.0	0.9	19.3	5,444,748	-4.1%	-8.5%	-10.5%
7/10	29,058	5,251,688	27,496	86	65	76	0.0	0.9	19.3	5,477,366	-4.1%	-8.6%	-10.6%
7/11	36,242	5,287,930	27,541	82	65	74	0.0	0.9	19.3	5,505,617	-4.0%	-8.6%	-10.6%
7/12	24,304	5,312,234	27,525	78	64	71	0.0	0.9	19.3	5,533,420	-4.0%	-8.8%	-10.7%
7/13	34,047	5,346,281	27,558	84	64	74	0.0	0.9	19.3	5,563,577	-3.9%	-8.7%	-10.7%
7/14	34,989	5,381,270	27,596	90	67	79	0.7	1.6	20.0	5,600,271	-3.9%	-8.8%	-10.7%
7/15	36,828	5,418,098	27,643	82	69	76	1.3	2.9	21.4	5,635,315	-3.9%	-8.7%	-10.7%
7/16	34,103	5,452,201	27,676	87	69	78	0.0	2.9	21.4	5,671,141	-3.9%	-8.8%	-10.8%
7/17	33,717	5,485,918	27,707	88	72	80	0.0	2.9	21.4	5,703,878	-3.8%	-8.8%	-10.8%
7/18	31,237	5,517,155	27,724	86	70	78	0.1	3.0	21.4	5,735,345	-3.8%	-8.9%	-10.9%
7/19	30,870	5,548,025	27,740	83	64	74	0.0	3.0	21.4	5,761,679	-3.7%	-9.0%	-10.9%

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							3
1.2	Employee Injuries	4	5	3	5	3	6							26
1.3	Utility Vehicle Accidents	0	2	0	0	1	1							4
1.4	Print Media Reports	3	0	1	1	3	5							13
2.0	PUMPAGE													
2.1	Tot in Million Gals(MG)	789.4	732.4	817.1	812.5	904.8	890.1							4946.3
2.2	Average Day (MG)	25.5	26.2	26.4	27.1	29.2	29.7							27.3
2.3	Maximum Day (MG)	29.3	30.0	29.8	32.2	33.5	34.9							34.9
2.4	Date of Max Day	1/21 (Th)	2/26 (F)	3/6 (Sa)	4/20 (Tu)	5/24 (M)	6/26 (Sa)							6/26 (Sa)
3.0	INSPECTIONS													
3.1	Cross Connections	101	123	110	82	77	133							626
3.2	Private Wells	9	4	2	21	20	12							68
4.0	CUSTOMER SVCS													
4.1	Scheduled Billings	9,198	14,250	14,254	11,555	15,922	9,129							74,308
4.2	Spec Request Billings	217	271	389	535	536	787							2,735
4.3	Bill Related Inspections	22	14	23	13	12	13							97
4.4	Reminder/Tax Notices	2,010	1,509	1,603	2,464	2,310	1,281							11,177
4.5	# of Meter Readings	13,928	7,919	14,973	13,395	7,460	8,958							66,633
5.0	HYDRANTS													
5.1	Installed	5	1	4	2	21	15							48
5.2	Removed	5	1	3	2	2	9							22
5.3	Total in Service	8,383	8,383	8,384	8,384	8,403	8,409							8,409
5.4	Inspections	449	524	751	201	51	142							2,118
5.5	# Repaired	13	9	11	11	9	8							61
	Unit Cost	\$4,086	\$3,332	\$3,381	\$1,050	\$1,805								
5.6	Routine Flushing	52	50	25	270	398	432							1,227
5.7	# Painted	0	0	0	0	391	970							1,361
6.0	VALVES													
6.1	Installed	4	5	9	9	56	60							143
6.2	Removed	1	1	6	3	7	28							46
6.3	Total in Service	19,681	19,685	19,688	19,694	19,743	19,775							19,775
6.4	Inspections	437	898	1,105	598	596	548							4,182
6.5	# Repaired	11	12	15	14	14	14							80

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							1.5
7.2	Miles Abandoned	0	0	0	0	0.17	0.66							0.83
7.3	Total Miles in Svc	838.77	838.77	838.77	838.77	839.17	839.44							839.44
7.4	Number of Leaks	53	37	15	1	10	5							121
	Unit Cost	\$2,218	\$2,658	\$5,103	\$11,525	\$2,753								
7.5	Leaks per Mile	0.06	0.04	0.02	0.00	0.01	0.01							.14
7.6	Dwell Units Out of Svc	622	457	134	25	126	50							1414
8.0	SERVICES													
8.1	New Svcs to Old Lot by WU	0	0	0	0	0	0							0
8.2	New Svcs to Old Lot by PC	1	0	1	3	1	1							7
8.31	Lead Replacements by WU	0	1	0	4	3	4							12
8.32	Lead Replacements by PO	0	1	1	9	10	14							35
8.33	PO Side was Copper	0	0	0	1	0	3							4
8.34	PO Side not Replaced	0	0	0	0	0	0							0
8.41	Removals/Cut Offs Lead	2	0	0	0	0	0							2
8.42	Removals - Copper	0	0	0	0	0	1							1
8.5	New Svcs in New Plats	49	0	0	0	0	0							49
8.6	Total Svcs in Ground	61,712	61,712	61,713	61,716	61,717	61,718							61,718
8.7	New Connects to Exist Svcs	33	11	29	23	19	24							139
8.8	Number of Leaks	2	0	1	3	2	4							12
	Unit Cost	\$1,483	\$423	\$4,529	\$2,232	\$3,735								
8.9	Frozen	1	0	0	0	0	0							1
9.0	METERS													
9.1	Total in Service	65,753	65,764	65,817	65,869	65,861	65,917							65,917
9.2	Total Inspections	265	256	348	322	296	351							1,838
9.3	Number Repaired	26	85	48	62	78	110							409
	Unit Cost	\$169	\$67	\$112	\$99	\$71								
9.4	Number Changed	335	405	510	585	345	423							2,603
9.5	Number Converted	0	0	0	0	0	1							1
9.6	Installed in City (Regular)	0	1	0	1	0	49							51
9.7	Installed in City (Remote)	20	16	41	16	27	8							128
9.8	Installed Out City (Regular)	0	0	0	0	0	0							0
9.90	Installed Out City (Remote)	0	0	0	0	0	1							1
9.10	Turn Ons	2	4	25	43	14	6							94
9.11	Turn Offs	12	10	13	8	49	8							100
9.12	NET CHANGE	10	11	53	52	-8	56							174

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.

- Work continues on updating the Emergency Response Plan. The group is focusing on updating and revising the checklists and flow charts.
- We will be looking at providing employees with routine awareness and procedural training over the next several months

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
- 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; 6901 McKee Road
- Projects bid waiting for construction: Pleasant View Road - Mineral Point to Valley View; Fox Ave.; Old Middleton Rd; Sanitary w/resurfacing West; Fisher Street; Allied Drive Phase 2; Cannonball Phase 2; Gilmore/Cross; Riverside Dr; Forward Dr; Academy/Acewood/Starker; Upham; Emmet Street
- Projects Under Construction: Ash/Chadbourne- installing services; Camden- working on main; Commercial/Kedzie/Pawling - Stang to North Main – Pipe installation. Kedzie to North services; 8th/Scofield - Hoard to Commercial main installation; E Mifflin - 3rd to 4th main installation; Femrite/Marsh - 1 hydrant to relocate; Helena/Division/Schurz/Lakeland - ~1000' of main left; Lien Rd - Water main west of the interstate is completed. Main work will resume when hwy bridge piles are removed; Maplecrest Ph.2 – Starting ~7/27/2010; Merry - Main installation complete; Monona Dr - Project underway - no water installed yet; N Franklin - Starting ~7/21/2010; N Third - Mifflin to Dayton main installation; Reiner Road - 4 hydrants and approx. 1400' of 12" pipe installed; S Brooks St - All live taps completed, main installed from Drake street south to first hydrant; S. Segoe Rd - ~1000' of 8" main installed between Mineral Pt. and Hill Dr.; School Rd - Main installed; University Ave (Breese to Campus) – Cut/Cap old main + 2 box & hydrant removals to be completed; University Ave (Park to Campus) – 125' of 12" water main to be installed; W Gilman - 3 services remaining to be installed.
- Construction Completed: Cannonball Bike Trail - Ph 1; Capitol Square Streetscapes; Cardinal Glen Ph.2B; Carey Ct; Edgewood Ave; McCormick/Commercial; N./S. Broom St

Zone 4 Water Supply Augmentation

- Contract is being circulated for signature; some contractual issues are being resolved.

Arbor Hills Fire Flow Supply

- Strand has started evaluating pump station sites.
- A public meeting was held on July 19th to discuss siting criteria. Four or five sites were identified and discussed with the public. These sites will be further evaluated and cost analysis developed.

Zones 7 and 8 Supply Augmentation

- No progress or change in status.

East Side Water Supply Project

- Project Team kickoff meeting is scheduled for July 26th. Black and Veatch will be getting the team up and running to start the water demand evaluation and development projections.
- Received an email from the USEPA for our grant funding indicating that we can start work.
- The contract with Black and Veatch is being circulated for signature.

#120 Sphere – Prairie Road

- Fire Inspectors and Insurance Adjustors continue to work on the site and evaluate conditions and causes. On July 13, the cell companies were granted access to the site for the first time. It is expected that the site will be released to the utility soon and we will direct the contractor to clean up and demobilize.
- Current information indicates that a study will be completed on the condition of the tank by Tank Industry Consultants of Chicago to determine the condition of the reservoir and ultimately its final resolution. It is expected that a resolution of the situation will not be complete until sometime in the fall.

Miscellaneous Projects

- The replacement of the roof on the Vehicle Storage Building at Paterson Street will be bid August 13.
- Looking into HVAC Improvements for the Vehicle Storage Building at Paterson Street

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.

- We are researching information about conservation outreach investments, including a drinking water trailer and water bottles.

Toilet Rebate Program Report

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					
August					
September					
October					
November					
December					
YTD Total	1,542	\$ 154,115.33	\$ 6,517.00	\$ 150,000.00	4,814,252

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.

- PIO Gail Gawenda has provided assistance to the City's Sustainable Design and Energy Committee Meeting (Jeanne Hoffman) as a member of the staff group reviewing the City's draft Sustainability Plan.

Wellhead Protection Planning

- Adam Wiederhoeft is leading the effort to complete all of the wellhead protection plans by the end of 2010.
- A request for proposal was issued to hire two consultants to complete three plans each by December.