

Quality and Reliability since 1882

**Madison
Water
Utility**



General Manager's Report to the Water Utility Board October 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, "Madison Water Utility Rebate Funds are Gone for This Year--But Wait, There's More," was issued on October 13. We have exhausted the money for this year and are putting new applications on a wait list until January.

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

- 2010 Flushing Operations are wrapping up. We expect to be finished by mid November. Areas #23 and #24 will be re-flushed due to construction and water quality. Continued flushing of Area #25 has been started. Flushing of Area #8 will likely finish the week of October 18.
- SEPTEMBER TOTALS: 217 Unidirectional Flushing Runs; 188 unique hydrants flowed; 46 miles of main unidirectionally flushed; 9.4 million gallons used unidirectionally; 156 Hydrants flowed conventionally; 44 miles flushed conventionally; 6.2 million gallons used conventionally
- YEARLY TOTALS: 1706 unidirectional flushing runs; 1469 unique hydrants flowed; 400 miles of main flushed unidirectionally; 73 million gallons used unidirectionally; 931 hydrants flushed conventionally; 345 miles of main flushed conventionally; 18.3 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	412	3475	0
Free Chlorine Residual "Grab" Samples	Operating Wells and Distribution Sites	160 ¹	1900 ¹	1083	9474	0
Fluoride	Operating Wells	450 ¹	5400 ¹	495	4043	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	0	60	0
Annual Samples						
Inorganic Contaminants ² (28 analytes)	Wells	22	22	0	22	0
Volatile Organic Compounds (41 analytes)	Wells	11	11	0	19	0
Disinfection Byproducts - Total Trihalomethanes & Haloacetic Acids	Distribution Sites	7	7	0	15	0
Specialty Samples						
Iron & Manganese	Wells	N/A	N/A	9	92	N/A
	Residential Taps	N/A	N/A	74	299	N/A

(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	75	20	2	3	5	11	3	14	23
2010	October									
2010	November									
2010	December									
2010	TOTAL	719	332	8	26	36	73	28	97	159

Year	Month	All Calls	Color	Manganese	Taste	Odor	Pressure	No Water	Other	Alder District
2010	September	2	0	0	1	1	0	0	1	01
2010	September	3	2	0	0	0	1	1	0	02
2010	September	5	1	0	0	1	1	0	3	03
2010	September	3	1	0	0	0	0	1	1	04
2010	September	1	1	0	0	0	0	0	0	05
2010	September	12	7	1	0	0	0	0	5	06
2010	September	2	0	0	0	0	1	0	1	09
2010	September	1	0	0	0	0	1	0	0	10
2010	September	4	1	0	0	0	0	0	3	11
2010	September	6	0	0	0	1	1	0	4	12
2010	September	5	2	0	1	1	1	1	0	13
2010	September	7	2	1	0	0	3	0	2	14
2010	September	2	0	0	0	0	0	0	2	15
2010	September	7	2	0	0	0	2	0	3	16
2010	September	1	0	0	0	0	0	0	1	17
2010	September	1	0	0	0	0	0	0	1	18
2010	September	1	0	0	0	0	0	0	1	19
2010	September	2	0	0	0	0	0	0	2	20
2010	September	4	1	0	1	0	0	0	2	NONE
2010	September	6	0	0	0	1	0	0	5	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

- Staff is going through annual safety refresher training over the next three months.
- Public Information Officer Gail Gawenda participated in the WaterSmart Innovations Conference the first week of October. This is a North American event about water efficiency and conservation, aimed at water utilities and other water providers.
- I will be attending the Association of Metropolitan Water Agencies (AMWA) annual meeting October 24-27.

Employee Events

- November 2: Labor/Management Meeting
- November 9 & 23: Steering Team Meetings
- December 9: Employee Potluck, Olin Ave.
- December 15: All-employee Meeting

Staffing Report

Work Area	Position	Held By	Comments
Management			
Finance			
Water Quality			
Water Supply			
Engineering			
Customer Service	Water Meter Mechanic 2 (16-11)	Vacant	Vacancy due to Mark 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.
	Maintenance Mechanic 2 (16-15)	Doug Van Horn	Doug Van Horn began work on 10/17/10 as acting position for Jim Creeron.
	Painter (71-01)	Vacant	Vacancy due to Doug Van Horn's promotion to Acting Maintenance Mechanic 2 effective 10/17/10.

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.

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.

- In October we mailed 10,297 tax notices to delinquent customers compared to 10,288 in 2009. While the numbers are the same, the dollar amount for 2010 is \$4,584,155 compared to \$3,957,630 in 2009. The greater amount in 2010 reflects the rate increase implemented (prorated over six months).
- An application to increase rates by 9% was filed with the Public Service Commission the first week of October. We are awaiting a response.

Fund Balance Report

	<u>Balance Aug. 31</u>	<u>Balance Sep. 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	\$ 3,065,529.35	\$ 3,657,329.35
Reserve Account (Minimum \$5,922,710.46)	\$ 6,011,606.71	\$ 6,011,468.70
Depreciation Fund ⁽¹⁾	\$ 750,000.00	\$ 750,000.00
Construction Fund	\$ 618,593.29	\$ 0.00
Assessment Revolving Fund	\$ 48,499.01	\$ 0.00
Unrestricted Funds		
PILOT Fund	\$ 2,400,000.00	\$ 2,700,000.00
Cash Flow Fund	\$ -3,137,865.87	\$ -3,239,971.92
Unrestricted Reserve Fund	\$ 0.00	\$ 0.00
Checking Account	\$ 404,599.75	\$ 210,204.44
Debt to City of Madison		
Short Term Construction Fund Loan	\$ 0.00	\$ 409,739.51
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.

Comparative Income Statement- Six Months Ended June 30

	<u>2010</u>	<u>2009</u>
Operating Revenue	12,916,226	10,958,013
Operating Expenses:		
Source of Supply	24,621	22,754
Pumping	1,520,307	1,498,453
Water Treatment	280,544	281,234
Transmission and Distribution	1,358,667	1,613,134
Customer Accounts	212,941	169,649
Administrative and General	1,827,192	1,902,160
Total Operation & Maintenance Expenses	<u>5,224,272</u>	<u>5,487,384</u>
Depreciation	2,223,851	2,125,808
Payment in Lieu of Taxes (PILOT)	<u>1,919,168</u>	<u>1,789,600</u>
Total Operating Expense	9,367,291	9,402,792
Operating Income	3,548,935	1,555,221
Interest Income	88,564	128,250
Other Income	(4,839)	(9,455)
Interest Expense	(1,865,000)	(1,582,400)
Net Income	\$ 1,767,660	\$ 91,616

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.

- Managers attended a webinar on the updated software for our Webtech Wireless GPS tracking system.

Advanced Metering Infrastructure (AMI)

- An alder briefing and Meter Shop tour has been scheduled for November 3.

Status of Seasonal Wells

- UW #6: On-line and in service
- UW #8: Out of service
- UW #10: Out of service
- UW #17: Off-line and out of service as of September 27
- UW #23: On-line and in service
- UW #27: Off-line and out of service as of September 29
- UW #28: On-line and in service

UW #17 and #27

- Unit Wells #17 and #27 were taken off line and placed out of service on September 27 and 29, respectively. The wells were shut down, the reservoirs pumped to the system, and the sites prepped for the winter months.

GIS

- 2009 water main construction projects are mostly complete. 2010 projects are being entered into GIS.
- Developing Record Drawings for accounting to facilitate project close out.
- Ongoing SCADA and CIS data extraction requests to support East Side Water Supply project.

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	40,856	29,790			276,226
7	24,587	46,552	8,982	11,818	24,909	27,624	26,371	16,327	17,679	8,340			213,189
8	0	0	0	0	0	0	12,090	37,510	12,497	0			62,097
9	37,550	33,150	38,480	40,010	41,640	39,340	43,690	44,770	38,420	22,420			379,470
10	0	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	34,940	25,400			412,814
12	26,450	30,879	31,070	42,340	61,580	50,140	54,760	38,400	27,790	19,770			383,179
13	50,140	25,948	65,770	65,210	67,510	67,570	68,650	67,410	65,524	37,470			581,202
14	71,050	63,500	71,580	68,240	72,950	68,460	72,060	52,040	47,700	37,600			625,180
15	51,140	60,650	73,920	69,280	78,010	83,870	90,830	81,830	69,424	40,020			698,974
16	40,700	36,370	46,490	44,100	40,870	30,860	50,460	82,370	65,830	35,970			474,020
17	0	0	0	0	0	39,380	64,710	65,770	57,313	0			227,173
18	45,180	43,640	41,820	46,420	45,280	40,620	46,650	40,590	37,160	25,020			412,380
19	60,420	64,420	87,830	56,250	54,240	32,640	36,910	54,726	51,790	34,060			533,286
20	46,150	39,460	41,450	32,360	29,118	32,225	47,735	49,630	44,510	27,810			390,448
23	0	0	0	27,371	26,312	24,927	23,828	20,920	15,190	7,037			145,585
24	50,460	46,060	47,160	41,350	36,900	24,110	18,610	18,172	22,310	17,420			322,552
25	38,410	37,160	40,848	4,890	0	0	29,267	34,279	31,499	24,864			241,217
26	87,210	76,370	75,490	73,470	59,822	58,840	72,520	0	0	0			503,722
27	0	0	0	0	21,560	22,910	26,170	24,050	24,568	0			119,258
28	0	0	0	0	39,670	43,770	34,690	79,850	73,190	43,240			314,410
29	51,690	47,740	52,600	51,430	52,820	51,130	48,360	47,830	48,018	28,245			479,863
30	56,400	50,200	55,870	55,040	57,950	53,200	55,050	55,190	53,851	30,223			522,974
Total	789,377	732,429	817,120	812,473	904,801	890,116	997,861	1,000,284	880,059	494,699			8,319,219

*As of October 17, 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				
9/20	28,748	7,529,698	28,630	73	54	64	0.0	2.5	32.9	7,771,271	-3.1%	-9.3%	-11.4%
9/21	27,788	7,557,486	28,627	78	64	71	0.0	2.5	32.9	7,801,501	-3.1%	-9.4%	-11.4%
9/22	32,632	7,590,118	28,642	73	57	65	0.0	2.5	32.9	7,829,606	-3.1%	-9.3%	-11.4%
9/23	28,286	7,618,404	28,641	86	65	76	0.1	2.6	33.0	7,855,828	-3.0%	-9.3%	-11.4%
9/24	33,210	7,651,614	28,658	71	56	64	0.0	2.7	33.0	7,885,122	-3.0%	-9.3%	-11.3%
9/25	26,202	7,677,816	28,649	60	48	54	0.0	2.7	33.0	7,917,915	-3.0%	-9.3%	-11.4%
9/26	27,848	7,705,664	28,646	61	41	51	0.0	2.7	33.0	7,945,891	-3.0%	-9.3%	-11.4%
9/27	26,527	7,732,191	28,638	65	35	50	0.0	2.7	33.0	7,971,241	-3.0%	-9.4%	-11.4%
9/28	30,934	7,763,125	28,646	71	43	57	0.0	2.7	33.0	7,996,779	-2.9%	-9.3%	-11.4%
9/29	30,526	7,793,651	28,653	74	44	59	0.0	2.7	33.0	8,024,901	-2.9%	-9.3%	-11.3%
9/30	30,869	7,824,520	28,661				0.0	2.7	33.0	8,060,038	-2.9%	-9.3%	-11.3%
10/1	27,790	7,852,310	28,658	65	45	55	0.0	0.0	33.0	8,081,844	-2.8%	-9.2%	-11.3%
10/2	28,473	7,880,783	28,657	55	41	48	0.0	0.0	33.0	8,110,827	-2.8%	-9.2%	-11.3%
10/3	25,541	7,906,324	28,646				0.0	0.0	33.0	8,135,344	-2.8%	-9.3%	-11.4%
10/4	26,690	7,933,014	28,639	61	30	46	0.0	0.0	33.0	8,159,265	-2.8%	-9.3%	-11.4%
10/5	28,562	7,961,576	28,639	68	32	50	0.0	0.0	33.0	8,185,844	-2.7%	-9.3%	-11.4%
10/6	29,545	7,991,121	28,642	77	37	57	0.0	0.0	33.0	8,214,841	-2.7%	-9.3%	-11.4%
10/7	30,406	8,021,527	28,648	75	42	59	0.0	0.0	33.0	8,238,533	-2.6%	-9.3%	-11.3%
10/8	29,235	8,050,762	28,650	80	40	60	0.0	0.0	33.0	8,268,412	-2.6%	-9.2%	-11.3%
10/9	33,127	8,083,889	28,666	85	53	69	0.0	0.0	33.0	8,291,927	-2.5%	-9.2%	-11.3%
10/10	26,980	8,110,869	28,660	82	47	65	0.0	0.0	33.0	8,321,569	-2.5%	-9.2%	-11.3%
10/11	28,243	8,139,112	28,659	81	48	65	0.0	0.0	33.0	8,345,249	-2.5%	-9.2%	-11.3%
10/12	31,605	8,170,717	28,669	76	46	61	0.0	0.0	33.0	8,369,749	-2.4%	-9.1%	-11.2%
10/13	34,825	8,205,542	28,691	65	51	58	0.0	0.0	33.0	8,396,979	-2.3%	-9.0%	-11.2%
10/14	25,532	8,231,074	28,680	65	36	51	0.0	0.0	33.0	8,425,009	-2.3%	-9.0%	-11.2%
10/15	30,986	8,262,060	28,688	61	42	52	0.0	0.0	33.0	8,449,967	-2.2%	-9.0%	-11.1%
10/16	31,771	8,293,831	28,698	71	37	54	0.0	0.0	33.0	8,479,227	-2.2%	-8.9%	-11.1%
10/17	25,388	8,319,219	28,687	62	36	49	0.0	0.0	33.0	8,505,697	-2.2%	-9.0%	-11.1%

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	1				9
1.2	Employee Injuries	4	5	3	5	3	6	3	5	3				37
1.3	Utility Vehicle Accidents	0	2	0	0	1	1	2	2	0				8
1.4	Print Media Reports	3	0	1	1	3	5	5	3	2				23
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	880.1				7,824.5
2.2	Average Day (MG)	25.5	26.2	26.4	27.1	29.2	29.7	32.2	32.3	29.3				28.7
2.3	Maximum Day (MG)	29.3	30.0	29.8	32.2	33.5	34.9	39.4	39.8	34.3				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)	9/18 (Sa)				8/4 (W)
3.0	INSPECTIONS													
3.1	Cross Connections	101	123	110	82	77	133	112	119	127				984
3.2	Private Wells	9	4	2	21	20	12	23	18	8				117
4.0	CUSTOMER SVCS													
4.1	Scheduled Billings	9,198	14,250	14,254	11,555	15,922	9,719	9,129	13,509	14,255				111,791
4.2	Spec Request Billings	217	271	389	535	536	787	587	999	430				4,751
4.3	Bill Related Inspections	22	14	23	13	12	13	16	20	14				147
4.4	Reminder/Tax Notices	2,010	1,509	1,603	2,464	2,310	1,281	2,734	1,522	1,729				17,162
4.5	# of Meter Readings	13,928	7,919	14,973	13,395	7,460	8,958	13,595	14,294	11,520				106,042
5.0	HYDRANTS													
5.1	Installed	5	1	4	2	21	15	16	41	32				137
5.2	Removed	5	1	3	2	2	9	4	28	17				71
5.3	Total in Service	8,383	8,383	8,384	8,384	8,403	8,409	8,421	8,434	8,449				8,449
5.4	Inspections	449	524	751	201	51	142	116	279	344				2,857
5.5	# Repaired	13	9	11	11	9	8	11	19	18				109
	Unit Cost	\$4,086	\$3,332	\$3,381	\$1,050	\$1,805	\$3,099	\$1,737	\$1,291					
5.6	Routine Flushing	52	50	25	270	398	432	453	465	355				2,500
5.7	# Painted	0	0	0	0	391	970	913	608					
6.0	VALVES													
6.1	Installed	4	5	9	9	56	60	42	125	83				393
6.2	Removed	1	1	6	3	7	28	12	47	30				135
6.3	Total in Service	19,681	19,685	19,688	19,694	19,743	19,775	19,805	19,883	19,936				19,936
6.4	Inspections	437	898	1,105	598	596	548	281	441	402				5,306
6.5	# Repaired	11	12	15	14	14	14	11	16	14				121

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	1.9				
7.2	Miles Abandoned	0	0	0	0	0.17	0.66	0.32	2.42	.97				
7.3	Total Miles in Svc	838.77	838.77	838.77	838.77	839.17	839.44	840.28	840.78	841.71				
7.4	Number of Leaks	53	37	15	1	10	5	25	11	5				
	Unit Cost	\$2,218	\$2,658	\$5,103	\$11,525	\$2,753	\$27,728	\$3,080	\$19,629					
7.5	Leaks per Mile	0.06	0.04	0.02	0.00	0.01	0.01	0.03	0.01	0.01				
7.6	Dwell Units Out of Svc	622	457	134	25	126	50	446	158	68				
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	4				
8.31	Lead Replacements by WU	0	1	0	4	3	4	2	0	0				
8.32	Lead Replacements by PO	0	1	1	9	10	14	18	14	17				
8.33	PO Side was Copper	0	0	0	1	0	3	0	0	0				
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	0				
8.42	Removals - Copper	0	0	0	0	0	1	0	2	0				
8.5	New Svcs in New Plats	49	0	0	0	0	0	0	0	0				
8.6	Total Svcs in Ground	61,712	61,712	61,713	61,716	61,717	61,717	61,712	61,711	61,715				
8.7	New Connects to Exist Svcs	33	11	29	23	19	24	15	16	27				
8.8	Number of Leaks	2	0	1	3	2	4	3	1	3				
	Unit Cost	\$1,483	\$423	\$4,529	\$2,232	\$3,735	\$ 2,639	\$ 1,630	\$2,107					
8.9	Frozen	1	0	0	0	0	0	0	0	0				
9.0	METERS													
9.1	Total in Service	65,753	65,764	65,817	65,869	65,861	65,914	65,949	65,974	65,980				
9.2	Total Inspections	265	256	348	322	296	351	333	335	285				
9.3	Number Repaired	26	85	48	62	78	110	114	106	65				
	Unit Cost	\$169	\$67	\$112	\$99	\$71	\$75	\$63	\$78					
9.4	Number Changed	335	405	510	585	345	423	350	279	281				
9.5	Number Converted	0	0	0	0	0	1	0	0	0				
9.6	Installed in City (Regular)	0	1	0	1	0	49	1	1	0				
9.7	Installed in City (Remote)	20	16	41	16	27	8	23	27	24				
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	0				
9.10	Turn Ons	2	4	25	43	14	6	12	10	2				
9.11	Turn Offs	12	10	13	8	49	8	1	13	17				
9.12	NET CHANGE	10	11	53	52	-8	56	35	25	9				

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; Williamson Street; Lake St / Mendota Ct; Fair Oaks / Atwood Intersection
- 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 out for bid: None
- Projects bid waiting for construction: Forward Dr main replacement; Buckeye Rd. / Hargrove St. – WU crew jobs have not started; Woodstone Ph.1 – Unknown start date;
- Projects Under Construction: School Rd – Water completed. Extra work requests pending. N Franklin – Last three services scheduled to be installed on 10/18, removals to follow. Academy Dr / Starker Ave / Acewood Blvd – Starker and Academy is completed and in service. Acewood is under construction, estimated finish date is 11/5 Pleasant View Rd – Main installation at and south of Valley View Rd. completed. Main installations north toward Pleasant View Rd. to continue week of 11/7 until utilities are relocated and blasting takes place.; Novation Campus Ph.2 – Estimated start date the week of 10/18; Cannonball Run Ph.2 – Work on Sandwood and Westview completed. Work in the railroad corridor is estimated be completed the week of 10/25. Work will then move to Post Rd. and Greenway View.
- Completed Projects: Emmet St; Upham; Lien Rd; Commercial/Kedzie/Pawling; University Ave (N. Park St.); University Ave (Breese to Campus); University Ave (Segoe to Shorewood); S. Segoe Rd; Riverside Dr; Gilmore/Cross St; Secret Places Ph.6; Blackhawk Ph.5; Old Middleton Rd; W Gilman; McCormick/Commercial; Milton St.; Ash/Chadbourne; Femrite/Marsh; Cardinal Glen Ph.2B; Maplecrest Ph.2; N./S. Broom St; Edgewood Ave; Cannonball Bike Trail Ph.1; Capitol Square Streetscapes; Sherman Terrace

Zone 4 Water Supply Augmentation

- Two CAP meetings have been held for the project and the consultant has discussed things with the Alder.
- BT Squared is mapping possible locations per known contaminant locations and DNR setback requirements. This process will identify potential well sites for consideration.
- The first public meeting is being planned for the middle of November.

Arbor Hills Fire Flow Supply

- Strand Engineers is developing preliminary site and building layouts and elevations for consideration.
- A CAP meeting will be held on Monday, October 25 to discuss preliminary drawings and concepts.

Zones 7 and 8 Supply Augmentation

- No progress or change in status.

East Side Water Supply Project

- Continue to work with Black and Veatch to gather data, establish criteria, evaluate conservation measures, and start looking at water demand projections for the east side.
- Black and Veatch is starting to investigate the means and methods to remove the VOC from Well 15.
- A planning/strategy meeting was held Friday, October 8 to gather information from interested citizens for formulating the public participation process. A second meeting is being planned to establish the umbrella CAP for the project.

#120 Sphere – Prairie Road

- An investigation was completed by Tank Industry Consultants of Chicago to assess the condition of the reservoir and ultimately determine the final resolution of the fire damage. The report indicated that the reservoir could be repaired and put back in service. It is estimated that to fully restore and repair the reservoir will cost \$485,000.
- The City's insurance company is evaluating the report and the repair estimate and will make a determination.
- It is our recommendation that the reservoir be replaced, not repaired. We have discussed this with the City's Risk Manager and are preparing to hire a consultant to provide us with design services for a new reservoir. A neighborhood meeting will be held to discuss this possibility with area residents.

Miscellaneous Projects

- Gary Brown Roofing has started the work of replacing the Paterson Street Vehicle Storage Building roof.

- IBC Engineering is preparing construction bid documents 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 and funding has been exhausted for the year. Rebate applications received through the end of the year are being placed on a waiting list until January 2011, when we will again have funding for 2500 toilets.
- Gail Gawenda wrote an article for the Wisconsin Water Association newsletter about how we developed our high-efficiency WaterSense toilet rebate program.

Month	Number of Rebates	Rebate Dollar Amount	Administrative Cost	Revenue	Estimated Water Savings (gallons)
January	177	\$ 17,685.24	\$ 1,225.00	\$ 25,000.00	87,376
February	173	\$ 17,272.80	\$ 840.00	\$ 25,000.00	240,321
March	424	\$ 42,381.67	\$ 1,344.00	\$ 25,000.00	572,987
April	429	\$ 42,875.62	\$ 1,225.00	\$ 25,000.00	1,022,027
May	203	\$ 20,300.00	\$ 938.00	\$ 25,000.00	1,399,846
June	143	\$ 14,300.00	\$ 959.00	\$ 25,000.00	1,524,455
July	121	\$ 12,086.74	\$ 805.00	\$ 25,000.00	1,705,090
August	474	\$ 47,400.00	\$ 1,407.00	\$ 25,000.00	1,947,854
September	315	\$ 31,492.84	\$ 1,204.00	\$ 25,000.00	2,259,763
YTD Total	2,459	\$ 245,794.91	\$ 9,947.00	\$ 225,000.00	10,759,719

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.

- Gail Gawenda continues to work with a group of City employees from several agencies and offices to promote tap over bottled water. With the aid of colleagues in Public Health of Madison and Dane County, the group was able to arrange for the replacement of the first group of water fountains in the City-County Building. These fourth-floor drinking fountains and others within the building had been removed over the years due to internal plumbing problems in the CCB. Additional drinking fountains will be restored in the future.

Wellhead Protection Planning

- Contracts have been issued to AECOM and Ruekurt Milke to complete six Wellhead Protection Plans for the Utility.
- Utility engineers are working on finishing up five wellhead protection plans this fall.