



Your Water Utility

A Look at What Madison Water Utility
Delivers to You, and the Role of the
Water Utility Board



Our Mission

“We are entrusted by the people of Madison 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.”

Only Tap Water Delivers...

- Protection of public health
- Water for fighting fires
- A high quality of life
- Support for the local economy
- Sustainability of our water resources

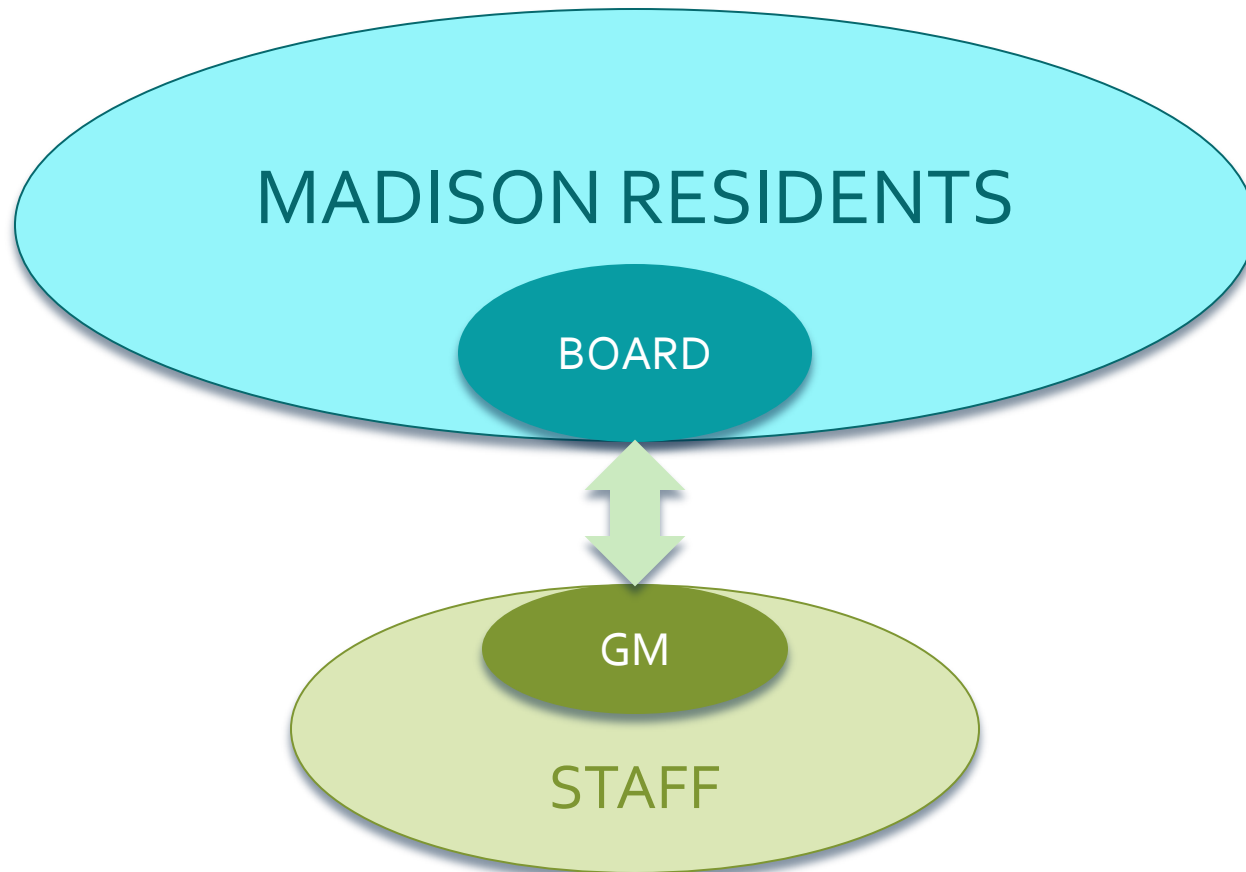
Stats At a Glance

Population served:	250,000
Customer accounts:	66,000
Production wells:	22
Average daily pumpage:	30 million gal/day
Miles of water main:	830
Employees:	125
Annual budget:	\$60 million

The Water Utility Board

- Consists of 7 voting members
- All appointed by the mayor
- Five citizen members serve staggered 5-year terms
- Two City Council members serve 2-year terms
- Board President may not vote except to break tie
- The Director of Public Health is an ex-officio member
- All authority delegated to utility staff is through the General Manager

Authority Relationships



To the board, *officially* the General Manager is the entire operational organization.
To the GM, *officially* the board is the ownership in microcosm.

Board Responsibilities

- To speak for the residents of Madison and determine what benefits, or “outcomes”, your water utility is to provide for you at what cost.
- To define these expectations by using written Outcomes Policies.
- To monitor compliance with these policies through internal reports by the GM and external reports, such as the annual outside financial audit.



Overall Outcomes Policy

“Madison Water Utility consumers receive an adequate quantity of high quality water for consumption and fire protection at a reasonable financial and environmental cost”

Outcomes Policy Areas

The overall outcomes policy is further defined by more specific policies in 5 areas:

- **Water Quantity**
- **Water Quality**
- **Reliability**
- **Affordability**
- **Sustainability**

Water Quantity Policy

“Current and future customers will receive water that meets or exceeds industry-accepted levels of service for fire protection and pressure.

“This includes:

- Water delivered to hydrants at proper flow rates for fire protection.
- Water delivered to the customer tap at a pressure that meets industry-accepted low, high, and emergency operation criteria.
- Water used for outdoor irrigation under drought-free conditions.”

Water Quality Policy

“Madison Water Utility consumers will receive high quality water that meets or is better than all primary and secondary drinking water standards, including their public notification requirements.”

This policy also contains language that requires utility staff to be alert to changing conditions in water quality and state and federal regulations so that we are always in compliance with standards.

Reliability Policy

“Madison residents will receive water which is consistent in its availability and quality.

“Accordingly,

- Residents will experience minimal unplanned service interruptions.
- Residents will receive adequate notice of planned service interruptions.
- Residents will receive adequate notice of planned maintenance work that would significantly reduce water flow or pressure, and/or cause water discoloration.”

Affordability Policy

“Madison Water Utility customers will pay an affordable rate for water, recognizing that this affects investment in infrastructure and water quality improvements.

“Accordingly,

- Water rates will be between the 25th and 75th percentile for Class AB utilities (those serving 4,000 customers or more) in Wisconsin.
- Water rates will complement economic growth in Madison.”



Sustainability Policy

“Madison residents will benefit from a sustainably managed ground water supply to ensure that water is available to protect public health, and to maintain and improve the economy and environment in Madison, now and in the future.”

This policy also contains language requiring the Water Utility to monitor and take action on wellhead protection and water conservation.

Madison residents are “owners” of the water utility

Give the board input on what you value in a public water supply system – What level of service, at what cost.

Input Opportunities

- Attend a monthly board meeting
- Email water@madisonwater.org
- Use the “Ask Us, Tell Us” link on our website www.madisonwater.org
- Serve on a Citizen Advisory Panel for utility projects in your area

Questions?

