



WATER UTILITY HIGHLIGHTS

JANUARY 2025

12 Days of the Season!

The Water Utility ran a holiday themed social media campaign for the first 12 days of the season (December), which showcases staff from various departments in a fun, educational, and informative way.



On the **first day** of the Season Madison Water Utility shares gratefully: A DISPATCHER IN A SWIVEL SEAT!!! 💙 🌲

Thank you, Karin, for calmly wrangling the radio rodeo--managing emergencies and helping direct crews where they need to go to keep water flowing throughout the city.



On the **2nd Day** of the Season, Madison Water Utility shares gratefully: TWO Water maintainers!

Troubleshooter Dan (left) is always quick to help prevent emergencies or get valves turned on and off for contractors. Erik (right) keeps all things green looking sharp across the city!



On the **3rd Day** of the Season Madison Water Utility shares gratefully: THREE METER READERS!

Thank you Quinn, Vinh, Sarah, and team!! Santa's helpers in making sure water meters across the city provide the most accurate reads possible for conservation & customer service.



On the **4th Day** of the Season, Madison Water Utility shares gratefully: FOUR FLUSHERS!

As long into the cold weather as they can go, this crew makes the rounds, flushing hydrants across the city for top water quality & equipment maintenance! 💙 🌊 Jeff, Kelle, Kraig & Taylor!



On the **5th Day** of the Season, Madison Water Utility shares gratefully: FIVE CREW STOCKINGS!

Our crew teams spend hours together working close in tight spaces above & below ground. They're like family. Thanks Nate, Kevin, & Elliot!



On the **6th Day** of the Season, Madison Water Utility shares gratefully: SIX TRUCKS A-HUMMING!

If you see one of the water utility's blue dump trucks or classic white "ice cream" trucks out and about, give us a WAVE!! Our crews are proud to serve the City of Madison.



On the **7th Day** of the Season, Madison Water Utility shares gratefully: 7 KEYS FOR TURNING.

The WU management team truly keeps everything turning. Thank you for your attention to detail and commitment to making sure things are done well. Left to right: Tom, Dan W, Dan R, & Joe.



On the **8th Day** of the Season, Madison Water Utility shares gratefully: EIGHT SETS OF MONITORS!

Just like Santa, MWU operators keep an eye on the water system 24 hours a day--even when you're sleeping! Call at any hour for water outages & main leaks: 608-266-4665.



On the **9th Day** of the Season, Madison Water Utility shares gratefully: NINE REPS A-SMILING!

MWU's customer service reps put the MERRY M in Madison all year long. Reach them 7:30 AM to 4 PM, Monday through Friday, (closed city holidays): 608-266-4651.



On the **10th Day** of the Season, Madison Water Utility shares gratefully: TEN METERS A-REPAIRING!

Thank you to Steele and all our Meter Shop crew for keeping the city's water meters in tip top shape!



On the **11th Day** of the Season, Madison Water Utility shares gratefully: ELEVEN TESTS A-SAMPLED.

Our water quality crew collects water samples daily to send to the lab--over 1,000 tests per month from across the city. Call Sarah (left) with water quality questions: 608-266-4654.



On the **12th Day** of the Season, Madison Water Utility shares gratefully TWELVE PLANNERS PLANNING (+1 to grow on!)

We're so fortunate to have an amazing team of engineers, mappers, construction inspectors, & GIS coordinators at MWU. Planning for the future. Meeting community need!