

Quality and Reliability since 1882

**Madison
Water
Utility**



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

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. Flushing the Well 24 area last
- NOVEMBER TOTALS: 129 Unidirectional Flushing Runs; 101 unique hydrants flowed; 13 miles of main unidirectionally flushed; 4.2 million gallons used unidirectionally; 154 Hydrants flowed conventionally; 34 miles flushed conventionally; 6.2 million gallons used for conventional flushing
- YEARLY TOTALS: 1835 unidirectional flushing runs; 1570 unique hydrants flowed; 413 miles of main flushed unidirectionally; 77 million gallons used unidirectionally; 1085 hydrants flushed conventionally; 379 miles of main flushed conventionally; 24.5 million gallons used for conventional flushing

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	388	3867	0
Free Chlorine Residual "Grab" Samples	Operating Wells and Distribution Sites	160 ¹	1900 ¹	1045	10523	0
Fluoride	Operating Wells	450 ¹	5400 ¹	480	4523	0
Quarterly Samples						
Volatile Organic Compounds (41 analytes)	Wells	5 ¹	20 ¹	4	19	0
Coliform Bacteria (Raw Water)	Wells	22 ¹	82 ¹	17	77	0
Annual Samples						
Inorganic Contaminants ² (28 analytes)	Wells	22	22	0	22	0
Volatile Organic Compounds (41 analytes)	Wells	11	11	1	20	0
Disinfection Byproducts - Total Trihalomethanes & Haloacetic Acids	Distribution Sites	7	7	0	15	0
Specialty Samples						
Iron & Manganese	Wells	N/A	N/A	8	100	N/A
	Residential Taps	N/A	N/A	0	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	87	27	0	8	9	5	3	14	25
2010	November									
2010	December									
2010	TOTAL	806	359	8	34	45	78	31	111	184

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

Employee Events

- December 7: Labor/Management Meeting
- December 9: Employee Potluck, Olin Ave.
- December 14 & 28: Steering Team Meetings
- December 15: All-employee Meeting

Continuous Improvement Plan

- The Engineering Section will be starting a process to establish a culture of continuous improvement. This will involve five key areas 1) Work Flow and Process Development; 2) Staff Development; 3) Reporting and Accountability; 4) Communication; and 5) Work Environment and Culture. It is expected to take 6 to 8 months to establish the basis for this effort.

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.
	Meter Reader	Vacant	Currently being filled by an hourly employee.
Operations			
Maintenance	Maintenance Worker (16-11)	Vacant	The request to fill has been forwarded to the Mayor's Office.
	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:	4
Positions in various stages of recruitment:	0
Positions being filled by employees in Acting status	0
Employees on Extended Absences	2
Employees hired, not yet working	0
Employees Absent Without Pay Status	2
Net Effective Employees	121

Summary of Hourly/Seasonal Positions

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

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 final transfer of delinquent bills to the tax roll was done the first week of November. During the month of October, approximately 3,900 customers who received notices paid their bills, totaling approximately \$1.5 million.
- The utility's property at 523 E. Main was sold for \$424,223. The proceeds were placed in the depreciation fund per the bond ordinance. A resolution is on the board agenda to transfer these funds to the cash flow fund so they can be used to make a payment toward the short term loan from the City.

Current Rate Increase Application

- The application to increase rates by 9% was filed with the Public Service Commission (PSC) on October 6, 2010.
- After review, PSC Staff sent a request with 24 questions for further information on November 2, 2010. Utility staff responded on November 11, 2010 with answers to all 24 questions. PSC staff sent 6 follow-up questions on November 8, 2010 and utility staff responded with answers on November 10, 2010.
- We are still in the revenue requirement determination stage and proceeding as quickly as possible.

Fund Balance Report

	<u>Balance Oct. 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	\$ 4,249,129.35	\$ 3,657,329.35
Reserve Account (Minimum \$5,922,710.46)	\$ 6,023,856.59	\$ 6,011,468.70
Depreciation Fund(1)	\$ 1,174,223.82	\$ 750,000.00
Construction Fund	\$ 0.00	\$ 0.00
Assessment Revolving Fund	\$ 0.00	\$ 0.00
Unrestricted Funds		
PILOT Fund	\$ 3,000,000.00	\$ 2,700,000.00
Cash Flow Fund	\$ -2,107,009.01	\$ -3,239,971.92
Unrestricted Reserve Fund	\$ 0.00	\$ 0.00
Checking Account	\$ 589,679.68	\$ 210,204.44
Debt to City of Madison		
Short Term Construction Fund Loan	\$ 2,695,790.00	\$ 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- Nine Months Ended September 30

	3 months ended September 30		9 months ended September 30	
	<u>2010</u>	<u>2009</u>	<u>2010</u>	<u>2009</u>
Operating Revenue	\$7,157,309	\$5,826,007	\$20,151,540	\$16,784,020
Operating Expenses:				
Source of Supply	\$8,251	\$25,800	32,872	48,554
Pumping	892,496	887,077	2,412,803	2,385,530
Water Treatment	149,212	149,128	429,756	430,362
Transmission and Distribution	1,044,499	1,102,147	2,403,166	2,715,281
Customer Accounts	80,747	95,774	293,688	265,423
Administrative and General	801,422	791,286	2,628,614	2,693,446
Total Operation & Maintenance Expenses	\$2,976,627	\$3,051,212	\$8,200,899	\$8,538,596
Depreciation	1,111,926	1,062,912	3,335,777	3,188,720
Payment in Lieu of Taxes (PILOT)	959,584	519,463	2,878,752	2,309,063
Total Operating Expense	\$5,048,137	\$4,633,587	\$14,415,428	\$14,036,379
Operating Income				
Interest Income	\$2,109,172	\$1,192,420	\$5,736,112	\$2,747,641
Other Income	20,181	48,308	103,906	167,103
Interest Expense	(932,500)	(791,199)	(2,797,500)	(2,373,599)
Net Income	\$1,196,853	\$449,529	\$3,042,518	\$541,145

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)

- A briefing on AMI was held for the city alders on November 3. The meeting went well and good questions were asked by the alders. Customer Service Manager Ken Key conducted a tour of the Meter Shop following the briefing.
- On November 16, the Council adopted the Capital Budget, which included \$5.6 million for the AMI project.

Status of Seasonal Wells

- UW #6: Off-line and out of service as of November 2
- UW #8: Out of service
- UW #10: Out of service
- UW #17: Out of service
- UW #23: Off-line and out of service as of November 3
- UW #27: Out of service
- UW #28: On-line and in service

UW #6 and #23

Unit Wells #6 and #23 were taken off line and placed out of service on November 2 and 3 respectively. The wells were shut down, the reservoirs pumped to the system, and the sites prepped for the winter months.

SCADA Conversion

Sites UW #7, 8, 9, 11, 13, 23 and BS/Sphere 113 were all converted to the new SCADA system this month. With the exception of Booster Station #129, all of the Utility's sites have now been converted to the Wonderware system.

TeleStaff

Utility staff continues to meet with representatives from Principal Decision Systems International, Inc. (PDSI) regarding the design, configuration, and deployment of the TeleStaff software system. Once implemented, this new system will allow the Utility to:

- Deploy emergency crews utilizing an auto-dialer for after hours work (e.g., broken mains, well repair, and snow removal)
- Produce daily rosters/shifts for Utility employees - identify staffing vacancies
- Provide remote access via phones and computers for employees to request time off from work (e.g., vacation, sick leave, etc.)

GIS

- 2009 water main construction projects are mostly complete.
- 2010 projects are currently being entered into GIS.
- 14 of 33 Record Drawings for Accounting have been completed.
- Continued high demand for ad hoc maps.
- Completed Valve Maintenance Map Book.

Hydraulic Model

- Updates to model have been completed.
- Continued demand for fire flow tests and model runs.

Accela

- Working with City IT to continue Accela implementation in the Water Utility.
- Serving as a liaison between Water Utility and City IT.
- Documenting Water Utility workflows and tasks to improve information transfer within Accela and the Water Utility.

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	48,590	1,070		296,096
7	24,587	46,552	8,982	11,818	24,909	27,624	26,371	16,327	17,679	16,224	8,303		229,376
8	0	0	0	0	0	0	12,090	37,510	12,497	0	0		62,097
9	37,550	33,150	38,480	40,010	41,640	39,340	43,690	44,770	38,420	33,204	16,706		406,960
10	0	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	41,230	21,728		450,372
12	26,450	30,879	31,070	42,340	61,580	50,140	54,760	38,400	27,790	31,970	13,070		408,449
13	50,140	25,948	65,770	65,210	67,510	67,570	68,650	67,410	65,524	67,725	32,957		644,414
14	71,050	63,500	71,580	68,240	72,950	68,460	72,060	52,040	47,700	69,650	34,360		691,590
15	51,140	60,650	73,920	69,280	78,010	83,870	90,830	81,830	69,424	73,210	33,596		765,760
16	40,700	36,370	46,490	44,100	40,870	30,860	50,460	82,370	65,830	62,680	30,990		531,720
17	0	0	0	0	0	39,380	64,710	65,770	57,313	0	0		227,173
18	45,180	43,640	41,820	46,420	45,280	40,620	46,650	40,590	37,160	47,250	24,470		459,080
19	60,420	64,420	87,830	56,250	54,240	32,640	36,910	54,726	51,790	62,260	40,840		602,326
20	46,150	39,460	41,450	32,360	29,118	32,225	47,735	49,630	44,510	48,420	22,566		433,624
23	0	0	0	27,371	26,312	24,927	23,828	20,920	15,190	12,173	670		151,391
24	50,460	46,060	47,160	41,350	36,900	24,110	18,610	18,172	22,310	30,470	16,172		351,774
25	38,410	37,160	40,848	4,890	0	0	29,267	34,279	31,499	46,924	17,046		280,323
26	87,210	76,370	75,490	73,470	59,822	58,840	72,520	0	0	0	610		504,332
27	0	0	0	0	21,560	22,910	26,170	24,050	24,568	0	0		119,258
28	0	0	0	0	39,670	43,770	34,690	79,850	73,190	73,470	27,890		372,530
29	51,690	47,740	52,600	51,430	52,820	51,130	48,360	47,830	48,018	51,635	25,296		528,549
30	56,400	50,200	55,870	55,040	57,950	53,200	55,050	55,190	53,851	52,594	25,390		570,735
Total	789,377	732,429	817,120	812,473	904,801	890,116	997,861	1,000,284	880,059	869,679	393,730		9,087,929

*As of November 15, 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				
10/18	24,239	8,343,458	28,672	60	34	47	0.0	0.0	33.0	8,531,387	-2.2%	-9.0%	-11.1%
10/19	30,232	8,373,690	28,677	60	32	46	0.0	0.0	33.0	8,556,287	-2.1%	-8.9%	-11.1%
10/20	30,064	8,403,754	28,682	70	39	55	0.0	0.0	33.0	8,578,617	-2.0%	-8.9%	-11.1%
10/21	31,086	8,434,840	28,690	54	30	42	0.0	0.0	33.0	8,604,887	-2.0%	-8.8%	-11.0%
10/22	26,325	8,461,165	28,682	63	27	45	0.0	0.0	33.0	8,632,402	-2.0%	-8.8%	-11.0%
10/23	26,920	8,488,085	28,676	64	54	59	0.6	0.6	33.6	8,659,252	-2.0%	-8.8%	-11.0%
10/24	24,952	8,513,037	28,663	63	58	61	0.8	1.4	34.4	8,682,982	-2.0%	-8.8%	-11.0%
10/25	24,897	8,537,934	28,651	65	55	60	0.0	1.4	34.4	8,710,652	-2.0%	-8.9%	-11.0%
10/26	23,712	8,561,646	28,634	67	48	58	0.9	2.3	35.3	8,729,987	-1.9%	-8.9%	-11.1%
10/27	29,281	8,590,927	28,636	55	41	48	0.0	2.3	35.3	8,757,257	-1.9%	-8.8%	-11.0%
10/28	25,170	8,616,097	28,625	45	32	39	0.0	2.3	35.3	8,784,237	-1.9%	-8.8%	-11.0%
10/29	26,596	8,642,693	28,618	50	27	39	0.0	2.3	35.3	8,809,327	-1.9%	-8.8%	-11.0%
10/30	25,266	8,667,959	28,607	64	32	48	0.0	2.3	35.3	8,834,637	-1.9%	-8.8%	-11.0%
10/31	26,240	8,694,199	28,599	50	27	39	0.0	2.3	35.3	8,858,597	-1.9%	-8.8%	-11.0%
11/1	23,180	8,717,379	28,582	52	25	39	0.0	0.0	35.3	8,885,057	-1.9%	-8.8%	-11.1%
11/2	28,010	8,745,389	28,580	52	27	40	0.0	0.0	35.3	8,911,207	-1.9%	-8.8%	-11.1%
11/3	28,461	8,773,850	28,579	58	39	49	0.0	0.0	35.3	8,937,088	-1.8%	-8.8%	-11.0%
11/4	26,507	8,800,357	28,573	48	31	40	0.0	0.0	35.3	8,961,058	-1.8%	-8.8%	-11.0%
11/5	25,511	8,825,868	28,563	41	23	32	0.0	0.0	35.3	8,988,688	-1.8%	-8.8%	-11.0%
11/6	28,178	8,854,046	28,561	47	22	35	0.0	0.0	35.3	9,014,708	-1.8%	-8.8%	-11.0%
11/7	24,238	8,878,284	28,548	58	37	48	0.0	0.0	35.3	9,039,868	-1.8%	-8.8%	-11.0%
11/8	23,757	8,902,041	28,532	66	35	51	0.0	0.0	35.3	9,064,108	-1.8%	-8.8%	-11.0%
11/9	29,778	8,931,819	28,536	68	34	51	0.0	0.0	35.3	9,090,248	-1.7%	-8.7%	-11.0%
11/10	24,341	8,956,160	28,523	67	36	52	0.0	0.0	35.3	9,114,708	-1.7%	-8.7%	-11.0%
11/11	23,989	8,980,149	28,508	58	44	51	0.0	0.0	35.3	9,143,288	-1.8%	-8.7%	-11.0%
11/12	28,632	9,008,781	28,509	49	41	45	0.1	0.1	35.4	9,166,628	-1.7%	-8.7%	-11.0%
11/13	26,920	9,035,701	28,504	50	37	44	0.3	0.4	35.7	9,191,802	-1.7%	-8.7%	-10.9%
11/14	27,530	9,063,231	28,501	41	34	38	0.0	0.4	35.7	9,218,908	-1.7%	-8.7%	-10.9%
11/15	24,698	9,087,929	28,489	51	29	40	0.0	0.4	35.7	9,246,428	-1.7%	-8.7%	-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	2	3	1	0			9
1.2	Employee Injuries	4	5	3	5	3	6	3	5	3	0			37
1.3	Utility Vehicle Accidents	0	2	0	0	1	1	2	2	0	0			8
1.4	Print Media Reports	3	0	1	1	3	5	5	3	2	1			24
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	869.7			8,694.2
2.2	Average Day (MG)	25.5	26.2	26.4	27.1	29.2	29.7	32.2	32.3	29.3	28.1			28.6
2.3	Maximum Day (MG)	29.3	30.0	29.8	32.2	33.5	34.9	39.4	39.8	34.3	34.8			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)	9/18 (Sa)	10/13 (W)			8/4 (W)
3.0	INSPECTIONS													
3.1	Cross Connections	101	123	110	82	77	133	112	119	127	125			1109
3.2	Private Wells	9	4	2	21	20	12	23	18	8	28			145
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	11,636			123,427
4.2	Spec Request Billings	217	271	389	535	536	787	587	999	430	306			5,057
4.3	Bill Related Inspections	22	14	23	13	12	13	16	20	14	12			159
4.4	Reminder/Tax Notices	2,010	1,509	1,603	2,464	2,310	1,281	2,734	1,522	1,729	10,297			27,459
4.5	# of Meter Readings	13,928	7,919	14,973	13,395	7,460	8,958	13,595	14,294	11,520	10,919			116,961
5.0	HYDRANTS													
5.1	Installed	5	1	4	2	21	15	16	41	32	46			183
5.2	Removed	5	1	3	2	2	9	4	28	17	28			99
5.3	Total in Service	8,383	8,383	8,384	8,384	8,403	8,409	8,421	8,434	8,449	8,467			8,467
5.4	Inspections	449	524	751	201	51	142	116	279	344	247			3,104
5.5	# Repaired	13	9	11	11	9	8	11	19	18	13			122
	Unit Cost	\$4,086	\$3,332	\$3,381	\$1,050	\$1,805	\$3,099	\$1,737	\$1,291	\$1,188				
5.6	Routine Flushing	52	50	25	270	398	432	453	465	355	270			2,770
5.7	# Painted	0	0	0	0	391	970	913	608	0	0			2,882
6.0	VALVES													
6.1	Installed	4	5	9	9	56	60	42	125	83	171			564
6.2	Removed	1	1	6	3	7	28	12	47	30	97			232
6.3	Total in Service	19,681	19,685	19,688	19,694	19,743	19,775	19,805	19,883	19,936	20,010			20,010
6.4	Inspections	437	898	1,105	598	596	548	281	441	402	65			5,371
6.5	# Repaired	11	12	15	14	14	14	11	16	14	14			135

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	3.26			10.74
7.2	Miles Abandoned	0	0	0	0	0.17	0.66	0.32	2.42	.97	3.76			8.3
7.3	Total Miles in Svc	838.77	838.77	838.77	838.77	839.17	839.44	840.28	840.78	841.71	841.21			841.21
7.4	Number of Leaks	53	37	15	1	10	5	25	11	5	5			167
	Unit Cost	\$2,218	\$2,658	\$5,103	\$11,525	\$2,753	\$27,728	\$3,080	\$19,629	\$7,079				
7.5	Leaks per Mile	0.06	0.04	0.02	0.00	0.01	0.01	0.03	0.01	0.01	0.01			0.20
7.6	Dwell Units Out of Svc	622	457	134	25	126	50	446	158	68	22			2108
8.0	SERVICES													
8.1	New Svcs to Old Lot by WU	0	0	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	2			15
8.31	Lead Replacements by WU	0	1	0	4	3	4	2	0	0	0			14
8.32	Lead Replacements by PO	0	1	1	9	10	14	18	14	17	19			103
8.33	PO Side was Copper	0	0	0	1	0	3	0	0	0	0			4
8.34	PO Side not Replaced	0	0	0	0	0	0	0	0	0	0			0
8.41	Removals/Cut Offs Lead	2	0	0	0	0	0	6	0	0	0			8
8.42	Removals - Copper	0	0	0	0	0	1	0	2	0	0			3
8.5	New Svcs in New Plats	49	0	0	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	61,715	61,717			61,717
8.7	New Connects to Exist Svcs	33	11	29	23	19	24	15	16	27	17			214
8.8	Number of Leaks	2	0	1	3	2	4	3	1	3	2			21
	Unit Cost	\$1,483	\$423	\$4,529	\$2,232	\$3,735	\$ 2,639	\$ 1,630	\$2,107	\$ 2,325				
8.9	Frozen	1	0	0	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	65,980	65,954			65,954
9.2	Total Inspections	265	256	348	322	296	351	333	335	285	382			3,173
9.3	Number Repaired	26	85	48	62	78	110	114	106	65	54			748
	Unit Cost	\$169	\$67	\$112	\$99	\$71	\$75	\$63	\$78	\$117				
9.4	Number Changed	335	405	510	585	345	423	350	279	281	352			3,880
9.5	Number Converted	0	0	0	0	0	1	0	0	0	0			1
9.6	Installed in City (Regular)	0	1	0	1	0	49	1	1	0	2			55
9.7	Installed in City (Remote)	20	16	41	16	27	8	23	27	24	14			216
9.8	Installed Out City (Regular)	0	0	0	0	0	0	0	0	0	0			0
9.90	Installed Out City (Remote)	0	0	0	0	0	1	0	0	0	1			2
9.10	Turn Ons	2	4	25	43	14	6	12	10	2	4			117
9.11	Turn Offs	12	10	13	8	49	8	1	13	17	47			179
9.12	NET CHANGE	10	11	53	52	-8	56	35	25	9	-26			211

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.

Emergency Response Plan

- Pushing for a first draft of the 2010 update by the end of November.
- We will be looking at providing employees with routine awareness and procedural training on the Emergency Response Plan 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; Williamson Street; Mendota Street/Sycamore Ave; Fair Oaks/Atwood Intersection; University Ave (Breese to Highland); Highland Ave
- Private contract design additions: None
- Projects out for bid: None
- Projects bid waiting for construction: Lake St / Mendota Ct; Woodstone Ph.1
- Projects Under Construction: S Forward Dr – Two crews working on water main. Main expected to be completed by 11/19 weather permitting. 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 – One crew working on water main, expected to be completed by 11/19
- Completed Projects: Emmet St; School Rd; Upham; N Franklin; Lien Rd; Commercial/Kedzie/Pawling; University Ave (N. Park St.); University Ave (Breese to Campus); University Ave (Segoe to Shorewood); Academy Dr/Starker Ave/Acewood Blvd; S. Segoe Rd; Riverside Dr; Gilmore/Cross St; Cannonball Run Ph.2; 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

UW #9

- The electric motor on the UW #9 deep well was refurbished after experiencing bearing failure. The well was out of service between October 25th and November 1st. During this time period, the 3 million gallon reservoir at the site was supplied with water from Zone 6.

UW #26

- The electric motor on the deep well at UW #26 was replaced with a new one and the well put back into service on November 15th. This well had been out of service since July 29th when the motor failed. During this time, the reservoir on site was filled with water from both UW #16 and UW #28.

Zone 4 Water Supply Augmentation

- A public meeting was held on Wednesday November 10 to discuss possible locations of the proposed well. Approximately 23 people attended the meeting and provided feedback on the various sites.
- BT Squared has mapped possible locations per known contaminant locations and DNR setback requirements. Once more specific locations have been identified, BT Squared will use the groundwater model to investigate the potential for contamination at any proposed site.

Arbor Hills Fire Flow Supply

- A public meeting was held on November 11 to discuss the preliminary site layouts and building elevations. No opposition was noted at the meeting to the proposed building.
- Strand Engineers is developing preliminary site and building layouts and elevations for consideration.
- A presentation on the purchase of the property will be made to the Parks Commission at their regular meeting on December 8. There have been preliminary discussions with Parks staff on site layout and constraints.

Zones 7 and 8 Supply Augmentation

- No progress or change in status.

East Side Water Supply Project

- Working with Black and Veatch to gather data, establish criteria, evaluate conservation measures, and develop updated population and water demand projections for the east side.
- Black and Veatch is investigating the means and methods to remove the VOC from Well 15.
- A second CAP organizing meeting was held Friday November 5th to continue the process of setting up the umbrella CAP for the project. A third meeting is scheduled for 7:00 p.m. on November 22nd.

#120 Sphere – Prairie Road

- The City has received a check from the insurance company in the amount of \$486,250 as settlement for the fire. This is the estimated cost to repair the reservoir.
- It is our recommendation that the reservoir be replaced not repaired. Based on this recommendation we will start the process of hiring a consultant to design a new 400,000 gallon reservoir to better serve the residents of Pressure Zone 9 both now and into the future.

Miscellaneous Projects

- Gary Brown Roofing has completed the replacement of the Paterson Street Vehicle Storage Building roof.
- IBC Engineering has submitted draft construction bid documents for the HVAC Improvements for the Vehicle Storage Building at Paterson Street. We will be further evaluating that project.

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.

- Gail Gawenda and I met with Sustain Dane to coordinate future conservation efforts.

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.

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
October	44	\$ 4,372.80	\$ 280.00	\$ 25,000.00	2,544,794
YTD Total	2,503	\$ 250,167.71	\$ 10,227.00	\$ 250,000.00	13,304,513

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.

- We are working with the Office of the City Attorney to draft an ordinance requiring property owners to connect to the municipal water system where a main is adjacent. The authority for this comes from state statute:

281.45 House connections.

To assure preservation of public health, comfort and safety, any city, village or town or town sanitary district having a system of waterworks or sewerage, or both, may by ordinance require buildings used for human habitation and located adjacent to a sewer or water main, or in a block through which one or both of these systems extend, to be connected with either or both in the manner prescribed. If any person fails to comply for more than 10 days after notice in writing the municipality may impose a penalty or may cause connection to be made, and the expense thereof shall be assessed as a special tax against the property. Except in 1st class cities, the owner may, within 30 days after the completion of the work, file a written option with the municipal clerk stating that he or she cannot pay the amount in one sum and asking that it be levied in not to exceed 5 equal annual installments, and the amount shall be so collected with interest at a rate not to exceed 15% per year from the completion of the work, the unpaid balance to be a special tax lien.

History: 1979 c. 110 s. 60 (13); 1979 c. 221; 1983 a. 150; 1995 a. 227 s. 407; Stats. 1995 s. 281.45.

- Public Information Officer Gail Gawenda has been representing the Water Utility in coordinating with the alder and neighborhood organization near Unit Well 17 on East Wilson Street about exterior renovations and beautification of the deck and grounds.
- Gail Gawenda will be the Water Utility coordinator for the City of Madison's participation in the *Isthmus*-sponsored Green Day event next April. Early planning has begun for a "Green Street" of City agencies.

Wellhead Protection Planning

- Kickoff meetings were held with AECOM and Ruekurt Milke for the completion of six wellhead protection plans.
- Utility engineers are working on completing five wellhead protection plans this fall.