

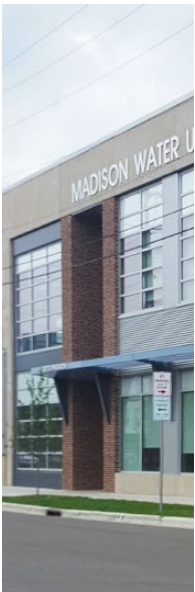
# Madison Water Utility

## 2022 ANNUAL REPORT



This reporting period covers audited 2022 financial statements, 2022 water quality monitoring, and 2022 projects, events, operations, and accomplishments.

Section 13.01(3) of the Madison General Ordinances establishes the duty of the Madison Water Utility Board to “issue an annual report that shall be made available to the Common Council.”



### Madison Water Utility Board Governance

The Madison Water Utility Board (Board) is described by Wisconsin state statute and the City of Madison ordinance. The Board is charged with authority for managing and operating Madison Water under the general direction of the Common Council. It is made up of seven voting members appointed by the Mayor and confirmed by the Common Council. The Director of Madison and Dane County Public Health (or their designee) is an ex officio member.

The Board has adopted policies that define the benefits Madison Water provides to the residents of Madison, establish financial and ethical boundaries, and describe how the Board carries out its own tasks. Board meetings are public and generally held on the fourth Tuesday of every month.

### Madison Water Utility Board

Patrick E. Delmore, PhD. - *President*  
Debra R. Simon - *Vice President*  
Robert J. Abrahamian - *Secretary*

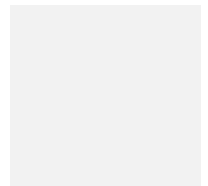
Alder Amani Latimer Burris  
Alder Charles Myadze  
Ronesha Strozier – *ex officio*

### History of Madison Water Utility

Founded as a public utility in 1882, Madison Water Utility is proud to bring safe, high-quality water to more than 250,000 people across the Madison area. Madison Water has always been a groundwater system, despite being surrounded by lakes; a deep, high-quality aquifer beneath Madison is the source of our water supply.

### Madison Water Utility's 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 resource for present and future generation.



## Madison Water Utility at a Glance

**22**

Drinking water wells  
connected to our system

**0.5¢**

Average cost per gallon  
of water delivered

**24.8 million**

Gallons of water  
delivered daily

**916**

Miles of pipes  
maintained

**250,000+**

People served in  
the Madison area

**100%**

of drinking water comes  
from underground aquifer

## Fiscal Year 2022 in Brief

**\$46.7 million**

Adopted Operating Budget

**\$8.6 million**

Adopted Capital Budget

**\$302.9 million**

Value of capital assets  
in our water system

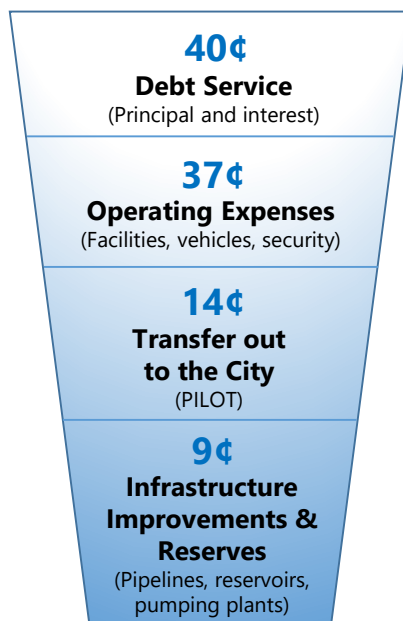
**\$47.1 million**

Total revenue generated  
from water sales



View from inside Well 31 building.

Where does each  
rate dollar go?



SOURCE (in thousands)	\$
Sales of Water	47,114
Investment Income	289
Water Tower Revenue	375
Other Operating Revenue	651
Other Non-Operating Revenue	80
<b>TOTAL:</b>	<b>\$47,931</b>

PROGRAM (in thousands)	\$
Investment in Infrastructure	3,504
Operations & Maintenance	17,606
Principal & Interest	19,034
PILOT (Payment in-lieu of Taxes)	6,850
Reserves	937
<b>TOTAL:</b>	<b>\$47,931</b>

## Upholding High Water Quality (2022)

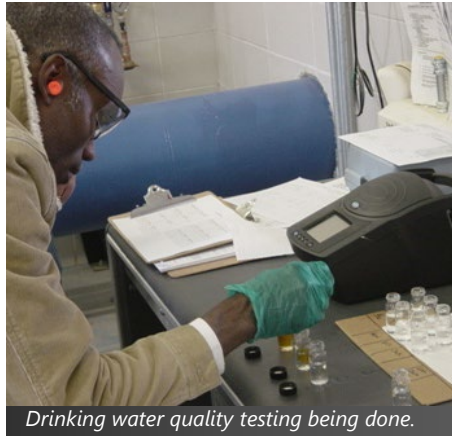
**28,284**

Drinking water quality tests conducted in 2022

25,296 Chemical tests

2,988 Bacterial tests

28,284 Drinking water tests conducted



Drinking water quality testing being done.

### Combating PFAS

In 2022, Madison Water Utility tested all 23 drinking water wells for up to 30 chemicals collectively known as "PFAS" or per- and polyfluoroalkyl substances

## Key Capital Investments (through 2022)



### Well 15

#### PFAS Treatment Project

Design of PFAS treatment facility at Well 15 to remove PFAS, PCE and TCE.

Total estimated: \$6,000,000

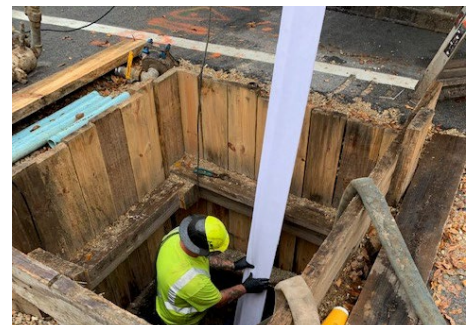


### Well 19

#### Well Treatment Project

Design of treatment facility at Well 19 to remove iron, manganese, and radium.

Total estimated: \$9,000,000



### Water Main Project:

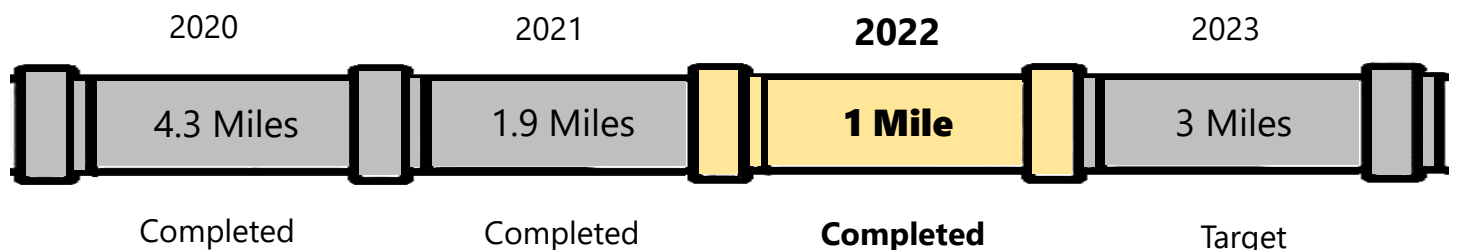
#### Lake Mendota Drive

Utilizing pipe lining technology to rehabilitate aging water mains to full structural strength.

Total: \$500,000

## Pipeline Replacements Completed

Madison was the first city in Wisconsin to rehabilitate aging water mains using Cured-In-Place Pipe (CIPP) relining method. We have utilized this cost-effective technology to successfully repair several water mains in our system, allowing at least another 50 years.



~5 Miles of pipeline replaced on average in last 10 years



## Community Outreach & Engagement

**54,641**

calls fielded by  
customer service  
representatives



**33,986**

customers paid  
bills electronically  
via eBill,



**1,104**

Rebates availed  
through Toilet  
Rebate Program



**422**

Households  
helped through  
Project Home



Maintenance trucks outside of Water Utility.



Kids enjoying water from the Water Wagon.

### Water Wagon

a fun, mobile station that  
serves up clean, cool,  
refreshing water at  
community events across  
the city during the warm  
weather months.

### Toilet Rebate Program

The Utility offers bill credits  
of up to \$100 for customers  
who replace their toilet with  
a high-efficiency one. The  
program is a key to our  
sustainability initiative.

### Got Water Initiative

This partnership with  
Madison Metropolitan  
School District brings  
hydration stations to  
schools throughout the  
Madison area.



GM & Mayor speak at press conference.

### Home Water Conservation Program

The Utility continues work  
with Project Home to assist  
lower-income residents by  
replacing old toilets with  
high-efficiency ones and  
fixing leaks.

### New Payment Portal

In 2022, the City moved to  
a new Municipal Services  
billing software, which  
included a newly designed  
user-friendly customer  
payment portal.



MWU trucks at a work site.

### Follow Madison Water Utility on Social Media!



Madison Water Utility



@Madison\_Water!



@MadWaterUtility