

City of Madison, Wisconsin WATER UTILITY BOARD

WHEREAS, Doug DeMaster has provided outstanding service to the Madison Water Utility, routinely going above and beyond expectations and continually striving for excellence; and

WHEREAS, he began work as an hourly employee for the Madison Water Utility in 2003 and advanced to the position of Engineer 4; and

WHEREAS, he has been instrumental in developing the Utility's Systems and Mapping Group into a vital and essential resource for the Utility; and

WHEREAS, he developed and refined the Utility's Unidirectional Flushing Program into a function that improved water quality, reduced consumer complaints, became a blueprint for other utilities to copy, and developed into a multi-student UW-Madison research project; and

WHEREAS, he has become a trusted resource for employees and customers, typically providing much more than asked for and continually volunteering to help others; and

WHEREAS, he enthusiastically took on the thankless task of implementation of the City's asset management program, ACCELA; and

WHEREAS, he has cheerfully and efficiently provided computer assistance, setup, and software training far beyond job expectations; and

WHEREAS, he has been instrumental in coordinating with Black and Veatch on the Master Plan, Infrastructure Management Plan and in the launch of the "Which Well Serves My Property" web page; and

WHEREAS, Doug has through hard work and dedication developed the Utility's water system model into an excellent planning tool; and

WHEREAS, his tenure bridged a turbulent time in the Utility's history when customer concerns and complaints, utility records, and overall trust in the Utility were under constant public scrutiny; he continued to perform and produce at a very high level with dignity, grace, compassion, and integrity,

NOW, THEREFORE, BE IT RESOLVED that this Board, on behalf of the Water Utility of the City of Madison, its employees and customers, does hereby extend sincere appreciation to **Doug DeMaster** for his service to the Utility, and wishes him all the best in his new job in Rhode Island.

Presented: March 23, 2010

Greg Harrington, President

George Meyer, Vice President

Dan Melton, Secretary

Lauren Cnare, Alder/Commissioner

Larry Palm, Alder/Commissioner

Bruce Mayer, Commissioner

Madeline Gotkowitz, Commissioner

Dr. Thomas Schlenker, Ex-Officio

Tom Heikkinen, General Manager, Madison Water Utility