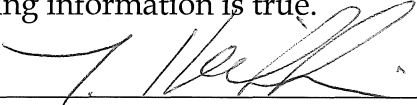


Internal Monitoring Report

Policy #: EL-2H Communication and Support to the Board **Date:** Aug. 23, 2011

I certify that the following information is true.

Signed , General Manager

Policy Language:

The General Manager shall not cause or allow the board to be uninformed or unsupported in its work.

Accordingly, the General Manager shall not cause or allow conditions, procedures, or decisions that:

1. Fail to submit monitoring data required by the board (see Board-Executive Delegation policies) in a timely, accurate, and understandable fashion, directly addressing provisions of board policies being monitored, and including General Manager interpretations consistent with the Board-Executive Delegation policies.
2. Allow the board to be unaware of any actual or anticipated noncompliance with any Outcomes or Executive Limitations policy of the board regardless of the board's monitoring schedule.
3. Allow the board to be without such information as may be required periodically for fully informed board deliberations and choices, including internal and external data as well as staff and external opinions and points of view.
4. Allow the board to be unaware of any significant incidental information it requires including
 - a. relevant trends
 - b. anticipated adverse media coverage
 - c. significant public reaction
 - d. anticipated or pending lawsuits
 - e. unusual or exceptional purchases
 - f. directives or instructions from the Common Council or Mayor
 - g. material internal and external changes, particularly those that affect the assumptions on which previous board policies have been established
5. Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among three information types (as defined in the Policy Governance context):
 - a. monitoring – includes regularly scheduled monitoring data as well as notices of actual or anticipated noncompliance with Outcomes or Executive Limitations policies
 - b. decision preparation – includes information required for fully informed board deliberations
 - c. other – includes significant incidental information as outlined above

6. Fail to submit to the board a consent agenda containing items delegated to the General Manager yet required by law, regulation, or contract to be board-approved, along with such monitoring assurance as may be relevant.
7. Fail to provide, or delay the provision of, negative information regarding the utility's performance, staff, or image.
8. Fail to advise the board if, in the General Manager's opinion, the board is not in compliance with its own policies on Board Process and Board-Executive Delegation, particularly in the case of board behavior that is detrimental to the work relationship between the board and the General Manager.
9. Fail to deal with the board as a whole.
10. Fail to provide a workable mechanism for official board, officer, or committee communications.

GM's interpretation and its justification:

This policy is rather prescriptive; the detail and specificity of the enumeration is sufficient to preclude the need for further interpretation. I will note the general challenge in proving compliance with Executive Limitations policies that contain "shall not fail to" language – it is tantamount to "proving a negative".

Data directly addressing the GM'S interpretation:

The numbers below correspond to the policy enumeration:

1. All monitoring reports have been submitted according to the master agenda and approved by the board.
2. We have added a standing agenda item to the board meeting to ensure that this provision is met.
3. I am unaware of any deficiency here. It is incumbent upon the board to let me know if there is any need for additional information for deliberation and decision making. A refresher "tour" of the MWU website will be provided at the meeting.
4. The PIO has begun copying the board on e-mails to staff containing media stories of relevant interest to our industry. Within the past year the Chromium-6 issue was prominent. I kept the board informed via e-mail of our response to the media stories. Our response, in which we voluntarily embarked on a monitoring

program and shared all data with the public, and included an FAQ and links for further information, helped to ease public anxiety and was praised by Clean Wisconsin and others. There are no pending or anticipated lawsuits against the utility.

5. I believe the agenda has clearly described the type of information being provided. I have received no complaints regarding length or complexity.
6. Consent agendas have been prepared as required.
7. I am aware of no objective negative information regarding the utility's performance, staff, or image.
8. Such advisement, if required, will be provided in September when the board monitors its Board Process policies.
9. I have dealt with the board as a whole by copying all members on correspondence with any member, except when working with the President in his official capacity, as with, for example, agenda preparation.
10. I have received no complaints as to the workability of communication mechanisms, recognizing that the City of Madison abides by a strict interpretation of the Open Meetings Law.

I report compliance.