

| Water Utility Board Policy |                        |                  |   |
|----------------------------|------------------------|------------------|---|
| Title:                     | Linking with Ownership |                  |   |
| Policy Number:             | BP-2K                  | Adopted:         | July 26, 2011                                     |
| Category:                  | Board Process          | Revision #/Date: | <del>2.2/ July 22, 2014</del> <u>Jan 26, 2015</u> |

The board will pursue input from Madison residents (the ownership) on an affirmative basis, not waiting for input to be initiated by owners.

Accordingly:

1. The board will periodically ~~use a~~ survey Madison residents designed to determine what the values of the ownership are with respect to utility outcomes gather feedback, engage owners, and obtain diverse viewpoints.<sup>4</sup>
2. Board members ~~will be expected to~~ should annually attend, ~~present, and listen~~ at least one public event that the utility sponsors or participates in, such as a Water Wagon event, neighborhood meeting, or facility open house, service organization and/or neighborhood association meeting outside their own neighborhood. The purpose of board member participation in such events is to gain direct understanding of residents' and rate payers' expectations and concerns related to the Madison's water supply. The General Manager (or his/her designee) will ~~maintain a calendar of meetings and attendance opportunities~~ periodically notify board members of upcoming events. The purpose of the meeting is to:
  - ~~3. Educate owners about how the board functions.~~
  - ~~4. Educate residents that they are owners of the utility as well as consumers, and what the responsibilities of that ownership and rights of consumers are (want owner input, not consumer input).~~
  - ~~5. Discuss what benefits for whom have what relative and absolute worth.~~
- ~~6.3.~~ For each policy or ordinance change, the board will review the impact through the lens of the owner in terms of relative and absolute worth.
- ~~7.4.~~ The board will establish "board-to-board" communication, which could include communication with:
  - a. City Council
  - b. Public Health of Madison and Dane County
  - c. City Engineering/Public Works
  - d. Committee on the Environment
  - e. Other boards

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<sup>4</sup> ~~Note 3/25/2013: A survey will be administered at the conclusion of the Advanced Metering Infrastructure project.~~

8.5. The board will submit an annual report, per MGO 13.01(3), to the Mayor and City Council and post it on the utility web page for the entire ownership to see. ~~The board will incorporate Citizen Advisory Panel (CAP) discussions as an opportunity for owner input. CAPs will report their findings and recommendations at board meetings at the conclusion of each CAP.~~

6. The board will hold public hearings at key decision points for policies and projects that fall under the purview of the utility's Citizen Advisory Process. These hearings will take place during each of the following phases:
  - a. PHASE 1 - Establish Public Outreach Budget, Public Notification, and Project Plan
  - b. PHASE 2 - Site Selection (if applicable)
  - c. PHASE 3 - Facility Design (if applicable)
7. To assure full and adequate participation and decision making, the board may choose to deliberate over certain policies or projects for more than one meeting before taking action.