

# Madison Water Utility

## 2022 ANNUAL REPORT



This reporting period covers audited 2022 financial statements, 2022 water quality monitoring, and 2022 projects, events, operations, and utility 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 Utility (Madison Water) under the general direction of the Common Council. The board 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*

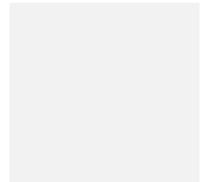
Alder Amani Latimer Burriss  
Alder Charles Myadze  
Ronesha Strozier – *ex officio*

### 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 the city is the source of our drinking 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

**21**

Drinking water wells operating in our system

**0.5¢**

Average cost per gallon of water delivered

**24.8 million**

Gallons of water delivered daily

**916**

Miles of water pipeline 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

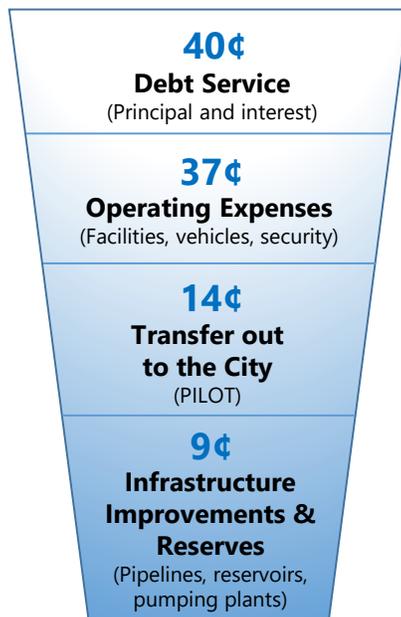
**\$47.1 million**

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)

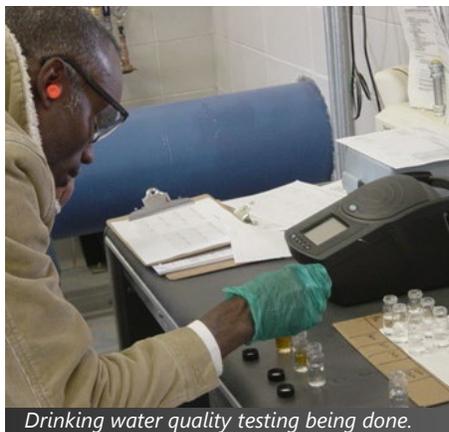
**28,284**

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

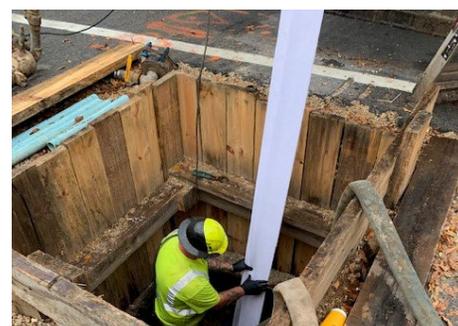


### Well 19

#### Well Treatment Project

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

Total estimated: \$9,000,000



### Water Main Project:

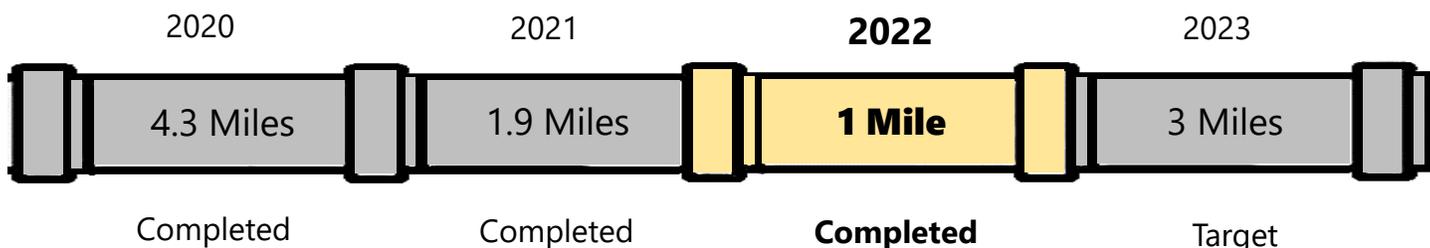
#### Lake Mendota Drive

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 aided 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.

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 @MadWaterUtility