

**DEPARTMENT OF PUBLIC WORKS AND TRANSPORTATION
Water Utility**

Main Office

119 East Olin Avenue
Madison, WI 53713
266-4651
FAX: 266-4426
TTY/Textnet: (866) 704-2315

Operations Center

110 South Paterson Street
Madison, WI 53703
266-4661
water@cityofmadison.com
www.cityofmadison.com/water

Mission, Goals and Objectives

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 resources for present and future generations.

Main Office - 119 East Olin Avenue

Tom Heikkinen, General Manager 266-4652

Management, planning, policies, programs, budget, expenditures, media.

Amy Robb, General Manager's Assistant 266-4651

General inquiries and information, lead service replacement reimbursement.

Alan Larson, Principal Engineer-Water 266-4653

Engineering planning, projects, new facilities, water supply, water quality.

Dennis Cawley, Engineer 4 261-9243

Water main extensions, new facilities, scheduling, specifications, contracts, assessments and hearings, mapping.

Amy Jones, Operations Clerk 266-4646

Applications for service laterals, plumbing inquiries.

Gail Gawenda, Public Information Officer 266-9129

Public information, conservation, website.

Ken Key, Customer Service Manager 266-4645

Billing, receipting, requests for service, meter reading and inspection, Meter Shop.

Robin Piper, Finance/Accounting Manager 266-4656

Financial planning and reporting, accounting, interagency billing, budget, audit, investment, Public Service Commission reporting.

Joseph Grande, Water Quality Manager 266-4654

Water quality reporting, testing, commercial cross connection inspection, inquiries and public outreach.

Joseph DeMorett, Water Supply Manager 267-4902

Groundwater production and management, distribution system operation, disinfection, fluoridation, SCADA and hydrogeology.

Tammy Buss, Construction Inspection 261-9835

Engineering, construction, scheduling, inspection.

Operations Center - 110 South Paterson Street

Dan Rodefeld, Operations Manager 261-9970

General operations and maintenance, Distribution and Maintenance Section activities, vehicle fleet.

John Kaioula, Public Works General Supervisor 266-5984

Operation, maintenance and repair of distribution system water mains and services, new services, emergency repairs, hydrants, curb boxes, valves, one-call locations.

Chuck Engelhart, Water Utility Maintenance Supervisor 266-4702

Maintenance of buildings and facilities, vehicle and equipment maintenance.

Contacts

Emergency Service	24 Hours - Waterworks Operator	266-4665
	Main Office: General (M-F, 8-4:30)	266-4651
	Main Office: FAX	266-4426
Pressure Inquiries	Sudden Change: Waterworks Operator	266-4665
	General: Engineering Section	266-4653
Water Quality Inquiries	Sudden Change: Waterworks Operator	266-4665
	General	266-4654
Water Bill Inquiries, Move In, Move Out	Customer Service: Billing Section	266-4641
Water Meter Appointments	Customer Service: Meter Shop	266-4765
Distribution, Maintenance	Operations Center: General	266-4661
	Operations Center: FAX	264-9298
Flushing Operations Inquiries	Engineering Section	261-9834
	Distribution Section	266-5986
Flushing Schedule Prerecorded Message	Warm Weather Months	261-9178
Main Office (Olin Avenue)	Customer Service, Billing, Accounting, Meter Shop	FAX 266-4426
	Administration, Engineering, Water Quality, Water Supply	FAX 266-4644