

Outcomes Policies

Expected organizational performance desired by owners, framed in terms of benefits, recipients of those benefits, and their relative worth in cost or priority.

Water Utility Board Policy	
Title:	Global Outcomes Policy
Policy Number: O - 1	Adopted: May 24, 2011
Category: Outcomes	Revision #/Date:

Madison Water Utility consumers receive an adequate quantity of high quality water for consumption and fire protection at a reasonable financial and environmental cost.

Water Utility Board Policy	
Title:	Water Quantity
Policy Number:	O-2A
Adopted:	May 24, 2011
Category:	Outcomes
Revision #/Date:	

Current and future customers will receive water that meets or exceeds industry-accepted levels of service for fire protection and pressure.

This includes:

1. Water delivered to hydrants at proper flow rates for fire protection.
2. Water delivered to the customer tap at a pressure that meets industry-accepted low, high, and emergency operation criteria.
3. Water used for outdoor irrigation under drought-free conditions.

Water Utility Board Policy			
Title:	Water Quality		
Policy Number:	O-2B	Adopted:	May 24, 2011
Category:	Outcomes	Revision #/Date:	1 / October 25, 2011

Madison Water Utility consumers will receive high quality water that meets or is better than all primary and secondary drinking water standards, including their public notification requirements, and complies with board-adopted water quality goals, incorporated by attachment.

The Madison Water Utility recognizes that drinking water standards are subject to revision and that new compounds of concern will be determined. This dynamic is a result of health studies being conducted by health organizations and government agencies on the state, national and international level. The technology to quantify compounds at increasingly minute levels is constantly improving.

The Madison Water Utility shall maintain and promulgate a Watch List of compounds of concern by unit well of compounds that are increasing and may approach the primary and secondary drinking water standards. The Watch List shall identify which wells require action.

Water Utility Board Policy	
Title:	Reliability
Policy Number:	O-2C
Category:	Outcomes
Adopted:	May 24, 2011
Revision #/Date:	

Madison residents will receive water which is consistent in its availability and quality.

Accordingly,

1. Residents will experience minimal unplanned service interruptions.
2. Residents will receive adequate notice of planned service interruptions.
3. Residents will receive adequate notice of planned maintenance work that would significantly reduce water flow or pressure, and/or cause water discoloration.

Water Utility Board Policy	
Title:	Affordability
Policy Number:	O-2D
Category:	Outcomes
Adopted:	May 24, 2011
Revision #/Date:	

Madison Water Utility customers will pay an affordable rate for water, recognizing that this affects investment in infrastructure and water quality improvements.

Accordingly,

1. Water rates will be between the 25th and 75th percentile for Class AB utilities (those serving 4,000 customers or more) in Wisconsin.
2. Water rates will complement economic growth in Madison.

Water Utility Board Policy			
Title:	Sustainability		
Policy Number:	O-2E	Adopted:	August 23, 2011
Category:	Outcomes	Revision #/Date:	

Madison residents will benefit from a sustainably managed ground water supply to ensure that water is available to protect public health, and to maintain and improve the economy and environment in Madison, now and in the future.

Accordingly,

1. Aquifers and wells will be monitored and the data evaluated to identify trends in water levels and potential contaminants.
2. Appropriate city, county, state and federal agencies will be called upon to enforce all pollution control and prevention measures within their authority, in order to protect water quality in the well head protection area of each unit well.
3. The adopted Conservation Plan shall be monitored and evaluated regarding progress to fulfill the goal of a reduction per capita residential use of water by 20% by 2020, which is 58 gallons/capita/day. (Residential is defined as single family and duplex dwellings.)
4. The water supply system shall be expanded so that the pumpage from individual unit wells shall not exceed 50% of the annual rated capacity of the unit well.
5. Water rates will complement economic growth in Madison (as stated in [O-2D](#)).