



CUSTOMER BILL OF RIGHTS

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.

In fulfillment of this mission, Madison Water Utility pledges to provide a service that its customers will find to be of great value, and that interactions with the utility staff will be helpful and positive.

As a customer of MWU, you have the right to:

- ◆ Clean, safe water free from objectionable taste, odor, and color.
- ◆ Water pressure that is neither too low nor too high.
- ◆ Be secure in the knowledge that sufficient water will always be available to fight any fire in your neighborhood.
- ◆ Ready access to information regarding water quality and testing, billing and metering, project news, water conservation and efficiency, and other items of interest in an easy-to-understand format.
- ◆ A fair and efficient process to resolve complaints and disputes.
- ◆ Courteous and respectful treatment at all times by MWU staff.

CONTACT US

www.madisonwater.org

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| Report an emergency (24-hour line): | 266-4665 |
| Bills and to set up service: | 266-4641 |
| Water main flushing (message): | 261-9178 |
| Water Quality Hotline: | 266-4654 |
| General Questions, Administration: | 266-4651 |

You can also report a problem or contact us by using the [Ask Us, Tell Us form](#).

Please click [here](#) for information from the Public Service Commission regarding your rights as a residential water customer.