

OUR CITY OF MADISON



**Madison Water Utility
Alder and Resident Frequently Asked
Questions (FAQ) & Answers**
Pete Holmgren, Chief Engineer

FAQ Overview

Inclusive – Innovative – Thriving



Frequently Asked Questions

Alders and residents commonly ask our agency the following questions:

Question	Category
Is my tap water safe to drink?	Water Quality
Why is my water discolored?	Water Quality
What are PFAS?	Water Quality
What is the price of my water?	Customer Service / Billing
How do I pay my Municipal Services Bill?	Customer Service / Billing
What does my monthly bill pay for?	Customer Service / Billing
Where does my water come from?	Water Supply
Why should I conserve water?	Water Supply
Why am I experiencing low/no water flow?	Water Supply / Operations
What is the “Water Wagon”?	Public Information / Outreach

FAQ Answers



Is my tap water safe to drink?

- **Yes!**
- Madison Water Utility's testing team conducts more than 1,000 tests every month to continuously monitor the quality and safety of your drinking water.
- Madison's water exceeds all Federal and State drinking water standards and complies with the [Safe Drinking Water Act](#).

More information:

- Latest [Annual Drinking Water Quality Report](#)
- Find out the water quality for wells serving [your address](#)
- Water Quality FAQs: <https://www.cityofmadison.com/water/water-quality/faq>
- Call our Water Quality Department at (608) 266-4654.

Why is my water discolored?

- The primary cause of discoloration is due to the presence of iron and manganese – sediment deposits which occur naturally in our water supply source
- Activities such as road/utility construction and water main breaks/flushing may cause sudden changes in water pressure which can stir up mineral sediment in nearby water pipes
 - Customers may notice a slight brown and/or reddish tint to the water
 - While **discolored water is not considered harmful**, we generally recommend that people avoid using it for cooking or drinking. Instead:
- Run a cold water tap at the lowest level in your residence until the water clears; may take up to 15-20 minutes

Call the Water Quality Hotline at (608) 266-4654 if issues persist

What are PFAS?

- *Perfluoroalkyl and polyfluoroalkyl substances* – “PFAS” for short
- Human-made chemicals that have been used in industry and consumer products worldwide since the 1940s
 - Cookware, food packaging, stain-resistant clothes, firefighting foams
 - The chemicals persist in dust, soil, and water globally
- PFAS exposure can increase the risk of cancer and other health issues
- PFAS have been found in drinking water wells in Madison. However, they are ***below*** the federal standards and state health department recommended levels

Additional info: <https://www.cityofmadison.com/health-safety/environment/pfas>

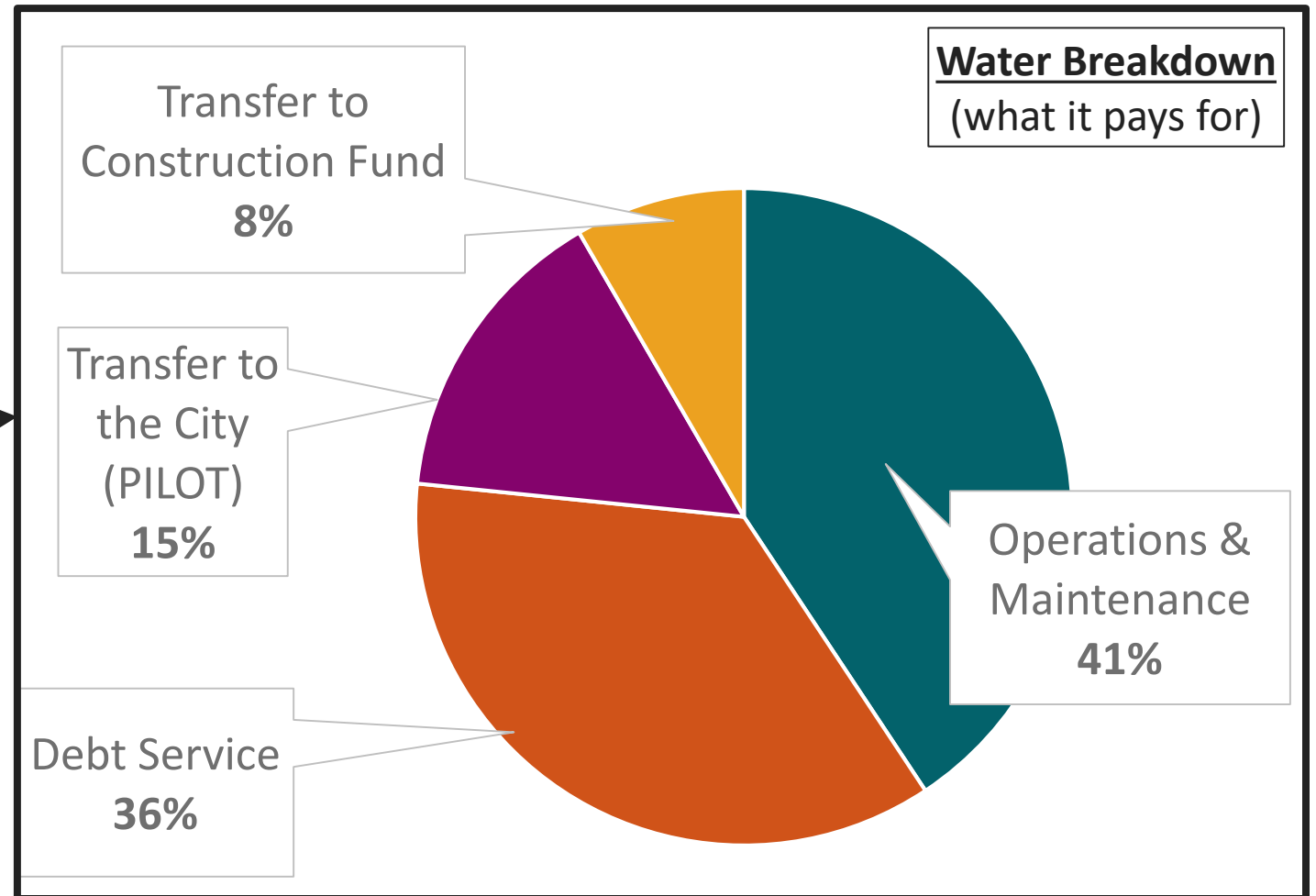
What is the price of my water?

- Water rates are reviewed and approved by the Wisconsin Public Service Commission
- Water Rates (Effective March 1, 2023):
 - Water Monthly Fixed Charge: \$14.00 (typical 5/8-inch “residential” meter)
 - “Residential” Monthly Water Usage Charge (per 1,000 gallons):
 - First 3,000 gallons: \$4.60
 - Next 3,000 gallons: \$6.10
 - Next 3,000 gallons: \$7.40
 - Next 5,000 gallons: \$10.52
 - Over 14,000 gallons: \$12.75
- Approx. average monthly “residential” water charge: \$35

What does my monthly bill pay for?

- Monthly Madison Municipal Services Bills include these City services (typical %'s of total bill):

<u>Water</u>	<u>(40%)</u>
<u>Sewer</u>	<u>(39%)</u>
<u>Storm Water</u>	<u>(9%)</u>
<u>Urban Forest</u>	<u>(7%)</u>
<u>Resource Recovery</u>	<u>(5%)</u>
<u>Landfill</u>	<u>(1%)</u>



How do I pay my Municipal Services Bill?

After registering for a billing account, customers may pay:

1. Online:
<https://www.municipalonlinepayments.com/cityofmadisonwi/utilities>
2. In-Person at Madison Water Utility or City Treasurer's office
3. Check in the mail (to City Treasurer's office)
4. Over the phone: 1-877-822-8414

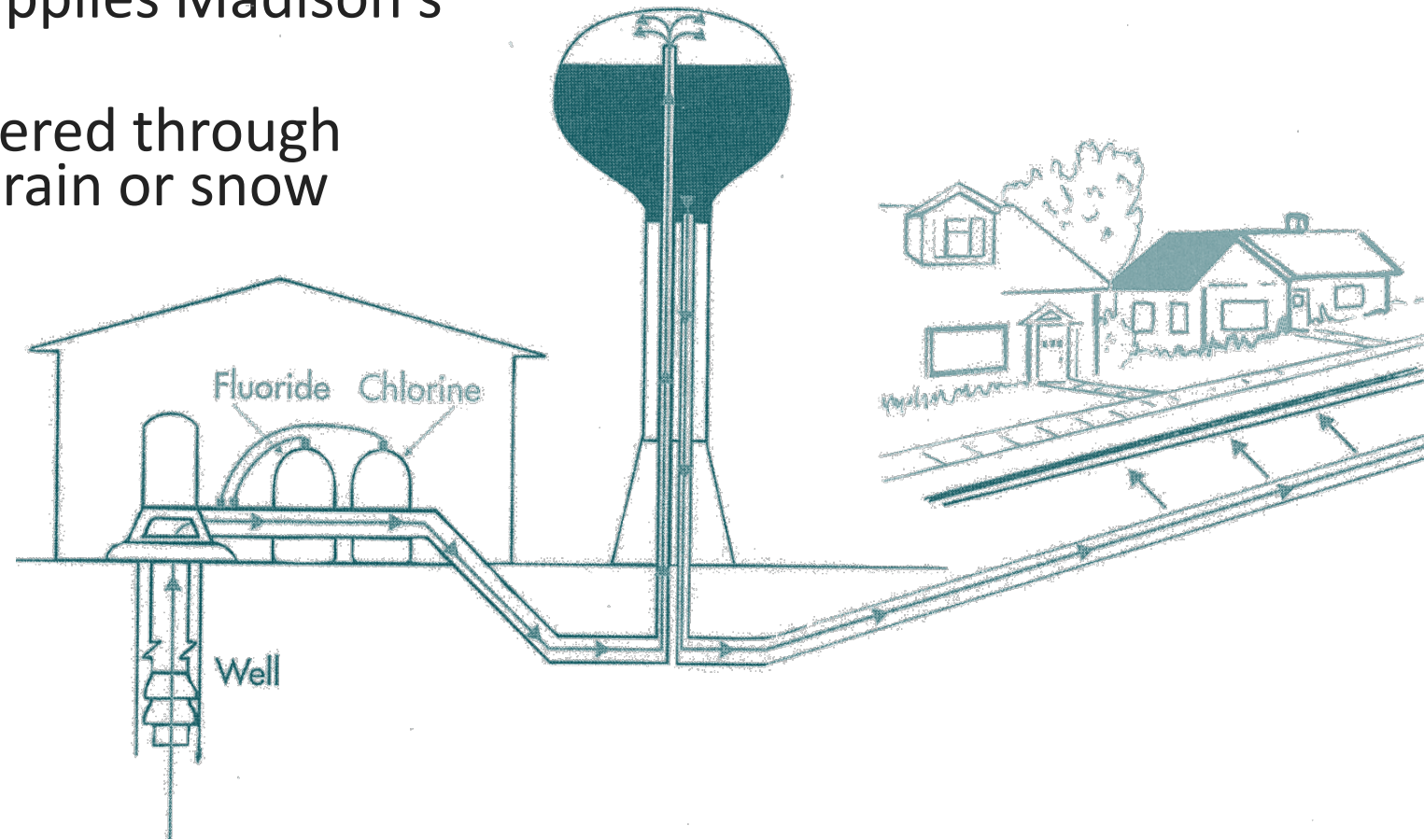
For direct assistance: (608) 266-4641 or municipalbilling@cityofmadison.com

Where does my water come from?

- A deep sandstone aquifer supplies Madison's drinking water.
- Groundwater is naturally filtered through layers of soil and rock when rain or snow soaks into the ground.

Water Infrastructure:

- 22 production wells
- 30 pumping stations
- 32 water tanks/towers
- Over 900 miles of water main
- Over 70,000 service connections
- 42 million gallons of storage



Over 9 billion gallons of water pumped (2022)

Why should I conserve water?

- To help protect and maintain our aquifer levels. Water is finite!
- To help balance water demand with population growth and city-wide development; as they go up, so does the cost to operate and maintain our systems.

Preserving a safe, reliable water supply for present and future generations is the very mission at Madison Water Utility...and everyone can help!

For more information and tips on water conservation:

<https://www.cityofmadison.com/water/sustainability/conservation-tips>

Why am I experiencing low/no water flow?

Interruptions of water flow are most often related to:

- Planned water shutoffs due to construction/maintenance in the area
 - Notices are given a minimum of 2-working days ahead of the shutoff
- Emergency shutoffs, i.e. a sudden water main rupture
 - Madison Water will work to notify and restore ASAP
- Property-related, i.e. closed valves, clogged faucets, frozen pipes, etc.

Questions or concerns about an interruption to your water service?
Call the Water Utility at (608) 266-4665 (24-hour line)

What is the “Water Wagon”?

- Conceived, planned, and assembled in-house!
- A mobile water station, serving up clean, cool, refreshing Madison water at community events
- Opportunity for live public engagement
- Any community group can request the Water Wagon at their event!
 - No cost to event organizers
 - The main objective is to ensure free community access to clean, cold, refreshing drinking water especially during the summer months



How Our Agency Provides Customer Service



Report Issues / Ask Questions

- Madison Water Utility Website: cityofmadison.com/water
- Important Telephone Numbers
 - Service Interruptions (24/7): **(608) 266-4665**
 - Billing Issues/Concerns: **(608) 266-4641**
 - Water Quality Issues/Concerns: **(608) 266-4654**
 - Community Outreach: **(608) 261-9272**
 - General Inquiries: **(608) 266-4651**
- Public information meetings for major streets/facilities projects
- Water Utility Board meetings and agendas are open to the public!
- Follow us and reach out on social media!

OUR CITY OF MADISON



Stay Connected!

MADISON WATER UTILITY

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(608) 261-5530

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