

WATER UTILITY

Heim Building

119 East Olin Avenue
Madison, WI 53713
(608) 266-4651
FAX: (608) 266-4426
Mon – Fri, 7:30 am – 4:00 pm

Operations Center

110 South Paterson Street
Madison, WI 53703
(608) 266-4661
Mon – Fri, 7:00 am – 3:00 pm
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

Krishna Kumar, General Manager (608) 266-4654

Management, planning, policies, programs, expenditures, media, public information.

Marcus Pearson, Public Information Officer (608) 266-4651

Media, public information and outreach, website.

Pete Holmgren, P.E., Chief Engineer (608) 261-5530

Water main extensions, scheduling, specifications, contracts, assessments and hearings.

Peter Braselton, Computer Mapping & GIS Coordinator (608) 261-9834

Mapping, GIS, and Database Integration Services.

Jeff Belshaw, Water Construction Supervisor (608) 261-9835

Engineering, construction, scheduling, inspection.

Joseph Grande, Water Resources Manager (608) 261-9101

Water quality reporting, testing, commercial cross connection inspection, inquiries, private wells. Groundwater production and management, distribution system operation, disinfection, fluoridation, SCADA and hydrogeology.

Crystal Dollard, Customer Service Supervisor (608) 266-4656

Billing, receipting, requests for service.

January Vang, Finance and Administration Manager (608) 266-4645

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

Steele Morton, Meter Operations Unit Supervisor (608) 261-9803

Meter reading and inspection, Meter Shop, Advanced Metering Infrastructure.

Dan Rodefeld, Operations Manager (608) 261-9970

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

Tom Rosemeyer, Public Works General Supervisor (608) 266-5984

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

Doug VanHorn, Water Utility Maintenance Supervisor (608) 266-4702

Maintenance of buildings and facilities, vehicle and equipment maintenance.

General Information (608) 266-4651

Water main leak & water main break, emergency services, consumer and general inquiries

Contacts

Establishing New Service	Engineering	(608) 266-4646
Lead Service Replacement Reimbursement	Administration	(608) 266-4651
General Inquiries	Administration	(608) 266-4651
Emergency Service	24 Hours - Waterworks Operator	(608) 266-4665
	Main Office: General (M-F, 7:30-4)	(608) 266-4651
Pressure Inquiries	Sudden Change: Waterworks Operator	(608) 266-4665
	General: Engineering Section	(608) 261-9128
Water Quality Inquiries	Sudden Change: Waterworks Operator	(608) 266-4665
	General	(608) 266-4654
Water Bill Inquiries, Move In, Move Out	Customer Service: Billing Section	(608) 266-4641
Water Meter Appointments	Customer Service: Meter Shop	(608) 266-4765
Distribution, Maintenance	Operations Center: General	(608) 266-4661
	Operations Center: FAX	(608) 264-9298
Flushing Operations Inquiries	Engineering Section	(608) 261-9128
	Distribution Section	(608) 266-5986
Flushing Schedule Prerecorded Message	Warm Weather Months	(608) 261-9178
Main Office (Olin Avenue)	Customer Service, Billing, Accounting, Meter Shop	Fax (608) 266-4426
	Administration, Engineering, Water Resources	Fax (608) 266-4644