

## WATER UTILITY

**Heim Building**  
119 East Olin Avenue  
Madison, WI 53713  
(608) 266-4651  
FAX: (608) 266-4426

**Operations Center**  
110 South Paterson Street  
Madison, WI 53703  
(608) 266-4661  
[water@cityofmadison.com](mailto:water@cityofmadison.com)  
[www.cityofmadison.com/water](http://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.

Amy Jones, Operations Clerk (608) 266-4646  
Applications for service laterals, plumbing inquiries.

Joseph Grande, Water Quality Manager (608) 266-4654  
Water quality reporting, testing, commercial cross connection inspection, inquiries, private wells.

Joe DeMorett, Water Supply Manager (608) 267-4902  
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.

Kathy Schwenn, Financial Manager (608) 266-4645  
Financial planning and reporting, account, interagency billing, budget, audit, investment, Public Service Commission reporting.

Shawn Bonjour, Field Service Lead Worker 2 (608) 261-4297  
 Meter reading and inspection, Meter Shop, Advanced Metering Infrastructure.

Dan Rodefled, 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.

**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, 8-4)	(608) 266-4651
	Main Office: FAX	(608) 266-4426
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 Quality, Water Supply	Fax (608) 266-4644