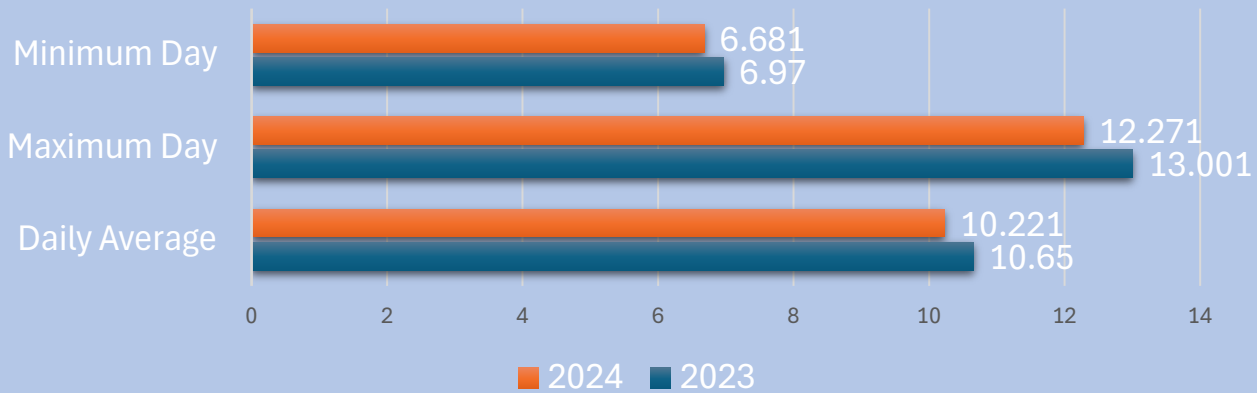


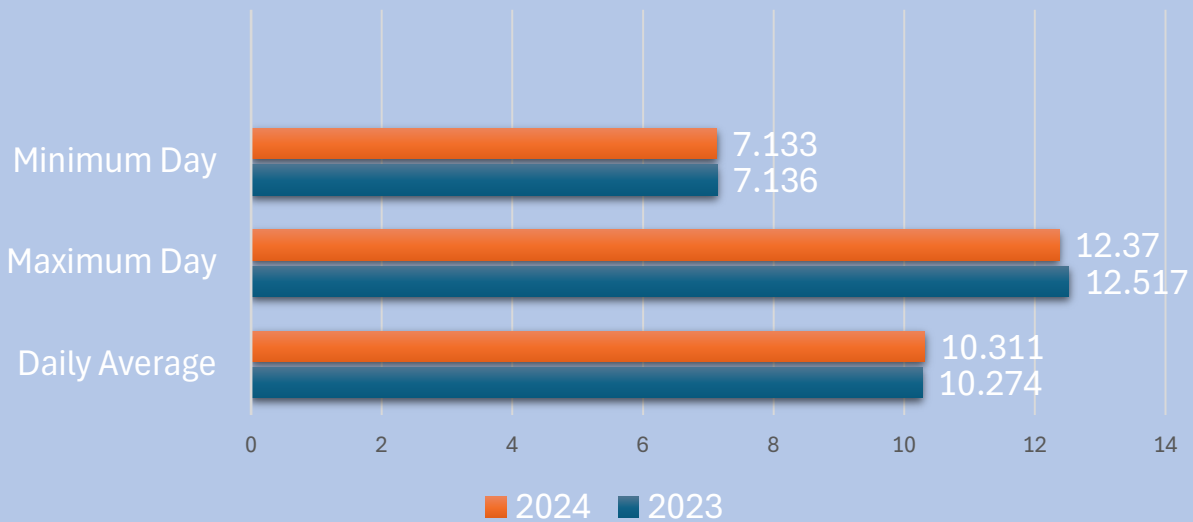
# OPERATIONS MONTHLY REPORT

## PUMPING

### Raw Water Pumpage (MGD)



### Finished Water Pumpage (MGD)



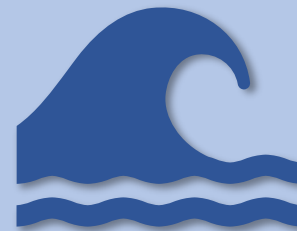
**4,254,521,000**  
Gallons Pumped YTD

DECEMBER  
2024

# OPERATIONS MONTHLY REPORT

## WATER QUALITY

Raw Water		
	2023	2024
Turbidity	2.8	1.5
pH	8.31	8.2
Alkalinity	113	108.9
Temperature	37.9	40
Positive Bacteriological Testing	0.1	0



Finished Water		
	2023	2024
Turbidity	0.039	0.042
pH	7.72	7.72
Alkalinity	105	103.1
Temp.	47.3	45.6
Chlorine Residual	40.3	39.8
Fluoride Residual	0.88	0.87
Orthophosphate Residual	1.48	1.46
Bacteriological Testing	0	0

## ADDITIONAL ACTIVITIES

- ◆ Routine Plant Operations
- ◆ Routine Plant and Remote Site Maintenance
- ◆ RWI Project-O&M Manuals and Close Out
- ◆ Annual WDNR Lab Testing and Monitoring
- ◆ Filter 1 and 2 rehab work
- ◆ Low Lift Maint- Steel Plate Work
- ◆ Property grounds, cleaning, and building maintenance
- ◆ Chemical Systems Maint
- ◆ Shift Coverage
- ◆ Water Quality Notes:
- ◆ Aluminum Sulfate Usage Down 20.22%

DECEMBER  
2024

# DISTRIBUTION MONTHLY REPORT

## WATER MAIN

Water Main Installed

**932.7'**

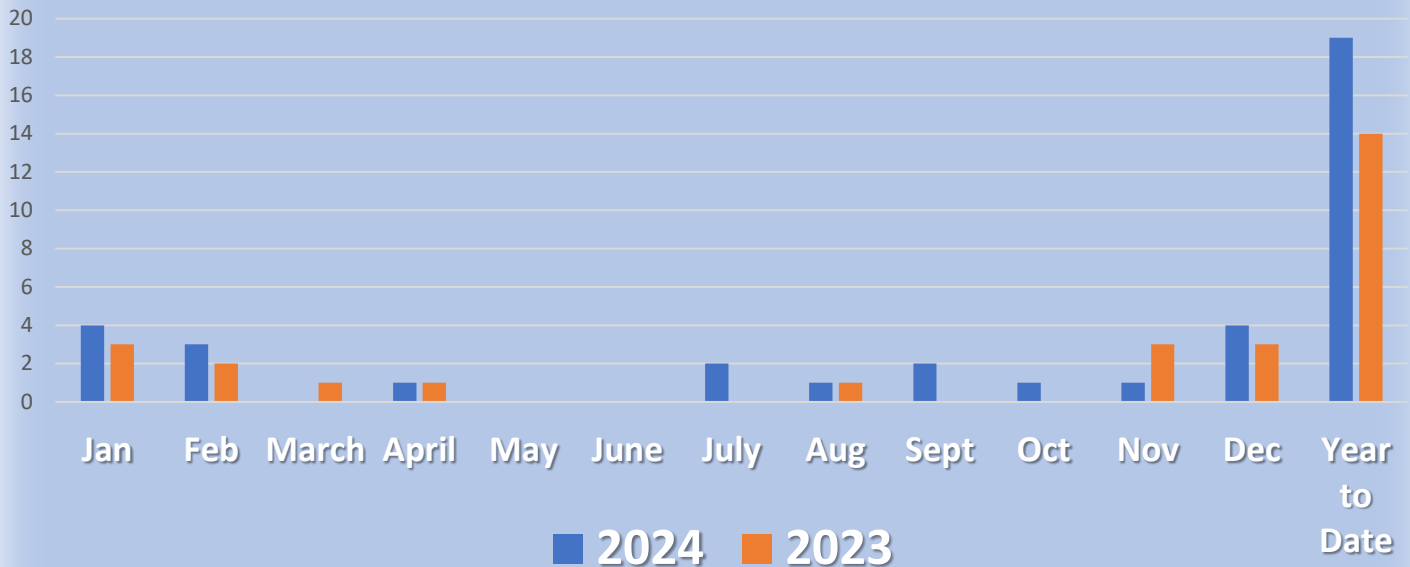
YTD

Street, Curb, and  
Sidewalk Restoration

**14,832.9**

Cu Ft  
YTD

## Water Main Breaks



## HYDRANTS YEAR TO DATE

**15**

Removed

**17**

Installed

## VALVES YEAR TO DATE

**192**

Exercised

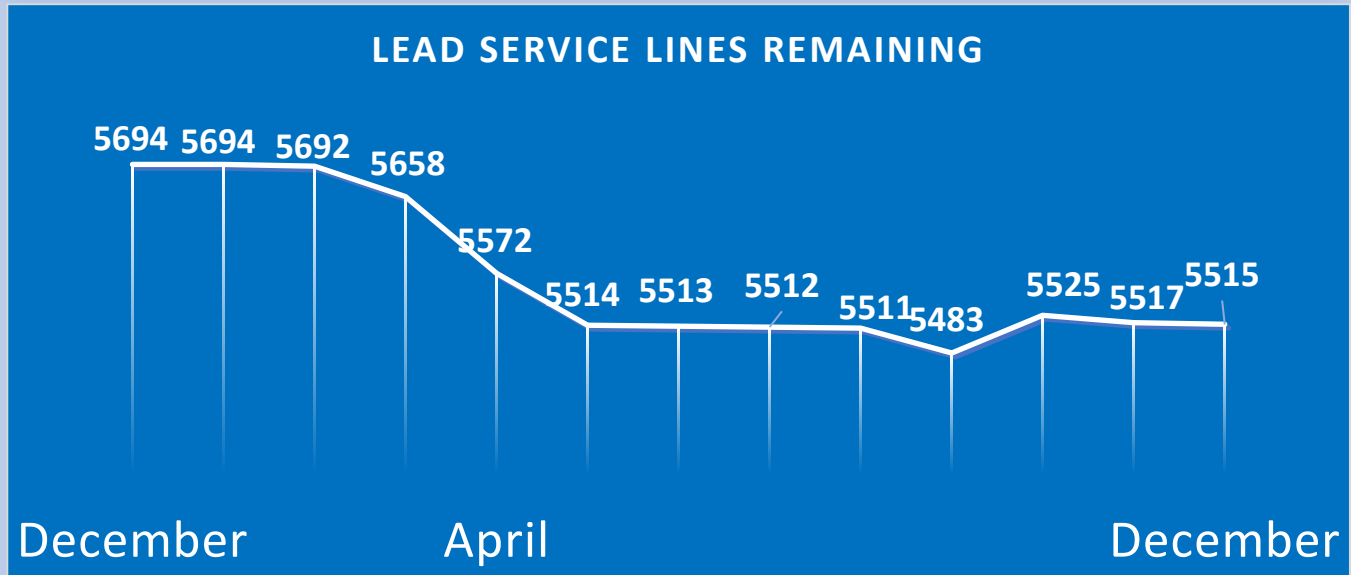
**14**

Installed

DECEMBER  
2024

# DISTRIBUTION MONTHLY REPORT

## LEAD SERVICE LINE INFORMATION



**250**

2024 Replacement  
Goal

**100%**

2024 Replacement  
Goal Completed

**238**

YTD WIDNR Lead  
Brochures  
Distributed

## ADDITIONAL ACTIVITIES

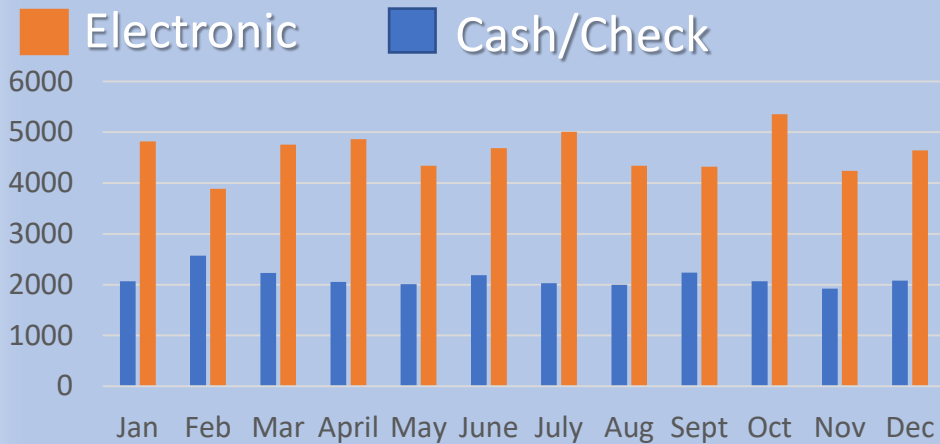
- ◆ Worked with the Centricity integration team to continue building the Unity Asset Management system.
- ◆ Completed new Utility Engineer office.
- ◆ Began painting in Utility Office building.
- ◆ Onboarded and started training for new Distribution Tech and Utility Engineer.



**DECEMBER  
2024**

# CUSTOMER RELATIONS & FISCAL SUMMARY

## PAYMENT TRANSACTIONS



## PAPERLESS ENROLLMENT

6,202

## CUSTOMER TRANSFERS

166

## COLLECTIONS

District 2

**\$1,193,615**

Total Billed

**\$257,538**

Outstanding  
After Due Date

**1,252**

Past Due Letters Mailed

**448**

Owner/Landlord Letters  
Mailed

**\$131,893**

Outstanding At  
Month End

## METERS



**77**

Meters

Installed/Replaced

**123**

Meters Tested

## CROSS CONNECTION



**58**

Inspections Completed

## WEBSITE VISITORS

**3,569**

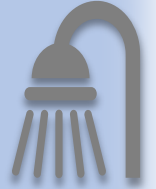


DECEMBER  
2024

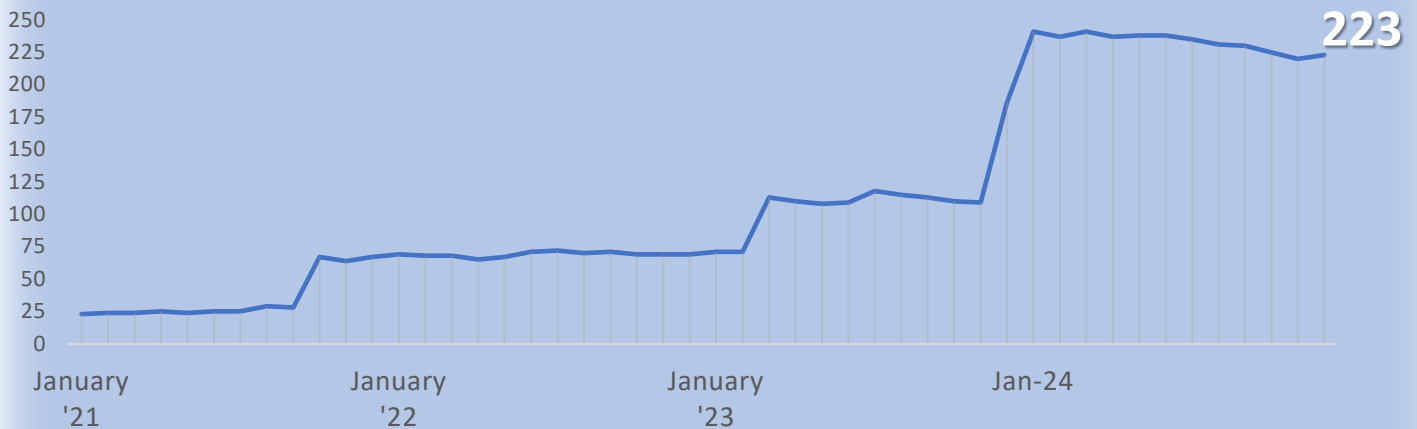
# CUSTOMER RELATIONS & FISCAL SUMMARY

## LEAK ALLOWANCES ISSUED

**3** Customer Requests      **391** CCF Allowed @ Reduced Rate



## LEAD SERVICE LINE REPLACEMENT LOANS



## ADDITIONAL CR/F ACTIVITIES

- ◆ Service Techs (STs) continue their work replacing meters due to age, and due to LSL replacements.
- ◆ Conducted small and large meter testing.
- ◆ Completed meter inventory.
- ◆ USSs issued bills to District 1 and Monthly customers.
- ◆ CR/F staff attended Workplace Wellness session part 2.

DECEMBER  
2024