

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 608-266-4652

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

Marcus Pearson, Public Information Officer 608-266-9129

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.

Adam Wiederhoeft, Operations Manager Interim 608-266-9121
 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