

# NEWSLETTER

# GET TO KNOW Meter Services

**49 EMPLOYEES**  
**SERVICE 160K** meter accounts per year  
**& 8K EXCHANGED** per year

The Meter Services unit maintains and reads meters for accounts in the City of Milwaukee, West Milwaukee, Greenfield, St. Francis and Hales Corners.

Meter Services supplies all MWW customers with water meters ranging in size from 5/8 to 12 inches. Meter Services also supplies emergency hose connections, thaws frozen water services, and replaces frozen or burst water meters.

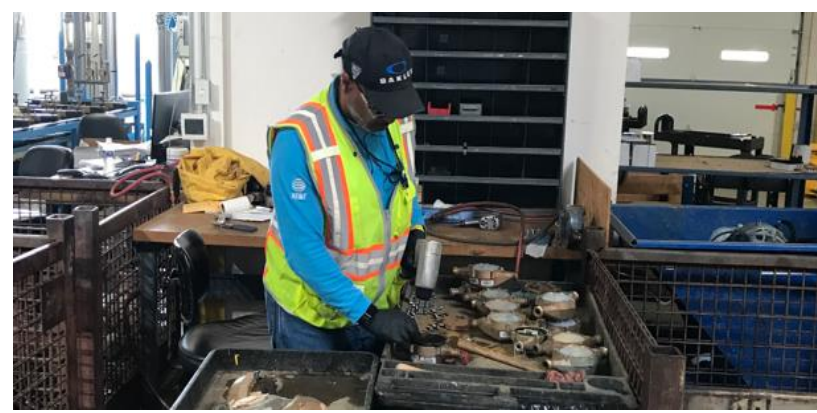
## MEET Jayden House Meter Technician



“Hello, I’m Jayden. I’ve been with MWW since last May. My job is to go to assigned residential & commercial properties and replace water meters. Working for Meter Services has allowed me to improve my communication

skills and also helped me learn the geography of the city. The Meter Services section ensures that we service our community so that they have clean and fresh water for their homes or businesses. I enjoy my job as a meter technician and appreciate my coworkers and the environment I work in. By the way, I love fishing.”

The April Edition introduces MWW’s Meter Services section, a star employee, the April Culture Series topic, last months new hires, training, and news.



Daniel Mason, Water Meter Technician @ Meter Services

## CULTURE TOPIC OF THE MONTH RESPECT

Let’s not forget the golden rule; treat others how you want to be treated. Respecting others involves a range of actions, such as actively listening to ideas and opinions without interrupting or belittling them. It also means acknowledging their efforts, even if they differ from our own perspectives. We can be mindful of their personal space, cultural differences, and boundaries, and refrain from behaviors that may cause discomfort or offense. Let’s remember to treat everyone with kindness, empathy, and fairness, regardless of their position or background, and fostering an environment where everyone feels valued, included, and able to thrive - Tiffeny Marsh @ HR

Click [here](#) to watch a one minute video about respect in the workplace.



# TRAINING

Click dates to register or go to:

[www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee)

“My Self-care” Wellness Program (Virtual)  
[4/17-5/25](#) 7:30-8:30AM Wednesdays (7-week)

Defensive Driving by WI Safety Council (Virtual)  
[5/2](#) 8:30AM-12:30PM

Guided Wellness Walks (Meet @ City Hall 1<sup>st</sup> Floor)  
[5/8](#) 11:45-12:15PM and 12:30PM-1:00PM

CPR/AED Training (Virtual and In-person)  
[5/13](#) 12:00-12:45PM

Making an Appointment with Sleep (Virtual)  
[5/14](#) 12:00-12:45PM

Choosing Food for Health (Virtual)  
[5/15](#) 12:00PM-12:30PM



Peter Harvey, Inventory Assistant III @ Meter Services

## NEW TEAM MEMBERS

### MARCH

Rafael Gomez	Meters
Daniel Mason	Meters
Roberto Velez	Meters
Carlos Machado Suarez	Distribution
Carlos Kimbrough	Distribution
Filomena Austin	Business
CJ Erika Mansueto Caraos	Linnwood
Allison Driskill	Linnwood
Erin Weber	Howard
Benjamin Alexander	Howard

APRIL 2024



# NEWSLETTER

## NEWS

MWW is joining communities nationwide to celebrate **American Water Works Association’s Drinking Water Week** (5/5-5/11). We’re highlighting the importance of safe drinking water and honoring the hard work of water professionals who keep it flowing around the clock in our communities. 2024 marks a historic milestone- the 50<sup>th</sup> anniversary of the Safe Drinking Water Act (SDWA), a crucial law designed to protect the public by maintaining high drinking water quality standards. Let’s take this opportunity to appreciate the essential role water plays in our lives. [Click here](#) to find more resources or go to [www.awwa.org/events-education/drinking-water-week](http://www.awwa.org/events-education/drinking-water-week)

MWW’s 2023 **Annual Water Quality Report** is published for our customers and is a great resource to learn more about how our utility and talented staff go above and beyond to provide high quality water. If you’re interested in learning more to familiarize yourself with how our team operates and maintains WI’s two largest water plants 24/7 [click here](#) to read the Annual Water Quality Report or visit [www.milwaukee.gov/AWQR](http://www.milwaukee.gov/AWQR)

Learn more about our **Lead Service Line Replacement Program** at [Milwaukee.gov/leadpipes](http://Milwaukee.gov/leadpipes)

Check out **news articles** and MWW mentions at [Milwaukee.gov/water/news](http://Milwaukee.gov/water/news)

**2024 US Water Alliance Value of Water Campaign** polls American voters to understand their opinions on our nation’s water infrastructure, what they view as priorities for action, and potential solutions. Learn more and see results at [2024 Value of Water Index - US Water Alliance](#)

## EMPLOYEE SURVEY

MWW wants to hear your voice through pulse surveys. We start by gauging staff comfort & interest in surveys, frequency & preferred topics. It’s optional, but encouraged & anonymous!

Click here to take [“A Survey about Taking Surveys”](#)

OR by use this link: <https://forms.office.com/g/QtgEmERntc>



OR use a cell phone to take a picture of this QR code to take the survey