OFFICIAL NOTICE AND AGENDA

Notice is hereby given that the City of Stoughton Utilities Committee will hold a regular meeting on the date and at the time and location given below.

Meeting of:	**CITY OF STOUGHTON UTILITIES COMMITTEE**
Date/Time:	Monday, February 19, 2018 at 5:00 p.m.
Location:	Edmund T. Malinowski Board Room, Stoughton Utilities Administration Office 600 South Fourth Street, Stoughton, Wisconsin
Members:	Mayor Donna Olson (Chair), Alderperson Matt Bartlett, Alderperson Michael Engelberger (Vice-Chair), Alderperson Pat O'Connor, Citizen Member Kym Ackerman, Citizen Member David Erdman, Citizen Member John Kallas

AGENDA:

CALL TO ORDER

CONSENT AGENDA

(All items are considered routine and will be enacted upon by one motion. There will be no separate discussion of these items unless a Stoughton Utilities Committee member so requests, in which event the item will be removed from the consent agenda and be considered on the regular agenda.)

a. Stoughton Utilities Payments Due List Report
b. Draft Minutes of the January 16, 2018 Regular Utilities Committee Meeting
c. Stoughton Utilities December 2017 Financial Summary
d. Stoughton Utilities December 2017 Statistical Report
e. Stoughton Utilities January 2018 Activities Report
f. Utilities Committee Annual Calendar
g. Communications

OLD BUSINESS

1. Status of the Utilities Committee recommendation(s) to the Stoughton Common Council **(Discussion)**

NEW BUSINESS

2. Information regarding Stoughton Utilities' Renewable Energy Program **(Discussion)**
3. Bad debt account write-offs through December 31, 2017 **(Action)**
4. Customer collections status report **(Discussion)**
5. Regulatory review of Water Utility rates **(Discussion)**
6. Ordinance to amend Chapter 74 of the City of Stoughton Code of Ordinances, relating to utilities and sewer use **(Action)**
7. Request to authorize the bid award for the replacement of sewer-cleaning truck #17 **(Action)**
8. Revisions to Section III of the City of Stoughton Work Rules related to On-Call status **(Action)**
9. Adoption of the Addendum to the American Public Power Association (APPA) Safety Manual 16th Edition, 2017, Section 407(c) **(Action)**
10. Utilities Committee future agenda item(s) **(Discussion)**

ADJOURNMENT

Notices Sent To:

Stoughton Utilities Committee Members
Stoughton Utilities Director Robert P. Kardasz, P.E.
Stoughton Utilities Assistant Director Brian Hoops

cc: Stoughton City Attorney Matthew Dregne
Stoughton Common Council Members
Stoughton City Clerk Holly Licht
Stoughton Director of Human Resources and Risk Management Amy Jo Gillingham
Stoughton Leadership Team
Stoughton Utilities Wastewater System Supervisor Brian Erickson
Stoughton Utilities Finance Manager Jamin Friedl, CPA
Stoughton Utilities Operations Superintendent Sean Grady
Unified Newspaper Group - Stoughton Courier Hub

ATTENTION COMMITTEE MEMBERS: Two-thirds of members are needed for a quorum. The committee may only conduct business when a quorum is present. If you are unable to attend the meeting, please contact Robert Kardasz or Brian Hoops via telephone at (608) 877-7423 or (608) 877-7412 respectively, or via email at RKardasz@stoughtonutilities.com or BHoops@stoughtonutilities.com.

It is possible that members of, and possibly a quorum of members of other committees of the Common Council of the City of Stoughton may be in attendance at this meeting to gather information. No action will be taken by any such group(s) at this meeting other than the Stoughton Utilities Committee consisting of the members listed above. An expanded meeting may constitute a quorum of the Common Council.

Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services. For information, or to request such assistance, please contact Stoughton Utilities at (608) 873-3379.

Current and past Stoughton Utilities Committee documents, including meeting notices, meeting packets, and meeting minutes, are available for public download at http://stoughtonutilities.com/uc.

Stoughton Utilities

Check Register Summary - Standard

Period: - As of: 2/2/2018

Check Nbr	Type	Date	Amount Paid	Vendor ID / Name	Description
Company:	**7430**				
001543	EP	1/4/2018	17,060.62	516 WELLS FARGO BANK	VO for check batch: 308030
001544	HC	1/30/2018	4,304.00	014 A T C Company - Ach	A T C Co - Jan Ach
001545	HC	1/30/2018	180.00	318 PITNEY-BOWES INC	Pitney Bowes-Purchase pwr/Pitney Bowes-Purchase pwr/Pitney Bowes-Purchase pwr/Pitney Bowes-Purchase pwr
001546	HC	1/30/2018	166.75	856 GORDON FLESCH COMPANY, INC.	Gordon Flesch-Jan Ach/Gordon Flesch-Jan Ach/Gordon Flesch-Jan Ach/Gordon Flesch-Jan Ach
001547	HC	1/30/2018	1,980.48	001 Delta Dental - Ach	Delta Dental - Jan Ach/Delta Dental - Jan Ach/Delta Dental - Jan Ach
001548	HC	1/30/2018	1,353.24	002 Employee Benefits Corp - Ach	EBC - Jan Ach/EBC - Jan Ach/EBC - Jan Ach/EBC - Jan Ach
001549	HC	1/30/2018	3,326.50	003 Alliant Energy - Ach	Alliant Energy - Jan Ach/Alliant Energy - Jan Ach/Alliant Energy - Jan Ach/Alliant Energy - Jan Ach/Alliant Energy - Jan Ach/Alliant Energy - Jan Ach
001550	HC	1/30/2018	694.87	004 Us Cellular - Ach	Us Cellular - June Ach/Us Cellular - June Ach/Us Cellular - June Ach/Us Cellular - June Ach
001551	HC	1/30/2018	417.43	547 Charter Communications-Ach	Charter Comm-Jan Ach/Charter Comm-Jan Ach/Charter Comm-Jan Ach/Charter Comm-Jan Ach
001552	HC	1/30/2018	466.87	007 TDS Metrocom - Ach	TDS Metrocom - Jan Ach/TDS Metrocom - Jan Ach/TDS Metrocom - Jan Ach/TDS Metrocom - Jan Ach
001553	HC	1/30/2018	132.47	952 AT&T	AT&T - Jan Ach/AT&T - Jan Ach
001554	HC	1/30/2018	71,945.26	025 Payroll Federal Taxes- Ach	Federal Taxes - Jan Ach/Federal Taxes - Jan Ach/Federal Taxes - Jan Ach/Federal Taxes - Jan Ach
001555	HC	1/30/2018	7,915.56	020 Wells Fargo Bank-Ach	Client Analysis - Jan Ach/Client Analysis - Jan Ach/Client Analysis - Jan Ach/Client Analysis - Jan Ach
001556	HC	1/30/2018	16,594.91	010 WI Dept. of Revenue Taxpayment-Ach	Dept of Rev - Jan Ach/Dept of Rev - Jan Ach

Stoughton Utilities

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Period: - As of: 2/2/2018

Check Nbr	Type	Date	Amount Paid	Vendor ID / Name	Description
001557	HC	1/30/2018	30.52	421 FIRST DATA CHARGES	First Data - Jan Ach/First Data - Jan Ach/First Data - Jan Ach/First Data - Jan Ach
001558	HC	1/30/2018	9,095.14	008 Payroll State Taxes - Ach	State Taxes - Jan Ach/State Taxes - Jan Ach
001559	HC	1/30/2018	900,972.50	009 WPPI	WPPI-Renewable Energy/WPPI-Buy Back Solar Credit/WPPI-Shared Savings/WPPI-Large Power/WPPI-Support Services/WPPI-Support Services/WPPI-Support Services
001560	HC	1/30/2018	3,535.00	889 PITNEY BOWES INC	Pitney Bowes-Jan Ach/Pitney Bowes-Jan Ach/Pitney Bowes-Jan Ach/Pitney Bowes-Jan Ach
025369	CK	1/4/2018	6,578.08	362 UTILITY SERVICE CO., INC	Utiltiy Svcs-Qtr tower
025370	CK	1/4/2018	1,306.95	448 STRAND ASSOCIATES INC.	Strand-B & G foods/Strand-Scada/Strand-Uniroyal/Strand-Colorco n/Strand-wwtp issues
025371	CK	1/4/2018	3,420.82	781 DUNKIRK WATER POWER CO LLC	Dunkirk Dam-Dec Dunkirk
025372	CK	1/4/2018	1,743.00	927 XYLEM WATER SOLUTIONS USA INC	Xylem Water-Service Contract
025373	CK	1/10/2018	460.00	084 HARVEST FARMS, LLC	Harvest Farms-Emb Costs
025374	CK	1/10/2018	23,607.00	135 CTW CORPORATION	CTW-Pump Rebuild
025375	CK	1/10/2018	113.25	143 DIGGERS HOTLINE, INC.	Diggers Hotline-Dec Locates
025376	CK	1/10/2018	350.00	290 MID-WEST TREE & EXCAVATION, INC	Midwest-Trenching/Midwest-Trenching
025377	CK	1/10/2018	25.00	675 WI STATE LABORATORY OF HYGIENE	Lab of Hygiene-Fluoride tests
025378	CK	1/10/2018	43,145.22	131 CITY OF STOUGHTON	City Stoton-Stormwater
025379	CK	1/10/2018	6,420.00	496 A.C. ENGINEERING COMPANY	AC Eng-Sub Work
025380	CK	1/10/2018	80,058.00	892 ELECTRICAL POWER PRODUCTS, INC.	Elec Pwr-Scada panels/Elec Pwr-Scada
025381	CK	1/10/2018	1,950.00	959 G. FOX & SON, INC.	G Fox-Sewer Repairs
025382	CK	1/11/2018	176.77	133 WISCONSIN SCTF	WI SCTF-Jan A Support

Stoughton Utilities

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Period: - As of: 2/2/2018

Check Nbr	Type	Date	Amount Paid	Vendor ID / Name	Description
025383	CK	1/11/2018	1,920.21	451 INSIGHT FS	Insight=Fuel/Insight=Fuel/Insight=Fuel
025384	CK	1/11/2018	66,669.00	634 COOPER POWER SYSTEMS, LLC	Cooper-N Sub Project/Cooper-N Sub Project
025385	CK	1/17/2018	52.29	034 JOSEPH & KAREN FRIES	J Fries-Customer Refund/J Fries-Customer Refund/J Fries-Customer Refund
025386	CK	1/17/2018	90.20	056 ASSOCIATED BANK	Assoc Bank-Customer Refund/Assoc Bank-Customer Refund/Assoc Bank-Customer Refund
025387	CK	1/17/2018	2,122.50	222 SCHWEITZER ENGINEERING LABORATORIES, INC.	Schweitzer-Cntrl replace/Schweitzer-Reg Controls
025388	CK	1/17/2018	44,870.00	328 CG POWER SYSTEMS USA INC.	CG Power-west sub
025389	CK	1/17/2018	78.02	474 WOODWARD COMMUNITY MEDIA	Woodward-Ads
025390	CK	1/17/2018	68,747.67	131 CITY OF STOUGHTON	City Stoton-Dec Health Prem/City Stoton-Mechanical work/City Stoton-Dec Health Prem/City Stoton-Mechanical work/City Stoton-Dec Life Ins/City Stoton-Dec Life Ins/City Stoton-Dec Aflac/City Stoton-Dec Aflac/City Stoton-Mechanical work/More...
025391	CK	1/17/2018	3,590.56	166 INKWORKS, INC.	Inkworks-Inserts/Inkworks-Office supply/Inkworks-Office Supply/Inkworks-Inserts/Inkworks-Office Supply/Inkworks-Office supply/Inkworks-Office supply/Inkworks-Office supply/Inkworks-Inserts/Inkworks-Office Supply/Inkworks-Inserts+
025392	CK	1/17/2018	118.99	400 RESCO	Resco-Supplies
025393	CK	1/17/2018	1,880.71	405 ROSENBAUM CRUSHING & EXCAV.	Rosenbaum-Dump Fees & fill
025394	CK	1/24/2018	15,192.00	596 CITIES & VILLAGES MUTUAL INS.	Cities-Auto Phys. damage ins/Citites-Boiler Mach ins/Cities-Liability ins/Cities-Liability ins/Citites-Boiler Mach ins/Cities-Auto Phys. damage ins/Cities-Auto Phys. damage ins/Citites-Boiler Mach ins/Cities-Liability ins
025395	CK	1/24/2018	255.99	324 ELECTRICAL TESTING LAB., LLC.	Elec Testing-Glove tests
025396	CK	1/24/2018	1,150.00	332 MADISON METRO SEWERAGE DIST	Madison Metro-Watershed mgmt

Stoughton Utilities

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Period: - As of: 2/2/2018

Check Nbr	Type	Date	Amount Paid	Vendor ID / Name	Description
025397	CK	1/24/2018	72.00	584 VINING SPARKS IBG, L.P.	Vining Sparks-Safekeeping
025398	CK	1/24/2018	2,342.50	727 GLS UTILITY LLC	GLS Utility-Dec Locates/GLS Utility-Dec Locates/GLS Utility-Dec Locates
025399	CK	1/24/2018	20.00	756 ID-ACCESS	Id Access-Id Tags
025400	CK	1/24/2018	19,524.74	131 CITY OF STOUGHTON	City Stoton-Jan Retirement/City Stoton-Jan Retirement/City Stoton-Jan Retirement
025401	CK	1/24/2018	176.77	133 WISCONSIN SCTF	WI SCTF-Jan B Support
025402	CK	1/24/2018	1,000.00	345 EYES OF HOPE STOUGHTON, INC	Eyes of Hope-Contribution
025403	CK	1/24/2018	359.57	829 COLIN MCDERMOTT	C Mcdermott-Customer refund/C Mcdermott-Customer refund
025404	CK	1/24/2018	22.91	863 CHSS INVESTMENTS LLC	CHSS Inv-Customer Refund
025405	CK	1/31/2018	31.30	166 INKWORKS, INC.	Inkworks-Bus Cards
025406	CK	1/31/2018	110.59	400 RESCO	Resco-Supplies
025407	CK	1/31/2018	17,416.79	448 STRAND ASSOCIATES INC.	Strand-Scada/Strand-Well 4 replacement/Strand-Engineering/Strand-17 Utility const/Strand-17 Utility const/Strand-17 Utility const/Strand-Engineering/Strand-17 Utility const/Strand-Discharge review/Strand-Engineering
025408	CK	1/31/2018	6,400.00	959 G. FOX & SON, INC.	G Fox-Harding St Manhole/G Fox-Harding St Manhole
025409	CK	1/31/2018	85.85	054 KALLIE STENMAN	K Stenman-Customer Refund
025410	CK	1/31/2018	29,725.80	467 NORTH SHORE BANK	N Shore Bk-Sick Leave
025411	CK	1/31/2018	137.38	676 MARTIN WINGROVE	M Wingrove-Customer Refund
025412	CK	1/31/2018	12.67	932 MB LANDSCAPE MGMT LLC	MB Landscaping-Customer Ref
101587	VC	1/5/2018	0.00	014 A T C Company - Ach	A T C Co - Oct Ach/A T C Co - Oct Ach/A T C Co - Oct Ach/A T C Co - Oct Ach

Stoughton Utilities

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Period: - As of: 2/2/2018

Check Nbr	Type	Date	Amount Paid	Vendor ID / Name	Description
101588	ZC	1/5/2018	0.00	014 A T C Company - Ach	A T C Co - Oct Ach/A T C Co - Oct Ach/ATC-void ck 101587
101589	CK	1/11/2018	184.38	181 BRIAN HOOPS	B Hoops-Meal Exp/B Hoops-Mileage
101590	CK	1/11/2018	72.00	310 HANSON PEST MANAGEMENT	Hanson-Pest Maint/Hanson-Pest Maint.
101591	CK	1/11/2018	152.00	404 JESSE MOWERY	J Mowery-Meal Exp/J Mowery-Meal Exp
101592	CK	1/11/2018	114.00	499 ROBERT KARDASZ	R Kardasz-Meal Exp
101593	CK	1/11/2018	1,668.85	648 BAKER TILLY VIRCHOW KRAUSE, LLP	Baker Tilly-Audit/Baker Tilly-Audit/Baker Tilly-Audit
101594	CK	1/11/2018	2,920.00	463 GREAT-WEST	Great West-Jan A Def Comp
101595	CK	1/11/2018	5,204.83	603 SEERA	Seera-CTC Funds
101596	CK	1/11/2018	450.00	731 NORTH SHORE BANK FSB	N Shore BK-Jan A Def Comp
101597	CK	1/11/2018	655.98	809 CINTAS CORPORATION #446	Cintas-Clothes Cleaning/Cintas-Clothes Cleaning/Cintas-Clothes Cleaning/Cintas-Clothes Cleaning/Cintas-Clothes Cleaning/Cintas-Clothes Cleaning/Cintas-Clothes Cleaning/Cintas-Clothes Cleaning
101598	CK	1/11/2018	18,282.33	995 MEUW	MEUW-Member Dues/MEUW-Safety mgmt/MEUW-Safety mgmt/MEUW-Member Dues/MEUW-Safety mgmt
101599	CK	1/24/2018	2,820.00	463 GREAT-WEST	Great West-Jan B Def Comp
101600	CK	1/24/2018	450.00	731 NORTH SHORE BANK FSB	N Shore Bk-Jan B Def Comp
101601	CK	1/24/2018	484.57	809 CINTAS CORPORATION #446	Cintas-Clothes Cleaning/Cintas-Cloths cleaning/Cintas-Cloths cleaning/Cintas-Clothes Cleaning/Cintas-Cloths cleaning/Cintas-Clothes Cleaning
101602	CK	1/24/2018	786.10	852 INFOSEND, INC	Infosend-Billing & Mailing/Infosend-Billing & Mailing/Infosend-Billing & Mailing/Infosend-Billing & Mailing
		Company Total	1,527,948.26		

Date: Thursday, January 04, 2018
Time: 11:38AM
User: SGUNSOLUS

Select By: {PSSPurchCard.RefNbr} = '0000000080'

Stoughton Utilities

Posting Preview Report

Company	Account	Sub	Vendor ID	Merchant	Amount	Description	Post Date	Emp ID	Projec
Import ID: 009010		**Import # : 0000000080**							
7430	143	000000	422	AMAZONPRIME MEMBERSHIP	-99.76	Automatic renewal. Cancelled Dec 19 with refund.	12/20/2017	5250	-
7460	833	000000	390	BADGER WATER	67.60	WATER FOR WW LAB	12/01/2017	8300	-
7460	833	000000	830	NCL OF WISCONSIN INC	249.90	LAB SUPPLIES	12/28/2017	8300	-
7460	833	000000	830	NCL OF WISCONSIN INC	44.95	LAB SUPPLIES	12/29/2017	8300	-
7460	833	000000	390	BADGER WATER	28.00	WATER FOR WW LAB	12/29/2017	8300	-
7430	921	000000	604	CDW GOVT #KZP4989	70.14	SCADA CONSOLE REFRESH	12/05/2017	5250	-
7450	921	000000	604	CDW GOVT #KZP4989	70.14	SCADA CONSOLE REFRESH	12/05/2017	5250	-
7430	903	000000	419	PAYFLOW/PAYPAL	50.37	CC Processing - MyAccount Online	12/05/2017	5250	-
7450	903	000000	419	PAYFLOW/PAYPAL	18.13	CC Processing - MyAccount Online	12/05/2017	5250	-
7460	840	000000	419	PAYFLOW/PAYPAL	24.18	CC Processing - MyAccount Online	12/05/2017	5250	-
7430	233	001099	419	PAYFLOW/PAYPAL	8.07	CC Processing - MyAccount Online	12/05/2017	5250	-
7430	903	000000	419	PAYFLOW/PAYPAL	33.57	CC Processing - Desktop and recurring	12/05/2017	5250	-
7450	903	000000	419	PAYFLOW/PAYPAL	12.08	CC Processing - Desktop and recurring	12/05/2017	5250	-
7460	840	000000	419	PAYFLOW/PAYPAL	16.13	CC Processing - Desktop and recurring	12/05/2017	5250	-
7430	233	001099	419	PAYFLOW/PAYPAL	5.37	CC Processing - Desktop and recurring	12/05/2017	5250	-
7430	920	000000	994	GLACIER CANYON LLC	82.00	Training Expense - Lodging - MEUW Joint Supts - BHoops	12/08/2017	5250	-
7430	920	000000	994	GLACIER CANYON LLC	82.00	Training Expense - Lodging - MEUW Joint Supts - RKardasz	12/08/2017	5250	-
7430	920	000000	994	GLACIER CANYON LLC	99.99	Training Expense - Lodging - Apprentice Graduation - MSeffens	12/08/2017	5250	-
7430	921	000000	836	MSFT E04004UX3L	30.80	HOSTED SOFTWARE - MS LYNC	12/11/2017	5250	-
7450	921	000000	836	MSFT E04004UX3L	11.20	HOSTED SOFTWARE - MS LYNC	12/11/2017	5250	-
7460	851	000000	836	MSFT E04004UX3L	14.00	HOSTED SOFTWARE - MS LYNC	12/11/2017	5250	-
7430	143	000000	422	AMAZONPRIME MEMBERSHIP	99.76	Automatic renewal. Cancelled Dec 19 with refund.	12/14/2017	5250	-
7430	921	000000	604	CDW GOVT #LDX8846	550.25	HARD DRIVES - HP SAN - HOT SPARES X2	12/20/2017	5250	-
7450	921	000000	604	CDW GOVT #LDX8846	200.09	HARD DRIVES - HP SAN - HOT SPARES X2	12/20/2017	5250	-
7460	851	000000	604	CDW GOVT #LDX8846	250.12	HARD DRIVES - HP SAN - HOT SPARES X2	12/20/2017	5250	-
7430	921	000000	994	AMAZON MKTPLACE PMTS	161.70	Hard drives - HP SAN - Cold spare x1	12/22/2017	5250	-
7450	921	000000	994	AMAZON MKTPLACE PMTS	58.80	Hard drives - HP SAN - Cold spare x1	12/22/2017	5250	-
7460	851	000000	994	AMAZON MKTPLACE PMTS	73.50	Hard drives - HP SAN - Cold spare x1	12/22/2017	5250	-
7430	370	003300	327	BORDER STATES ELECTRIC	3,960.00	12 ELECTRIC METERS	12/14/2017	5200	-
7430	926	000000	578	THE SHOE BOX	170.00	SAFETY BOOTS	12/26/2017	5200	-
7450	926	000000	578	THE SHOE BOX	204.00	SAFETY SHOES	12/12/2017	8400	-
7430	595	000000	108	ASLESON'S TRUE VALUE HDW	44.99	PAINT FOR XFRS	12/04/2017	8700	-
7430	932	000000	436	STOUGHTON LUMBER CO	60.67	BATHROOM REPAIR SUPPLIES	12/28/2017	8700	-
7450	932	000000	436	STOUGHTON LUMBER CO	22.06	BATHROOM REPAIR SUPPLIES	12/28/2017	8700	-
7460	834	000000	436	STOUGHTON LUMBER CO	27.58	BATHROOM REPAIR SUPPLIES	12/28/2017	8700	-
7450	675	000000	108	ASLESON'S TRUE VALUE HDW	12.00	CURB STOP REPAIR SUPPLIES	12/01/2017	7400	-
7450	926	000000	578	SHOE BOX	295.00	SAFETY BOOTS	12/06/2017	7400	-
7450	675	000000	148	FASTENAL COMPANY01	18.56	CUT OFF BLADES FOR GRINDER	12/08/2017	7400	-
7450	673	000000	148	FASTENAL COMPANY01	18.57	CUT OFF BLADES FOR GRINDER	12/08/2017	7400	-
7450	675	000000	108	ASLESON'S TRUE VALUE HDW	5.99	GAS FOR TORCH	12/08/2017	7400	-
7450	673	000000	108	ASLESON'S TRUE VALUE HDW	6.00	GAS FOR TORCH	12/08/2017	7400	-
7450	673	000000	550	FIRST SUPPLY LLC #2010	152.00	REPAIR CLAMPS FOR MAIN BREAKS	12/12/2017	7400	-

Date: Thursday, January 04, 2018
Time: 11:38AM
User: SGUNSOLUS

Select By: {PSSPurchCard.RefNbr} = '0000000080'

Stoughton Utilities
Posting Preview Report

Company	Account	Sub	Vendor ID	Merchant	Amount	Description	Post Date	Emp ID	Projec
7450	675	000000	626	663 STOUGHTON BUMPER TO B	1.29	GAS LINE FOR JUMPING JACK	12/13/2017	7400	-
7450	932	000000	148	FASTENAL COMPANY01	4.59	PAINT BRUSHES	12/27/2017	7400	-
7460	831	000000	108	ASLESON'S TRUE VALUE HDW	14.27	PARTS FOR MINI CAMERA	12/08/2017	8710	-
7460	833	000000	994	TRACTOR SUPPLY #2236	19.99	FINAL CLARIFIER HEAT LAMP PARTS	12/21/2017	8710	-
7460	833	000000	148	FASTENAL COMPANY01	9.81	BEARINGS FOR RAS PUMP	12/22/2017	8710	-
7460	828	000000	626	663 STOUGHTON BUMPER TO B	26.17	WIPER BLADES/OTHER MISC	12/29/2017	8710	-
7460	833	000000	550	FIRST SUPPLY WFPG MAD	37.37	PVC PIPE	12/04/2017	8200	-
7460	833	000000	748	SHERWIN WILLIAMS 703833	140.15	PAINT SUPPLIES FOR TREATMENT PLANT	12/05/2017	8200	-
7460	832	000000	207	LW ALLEN	305.24	EASTWOOD REPAIRS	12/08/2017	8200	-
7460	833	000000	994	GALCO INDUSTRIAL ELECTRO	109.15	RELAY SWITCH/PRIMARY PUMP	12/08/2017	8200	-
7460	831	000000	674	NORTHERN SEWER EQUIP	333.00	TELEVISING EQUIP PARTS	12/19/2017	8200	-
7460	831	000000	674	NORTHERN SEWER EQUIP	434.80	TELEVISING EQUIP PARTS	12/19/2017	8200	-
7460	831	000000	674	NORTHERN SEWER EQUIP	614.10	TELEVISING EQUIP PARTS	12/26/2017	8200	-
7430	920	000000	994	FREDPRYOR CAREERTRACK	81.95	Training Expense - Registration - Dealing with Difficult People	12/22/2017	3670	-
7450	920	000000	994	FREDPRYOR CAREERTRACK	29.80	Training Expense - Registration - Dealing with Difficult People	12/22/2017	3670	-
7460	850	000000	994	FREDPRYOR CAREERTRACK	37.25	Training Expense - Registration - Dealing with Difficult People	12/22/2017	3670	-
7430	143	000000	994	LITURGICAL PUB 8009509952	395.00	MARKETING - STOUGHTON SENIOR CENTER NEWSLETTER - ANNUAL -	12/01/2017	3680	-
7430	920	000000	994	DIAMONDS DIRECT-CLVR MINI	296.25	GIFT - DHANSON RETIREMENT	12/07/2017	3680	-
7450	642	000000	824	UPS 1ZG194WT0322397016	9.40	SHIPPING OF WATER SAMPLES	12/11/2017	3680	-
7430	921	000000	352	STAPLS7188226414000001	20.94	GENERAL OFFICE SUPPLIES	12/11/2017	3680	-
7450	921	000000	352	STAPLS7188226414000001	7.54	GENERAL OFFICE SUPPLIES	12/11/2017	3680	-
7460	851	000000	352	STAPLS7188226414000001	10.05	GENERAL OFFICE SUPPLIES	12/11/2017	3680	-
7430	233	001099	352	STAPLS7188226414000001	3.36	GENERAL OFFICE SUPPLIES	12/11/2017	3680	-
7430	921	000000	994	AMAZON MKTPLACE PMTS	13.92	General kitchen and meeting supplies	12/11/2017	3680	-
7450	921	000000	994	AMAZON MKTPLACE PMTS	5.06	General kitchen and meeting supplies	12/11/2017	3680	-
7460	851	000000	994	AMAZON MKTPLACE PMTS	6.34	General kitchen and meeting supplies	12/11/2017	3680	-
7430	920	000000	445	TLF STOUGHTON FLORAL	34.78	Gift - HJohnson funeral	12/11/2017	3680	-
7450	920	000000	445	TLF STOUGHTON FLORAL	12.65	Gift - HJohnson funeral	12/11/2017	3680	-
7460	850	000000	445	TLF STOUGHTON FLORAL	15.82	Gift - HJohnson funeral	12/11/2017	3680	-
7430	921	000000	507	WAL-MART #1176	2.18	General kitchen and meeting supplies	12/12/2017	3680	-
7450	921	000000	507	WAL-MART #1176	0.79	General kitchen and meeting supplies	12/12/2017	3680	-
7460	851	000000	507	WAL-MART #1176	1.01	General kitchen and meeting supplies	12/12/2017	3680	-
7430	920	000000	439	AMER PUBLIC POWER ASSO	49.50	Training expense - Registration - Value of public utilities webinar	12/13/2017	3680	-
7450	920	000000	439	AMER PUBLIC POWER ASSO	17.82	Training expense - Registration - Value of public utilities webinar	12/13/2017	3680	-
7460	850	000000	439	AMER PUBLIC POWER ASSO	23.76	Training expense - Registration - Value of public utilities webinar	12/13/2017	3680	-
7430	233	001099	439	AMER PUBLIC POWER ASSO	7.92	Training expense - Registration - Value of public utilities webinar	12/13/2017	3680	-
7430	920	000000	445	TLF STOUGHTON FLORAL	30.22	Gift - DGlynn promotion	12/15/2017	3680	-
7450	920	000000	445	TLF STOUGHTON FLORAL	10.99	Gift - DGlynn promotion	12/15/2017	3680	-
7460	850	000000	445	TLF STOUGHTON FLORAL	13.74	Gift - DGlynn promotion	12/15/2017	3680	-
7450	642	000000	824	UPS 1ZG194WT0333861627	9.40	SHIPPING OF WATER SAMPLES	12/18/2017	3680	-
7450	642	000000	824	UPS 1ZG194WT0321044247	9.40	SHIPPING OF WATER SAMPLES	12/22/2017	3680	-
7450	642	000000	824	UPS 1ZG194WT0328956035	9.40	SHIPPING OF WATER SAMPLES	12/22/2017	3680	-
7430	920	000000	994	VIKING BREW PUB	73.66	SU HOLIDAY PARTY - FOOD	12/26/2017	3680	-
7450	920	000000	994	VIKING BREW PUB	26.78	SU HOLIDAY PARTY - FOOD	12/26/2017	3680	-

Date: Thursday, January 04, 2018
Time: 11:38AM
User: SGUNSOLUS

Select By: {PSSPurchCard.RefNbr} = '0000000080'

Stoughton Utilities
Posting Preview Report

Company	Account	Sub	Vendor ID	Merchant	Amount	Description	Post Date	Emp ID	Projec
7460	850	000000	994	VIKING BREW PUB	33.50	SU HOLIDAY PARTY - FOOD	12/26/2017	3680	-
7430	143	000000	994	VIKING BREW PUB	193.50	HOLIDAY PARTY - FUNDED/REIMBURSED BY OTHERS	12/26/2017	3680	-
7430	593	000000	894	HAMPTON INN - EAU CLAI	222.50	HOTEL FOR SCHOOL	12/06/2017	5296	-
7430	594	000000	894	HAMPTON INN - EAU CLAI	222.50	HOTEL FOR SCHOOL	12/06/2017	5296	-
7430	593	000000	601	FOSDAL BAKERY LLC	15.75	SAFETY SCHOOL	12/20/2017	5296	-
7430	594	000000	601	FOSDAL BAKERY LLC	15.75	SAFETY SCHOOL	12/20/2017	5296	-
7430	593	000000	108	ASLESON'S TRUE VALUE HDW	8.49	MISC.	12/04/2017	6930	-
7430	933	000000	317	CENEX D M SERV07083686	34.00	MISC.	12/29/2017	6930	-
7430	934	000000	317	CENEX D M SERV07083686	32.00	PROPANE FOR FORK LIFT	12/07/2017	5275	-
7430	934	000000	317	CENEX D M SERV07083686	32.00	PROPANE FOR FORK LIFT	12/20/2017	5275	-
7430	933	000000	108	ASLESON'S TRUE VALUE HDW	8.94	ELECTRIC TRUCK KEYS	12/20/2017	5275	-
7450	107.14	000000	354	HYDRO DESIGNS	1,000.00	CROSS CONNECTION INSPECTIONS	12/01/2017	4000	170901XX - 1
7430	143	000000	309	HAWKINS INC	1,717.81	INVOICE PAID TWICE	12/04/2017	4000	-
7430	934	000000	994	CAPITAL EQUIPMENT	69.00	FORK LIFT MAINT	12/13/2017	4000	-
7430	932	000000	331	MONONA PLUMBING	82.50	FIRE SYSTEM INSPECTION	12/15/2017	4000	-
7450	932	000000	331	MONONA PLUMBING	30.00	FIRE SYSTEM INSPECTION	12/15/2017	4000	-
7460	834	000000	331	MONONA PLUMBING	37.50	FIRE SYSTEM INSPECTION	12/15/2017	4000	-
7430	932	000000	322	IN SUNDANCE BIOCLEAN, IN	280.50	ADMIN BLDG CLEANING	12/19/2017	4000	-
7450	932	000000	322	IN SUNDANCE BIOCLEAN, IN	102.00	ADMIN BLDG CLEANING	12/19/2017	4000	-
7460	834	000000	322	IN SUNDANCE BIOCLEAN, IN	127.50	ADMIN BLDG CLEANING	12/19/2017	4000	-
7430	933	000000	626	663 STOUGHTON BUMPER TO B	95.84	AUTO SUPPLIES	12/13/2017	6940	-
7430	933	000000	626	663 STOUGHTON BUMPER TO B	30.67	AUTO SUPPLIES	12/14/2017	6940	-
7430	933	000000	994	DIESEL FORWARD INC	89.16	AUTO SUPPLIES	12/14/2017	6940	-
7430	593	000000	355	STUART C IRBY	13.15	SHIPPING CHARGES	12/04/2017	4100	-
7430	593	000000	355	STUART C IRBY	103.30	MISC MATERIALS	12/06/2017	4100	-
7430	593	000000	355	STUART C IRBY	6.94	SHIPPING CHARGES	12/06/2017	4100	-
7430	593	000000	994	VERONA SAFETY SUPPLY	78.10	GLOVES	12/06/2017	4100	-
7430	594	000000	994	VERONA SAFETY SUPPLY	78.10	GLOVES	12/06/2017	4100	-
7450	673	000000	816	CORE & MAIN LP 233	362.50	LOCATOR	12/13/2017	4100	-
7450	675	000000	816	CORE & MAIN LP 233	362.50	LOCATOR	12/13/2017	4100	-
7430	595	000000	327	BORDER STATES ELECTRIC	263.06	XFR ARRESTOR	12/14/2017	4100	-
7430	593	000000	786	NAPA PARTS - SNP 0027410	24.60	SAFETY GLASSES	12/15/2017	4100	-
7430	594	000000	786	NAPA PARTS - SNP 0027410	24.60	SAFETY GLASSES	12/15/2017	4100	-
7430	593	000000	115	HOMEDEPOT.COM	142.44	LABEL MAKER	12/15/2017	4100	-
7430	594	000000	115	HOMEDEPOT.COM	142.44	LABEL MAKER	12/15/2017	4100	-
7430	593	000000	994	DECKER SUPPLY INC	104.24	SAFETY MATERIALS	12/19/2017	4100	-
7430	594	000000	994	DECKER SUPPLY INC	104.25	SAFETY MATERIALS	12/19/2017	4100	-
7430	920	000000	994	DOJ EPAY RECORDS CHECK	7.00	DOT BACKGROUND CHECK	12/20/2017	4100	-
7430	593	000000	786	NAPA PARTS - JVL 0027108	67.44	SAFTEY SUPPLIES	12/29/2017	4100	-
7430	594	000000	786	NAPA PARTS - JVL 0027108	67.44	SAFETY SUPPLIES	12/29/2017	4100	-

Total: 17,060.62

DRAFT STOUGHTON UTILITIES COMMITTEE REGULAR MEETING MINUTES

Tuesday, January 16, 2018 – 5:00 p.m.
Stoughton, WI

Location: Gary A. Graham Conference Room
Stoughton Utilities Administration Office
600 South Fourth Street
Stoughton, Wisconsin, 53589

Members Present: Citizen Member Kym Ackerman, Alderperson Matt Bartlett, Citizen Member David Erdman, Citizen Member John Kallas, Alderperson Pat O'Connor, Mayor Donna Olson

Excused: Alderperson Michael Engelberger

Absent: None

Others Present: Stoughton Utilities Finance Manager Jamin Friedl, CPA, Stoughton Utilities Assistant Director Brian Hoops, Stoughton Utilities Director Robert Kardasz, P.E.

Call to Order: Mayor Donna Olson called the Regular Stoughton Utilities Committee Meeting to order at 5:00 p.m.

Utilities Committee Consent Agenda: Stoughton Utilities staff presented and discussed the Stoughton Utilities Committee consent agenda items. An update was provided on recent personnel changes and water main breaks. Discussion followed.

Motion by Alderperson Pat O'Connor, the motion seconded by Alderperson Matt Bartlett, to approve the following consent agenda items as presented: Stoughton Utilities Payments Due List Report, Draft Minutes of the October 16, 2017 Regular Utilities Committee Meeting, Stoughton Utilities September 2017 Financial Summary, Stoughton Utilities October 2017 Financial Summary, Stoughton Utilities November 2017 Financial Summary, Stoughton Utilities September 2017 Statistical Report, Stoughton Utilities October 2017 Statistical Report, Stoughton Utilities November 2017 Statistical Report, Stoughton Utilities October 2017 Activities Report, Stoughton Utilities November 2017 Activities Report, Stoughton Utilities December 2017 Activities Report, Utilities Committee Annual Calendar, Communications. The motion carried unanimously 6 to 0.

Status of the Utilities Committee recommendation(s) to the Stoughton Common Council: Stoughton Utilities staff presented and discussed the following items from the Stoughton Utilities Committee that were approved and/or placed on file by the Stoughton Common Council:

- Proposed Stoughton Utilities 2018 budget and five year (2018-2022) Capital Improvement Plan (CIP)
- Stoughton Utilities Payments Due List Report
- Stoughton Utilities Committee September 24, 2017 Meeting Minutes
- Stoughton Utilities August 2017 Financial Summary
- Stoughton Utilities August 2017 Statistical Report

Draft Wisconsin Department of Natural Resources (DNR) Wisconsin Pollutant Discharge Elimination System (WPDES) wastewater treatment facility permit: Stoughton Utilities staff provided an update on the status of the issuance of the revised WPDES permit. Discussion followed.

Resignation of Utilities Committee Citizen Member Alan Staats: Stoughton Utilities staff presented the notice of resignation provided following the October 16, 2017 meeting, and the appointment of a replacement citizen member at the December 12, 2017 meeting of the Stoughton Common Council. Citizen Member Kym Ackerman was welcomed to the committee. Discussion followed.

Stoughton Utilities RoundUp Program: Stoughton Utilities staff presented and discussed the Stoughton Utilities Round-Up Program. Discussion followed. Motion by Citizen Member David Erdman, the motion seconded by Alderperson Matt Bartlett, to donate $1,000 from the Stoughton Utilities Round-Up Program to Eyes of Hope Stoughton, Inc. The motion carried 6 to 0.

Personnel status: Stoughton Utilities Staff presented and discussed the Stoughton Utilities personnel status and reported the recent retirement of Journeyman Lineman Don Hanson, the resignation of an Apprentice Lineman, and the recent additions of a new Apprentice Lineman and a new Journeyman Lineman. Discussion followed. Citizen Member David Erdman requested that a proclamation be presented to the Stoughton Common Council to recognize Don Hanson's 41 years of dedicated service.

Proposed position description for Utilities Water System Supervisor: Stoughton Utilities Staff presented and discussed the proposed position description for the Utilities Water System Supervisor, emphasizing that there are funds available for the fiscal impact to be determined. Discussion followed. A recommendation was made by Alderperson Matt Bartlett to change the language included in the Purpose of the Position. Motion by Citizen Member David Erdman, the motion seconded by Citizen Member John Kallas, to approve the proposed position description for the Utilities Water System Supervisor, with the change recommended by Alderperson Matt Bartlett, and recommend its approval to the Stoughton Personnel Committee and the Stoughton Common Council. The motion carried unanimously 6 to 0.

Staffing plan and needs assessment: Stoughton Utilities Staff presented and discussed the Stoughton Utilities' anticipated staffing needs for 2020, 2022, and 2027. Discussion followed.

Utilities Committee future agenda items: Bad debt account write-offs through December 31, 2017, portions of Chapter 74 of the Municipal Code of Ordinances related to the Wastewater Utility, and a discussion regarding the potential rate impacts of overhead to underground electric system reconstruction.

Adjournment: Motion by Citizen Member David Erdman, the motion seconded by Alderperson Matt Bartlett, to adjourn the Regular Stoughton Utilities Committee Meeting at 5:50 p.m. The motion carried unanimously 6 to 0.

Respectfully submitted

Brian R. Hoops
Stoughton Utilities Assistant Director

Stoughton Utilities

Financial Summary

December 2017-YTD

Highlights-Comparison to prior year

I have no concerns with the utility's financial status. The following items are meant to illustrate significant changes in the financial summary from prior periods.

Financial results are as expected for the year ended December 31, 2017.

Electric Summary:

- Electric sales increased by $123,100 or .87% in 2017 mainly due to a 1.71% increase in rates effective April 1, 2017 which was offset by a 1.32% decrease in consumption
- Other Operating Revenue remained relatively stable compared to 2016
- Operating Expenses decreased $32,300 compared to 2016 mainly due to a decrease in purchased power costs offset by increases in O&M, PILOT and Depreciation
- Non-operating income decreased by $476,600 in 2016 mainly due to the Kettle Park West Phase I project in 2016
- Non-operating expenses decreased by $144,000 mainly due to debt issuance costs incurred during 2016 and a decrease in interest expense in 2017
- The estimated 2017 Rate of Return was 6.47% compared to 4.95% in 2016

Water Summary:

- Water Sales increased by $76,000 or 3.88% in 2017 mainly due to a 13% increase in rates effective May 1, 2016 which was offset by a 1.62% decrease in consumption
- Other Operating Revenue remained relatively stable compared to 2016
- Operating Expenses increased $86,600 compared to 2016 as follows:
    - O&M $ 37,588
    - PILOT $ 32,450
    - Depreciation $ 16,516
- Non-operating income decreased by $739,400 in 2016 mainly due to the Kettle Park West Phase I project in 2016
- Non-operating expenses decreased by $68,300 mainly due to debt issuance costs incurred during 2016 and a decrease in interest expense in 2017
- The estimated 2017 Rate of Return was 3.23% compared to 3.46% in 2016

Wastewater Summary:

- Wastewater Sales decreased by $26,300 or 1.31% in 2017 mainly due to a 1.53% decrease in consumption
- Other Operating Revenue increased $41,600 compared to 2016 due to an increase in surcharge revenue
- Operating Expenses decreased $7,300 compared to 2016 as follows:
    - O&M $ (7,641)
    - Depreciation $ 14,954
- Non-operating income decreased by $591,700 in 2016 mainly due to the Kettle Park West Phase I and Nordic Ridge Phase I projects in 2016
- Non-operating expenses decreased by $12,700 mainly due to a decrease in interest expense in 2017

Submitted by:
Jamin Friedl, CPA

STOUGHTON UTILITIES
Balance Sheets
As of December 31, 2017

	Electric	Water	Wastewater	Combined
Assets				
Cash & Investments	$ 8,651,335	$ 1,110,285	$ 2,987,713	$ 12,749,334
Customer A/R	1,520,616	216,487	210,313	1,947,416
Other A/R	122,647	5,356	8,865	136,868
Other Assets	981,079	504,433	318,726	1,804,237
Plant in Service	26,277,682	15,471,439	29,532,551	71,281,671
Accumulated Depreciation	(13,724,774)	(5,081,214)	(10,994,875)	(29,800,864)
Plant in Service - CIAC	3,431,532	7,589,175	-	11,020,708
Accumulated Depreciation-CIAC	(1,729,733)	(2,109,591)	-	(3,839,324)
Construction Work in Progress	2,358,222	5,693	59,092	2,423,007
GASB 68 Deferred Outflow	457,351	157,142	173,873	788,366
Total Assets	$ 28,345,956	$ 17,869,204	$ 22,296,259	$ 68,511,419
Liabilities + Net Assets				
Accounts Payable	$ 1,217,493	$ 41,094	$ 15,518	$ 1,274,105
Payable to City of Stoughton	459,897	446,538	20,147	926,582
Interest Accrued	31,928	9,783	22,321	64,032
Other Liabilities	463,276	109,740	138,362	711,377
Long-Term Debt	5,748,833	3,072,793	5,026,967	13,848,593
Net Assets	20,202,440	14,110,971	16,985,186	51,298,596
GASB 68 Deferred Inflow	222,090	78,286	87,758	388,134
Total Liabilities + Net Assets	$ 28,345,956	$ 17,869,204	$ 22,296,259	$ 68,511,419

STOUGHTON UTILITIES

Year-to-Date Combined Income Statement

Year Ended December 31, 2017

	Electric	Water	Wastewater	Total
Operating Revenue:				
Sales	$ 15,139,511	$ 2,036,132	$ 1,976,907	$ 19,152,550
Other	111,513	35,096	74,406	221,014
Total Operating Revenue:	**$ 15,251,024**	**$ 2,071,228**	**$ 2,051,312**	**$ 19,373,564**
Operating Expense:				
Purchased Power	11,501,767	-	-	11,501,767
Expenses (Including Taxes)	1,755,655	1,049,771	1,012,657	3,818,084
PILOT	394,626	420,305	-	814,931
Depreciation	1,019,024	444,601	811,239	2,274,864
Total Operating Expense:	**$ 14,671,072**	**$ 1,914,677**	**$ 1,823,896**	**$ 18,409,646**
Operating Income	**$ 579,951**	**$ 156,551**	**$ 227,416**	**$ 963,918**
Non-Operating Income	210,194	258,344	257,666	726,204
Non-Operating Expense	(128,449)	(57,287)	(134,977)	(320,714)
Net Income	**$ 661,696**	**$ 357,607**	**$ 350,106**	**$ 1,369,408**

STOUGHTON UTILITIES

Comparative Annual Income Statements

Year Ended December 31, 2017 and 2016

ELECTRIC

	Calendar Year 2017	Calendar Year 2016	Change
Operating Revenue:			
Sales	$ 15,139,511	$ 15,016,370	$ 123,141
Other	111,513	99,834	11,679
Total Operating Revenue:	**$ 15,251,024**	**$ 15,116,204**	**$ 134,819**
Operating Expense:			
Purchased Power	11,501,767	11,588,139	(86,372)
Expenses (Including Taxes)	1,755,655	1,741,467	14,188
PILOT	394,626	376,785	17,841
Depreciation	1,019,024	996,954	22,070
Total Operating Expense:	**$ 14,671,072**	**$ 14,703,345**	**$ (32,273)**
Operating Income	**$ 579,951**	**$ 412,859**	**$ 167,092**
Non-Operating Income	210,194	686,834	(476,640)
Non-Operating Expense	(128,449)	(272,427)	143,978
Net Income	**$ 661,696**	**$ 827,266**	**$ (165,571)**

WATER

	Calendar Year 2017	Calendar Year 2016	Change
Operating Revenue:			
Sales	$ 2,036,132	$ 1,960,134	$ 75,999
Other	35,096	40,422	(5,326)
Total Operating Revenue:	**$ 2,071,228**	**$ 2,000,556**	**$ 70,672**
Operating Expense:			
Expenses (Including Taxes)	1,049,771	1,012,183	37,588
PILOT	420,305	387,855	32,450
Depreciation	444,601	428,084	16,516
Total Operating Expense:	**$ 1,914,677**	**$ 1,828,123**	**$ 86,554**
Operating Income	**$ 156,551**	**$ 172,433**	**$ (15,882)**
Non-Operating Income	258,344	997,771	(739,428)
Non-Operating Expense	(57,287)	(125,554)	68,266
Net Income	**$ 357,607**	**$ 1,044,651**	**$ (687,044)**

WASTEWATER

	Calendar Year 2017	Calendar Year 2016	Change
Operating Revenue:			
Sales	$ 1,976,907	$ 2,003,235	$ (26,329)
Other	74,406	32,767	41,638
Total Operating Revenue:	**$ 2,051,312**	**$ 2,036,003**	**$ 15,310**
Operating Expense:			
Expenses (Including Taxes)	1,012,657	1,020,298	(7,641)
Depreciation	811,239	796,285	14,954
Total Operating Expense:	**$ 1,823,896**	**$ 1,816,583**	**$ 7,313**
Operating Income	**$ 227,416**	**$ 219,420**	**$ 7,996**
Non-Operating Income	257,666	849,323	(591,657)
Non-Operating Expense	(134,977)	(147,663)	12,686
Net Income	**$ 350,106**	**$ 921,080**	**$ (570,974)**

STOUGHTON UTILITIES

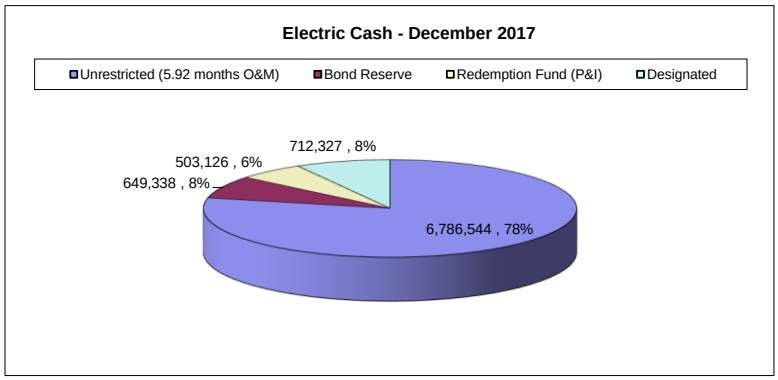
Rate of Return

Year-to-Date December 2017

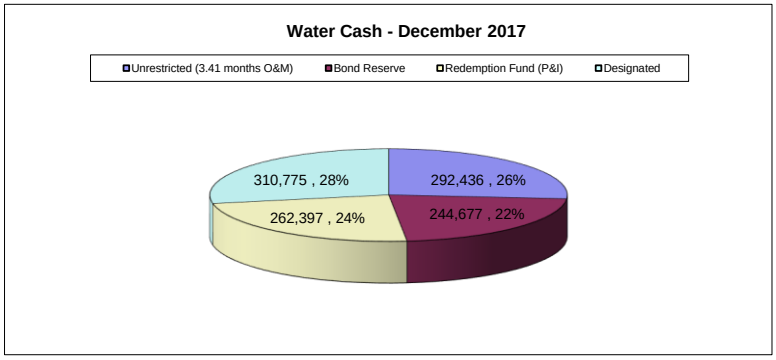
	Electric	Water
Operating Income (Regulatory)	$ 786,447	$ 320,157
Average Utility Plant in Service	25,356,009	14,982,699
Average Accumulated Depreciation	(13,184,296)	(4,893,450)
Average Materials and Supplies	158,396	37,607
Average Regulatory Liability	(144,044)	(222,486)
Average Customer Advances	(27,891)	-
Average Net Rate Base	$ 12,158,175	$ 9,904,370
Actual Rate of Return	**6.47%**	**3.23%**
Authorized Rate of Return	**5.10%**	**5.25%**
2016 Rate of Return	**4.95%**	**3.46%**

STOUGHTON UTILITIES
Cash and Investments Summary
As of December 31, 2017

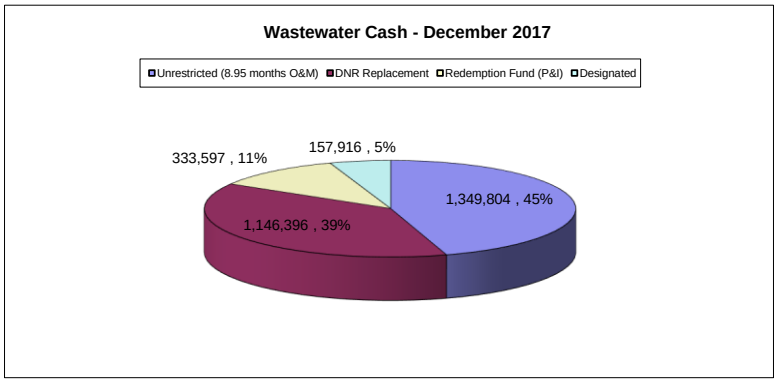
Electric	**December 2017**
Unrestricted (5.92 months O&M)	6,786,544
Bond Reserve	649,338
Redemption Fund (P&I)	503,126
Designated	712,327
Total	**8,651,335**



Water	**December 2017**
Unrestricted (3.41 months O&M)	292,436
Bond Reserve	244,677
Redemption Fund (P&I)	262,397
Designated	310,775
Total	**1,110,285**



Wastewater	**December 2017**
Unrestricted (8.95 months O&M)	1,349,804
DNR Replacement	1,146,396
Redemption Fund (P&I)	333,597
Designated	157,916
Total	**2,987,713**



STOUGHTON UTILITIES
2017 Statistical Worksheet

Electic	Total Sales 2016 KwH	Total KwH Purchased 2016	Total Sales 2017 KwH	Total KwH Purchased 2017	Demand Peak 2016	Demand Peak 2017
January	12,434,016	12,616,291	12,379,222	12,812,545	23,731	23,662
February	11,135,691	11,327,318	10,691,419	10,759,773	21,504	21,934
March	10,581,639	10,809,478	11,785,378	11,607,813	20,668	20,399
April	9,868,197	10,133,681	9,553,672	10,048,660	18,242	18,091
May	10,526,624	10,568,931	10,496,558	10,622,971	20,689	21,934
June	12,461,104	12,841,397	12,732,532	12,662,125	29,731	32,720
July	13,984,983	14,358,016	13,227,532	13,912,583	32,378	30,828
August	14,391,132	14,795,716	12,322,240	12,624,031	32,246	28,159
September	11,540,407	11,943,908	11,483,233	11,758,812	29,604	30,090
October	10,639,943	10,889,183	10,827,374	11,031,229	20,386	21,423
November	10,599,512	10,805,303	10,909,098	11,106,960	20,685	20,487
December	12,721,333	12,711,905	12,614,808	12,493,305	24,559	22,816
TOTAL	**140,884,581**	**143,801,127**	**139,023,066**	**141,440,807**		

Water	Total Sales 2016 Gallons	Total Gallons Pumped 2016	Total Sales 2017 Gallons	Total Gallons Pumped 2017	Max Daily High 2016	Max Daily Highs 2017
January	38,657,000	42,976,000	37,110,000	43,748,000	1,642,000	1,629,000
February	37,426,000	40,703,000	34,905,000	41,145,000	1,877,000	1,780,000
March	38,688,000	42,714,000	38,893,000	40,725,000	1,745,000	1,542,000
April	36,824,000	40,784,000	33,884,000	39,290,000	1,618,000	2,105,000
May	40,240,000	43,744,000	38,370,000	41,634,000	1,754,000	1,732,000
June	41,868,000	49,688,000	41,534,000	46,477,000	2,310,000	1,876,000
July	41,277,000	52,189,000	37,083,000	43,980,000	2,216,000	2,057,000
August	41,673,000	46,456,000	42,414,000	45,656,000	1,900,000	1,839,000
September	39,450,000	43,768,000	41,685,000	45,250,000	1,769,000	1,849,000
October	39,856,000	44,027,000	43,903,000	48,156,000	1,658,000	1,950,000
November	38,473,000	43,472,000	36,949,000	40,842,000	1,762,000	1,579,000
December	36,550,000	42,207,000	36,626,000	42,082,000	1,720,000	1,582,000
TOTAL	**470,982,000**	**532,728,000**	**463,356,000**	**518,985,000**		

Wastewater	Total Sales 2016 Gallons	Total Treated Gallons 2016	Total Sales 2017 Gallons	Total Treated Gallons 2017	Precipitation 2016	Precipitation 2017
January	26,559,000	29,125,000	25,221,000	33,337,000	0.55	2.43
February	23,957,000	26,577,000	23,196,000	27,663,000	0.64	1.34
March	25,438,000	30,379,000	26,255,000	29,882,000	4.07	2.69
April	25,232,000	30,654,000	23,309,000	32,828,000	1.96	6.80
May	27,412,000	30,376,000	26,366,000	34,190,000	3.04	3.62
June	26,768,000	29,147,000	28,445,000	34,688,000	5.64	7.55
July	27,893,000	31,955,000	25,129,000	40,536,000	4.77	6.60
August	26,931,000	32,189,000	26,215,000	36,658,000	5.80	3.99
September	25,044,000	31,080,000	26,103,000	31,442,000	4.34	0.77
October	25,965,000	31,129,000	25,768,000	31,884,000	3.72	4.82
November	24,467,000	29,212,000	24,326,000	28,080,000	2.80	1.16
December	26,060,000	29,725,000	26,635,000	28,536,000	1.99	0.67
TOTAL	**311,726,000**	**361,548,000**	**306,968,000**	**389,724,000**	**39.32**	**42.44**

Stoughton Utilities Activities Report
January 2018

Administration

Robert P. Kardasz, P.E.
Utilities Director

During January, the Utilities Director participated in meetings of the Stoughton Common Council, City Leadership Team, the Stoughton Utilities Committee, and with representatives from WPPI Energy, as well as internal meetings regarding current and future utility projects. He also participated in the Municipal Electric Utilities of Wisconsin's Joint Superintendents Conference, including the graduation ceremony for Martin Seffens' where he was recognized as a Journeyman Electric Metering Technician.

Stoughton Utilities' membership in the North American Electric Reliability Corporation was renewed in January. This membership is important in order to preserve our joint-action voting status.

Stoughton Utilities welcomed Aaron Mattingly as a new Apprentice Lineman on January 2. Aaron is a Master Electrician who comes to us from Evansville Utilities.

Construction of the West Electric Substation continued on schedule, and our contractors have now been joined by contractors from the American Transmission Company who are building the transmission interconnection.

Electric crews concentrated on infrastructure inspections, overhead line clearance, and customer-led projects. Water crews continued maintenance projects on the wells, storage facilities, and distribution system. The wastewater crews concentrated on collection system maintenance and seasonal projects at the wastewater treatment facility.

Technical Operations Division

Brian R. Hoops
Assistant Utilities Director

Customer Payments: Staff processed 8,950 payments totaling $1.69 million, including 1,581 checks, 2,009 lockbox payments, 1,040 credit cards, 1,304 *My Account* online payments, 2,060 automated bank withdrawals, 743 direct bank payments, and $16,700 in cash.

Delinquent Collections: As of January 1, there were 1,741 active accounts carrying delinquent balances totaling over $273,000, and 77 final-billed accounts carrying delinquent balances totaling over $9,600. Of the total amount delinquent, $87,300 was 30 or more days past due.

- Throughout the month of January, we mailed out 10-day notices of pending disconnection to 110 delinquent commercial (electric or water services) and residential customers (water or wastewater services). All residential customers receiving notices were at least two months and $350 delinquent.

  An additional 520 past-due notices were mailed to residential customers that have only electric service.
- On January 24, we delivered automated phone calls to eight commercial customers providing a 24-hour final notice of pending electric service disconnection. 31 automated phone calls were

delivered to residential customers providing a 24-hour final notice of pending water service disconnection.

- On January 25, four residential water services were disconnected due to continued nonpayment. All had delinquent balances greater than $435 and were at least 80 days past due. All but one customer were reconnected the same day, with the remaining property being vacant.

We ended the month of January with $90,300 remaining 30 or more days past-due. For comparison, 30+ day delinquencies are 10% lower than this time last year ($100,500).

Energy Assistance: During the month of January, energy assistance (EA) payments for 60 customers totaling over $15,300 were received from the State of Wisconsin Public Benefits Program and applied to customer accounts to assist low-income customers with their home heating expenses.

The Public Benefits Program will continue to accept customer applications for energy assistance for the 2017-18 heating season through next May, and staff has been busy providing EA staff with the customer electric usage and payment history data used to calculate the customer's heating benefit, as well as any supplemental assistance they may qualify for.

Renewable Energy Program: We were recently contacted for an interview by a Stoughton High School student writing an article for the Norse Star, the school's student-run newspaper. The stated topic of the article was "climate change and ways for Stoughton residents to reduce their impact." The student asked numerous questions about our Renewable Energy Programs for residential and business customers, which resulted in us doing some research into the program's positive impacts on our community and environment.

Some notable details include:

- Stoughton Utilities currently has 378 customers enrolled in our Renewable Energy Program. Combined, these customers purchase an additional 301,800 kWh of electricity from renewable sources (1,006 blocks). These customers constitute 4.4% of our total customers.
- Customer participation in our Renewable Energy Program peaked in 2009 and has been dropping since, despite our efforts to promote the benefits of the program.
- Stoughton Utilities has 26 customers on our distribution system that have renewable energy systems that can back-feed onto the grid. All of these are solar photovoltaic installations, and the first was installed in 2007.
- There was 441,379 kWh of supplemental renewable energy purchased or produced by Stoughton Utilities customers in 2017. This is in addition to the standard 12.9% of renewable energy provided to every customer.
- In 2017 alone, the Stoughton Utilities customers who participated in our Renewable Energy Program and/or who have renewable energy installations on their home or business were directly responsible for an avoidance of 544,194 pounds (272 tons) of carbon dioxide, 1,147 pounds of nitrous oxide, and 2,470 pounds of methane being released into the atmosphere.

SCADA Infrastructure and Software Upgrade Project: Significant progress was made on the substation equipment portion of the electric SCADA upgrade project. All three SCADA equipment racks have been installed. All wireless radios have been upgraded to the newest firmware, which adds security and encryption improvements. The new 2730 switches have been installed and configured at each substation, and the new 3622 firewalls have been installed and configured at all substations and the wireless master. The access control panels have been readdressed and are communicating back to the headend.

At the east substation, all 12 devices are communicating with the new SCADA master software, including the six voltage regulator control panels via looped serial, five recloser control panels via looped fiber, and the new 2440 RTU.

At the north substation, the new 2440 RTU and the five devices connected by serial are communicating back to the SCADA master, including three voltage regulator controls and two 387 relays. Eight devices to

be connected by Ethernet once the new recloser and voltage regulator control panels are installed in the yard. Two new reclosers and their associated control panels, as well as three voltage regulator control panels are scheduled to be installed in February during a scheduled substation bay outage.

At the south substation we are still waiting for the contractor to power up the SCADA panel, including the 2440 RTU, complete the fiber connections in the building from the infrastructure to the panels, and install three new voltage regulator control panels during a scheduled substation bay outage.

It is expected that this project will wrap-up in early spring.

Training and Meetings: Brian participated in a meeting of the WPPI Energy Outage Management Taskforce spanning two days and consisting of vendor presentations from seven providers of Outage Management software packages. He also attended meetings of the Stoughton Utilities Committee and Common Council, attended the 2018 MEUW Joint Superintendents Conference, and attended the 2018 Wisconsin Energy Providers Conference. He met with a representative from WPPI Energy to discuss membership relations, and was interviewed for an upcoming article about Stoughton Utilities in the Greater Madison InBusiness magazine. Numerous internal meetings were attended to discuss upcoming projects, advertisement schedules and funding, utility branding, and to set our annual calendar for inserts in our monthly billing statements. Training was attended on our new MSDS Online material safety datasheet management system.

Billing and Metering Specialist Erin Goldade attended the biannual Northstar Users Group, hosted by WPPI Energy. Software tips, instructional information, and improved processes were demonstrated.

Customer Service Technician Brandi Yungen participated in a webinar provided by the American Public Power Association on communicating the Public Power advantage, part of the APPA series of webinars on utility governance.

Electric, Metering, Planning, and Water Divisions

Sean O Grady
Utilities Operations Superintendent

2018 Vehicle Replacements: We are currently soliciting bids for a light-duty dump truck with plow and a cargo van for our metering/cross-connection service crew. Bids are due in February.

American Transmission Company (ATC): ATC mobilized crews at our new West Substation currently under construction. ATC is building the transmission line that will feed the substation from the existing line just south of the site, as well as installing infrastructure inside our fence to provide the interconnection.

Annual Line Clearance Work: Electric line crews are currently working to remove tree limbs from the overhead power lines along Leslie Road and County Highway N, from an area south of Haugie Road to Industrial Park South.

Bucket Truck: Staff participated in a pre-build inspection of the new unit at the factory in Appleton. Everything looks great and we are expecting to take delivery in February.

Electric Services Installations: During the month of January, we installed three temporary construction services, five service installations for new construction, one overhead service upgrades, and two service repairs.

Frozen Ground & Rain: Due to the January rains, some areas that do not typically see standing water have had several inches of water, including areas where we have underground electric cabinets installed. Having this high-voltage equipment located in or near standing water has caused personal safety concerns from some of our customers. Although the water has not been high enough to create a safety issue, customers know water and electricity don't mix, and have done the right thing by contacting us to investigate.

Frozen Water Service Laterals: Staff thawed three frozen water services for customers this month. At each location, the water lateral froze inside the dwelling, before the water meter. When this occurs, staff does a great job providing prompt service, as well as informing the customer of what they can do to prevent the pipes from freezing again in the future.

Mandt Park Basketball Court: The private overhead electric service feeding the lights around the former basketball courts was disconnected and removed. This area is scheduled for renovation this spring by the Parks and Recreations Department.

Nordic Ridge Phase III: An estimate of customer contribution has been provided to developer for the installation of underground electric service and street lighting. All costs associated with this work is paid by the developer.

Police Department Surveillance Cameras: We have been working with our local Police Department to install surveillance cameras in our community.

Positive Coliform Bacteria Water Sample: One of our monthly water samples taken at a private residence tested positive for coliform bacteria. This positive result triggered additional mandatory water testing at that location as well as other sites, as required by the WDNR. Fifteen additional water samples were collected and tested -- four raw water samples (one from each well), a resample from the positive site, five samples upstream from the positive site, and five samples downstream from the positive site. All samples came back negative, and our water customers were never at risk of contamination.

Substation Signage: Each substation site received new exterior signage. One sign provides the name and address of the site, as well as emergency contact information. A second sign includes a list of parties that must be contacted prior to entering the fenced areas. Knowing exactly where you are at all times is critical when requesting emergency services.

Tower II Generator Failure: A private contractor was dispatched to troubleshoot the failure of our emergency backup generator during scheduled testing. The contractor advised us that the generator repair parts were obsolete and the generator would need to be replaced. Looking for a second opinion, we had our Apprentice Lineman Aaron Mattingly troubleshoot the problem, and he determined the generator control was not getting power due to contact issues with the fuse holders – a very simple fix.

Water Main Breaks: We did not experience any water main breaks this month.

Well Pump Casing Deterioration: Over the past several years we have noticed an increase in pitting on our column pipes, which is often a sign of stray voltage. We took a harder look at the grounding of each pumping station and determined all sites were lacking proper grounding. Aaron Mattingly from our Line Division is currently working on repairs. Once the grounding is restored, we should see an elimination of the stray voltage, as well as an increase in the life of the electrical equipment and materials at each site.

West Substation: The substation transformers and regulators have been delivered and set. Contractors are currently working on assembling the steel on the low voltage structure.

West Substation Exit Feeders & Roundabouts: Material has been ordered and we are currently advertising for both the new installation as well as the relocation work of existing underground lines. Relocation of some underground lines is required due to new roundabout intersections scheduled to be installed by the Wisconsin Department of Transportation in 2020.

Wastewater Division

Brian G. Erickson
Stoughton Utilities Wastewater System Supervisor

The wastewater treatment facility processed an average daily flow of 1.066 million gallons with a monthly total of 31.948 million gallons. The total precipitation for the month of January was 2.15 inches.

Plant Maintenance: Staff has been working on maintenance and repairs of miscellaneous equipment throughout the plant. Additional projects have included replacing belts on the gravity belt thickener (GBT) and cleaning the entire system, repairs of the dissolved air flotation (DAF) system, and general painting projects throughout the plant.

Plant Treatment: Wastewater treatment operations and effluent results continue to be well below our permit requirements.

Sanitary Sewer Main Repair: While televising the sanitary sewer collection system following a water main break, staff discovered that a new natural gas service had been bored through a sanitary sewer main. Repairs to the sewer main were made, and the natural gas company has been invoiced for all costs associated with the repair.

Sanitary Sewer Municipal Code Changes: Working with our engineering consultants, we finalized new language for our City of Stoughton sewer use ordinances. The updated language has been reviewed by the City Attorney, and will be presented to the Utilities Committee in February. Changes to the ordinance are primarily related to acceptable discharges, and new inspections and control of fats, oils, and greases.

Sanitary Sewer Projects: Staff has been working on the planning and design for upcoming sanitary sewer improvement projects budgeted for 2019 and 2020. These are large projects that have required a lot investigative work with our televising equipment.

Sanitary Sewer System Maintenance: Staff continues to televise the sewer collection system while performing cleaning and repairs as necessary. This routine maintenance will continue throughout the winter months. Staff has also been televising portions of the collection system scheduled for improvement or replacement in 2019 and 2020.

Sewer Cleaning Machine: Responses to our request for proposals were received from three vendors, and have been evaluated by staff. After careful consideration of the responses, including purchase and ongoing maintenance costs, staff has made a recommendation that will be presented to the Utilities Committee in February. We hope to have the unit delivered in late spring so that it can be ready for use during the busy summer months.

Year-End reports: All required year-end reports have been completed and submitted to the applicable regulatory bodies, including air emissions reports to the EPA and DNR, and mercury and sludge land application reports to the DNR.

Finance

Jamin Friedl, CPA
Stoughton Utilities Finance Manager

Accomplishments:

- Worked with Associated bank to increase our E.C.R. from .3% to .75%, and requested they review our client analysis statements to identify possible savings related to our general banking activities.
- Baker Tilly was onsite to complete the fieldwork for the 2017 financial audit.
- Scheduled a meeting with Wells Fargo to discuss banking relationships and to identify any possible savings.
- Completed the analytical review comparing YTD 2017 to YTD 2016.

- Processed A/P, A/R, CCER, payroll and treasury management approvals; tracked investment sales/purchases and income; and completed the monthly account reconciliation, work order closings, reporting and billing statistics for December 2017.

In Progress:

- Continue to work with the Department of Human Resources and Risk Management (HR) to finalize the scope for a payroll consolidation study requested by the Personnel Committee. Awaiting details from HR.
- Complete monthly account reconciliation and reporting for January 2018.
- Complete water rate study revenue requirements.
- File year-end Annual Reports with the Wisconsin Public Service Commission.

Energy Services Section of the Planning Division

Cory Neeley
Stoughton Utilities and WPPI Energy Services Representative (ESR)

- We assisted the Parks & Recreation Department in their submission of a grant application through the RFP for Renewable Energy program.
- We have received a quote to install tunable LED lighting in the one remaining interior classroom at Fox Prairie not yet upgraded. We are tentatively planning to complete this installation during the student's spring break.
- American Theater for Children gave performances at all three Stoughton elementary schools during the month of January. This theater presentation is a half-hour comedy that teaches children about energy resources, safe and responsible energy use, and how to conserve our natural resources.
- Discussions continue with a large industrial customer regarding a potential Regenerative Thermal Oxidizer (RTO) project. The report is expected to be finalized soon, however an early analysis seems to show that potential energy savings may be lower than initially expected, which could put the project on the back burner.
- I am assisting the Stoughton Area School District in joining the Wisconsin Department of Natural Resource's Green and Healthy Schools program. This program is designed to assist schools with teaching children how to reduce energy and water consumption, as well as assist the school administration to do the same with their facilities.
- Stoughton Utilities will be sponsoring a booth at the 2nd annual Sustainable Stoughton's Earth Day Fair to be held on April 21. We will be there to promote our Renewable Energy Program available to both residential and business customers, as well as discussing our ongoing energy efficiency initiatives and customer incentives.

Safety Services Section of the Planning Division

Andrew Paulson
Stoughton Utilities and Municipal Electric Utilities of Wisconsin Regional Safety Coordinator

ACCOMPLISHMENTS

1. **Training**
    a. Fork truck – Road tests
    b. Weekly safety manual review

2. **Audits/Inspections**
    a. Field crew inspection: Electric line tree trimming
    b. Water Inspections: Wells and towers
    c. Utility walkthrough – General inspection
    d. WWTP walkthrough – General inspection
3. **Compliance/Risk Management**
    a. SDS management – MSDS Online implementation
    b. Scheduled audiograms
    c. APPA Safety Award application
    d. OSHA 300A

GOALS AND OBJECTIVES

1. **Training**
    a. Weekly safety manual review
    b. Schedule First Aid / CPR / AED training
    c. Personal Protective Equipment
    d. Hearing conservation
2. **Audits/Inspections**
    a. Field inspections
    b. Utility walkthrough
    c. WWTP walkthrough
    d. Wells
    e. Water towers
3. **Compliance/Risk Management**
    a. Sling inspections
    b. Personal Protective Equipment – Written program updates
    c. Hearing conservation – Written program updates
    d. MEUW Safety Award

Regional Safety Coordinator was at Stoughton Utilities on January 11th and 25th.

Please visit us on our website at www.stoughtonutilities.com to view current events, follow project schedules, view Utilities Committee meeting notices, packets and minutes, review our energy conservation programs, or to learn more about your Stoughton Utilities electric, water, and wastewater services. You can also view your current and past billing statements, update your payment and billing preferences, enroll in optional account programs, and make an online payment using *My Account* online.

Stoughton Utilities
600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383
Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Stoughton Utilities Committee Annual Calendar

The following calendar is provided for information and discussion. Common organization acronyms used are:

APPA	American Public Power Association
AWWA	American Waterworks Association
MEUW	Municipal Electric Utilities of Wisconsin
WIAWWA	Wisconsin chapter of the American Waterworks Association
WPPI	WPPI Energy
WRWA	Wisconsin Rural Water Association
WWOA	Wisconsin Wastewater Operators Association

February 20, 2018	Utilities Committee Regular Meeting: Bad debt write offs
February 26 - 28, 2018	APPA Legislative Rally – Washington, D.C.
February 27, 2018	Common Council Meeting: Approve bad debt write offs
March 11-17, 2018	National Groundwater Awareness Week
March 19, 2018	Utilities Committee Regular Meeting: Annual Drinking Water Consumer Confidence Report (CCR)
March 19-25, 2018	National Fix a Leak Week
March 26-29, 2018	WRWA Annual Conference – La Crosse
April 16, 2018	Utilities Committee Regular Meeting: Presentation of the Utilities 2017 annual audit and management letter, and the SU tax-stabilization dividends
April 18, 2018	National Lineman Appreciation Day

April 24, 2018	Common Council Meeting: Approve Utilities 2018 annual audit and management letter; presentation of the tax-stabilization dividends
April 29 – May 2, 2018	APPA Engineering and Operations Conference – Raleigh, NC
May 2018, date TBD	WPPI Regional Power Dinner Meeting – Location TBD
May 6-12, 2018	National Drinking Water Week
May 14, 2018	Utilities Committee Regular Meeting: Annual reorganization and selection of meeting time and date; discuss SU goals
May 16-19, 2018	MEUW Annual Conference – La Crosse
June 7, 2018	Orientation to WPPI – Sun Prairie
June 11-14, 2018	AWWA Annual Conference – Las Vegas, NV
June 15-20, 2018	APPA National Conference – New Orleans, LA
June 18, 2018	Utilities Committee Regular Meeting: Approve the annual Wastewater Compliance Maintenance Annual Report (CMAR); tour of well no. 5
June 26, 2018	Common Council Meeting: Approve the CMAR
July 16, 2018	Utilities Committee Regular Meeting: RoundUp Donation; tour of the Utilities Administration Building
August 20, 2018	Utilities Committee Regular Meeting: Approve Declaration(s) of Official Intent; tour the Wastewater Treatment Facility
August 2018, date TBD	WRWA Outdoor Exposition – Plover
September 11-14, 2018	WIAWWA Annual Conference – Madison
September 13-14, 2018	WPPI Annual Meeting – Madison
September 16-19, 2018	APPA Business & Financial Conference – Anaheim, CA
September 17, 2018	Utilities Committee Regular Meeting: Approve the Utilities 2019 Budget and five year (2019-2023) Capital Projects Program
October 2018, date(s) TBD	Common Council Budget Workshop(s)
October 2018, dates TBD	WWOA Annual Conference – Middleton
October 3-5, 2018	APPA Leadership Workshop – Orlando, FL
October 7-10, 2018	APPA Legal & Regulatory Conference – Charleston, SC
October 7-13, 2018	National Public Power Week
October 15, 2018	Utilities Committee Regular Meeting
October 25, 2018	WPPI Chief Executives Breakfast

October 30, 2018	Orientation to WPPI – Sun Prairie
November 4-7, 2018	APPA Customer Connections Conference – Orlando, FL
November 8, 2018	WPPI Building Customer Connections Workshop – Sun Prairie
November 13, 2018	Common Council action on the Stoughton Utilities 2019 Budget and CIP
November 19, 2018	Utilities Committee Regular Meeting
December 17, 2018	Utilities Committee Regular Meeting
January 14, 2018	Utilities Committee Regular Meeting: RoundUp Donation; Declarations of Official Intent
February 18, 2018	Utilities Committee Regular Meeting: Bad debt write offs
February 26, 2018	Common Council Meeting: Approve bad debt write offs
February 25-27, 2019	APPA Legislative Rally – Washington, D.C.
March 10-16, 2019	National Groundwater Awareness Week
March 18, 2019	Utilities Committee Regular Meeting: Annual Drinking Water Consumer Confidence Report (CCR)
March 17-23, 2019	National Fix a Leak Week
March 31-April 3, 2019	APPA Engineering and Operations Conference – Colorado Springs, CO
April 15, 2019	Utilities Committee Regular Meeting: Presentation of the Utilities 2018 annual audit and management letter, and the SU tax-stabilization dividends
April 18, 2019	National Lineman Appreciation Day
April 23, 2019	Common Council Meeting: Approve Utilities 2018 annual audit and management letter; presentation of the tax-stabilization dividends
May 5-11, 2019	National Drinking Water Week
May 20, 2019	Utilities Committee Regular Meeting: Annual reorganization and selection of meeting time and date; discuss SU goals
June 2019, Date TBD	MEUW Annual Conference – Location TBD
June 7-12, 2019	APPA National Conference – Austin, TX
June 9-12, 2019	AWWA Annual Conference – Denver, CO
June 17, 2019	Utilities Committee Regular Meeting: Approve the annual Wastewater Compliance Maintenance Annual Report (CMAR); tour of well no. 5
June 25, 2019	Common Council Meeting: Approve the CMAR

July 15, 2019	Utilities Committee Regular Meeting: RoundUp Donation; tour of the Utilities Administration Building
August 19, 2019	Utilities Committee Regular Meeting: Approve Declaration(s) of Official Intent; tour the Wastewater Treatment Facility
September 13-14, 2019	WPPI Annual Meeting – Elkhart Lake
September 16, 2019	Utilities Committee Regular Meeting: Approve the Utilities 2019 Budget and five year (2019-2023) Capital Projects Program
October 14, 2019	Utilities Committee Regular Meeting
October 27-30, 2019	APPA Customer Connections Conference – New Orleans, LA
November 18, 2019	Utilities Committee Regular Meeting
December 16, 2019	Utilities Committee Regular Meeting

Stoughton Utilities
600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383
Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Stoughton Utilities Communications

January 10, 2018	Thank you letter from the Stoughton Food Pantry for the donation of 613 pounds of food from the annual Holiday Light Exchange, and $850 donation from the Stoughton Utilities Commitment to Community fund.
January 11, 2018	WPPI Energy memorandum "Things You Should Know" from WPPI Energy President and CEO Michael Peters
January 18, 2018	Stoughton Utilities news release regarding Marty Seffen's recent Electric Metering Technician apprenticeship graduation.
January 29, 2018	Stoughton Utilities news release regarding $1,000 donation made to Eyes of Hope Stoughton from Stoughton Utilities' RoundUP Program.
February 1, 2018	January/February 2018 issue of the American Public Power Association (APPA) "Public Power Magazine," focusing on utility rate design.
February 5, 2018	February issue of Live Lines, a monthly newsletter published by Municipal Electric Utilities of Wisconsin (MEUW).
February 5, 2018	Thank you card received from Eyes of Hope Stoughton in response to their receipt of a donation from the Stoughton Utilities' RoundUP Program.
February 6, 2018	Stoughton Utilities billing insert regarding our ENERGY STAR® Appliances bill credit incentive for 2018.
February 13, 2018	City of Stoughton Proclamation recognizing Donald Hanson's 41 years of dedicated service as a lineman at Stoughton Utilities.

CITY OF STOUGHTON
381 East Main Street Stoughton, WI 53589
(608) 873-6677 www.ci.stoughton.wi.us

January 10, 2018

Stoughton Utilities
600 S Fourth Street
Stoughton, Wi 53589

Dear Employees of Stoughton Utilities,

On behalf of the Stoughton Food Pantry we thank you for the **$ 850.00 donation as well as 613 pounds of food** in December of 2017. The food pantry is a valuable resource for needy families of our area, and many will benefit from your generosity. Your gift enables us to meet the needs of those who might otherwise go hungry.

By the end of year 2017, the pantry had 1,993 visits and distributed 144,524 pounds of food.

Thank you for your **continued support** of the Stoughton Food Pantry. Stoughton is a better community because of people like you.

Sincerely,

Linda Law
Volunteer
City of Stoughton Food Pantry

CITY OF STOUGHTON

381 E. MAIN ST.
STOUGHTON, WI 53589

Receipt: 100028213 12/27/17

Cashier: MARY D
Received Of: STOUGHTON UTILITIES

600 S. FOURTH ST
STOUGHTON WI 53589

FOOD PANTRY DONATION

The sum of: **850.00**

501	**FOOD PANTRY**		**850.00**
	234-00000-48550	**850.00**	
		Total	**850.00**

TENDERED: **CHECK/MONEY ORDER** **025320** **850.00**

12/27/2017 15:01

WPPI energy

Things You Should KNOW

Michael W. Peters, President & CEO

Monthly Wrap-Up for December, 2017
Issued Jan. 11, 2018

Things You Should Know is my monthly wrap-up for members of all things related to WPPI Energy. As always, I welcome your feedback. Hearing directly from you is critical to our ability to serve our members. If you have any questions, comments or concerns, please contact me at 608-834-4557 or mpeters@wppienergy.org.

Thank You For Participating in the December Board Meeting. At its final meeting for 2017, the Board of Directors elected a new member to the WPPI Energy Executive Committee and approved the 2018 budget.

Joe Pickart

Joe Pickart, utility superintendent for Oconomowoc, was elected to fill a vacant seat on the EC. In addition to his many years of experience in the utility industry, Joe brings very specific experience to the EC role: he served on the committee previously from 2010-2013, when he was the City of Norway's utility superintendent. Joe's current EC term expires in 2019.

The 2018 WPPI Energy budget supports the various joint-action priorities set out by the membership in our 2017-2021 business plan, including the objective to offer best-in-class shared programs and services. This year's budget funds two new related initiatives.

School Education & Outreach. This offering under the Community Relations Program provides $1,000 to be allocated to each member per year for the purpose of engaging with local students on energy awareness, efficiency, and safety while increasing name recognition and community goodwill for the utility. Examples of uses for these funds include partnering with the National Theatre for Children program or offering scholarships for local teachers to participate in KEEP (K-12 Energy Education Partnership) courses. For more information, contact Kayla Pierce at kpierce@wppienergy.org or 608-834-4537.

Electric Vehicle Technologies Initiative. We'll also kick-off a new education campaign this year promoting electric vehicle technologies and their benefits for local utilities and customers. If you're interested in learning more, please mark your calendars for February 15, when the first in our 2018 series of one-hour WPPI Energy member educational webinars will focus on just this

topic. Mike Hodges, WPPI Energy's resident EV geek (I mean, expert!) will present "Electrified Transportation: Embracing the Future."

Please keep an eye out for more webinar details to come in our upcoming Weekly Digest emails. For more information about the electric vehicle technologies initiative, please contact Mike Hodges at mhodges@wppienergy.org or 608-834-4566.

Bond Financing Planned for 2018: Thank You for Survey Responses. As reported at the December board meeting, WPPI Energy is planning a bond financing in 2018 to refund a portion of our outstanding 2008A bonds. We plan to refund $47.3 million of outstanding 2008A bonds maturing 2021-2037 for an estimated net-present value savings of approximately $7.7 million, or 16.3% of the refunded bonds.

Members should have received a survey requesting information necessary for WPPI Energy to undertake the upcoming financing. The survey is due January 26. Thank you in advance for your assistance in filling out the surveys.

Members of our staff will be in New York on February 14-15 to meet with the rating agencies prior to pricing our 2018A bonds in March. A WPPI Energy Board of Directors meeting has been scheduled for March 8 via conference call to approve the required financing documents. If you have any questions, please contact Marty Dreischmeier at mdreischmeier@wppienergy.org or 608-834-4563.

WPPI Energy Members Excel: Account Management Assessment. Also on the agenda at the December board meeting was a staff panel showcasing the support work of our Energy Services Representatives in your communities. A primary responsibility of the ESR team is to deliver energy expertise, programs and support for your utility's customers. In order to ensure that we're providing the best service that we can, we regularly participate in benchmarking evaluations of this team's work. Business customers, because of their importance to the community and the local economy in terms of utility revenues, tax contributions and jobs, are a particular area of focus.

I'm pleased to report WPPI Energy members continue to excel in this area. In a recent assessment by research firm E Source, the WPPI Energy membership's account management practices for business customers placed us at number 3 out of 24 participating utility systems. With a weighted score of 83.9 on a scale of 1 to 100, we ranked in the "Excellent" category. This compares favorably to our weighted score of 80.7 in 2015. The 2017 national average weighted score was 52.8.

These results affirm what we already know about our members' dedication to serving customers: your locally owned, not-for-profit utilities are dedicated to providing value to those you serve. Our ESR team remains focused on supporting your local utility-customer relationships with diverse, services-based benefits that deliver meaningful value for local businesses.

Cold Snap: How Did Our System Fare? If you live in the Midwest, you are no doubt well aware that some very cold weather hit our region last week. You probably also know that extremely frigid, sustained temps can result in higher-than-normal demand on our electric system. So, how did we fare through the recent cold snap?

WPPI Energy recorded loads as high as 750 megawatts last week. Our system performed very well, with sufficient generation and other resources in place to meet your communities' electricity needs. This stretch of weather reminded many of the polar vortex of 2014, when we saw January loads of around 830 MW. For reference, our summer demand typically peaks at around 1,000 MW, and our winter peak is usually in the 800s.

Overall, demand across our region was lower last week than during the 2014 polar vortex. The absence of significant load from Appleton Coated also had a role to play in keeping WPPI Energy's demand lower. The Midcontinent Independent System Operator, which operates our regional transmission system, recorded a peak winter load of 104.7 gigawatts on Jan. 2, whereas MISO recorded its all-time winter peak of 109.3 GW during the 2104 polar vortex. MISO says it learned lessons during the 2014 polar vortex – including the importance of increased coordination between the electric and natural gas sectors – that helped improve its ability to respond and maintain grid reliability through the recent extreme cold spell.

As both WPPI Energy and MISO expected, although recent winter temperatures were colder than normal, the cold weather did not result in the need for MISO to instruct WPPI Energy to activate our members' interruptible customers under contract to reduce their electricity use, but it's possible this could still happen, especially on extreme weather days. Qualifying large customers who sign up for our interruptible load credit program receive financial compensation for giving us the ability to call upon them to reduce their electricity use when needed to supply the regional grid or when we are experiencing very high electricity prices.

Attend the Customers First! Coalition Power Breakfast on February 8. WPPI Energy is a founding member of the Customers First! Coalition, a broad-based alliance dedicated to preserving Wisconsin's historically safe, affordable, reliable and environmentally responsible electricity. Over the past few months, CFC has been engaging industry stakeholders and customers in a dialogue about "grid modernization," a concept that is in many ways still evolving for our industry. On February 8, the CFC will host its annual Power Breakfast to explore changing customer expectations in the context of grid modernization and new technologies. The event will feature consumer advocates, industry professionals, and other stakeholders. To register, visit www.customersfirst.org/media/events.

I am always open to suggestions and feedback from WPPI Energy members. If you have any questions, comments or concerns about WPPI Energy or the updates I have provided here, please don't hesitate to contact me at 608-834-4557 or mpeters@wppienergy.org.

Stoughton Utilities
600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383
Serving Electric, Water & Wastewater Since 1886

NEWS RELEASE

Stoughton Utilities

FOR IMMEDIATE RELEASE
January 18, 2018

Contact: Robert P. Kardasz, Stoughton Utilities Director
(608) 873-3379

Stoughton Utilities employee completes apprenticeship, Earns journey status

Stoughton Utilities employee Marty Seffens recently graduated from a State of Wisconsin three-year indentured Electric Metering Technician apprentice program offered through Mid-State Technical College. Seffens is an Operations Specialist at Stoughton Utilities.

Seffens, a 16-year Stoughton Utilities employee, was one of seven apprentices from utilities around the state who completed metering apprenticeships and received diplomas on January 17 at the Municipal Electric Utilities of Wisconsin/Rural Electric Cooperatives Joint Superintendents Conference in Wisconsin Dells.

Operations Specialist Marty Seffens, Utilities Director Robert Kardasz, and Assistant Utilities Director Brian Hoops attended the graduation ceremony.

As an apprentice, Seffens completed 480 hours of related training and 6,000 hours of on-the-job training to achieve his status as a journey meter technician.

“We are proud to see Marty complete his apprenticeship,” said Kardasz. “The training and knowledge he has received since joining Stoughton Utilities will help him perform highly skilled work on our electric and water distribution systems.”

Photo: *Stoughton Utilities Director Robert Kardasz (left) congratulates Marty Seffens on his graduation from the State of Wisconsin Electric Metering Technician apprentice program.*

# # #

Founded in 1886, Stoughton Utilities serves electric customers in Stoughton and the surrounding area; and wastewater and water customers in Stoughton.

Stoughton Utilities
600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383
Serving Electric, Water & Wastewater Since 1886

News Release

Stoughton Utilities

FOR IMMEDIATE RELEASE
January 29, 2018

Contact: Brian Hoops, Assistant Utilities Director

Stoughton Utilities RoundUp Program Donates $1,000 to Eyes of Hope Stoughton

Laura Roeven from Eyes of Hope Stoughton recently accepted a check for $1,000 from Brandi Yungen of Stoughton Utilities. This donation is part of Stoughton Utilities' RoundUP program, a voluntary program that 'rounds up' customers' utility bills to the next whole dollar. All proceeds are distributed to and benefit local community organizations.

The mission of Eyes of Hope is to provide young people in the community with after school and summer programs that advance their academic and social development, encouraging them to become lifelong contributors to the community. Eyes of Hope Stoughton will use funds to provide weekly after school activities for Stoughton youth, including preparing healthy meals, crafts, and field trips.

Stoughton Utilities began the RoundUP program in 2006 as a way to further assist local non-profit organizations in our community. Over five percent of Stoughton Utilities customers have

voluntarily chosen to participate in the program and are continuing the "neighbor helping neighbor" concept that founded Stoughton Utilities over a century ago.

Customers wishing to participate in the RoundUP program, or non-profit organizations requesting to be considered for future donations, may sign up online at stoughtonutilities.com/roundup, or by calling Stoughton Utilities customer service at (608) 873-3379.

# # #

Founded in 1886, Stoughton Utilities serves electric customers in Stoughton and the surrounding area; and wastewater and water customers in Stoughton.

JANUARY/FEBRUARY 2018 • VOL. 76 / NO. 1

PUBLIC POWER MAGAZINE

AMERICAN PUBLIC POWER ASSOCIATION

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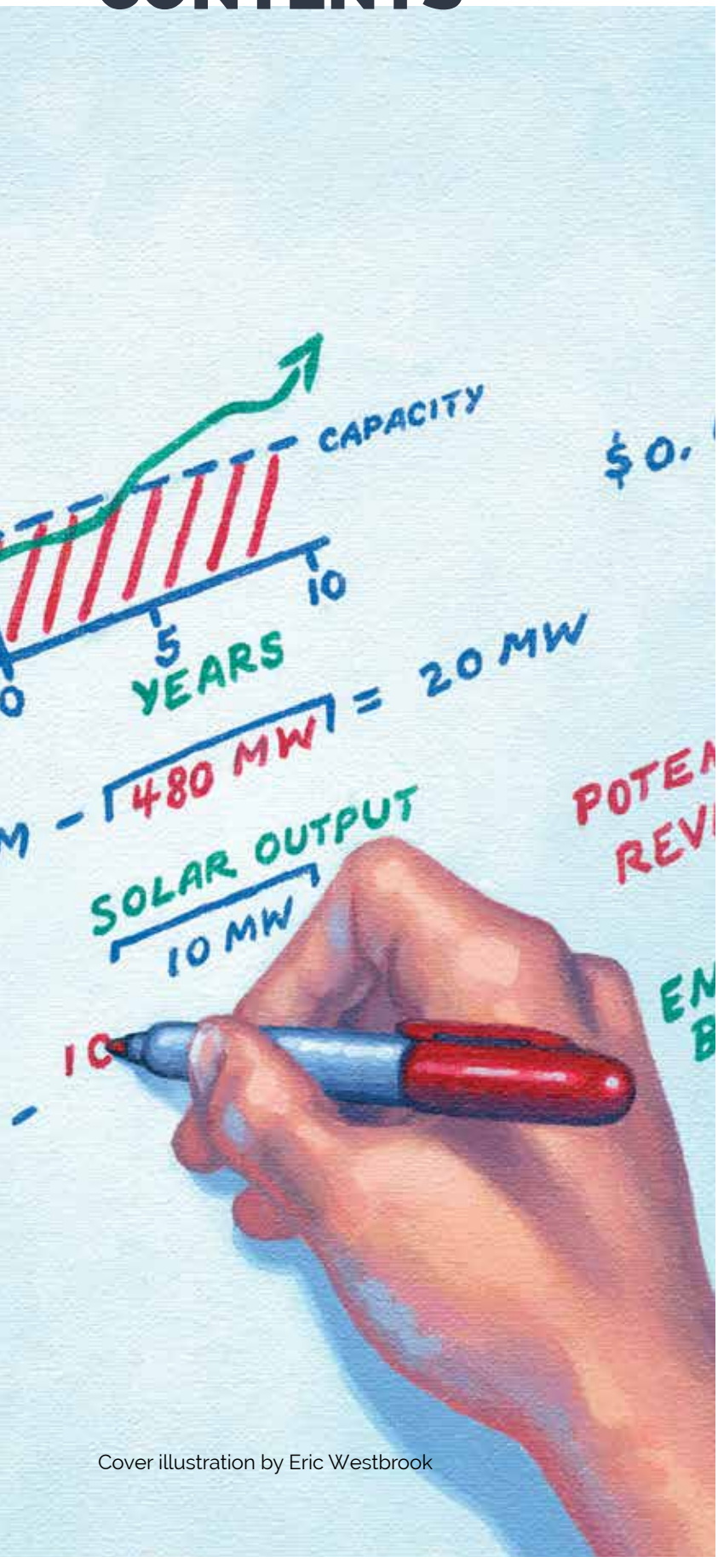

Cover illustration by Eric Westbrook

PUBLIC POWER MAGAZINE

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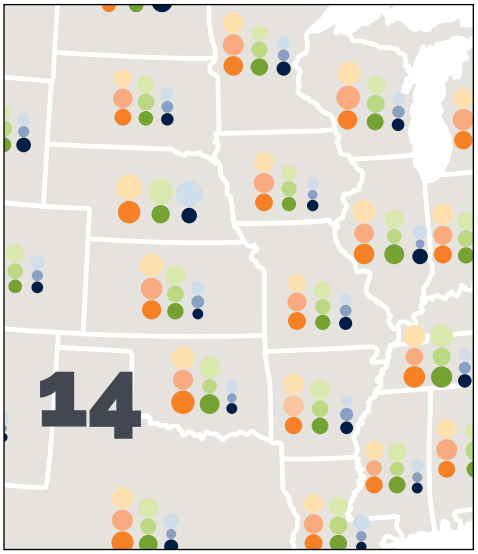

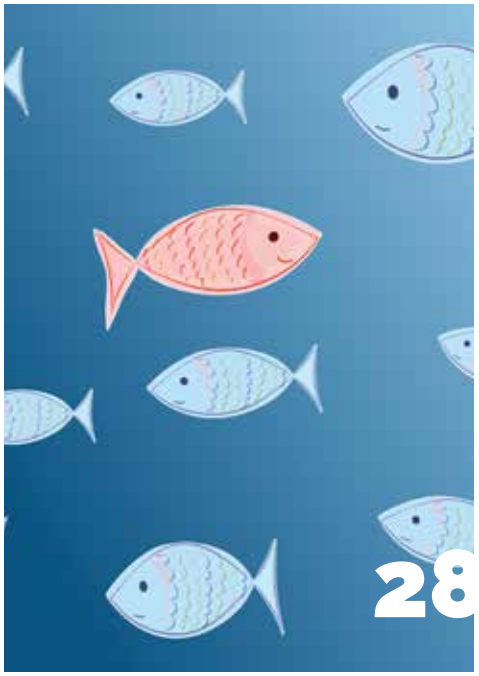

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Powering Strong Communities

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ABOUT THE AMERICAN PUBLIC POWER ASSOCIATION

The American Public Power Association is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. We advocate before federal government to protect the interests of the more than 49 million customers that public power utilities serve, and the 93,000 people they employ. Our association offers expertise on electricity policy, technology, trends, training, and operations. We empower members to strengthen their communities by providing superior service, engaging citizens, and instilling pride in community-owned power.

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PUBLIC POWER LINES

SUE KELLY, PRESIDENT & CEO, AMERICAN PUBLIC POWER ASSOCIATION

Running the Rate Race

In a recent member survey that we conducted, public power utilities identified rate management as their number one concern.

And for good reason. Many customers only think of their utility — briefly — when they get their monthly bill. Most of them are not interested in the mechanics behind a utility's rates and likely never will be. They simply want to keep their bills low.

But on the flip side, there is a growing portion of public power retail customers who care about where their electricity is coming from and are interested in contributing to sustainability—especially if they can save money by doing so.

In recent years, public power has worked to serve the needs of its customers based on what I call "the three-legged stool": affordability, reliability, and environmental stewardship. You are working hard to keep your rates low, and as shown in the map on page 14, public power customers continue to pay less, on average, than customers of investor-owned utilities. But are you letting your customers know how they benefit from public power? How often do you emphasize the community-owned advantage?

The changing world around us requires public power utilities to change from being passive monopoly energy sellers to being trusted energy advisors. We want our customers to understand how rates are set and what it costs to get electricity to their homes, offices, restaurants, and streets. And we have to do this in a way that makes sense and makes the impacts of customer decisions clear to them.

Being energy advisors means we also need to be educators — of our customers, our boards or city councils, our media, and our policymakers. As public power providers, our rate making process is out in the open for our communities to dissect (see page 40), but how can we engage customers so that they understand and appreciate all we do behind the scenes to make sure they have reliable, affordable, and environmentally responsible electric service?

In public power, we know that rates aren't just about covering our costs – they are about being responsive to our community's needs and treating all classes of customers fairly. They might be about investing in renewables (see page 16) or establishing programs to assist low-income customers (see

SIGN UP FOR OUR LISTSERVS TO JOIN THE CONVERSATION ABOUT RATES WITH YOUR COLLEAGUES AT WWW.PUBLICPOWER.ORG/ABOUT/MEMBERS/LISTSERVS

page 8). They might be about helping customers meet their energy goals, whether through offering rebates (see page 22) or other creative programs that change customer behaviors (see page 28) in a way that helps the utility and all its customers.

As technologies and customer preferences and lifestyles evolve, we have more opportunities — and more challenges — in being effective energy educators.

As distributed generation grows rapidly, utilities like yours are developing rate designs that are fair to all customers (see our rate design graphic, page 21). State legislators and other policymakers are increasingly learning about utility rates, and how these rate design options affect different types of customers. In 2017, 24 states introduced, discussed, or enacted policies related to net metering (see page 36). Some of this legislation incentivizes net metering, and some does not. At the federal level, we at the Association continue to advocate to keep decision-making about rate design at the state and local level. This is not an area where a "one size fits all" federal standard will work well.

We are ready to help you become educators. We invite you to read reports we've released in the past few months about distributed generation and rate design, the economics of energy storage, and how electricity markets work. Our team stays busy to bring you the latest policy developments affecting rates and to find examples of how other public power utilities are meeting their own rate design challenges. We provide a forum for utility employees who specialize in rates to learn from each other on our listservs, at our Business and Financial Conference, and at the Accounting and Finance Spring Meeting. We welcome all utility employees to learn more about rates through our certificate programs, webinars, and trainings. We have templates and social media materials you can customize and share with your customers to help explain different aspects of rates. And if none of those items fits your needs, our in-house experts are ready to discuss your rate management concerns – email or call us anytime. It is important that we as public power utilities make the best possible rate design decisions for our communities.

FIND AN ACADEMY EVENT OR TRAINING THAT'S RIGHT FOR YOU AT WWW.PUBLICPOWER.ORG/EDUCATION-AND-EVENTS

READ THE LATEST NEWS AND REPORTS ABOUT RATES AT WWW.PUBLICPOWER.ORG/TOPIC/BILLS-AND-RATES

HOW MUCH DOES MY ELECTRICITY USE COST?

We're constantly using electricity to run devices, appliances, and more. How much does each of these items really cost to run? Using the average electric cost for a residential public power customer — 11.5 cents per kilowatt-hour — and the average electricity used by each item, it costs...

SOURCES

Energy Information Administration; Department of Energy, Estimating Appliance and Home Electronic Energy Use, https://energy.gov/energysaver/estimating-appliance-and-home-electronic-energy-use; Lawrence Berkeley National Labs, Standby Power Summary Table, http://standby.lbl.gov/summary-table.html; http://www.fsec.ucf.edu/en/publications/pdf/FSEC-CR-1772-08.pdf; Saving Electricity/Mr. Electricity http://michaelbluejay.com/electricity/howmuch.html; http://yardinflatablelife.com/how-much-electricity-does-a-yard-inflatable-use/

$1.05

to cook a turkey in an electric oven

Assumes 4 hours of roasting.

to use a desktop computer for 8 hours

$0.07

to run a refrigerator for one day

Assumes a 225-watt refrigerator operating 24 hours/day.

$0.21

$0.17-$0.73

to run one dishwasher cycle

Range depends on efficiency of washer and how much hot water is used from an electric water heater.

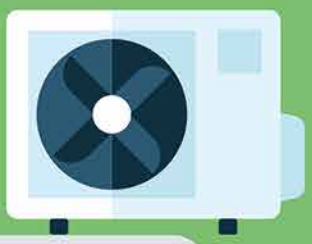
to keep a household's water heated for a month

Assumes 4,500-watt water heater, running between 3-5 hours a day.

$46 -$77

to run a central air conditioning system for two hours

Range between a 1,200-watt and 3,500-watt system.



$0.28-$0.81

$0.02-$0.06

to watch two hours of TV

Range accounts for different types and sizes of TVs, from small CRT screens to large LCD/plasma screens.

to do one load of laundry

Assumes a 45-minute wash cycle at 225 watts and 1-hour dry cycle at 2,700 watts. Range factors in $0.04-$0.68 cents for the water heater, depending on whether a cold or hot water wash is used.

$0.38-$1.02

to use a laptop computer for 8 hours, plugged in

$0.02

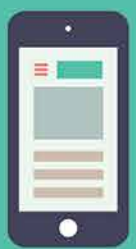
$0.01

to light a room for three hours with four 60-watt-equivalent LEDs

to light a room for three hours with four 60-watt-equivalent CFLs

$0.02

<$0.01



to recharge a smartphone

to keep a 6-foot inflatable lawn decoration on for 4 hours

$0.03

Want to calculate the exact cost of each appliance you use in your home? Visit the Department of Energy's Appliance and Electronic Energy Calculator to learn more:

Energy.gov/energysaver/estimating-appliance-and-home-electronic-energy-use

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1
2
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Real Choices, Real Savings:

Keeping the Lights On for Low-income Customers

BY JESSICA PORTER, CONTRIBUTING WRITER

More than 40 million people in the United States — 12.7 percent — live in poverty, according to the U.S. Census Bureau's report, 2016 Income and Poverty in the United States. Living beneath the poverty line means a two-parent family with two children earns less than $16,543 a year. That means many U.S. families are often faced with choosing which necessities to pay for at any given time: food, medications, or electricity.

Low-income customers simply cannot afford to take advantage of opportunities to save on their electric bill by purchasing more-efficient appliances or making improvements to their homes.

"The middle- and upper-level housing market is served well by energy efficiency programs and increases in codes and standards for efficiency," said Frank Rapley, senior manager for the Tennessee Valley Authority's EnergyRight Solutions for the Home program. "The problem is, many low-income customers have not seen these benefits because they don't have money to invest in their homes."

Many utilities have stepped up to offer financial assistance, rate discounts, or free energy efficiency upgrades. Here's a look at a few public power programs created to assist low-income customers.

Empowering Customers

Through a grant from the American Public Power Association's DEED research and development program, Florida's Gainesville Regional Utilities partnered with the University of Florida to help identify and remove barriers to delivering energy efficiency services to low-income customers. They first identified high-energy intensity areas and the major, most common energy problems among low-income customers. Then, they developed a pilot program, the Low-income Energy Efficiency Program, or LEEP, which provides financial assistance to help qualifying customers make energy efficiency upgrades.

If a customer qualifies for LEEP, a GRU representative walks through his or her home to determine areas that could use improvements, such as the heating, ventilation and air conditioning system, water heater, insulation, duct system, lighting, weather stripping, and caulking around windows and doors. GRU requires the customer to take ownership of making improvements and contacting contractors — who have been vetted by the utility — for estimates. GRU reviews the estimates submitted by the customer, selects the contractor with the best estimate for the proposed work, and sends the customer a voucher for the approved project. When work is completed, the customer signs the voucher stating that he or she is satisfied with the work and sends it back to GRU, which completes a post-work inspection and pays the contractor directly after the inspection is approved.

"Our intention is to educate and empower the customer, teach them to be more efficient, and take ownership and control of their consumption," said Tara Thomas, GRU's energy business services manager.

To qualify for the program, a customer must have owned and lived in the home for at least one year, the home must have been built before 1998, and the customer's name must be on the utility bill. Customers also must meet the U.S. Department of Housing and Urban Development's Low Income Limit guidelines of 80 percent of the median household income.

"Customers were hesitant in the beginning. They wanted to know 'what's the catch,'" recalled Thomas. "They were concerned they would have to give something up to participate. [They] found out there was no catch — they didn't owe anything."

Since the program began in 2008, GRU has helped more than 1,500 homeowners make energy efficiency upgrades with an average investment of $4,250 per home. On average, participating customers save 14 percent on their energy bills, and some save as much as 50 percent. The savings aren't always high because customers sometimes use funds to replace broken systems with more efficient systems, which might increase the bill but improve comfort and health. As a result, GRU has received plenty of appreciation from customers.

"On a monthly basis, we receive thank you cards from participants showing their appreciation for what we've done for them," said Thomas. "The community is very supportive of this program."

The program has benefited the utility as well. It reports fewer disconnects and uncollectibles among low-income customers, in addition to lower energy demand during the summer peak months. The program has also provided an opportunity to educate customers about being energy efficient while maintaining comfort.

Extreme Makeovers for Energy

Stemming from a settlement with the U.S. Environmental Protection Agency, Tennessee Valley Authority started an Extreme Energy Makeover program for low-income customers.

"The program included deep retrofits in low-income homes, and a smaller piece was to test new technologies in homes," said Rapley. "We wanted to concentrate dollars effectively in communities — helping many more people than we would have otherwise been able to do."

TVA relied on community agencies to identify homeowners in need of makeovers. Then, they determined what work needed to be done in each home. Work was awarded to local contractors and utility companies through a request for proposal process and included all aspects of weatherization and making the home more efficient, including air sealing, duct sealing, insulation, replacing windows and doors, replacing or repairing HVAC systems, and general repairs.

The program — which ended in September 2017 — worked on 3,420 homes and provided an average savings of nearly 5,000 kilowatt hours per home. The cost of improvements averaged $8,000 to $10,000 per home. In total, the program spent $42 million on the retrofits and upgrades over two years and resulted in an annual savings of nearly 17 million kilowatt-hours.

In addition to saving many families much-needed money on their electric bills, the program provided an opportunity to educate homeowners about reducing energy costs. The educational components of the makeovers were so effective that TVA decided to hold regular workshops to teach residents skills to perform do-it-yourself weatherization techniques.

TVA also established an energy efficiency information exchange with advocacy groups, academics, local power companies, state energy officials, city government officials, and a local public power trade association to determine solutions for low-income families that might be unable to take advantage of energy efficiency practices.

One result of this exchange was a new cloud-based platform to help perform weatherization audits. The technology supports the Tennessee Weatherization Assistance Program, a federal program that provides weatherization assistance to low-income residents. While still in development, the tool has already been used in 200 homes. A final version will be deployed in mid-2018.

One Size Does Not Fit All

Silicon Valley Power's service territory covers only 19 square miles in California, but within those miles are 55,000 customers, including 46,000 residential customers — half of whom live in multifamily housing units. The area is home to a large transient community with university students, recent immigrants, or people in the country on temporary visas. When determining how to help low-income customers, the utility had to come up with a plan to help renters as well as homeowners.

"It's important to offer programs that can help all of our customers, especially low-income, because electricity is a basic need," said Mary Medeiros McEnroe, public benefits program manager for Silicon Valley Power. "Low-income customers often do not have the ability to make energy-efficient changes because they are in rental units."

In 1998, Silicon Valley Power created a program to give all qualifying customers a 25 percent discount on their electric bill. In 2014, the utility capped the discount at the first 800 kWh per month (the average customer was using 500 kWh per month) to prevent waste and encourage energy-efficient practices.

"We didn't want to encourage waste by allowing unlimited use," said Medeiros McEnroe. "Lots of customers started bringing usage down when we capped the kilowatt-hours — it resulted in a behavior change."

To help customers using closer to 800 kWh per month, Silicon Valley Power created a direct install program. The utility hired a contractor through a competitive bid process and then reached out to all customers with high energy usage. For participating customers, the contractor installed energy efficiency measures including better attic insulation, new lighting, weatherization, duct testing and sealing at no cost.

"The direct install program allowed us to have personal conversations with each [customer], so we weren't just making blanket recommendations," explained Medeiros McEnroe. "We helped them figure out what makes sense for their situation."

The program ended in 2016, after the utility reached out to all customers reporting high energy usage — ultimately completing $2,000 to $8,000 in work for each of the 53 participating customers.

Funding for the project was the result of Silicon Valley Power's public benefit charge, which was created when the state passed legislation to deregulate electric utility companies. The legislation added a 2.85 percent charge on customers' utility bills to be used for programs related to energy efficiency, renewable energy, low-income assistance, and research and development.

Now, the utility is looking for more ways to better serve low-income customers. Utility representatives do free energy audits and community outreach and education. They attend community events to help customers fill out forms to receive the rate discount, and they inform customers about energy-saving tips.

Silicon Valley Power is also developing a program to install electric vehicle charging stations in multifamily housing developments where at least 20 percent of residents qualify for the rate discount.

LIHEAP Helps Millions Keep the Lights On

Each year, more than 6 million US families are able to keep the lights on and their homes heated thanks to the Low Income Home Energy Assistance Program.

While the LIHEAP program doled out more than $3 billion in grants to states and territories in fiscal year 2018, the total funding has declined by almost a third since 2010. The reduced funding does not reflect a reduced need. More than 30 million US households are eligible to receive support from LIHEAP programs, and the majority will not receive this assistance.

The National Energy and Utility Affordability Coalition is a group of utilities, non-profit organizations, energy assistance programs, trade associations and tribal organizations that advocate for LIHEAP and other funding to support low-income families. The American Public Power Association is an ex-officio member of NEUAC, and joins the coalition in advocating for government policies and other resources in an effort to solve low income issues. Learn more at neuac.org.

"The housing developments with more low-income customers are less likely to put EV charging stations in," Medeiros McEnroe said. "If someone's in the market for a new vehicle, they won't choose an EV if they don't have the ability to charge. We want it to be an option for low-income customers."

Financing Comprehensive Upgrades

In 2012, the city of Holland, Michigan, began a long-range community energy plan to become a world-class energy-efficient city. As part of the plan, Holland aimed to improve energy efficiency for 7,400 homes by 50 percent by 2050. Holland's housing stock is less efficient than the state average, and even less efficient compared to the average in the Midwest, according to Anne Saliers, community energy services manager for Holland Board of Public Works.

To help achieve its goal, the public power utility decided to implement an on-bill loan program that would make financing for energy efficiency upgrades available to customers. But on-bill loan programs were not legal for electric utilities in Michigan, so Holland Board of Public Works worked to change the law, and a bill was passed in 2014.

Once the bill passed, the utility created the On-Bill Loan Program, which offers long-term financing options to customers who might not qualify for traditional financing because of low credit scores or a high debt-to-income ratio.

To qualify for the program, customers must have 12 months of on-time bill payment history. While the utility does not review customers' credit scores, it does check to see if any credit discrepancies have occurred in the last three years.

For qualifying customers, the program encourages deep energy retrofits — projects where customers make more holistic upgrades at one

time instead of through several small projects over time. The program also allows financing for a broad range of upgrades, including any item in Michigan's Energy Measures Database, which documents anything with proven energy savings. Customers can make upgrades related to air sealing, energy efficient appliances, improving the building envelope and insulation, and installing efficient HVAC equipment. The program even covers renewable energy upgrades, such as solar panels, if the home has a Department of Energy Home Energy Score of eight or higher.

"A lot of programs only cover certain types of measures, but the more things you can do to your house at one time, the more synergies there are in achieving the energy efficiency savings," said Saliers.

As a prerequisite to the program, customers must have an authorized contractor perform a comprehensive energy assessment. In addition, a residential energy advisor serves as a coach for homeowners, helping them evaluate their energy use and interpret potential areas of improvement documented in the assessment.

In the first year of the program, Holland Board of Public Works issued 37 loans. Those projects are now complete, and the cost is showing on customers' energy bills. The average amount financed is more than $13,000 per project, for a total overall investment of more than $500,000. On average, each customer with an on-bill loan completed more than eight measures to become more energy efficient.

In addition to giving homeowners the support needed to make their homes more efficient, the program also helped Holland Board of Public Works connect with customers and raise awareness about energy efficiency.

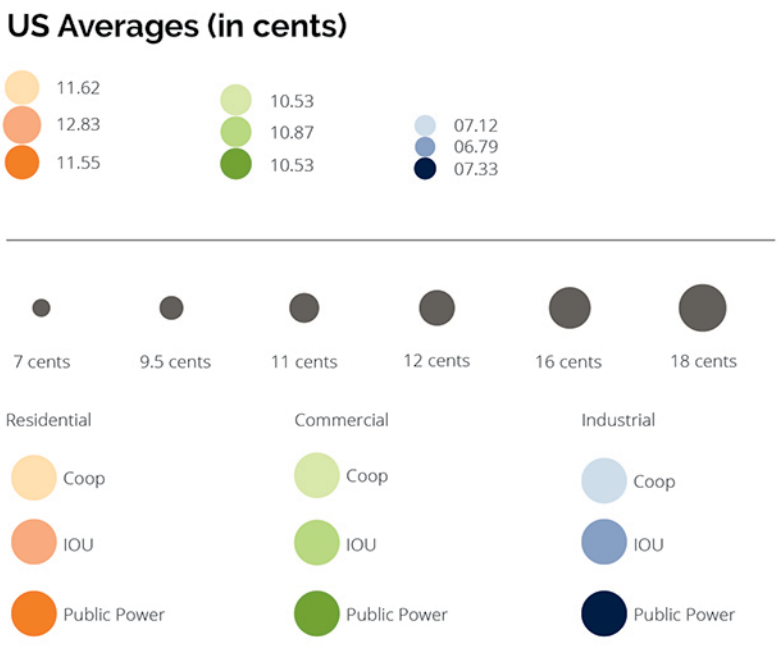
"Part of our role is to help customers use their utilities wisely. We feel it's a responsibility to provide education and coaching on how they can spend less money and make their homes more comfortable," said Saliers. "There are [also] safety checks with an energy assessment. These upgrades make their homes healthier and more comfortable, and they save money. They can spend that money on other things in the community rather than on fuel we have to import from outside of the state."

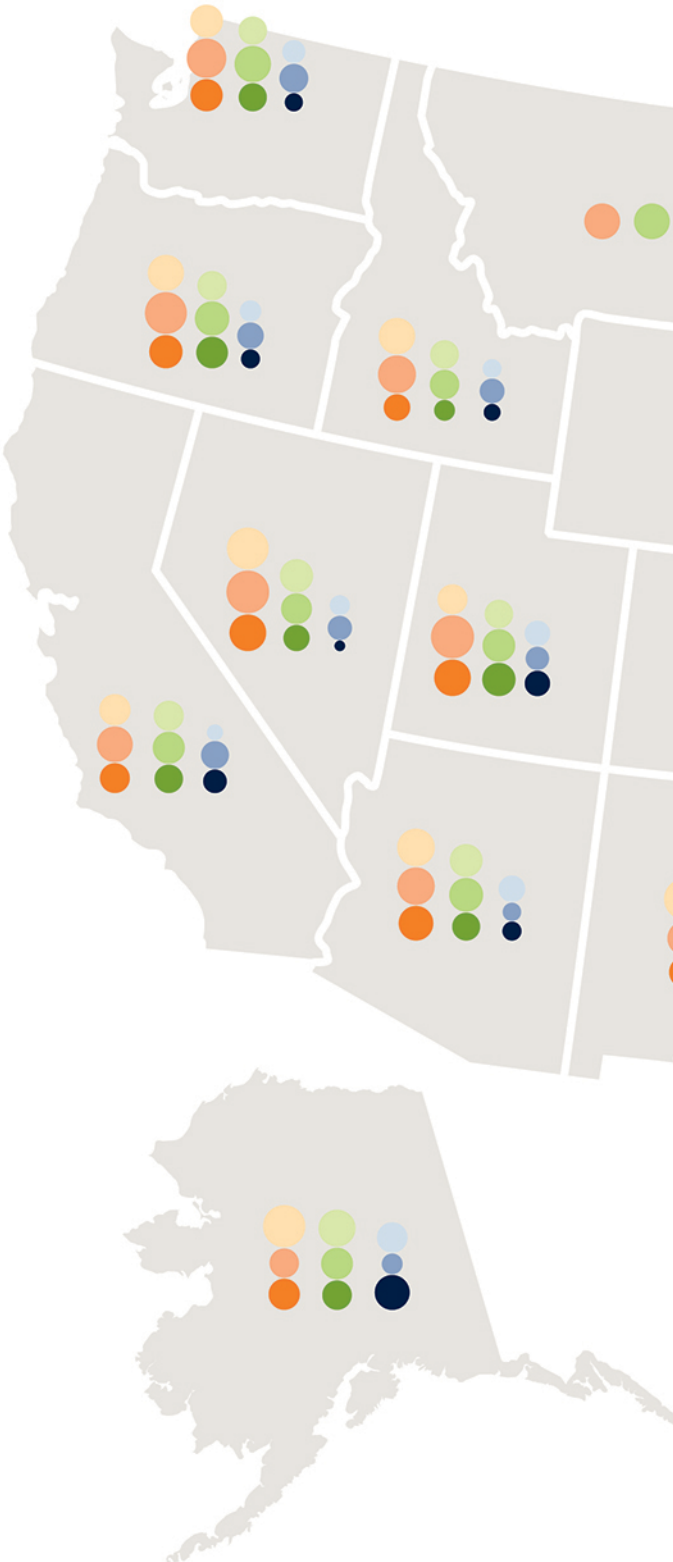
Coast to Coast, Public Power Costs Less

How much a person pays for electricity depends on a variety of factors — including where they live and who they get their power from. This map shows the average revenue from bundled sales per kilowatt-hour for residential, commercial, and industrial customers served by public power, cooperative, and investor-owned utilities in 2016.

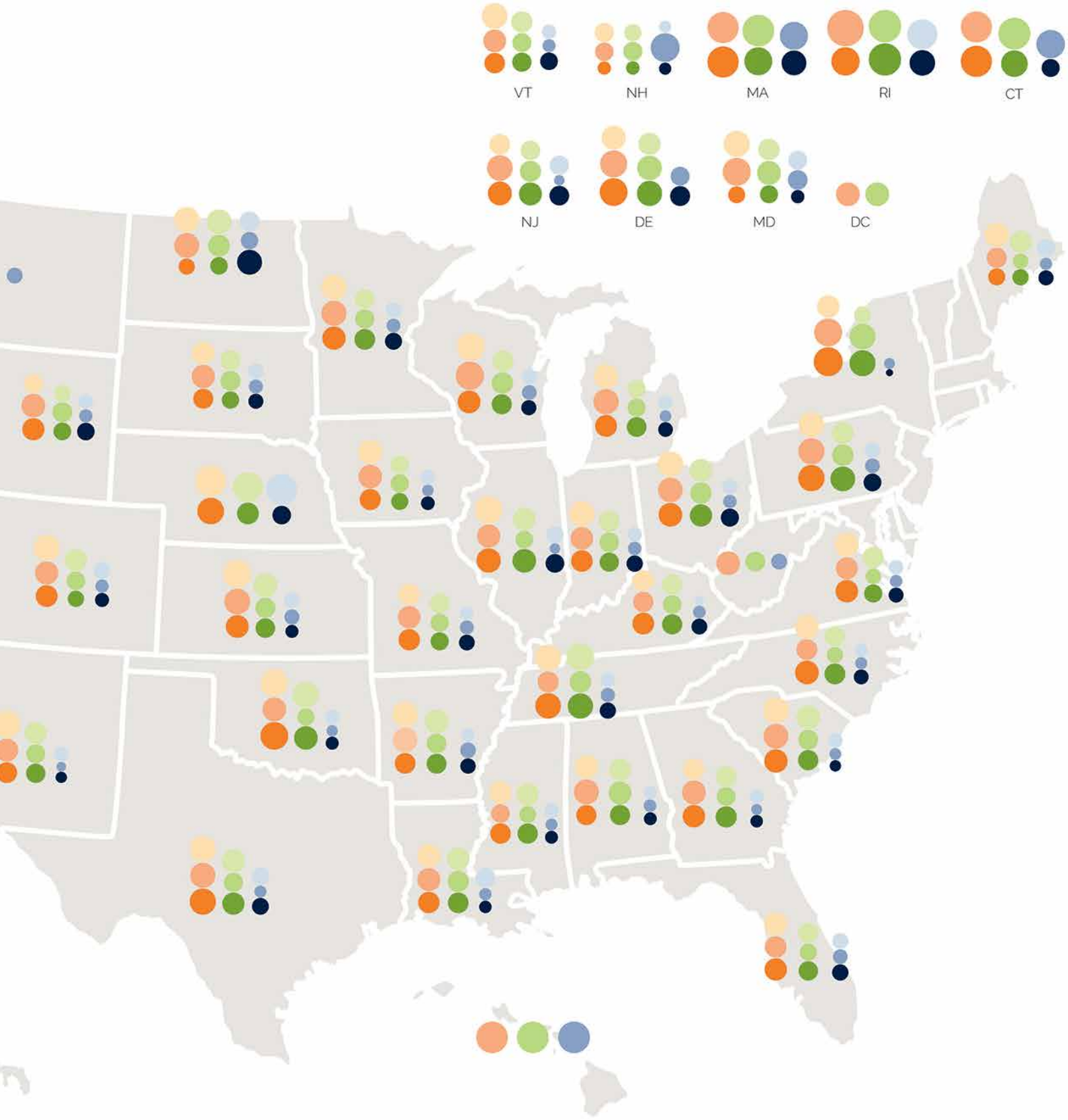
Nationwide, the average residential customer served by public power pays 11.55 cents per kWh, compared to 11.62 cents for co-ops, and 12.83 cents for customers served by IOUs.

Take a look to see how your state compares.

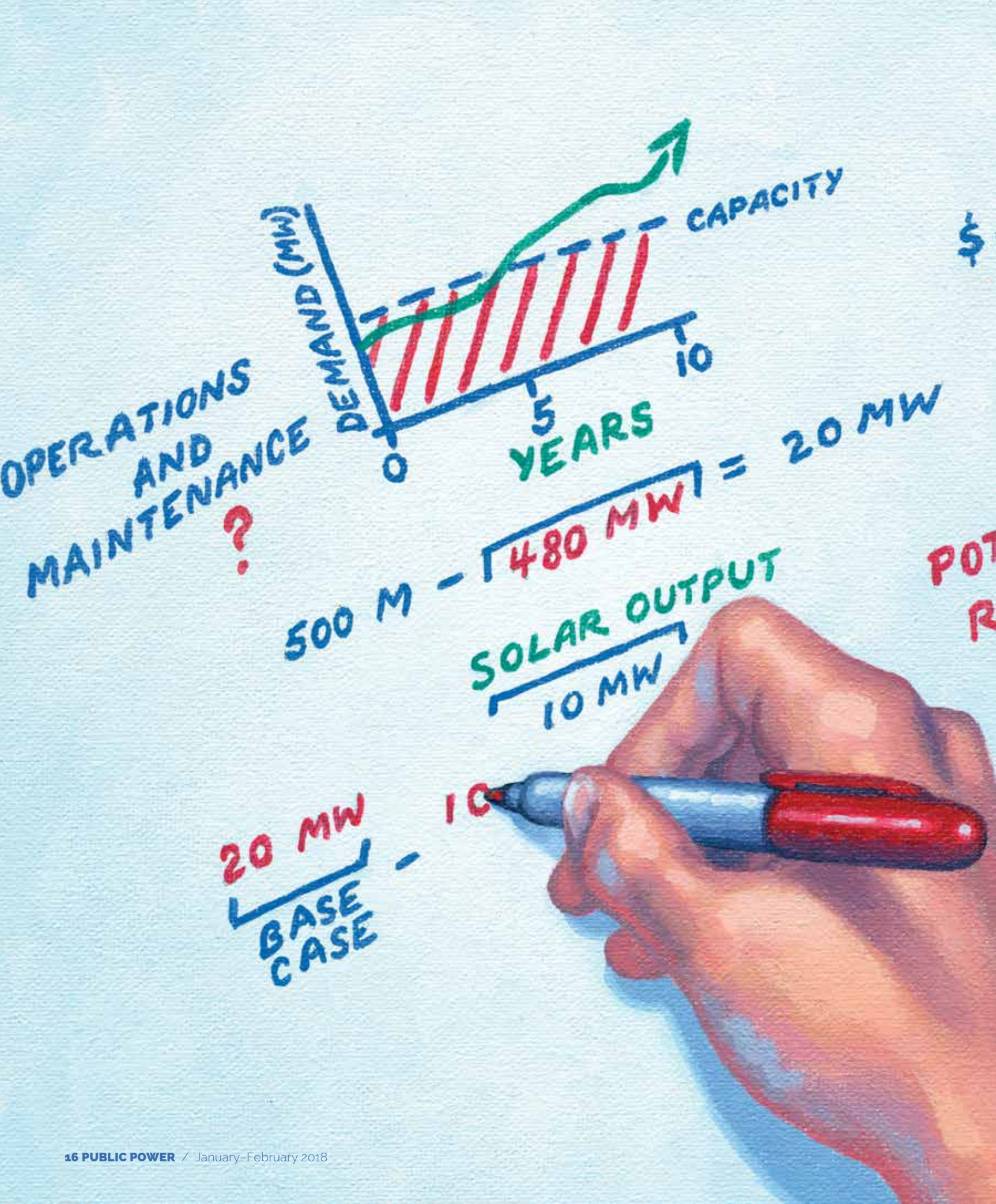




Source: Energy Information Administration, Form EIA-861, 2016.

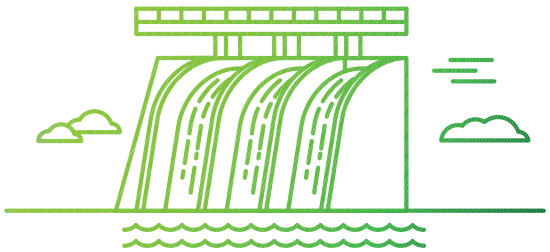


#PublicPower


DEMAND (MW)
CAPACITY
0
5
10
YEARS
OPERATIONS AND MAINTENANCE
?
500 M - 480 MW = 20 MW
SOLAR OUTPUT
10 MW
20 MW
BASE CASE

PRICING RENEWABLES: PUBLIC POWER PUTS CUSTOMERS FIRST

BY PETER MALONEY, CONTRIBUTING WRITER



Renewable energy resources have enjoyed rapid growth over the past decade thanks to declining costs, escalating customer interest, and evolving state and federal policies. In 2016 alone, 22 gigawatts of renewables were added to the grid, according to Bloomberg New Energy Finance. As prices are expected to decline further, renewables are likely to continue to grow.

Customers in the United States purchased 95 million megawatt-hours of energy on the voluntary green power market — through community solar programs, power purchase agreements, contracts, and utility green pricing programs, according to the National Renewable Energy Laboratory.

Public power utilities play a big role in the renewables market, even though the compliance requirements set by state renewable portfolio standards often do not apply to them.

Six public power utilities are on NREL's 2016 top 10 list of green pricing programs. Four public power utilities are in the top 10 for green power sales (by megawatt-hours): the Sacramento Municipal Utility District ranked second, Austin Energy fourth, Tennessee Valley Authority eighth, and Silicon Valley Power ninth.

In 2015, Austin Energy was the top public power utility in green sales in NREL's listing and third among all utilities with 637 million kilowatt-hours of renewable energy sold. Austin Energy achieved that position solely through solar power acquisitions.

Amid all this growth, it can be complicated for utilities to figure out exactly how much renewable energy costs.

ENCOURAGING AFFORDABILITY AND COMMUNITY VALUES

In Missouri, Independence Power and Light's goal is to mirror the state's "15 percent by 2021" renewable portfolio standard, according to Andrew Boatright, the acting director of the utility. IPL is under no regulatory mandate but is doing what is "environmentally appropriate," he said.

Years ago, IPL entered into a power purchase agreement to buy 15 MW of wind power from Enel Green Power North America's Smoky Hills II wind farm near Salina, Kansas. Subsequently, IPL added 20MW from the Marshall Wind Energy project in northeast Kansas. From a cost perspective, the wind power purchase agreement was not a difficult decision. It was a competitive solicitation, enabling IPL to procure renewable energy at the lowest price and with no negative impact to rates, Boatright said.

Now, the utility plans to expand its community solar program from 3 MW to 11.5 MW, with 8.5 MW expected to come online next summer. Solar is not the cheapest resource by any means, but it is a negligible part of the utility's overall system and does not result in higher rates, said Boatright.

"Part of remaining relevant in the next era is defined by what our customers need and want," said Boatright, and "customers want a say in the type of electricity they buy."

"Community solar hits on many cylinders," he said. It gives customers the renewable energy they want, and it can come with flexible pricing options that do not impinge on customers who choose not to participate in the program. Unlike a net metering program that allows customers with rooftop solar to sell excess power back to a utility, the community solar customer pays to subscribe to a community solar program and buys power from the utility.

However, a community solar program does not immunize a utility from rate uncertainty. IPL also has a net metering program for rooftop solar customers in addition to energy efficiency and conservation programs. Those programs all eat into the utility's fixed costs.

To explore ways to recover these costs, IPL is undertaking a cost of service and rate study, which should be ready to present to the city council by mid-2018. "We need and want to understand the impact of renewables," said Boatright.

> **"Part of remaining relevant in the next era is defined by what our customers need and want," said Boatright, "and customers want a say in the type of electricity they buy."**
>
> **ANDREW BOATRIGHT**
> ACTING DIRECTOR
> INDEPENDENCE
> POWER AND LIGHT

IN FAIRNESS TO ALL

Net metering programs have been a driving force behind the growth of renewable energy, but problems arose as the programs grew in popularity. Some people argued that solar customers were paying less than their fair share of fixed utility costs, putting a burden on non-solar customers. Solar advocates argued that these valuations were flawed because they do not account for the non-environmental benefits of solar power, such as reduced transmission or distribution loads during peak hours.

In 2012, Austin Energy in Texas became the first utility in the United States to introduce a value of solar tariff, which replaced its net metering program.

Adopting a value of solar approach "gets us away from the net metering fight," said Danielle Murray, Austin Energy's solar program manager. "We bypass that whole conversation."

A value of solar approach means that solar customers are not overcompensated for the solar power they sell back to the utility. Murray said this approach allows Austin Energy to move on to a more sustainable phase of its renewable energy program.

Austin Energy hired consulting firm Clean Power Research to conduct a value of solar study that includes five components: the offset costs of generation, transmission, distribution, operations and maintenance, and a value for environmental attributes.

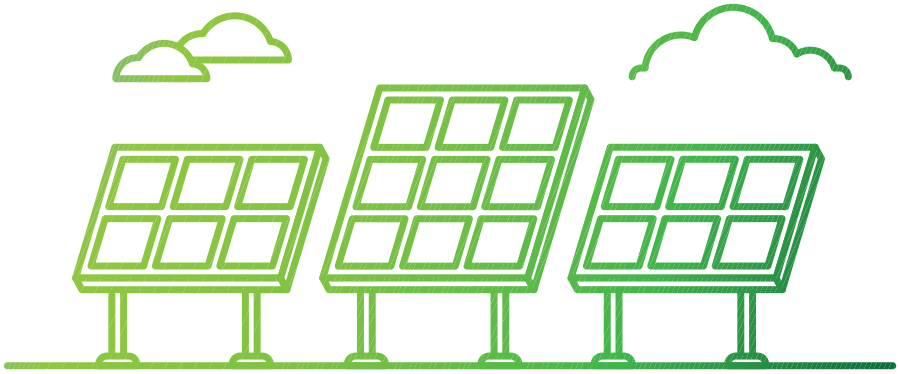
For the generation component, Austin Energy uses forward prices in the Texas competitive power market and then uses production profile overlaid with forecast prices for specific times so that time-of-use rates are built into the calculation.

The environmental costs were originally based on Austin Energy's green energy program and pegged at about $0.02/kWh, but they are now based on the Environmental Protection Agency's social cost of carbon calculation, or about $0.015/kWh.

Another component of Austin Energy's approach is what has become known as buy-all, sell-all. Solar customers buy all the electricity they use at their prevailing retail rate and get a credit for all the solar power they generate at the value of solar rate. On average, Murray said, about half of the residential solar output on Austin's system is pushed back to the grid.

"The value of solar approach allows us to adopt renewable energy in a financially sustainable way," said Murray.

> **"The aim of Lincoln Electric's value of solar study is to put solar and non-solar customers on an equal footing"**
>
> **SCOTT BENSON**
> MANAGER OF RESOURCE
> AND TRANSMISSION PLANNING
> LINCOLN ELECTRIC



GETTING AHEAD OF THE WAVE

When Lincoln Electric System in Nebraska was trying to determine the cost of renewable energy on its system, it took a close look at the literature on value of solar studies, including the work that Clean Power Research did for Austin Energy. In the end, Lincoln Electric did its own value of solar study.

Lincoln Electric used the same basic parameters as Austin Energy — the value of generation, transmission and distribution offsets, plus a value for environmental benefits — but with its own take.

In broad strokes, Lincoln Electric established a base case that projects the cost of the utility's energy needs 20 years into the future. It then modeled enough behind-the-meter solar to move the need for the next generating unit out one year. When that aggregate solar output is subtracted from the base case, it yields a solar base case. Capital costs for new generation and environmental benefits are added to the mix, and the difference between the base case and the solar case determines the levelized cost Lincoln Electric pays its solar customers.

For environmental benefits, Lincoln Electric used past sales of renewable energy credits to develop a price forecast. In particular, the public power utility used short-term prices for solar renewable energy certificates in a voluntary market. Nebraska has no renewable portfolio standard.

The aim of Lincoln Electric's value of solar study is to put solar and non-solar customers on an equal footing, while compensating solar customers for the value of the expenditures they save the utility, said Scott Benson, Lincoln Electric's manager of resource and transmission planning. The idea is "to pay all the value that solar brings and no more than that."

Lincoln Electric does not currently pay solar customers the value of solar rate, but it does use the value of solar analysis to inform its retail rates, Benson said. Value of solar is the fundamental building block of the utility's renewable generation rates.

Right now, solar customers are paid the full retail rate for solar production they sell to the utility. That rate applies until Lincoln Electric reaches 1 MW of customer-installed renewable energy. After that, customers are paid at half the renewable generation rate until renewables on Lincoln Electric's system reach 2 MW. After the 2 MW mark is hit, the rates will come down again. This last rate has not yet been set, but it might be the value of solar, said Benson.

If solar panel prices continue to drop, "we will see more solar installations, with or without incentives," said Benson. "We are doing this now to gain more experience with solar before the wave hits. We want to get ahead of the wave."

RATE DESIGNS: WHAT'S BEST FOR YOU?

Public power utilities aim to set rates that are fair to all customers. However, each type of rate design option can affect customers differently. Here's a quick look at some of the pros and cons of different rate designs.

RATE DESIGN OPTION	PROS	CONS
STANDARD/ TRADITIONAL	Easy for customers to understand Requires minimal customer education to explain	Might result in cross-customer subsidies for customers with solar, storage, or other distributed energy resources
NET METERING/ BILLING	Simple structure that is easy to bill for/explain Doesn't require special metering Incentivizes distributed generation	Because solar generation is credited at full retail rate, customers without solar effectively subsidize customers with solar
VALUE OF SOLAR	Credit for solar generation reflects actual value of the generation to the system Doesn't require systemwide meter upgrade; only solar customers receive new meters	Complex to calculate Uses some subjective values (e.g., estimated environmental value)
BUY-ALL, SELL-ALL	All electricity generated and consumed by customers with solar is accounted for Separate meters for DG customers allow for easy monitoring of bill and credits due	May be a disincentive for customers to deploy DG
RESIDENTIAL DEMAND CHARGE	Allows utilities to more easily recover fixed costs from customers Gives customers control Reduces cross-customer subsidies for DG	Can be difficult for customers to understand Disproportionally affects customers who cannot control/ adjust when they use energy
FIXED/CUSTOMER CHARGES	A relatively simple way for utilities to recoup fixed costs Easy to explain Provides a steady, reliable revenue stream for the utility	Disproportionally affects those customers who use the least amount of energy May be a disincentive for energy efficiency
TIME OF USE	Greater equity between the price of electricity and the actual cost of delivering service Excess generation from DG customers credited at rate closer to actual value Typically increases savings for DG customers	Customers who cannot adjust energy use are not able to take advantage of savings Not feasible without smart meters Could pose cost recovery issues if customers reduce peak demand more than anticipated

For more information about these rate design options and how they affect customers and utilities managing distributed energy resources, see *Distributed Energy Resources and Public Power*, a new report from the American Public Power Association.

REBATES: DOLLARS ALONE ARE NOT ENOUGH

BY JOHN EGAN, CONTRIBUTING WRITER

Dollars are not the most important factor driving success in utility rebates. The size of a rebate is not a trivial matter, but it is not, by itself, enough to overcome complex rebate programs or lack of market demand. Other factors, such as program simplicity, customer knowledge, and contractor channels, can be just as critical in successful rebate programs.

rebate

noun [C] US /'ri·beIt/

money that is returned to you after you pay for goods or services, done in order to make the sale more attractive

KEEP IT SIMPLE

Pasadena Water and Power introduced its "Under One Roof" program in 2015 to simplify the rebate process for customers, explained Wendy De Leon, customer relations manager for the California utility. "Customers were having difficulty navigating through all the options. We needed to simplify the process and create a one-stop shop."

PWP's income-qualified customers can choose from a wide range of rebate programs and services, including:

- Free home efficiency audits and installations of energy- and water-efficient devices
- Free turf removal and installation of drought-tolerant landscaping
- Free installation of a laundry-to-landscape greywater system
- Free house painting
- Free wheelchair ramp installation
- Low- or no-interest loans for home revitalization
- Up to $75,000 to help cover down payment and closing costs
- Affordable fixed-rate loans for first-time homebuyers
- Homebuyer education classes in English and Spanish

These programs and rebates are offered through various city and county departments and through third parties. Before Under One Roof, income-qualified customers might participate only in the services offered by a specific department, missing out on other programs designed to help them. Creating Under One Roof meant similar home improvement programs were packaged into a process easier for customers to follow and allowed each participating department to reach a larger audience.

"We have a public benefits charge on each customer's bill, and the funds we collect can be used in a variety of ways, from installing cost-effective energy efficiency upgrades to offering services for income-qualified customers," De Leon commented. "We decided to use those funds to help those who need it most."

"We encourage income-qualified customers to begin by enrolling in one of our monthly bill assistance programs," added Margie Otto, public relations and marketing manager for Pasadena Water and Power. "After signing up to receive a discount on their bill, customers can then select from a wide range of indoor and outdoor home improvement measures, many of which are free."

WHEN IT'S RAINING BRANDS, CONSIDER AN UMBRELLA

Simplicity was also the goal of the Platte River Power Authority, a joint action agency owned by and serving public power utilities in northern Colorado. In 2014, Platte River launched Efficiency Works, which has simplified energy efficiency projects for member utilities, customers, contractors, and the agency itself.

"Prior to Efficiency Works, there was a lot of brand confusion in the market," said Adam Perry, a Platte River customer service supervisor for energy efficiency. "Each of our four utilities had their own program names … We weren't helping ourselves, our members, or our members' customers with all those different logos and program names."

Since streamlining programs under the Efficiency Works umbrella, Platte River is seeing more effective projects and happier customers.

"Our member utilities tell us the Efficiency Works brand helps them reach their goals," he continued. "And it's easier to work with trade allies like contractors if you have a clear, consistent brand across a compact region."

Before launching Efficiency Works, roughly 600 to 700 commercial efficiency projects across Platte River's four utility service territories were completed each year. In the years immediately after launching the umbrella brand in 2014, commercial completions jumped to about 800 per year. In 2017, the agency expects to have a record 1,000 commercial efficiency projects completed.

"As a joint action agency, our job is to recruit contractors while our member utilities recruit customers," said Perry. "Anything we can do to draw more contractors into the network is a good thing. Having a larger network of contractors also means a larger pool of best practices that can be exchanged across our region."

KNOW YOUR CUSTOMERS AND YOUR MARKET

Cara Shaefer, director of energy services and renewables at City Utilities of Springfield, emphasized the importance of designing programs and rebates that customers can easily understand.

City Utilities provides electricity to about 118,000 customers in southwest Missouri. The utility's Home Performance with Energy Star program was discontinued in 2015, five years after it was introduced, because it was too complicated.

"It had multiple touchpoints and a lot of handoffs," she recalled. "We had a very small percentage of customers who installed improvements after receiving an audit."

"We need to look at technology, at what customers are asking for, and whether it helps us and them," added Shaefer. The utility recently offered a rebate of up to $75 for a Wi-Fi-enabled smart thermostat and is starting to investigate other efficiency, pricing, and demand-response programs.

Perry, of Platte River, recalled a similar fate for the agency's commercial food service rebates.

"We quadrupled the rebates but there was no pickup in customer interest," he said.

The agency had a similarly low level of interest with its commercial heating, ventilation, and air conditioning program until it retooled a few years back. The reboot reduced the rebates offered and moved them from the customer to the equipment distributor, who used them to lower equipment prices to contractors performing a job.

LOOK BEFORE YOU LEAP

Roseville, California, about 20 miles northeast of Sacramento, is home to many technology early adopters. More than 4,000 residential and business customers of Roseville Electric Utility have installed a combined 13 megawatts of rooftop solar generation. Enthusiasm for electric vehicles is high and rising among the utility's roughly 56,000 customers. There are more than 500 EVs in the city and more than 40 public EV charging stations, including three owned by the utility.

David Bradford, Roseville Electric Utility's electric customer programs supervisor, needed to know how far and how fast the EV demand curve could rise. "We needed to obtain data to better plan for the potential impact. We thought we should start by asking our customers. We wanted to understand where they lived and how they viewed potential alternate pricing options for EV charging," he said.

Last year, Roseville offered three rebates for EV owners who completed a 20-minute online survey. New EV owners were eligible for a $300 rebate, customers who purchased a level 2 (240-volt) EV charger could receive a $500 rebate, and EV owners who had owned their vehicle for more than six months could receive a $50 rebate. In setting the rebate values, Bradford looked at what other utilities in California were

"The sooner you start, the better you'll be prepared. Don't wait for third parties to come into your area offering to install chargers or banks of chargers"

DAVID BRADFORD
ELECTRIC CUSTOMER PROGRAMS SUPERVISOR
ROSEVILLE ELECTRIC UTILITY

offering and chose values that represented a midpoint.

Bradford learned that 30 percent of EV owners also had installed rooftop solar panels and another 21 percent were "very likely" to install a rooftop solar system.

He stressed the importance of looking before you leap. "It's critical to invest in research. The landscape is changing for our customers, so we need to change with it. We need to know who our EV customers are, and who they could be. We got great data and it didn't cost a lot."

EV technology is so new that utilities don't have a reference for how adoption might affect the system. If three or four EV owners on the same circuit all tried to recharge their vehicle at the same time on a hot August afternoon, there could be negative consequences for the system and for customers on that circuit.

"The sooner you start, the better you'll be prepared. Don't wait for third parties to come into your area offering to install chargers or banks of chargers," Bradford advises.

GET THE WORD OUT

The contractor network is critical to getting the word out about rebates. A list of pre-approved contractors can be found on many utility websites.

Beyond contractors, the next best communication channels depend on where your customers get information. Shaefer, of City Utilities of Springfield, noted that when the utility runs TV ads on efficiency upgrades and rebates, customer participation rates go up, call volume increases, and website visits spike.

Platte River doesn't really have a viable TV advertising option. "We're considered part of the metro Denver market, but if we were to advertise on TV, most people who saw our ad would not be a customer of our members," Perry said.

Given the importance of the contractor network to Platte River, the joint action agency relies on ads in trade publications and in-person workshops or appreciation events. The agency has discontinued print advertising, and after a radio ad campaign in 2016 proved to not be cost effective, it ended that, too.

Bradford, of Roseville Electric Utility, recruited survey participants using tried-and-true communications methods including bill inserts, website invitations, and social media.

"The open rate for utility mailings is ridiculously high," he said. "Plus, web and social media are inexpensive, and customers increasingly are looking to get information that way. If you can get on the right social media sites, like Nextdoor, neighborhood association websites, or Facebook community groups, you'll get a good response because those are targeted communications."

TAILOR THE MESSAGE

Consider whether the message you are sending resonates with customers.

The phrases "saving money" and "saving energy" are staples of utility efficiency and rebating messaging. Yet, market research conducted several years ago by the Northwest Energy Efficiency Alliance showed customers responded more to "waste" messages than messages about saving money, saving energy, or leaving a better world for your children. Utilities should consider experimenting with messaging to see if their customers respond differently to refreshed collateral.

A utility that requested anonymity said a mid-2017 survey of customers showed a surprising result: A declining level of interest in efficiency because, customers said, everything that could be done has already been done. The source noted that there are still plenty of efficiency gains to be captured, and the utility is considering conducting further research to see what is driving these perceptions.

CONSIDER EFFICIENCIES IN THE PROCESS

Most of the utilities contacted said they process rebate applications in-house. Some are still processing paper applications by hand, and others receive applications electronically but still process them by hand.

The City of Pasadena uses about two full-time-equivalent staffers to process rebates, estimated Wendy De Leon. Shaefer said about three full-time workers are needed to operate and process rebates at City Utilities of Springfield. Platte River outsources rebate processing, though it plans to bring that back in-house in 2018 to get more flexibility over program design and delivery.

As public power utilities seek to lower costs, streamline processes, and boost customer satisfaction, they might want to consider whether digitizing this system or using an outside firm to process rebate applications will help reach these goals.

‘MAY I RECOMMEND THE SALMON?’

BY JOHN EGAN

Hotels call them concierges. Restaurants call them sommeliers. In unfamiliar settings, people need a guide, someone to walk them through the many options they face so that a delightful experience is delivered.

Utilities eager to bump up their efficiency program conversion rate — or interested in ways to enhance the customer experience — might want to consider partnering with an efficiency concierge service.

Platte River Power Authority did that in 2014, and its residential conversion rate shot up to between 50 percent and 60 percent compared to an industry average of about 30 percent, according to Adam Perry, customer service supervisor for energy efficiency. That meant for every 1,000 residential energy audits conducted, between 500 and 600 customers installed one or more of the recommended efficiency measures.

Over a three-year period, Platte River used Austin, Texas-based CleaResult® as its energy efficiency concierge and its processor of residential rebate applications.

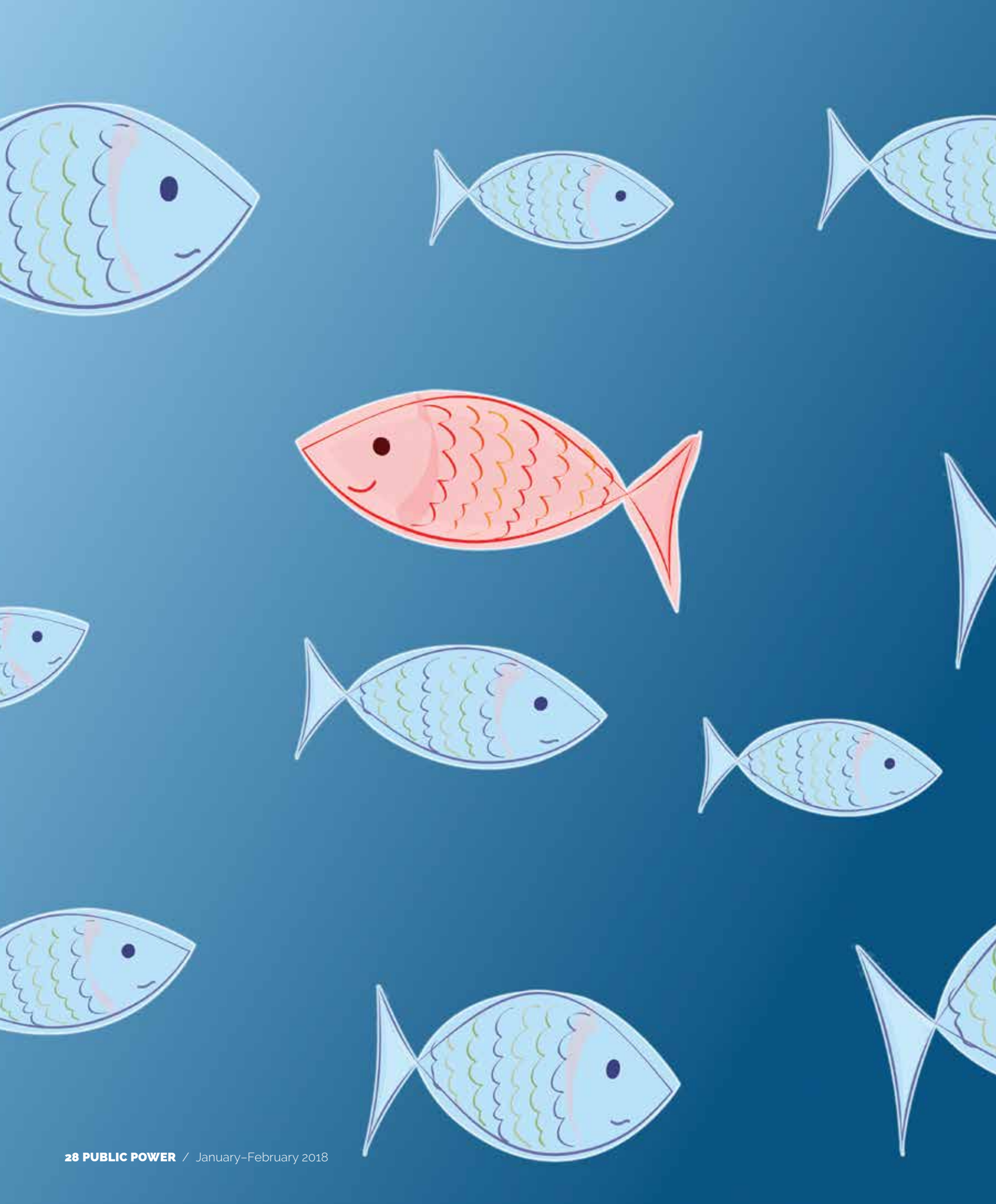
I have a positive firsthand experience working with an energy efficiency concierge. A few years ago, after I had a home energy audit done, I had a phone consultation with Paul, a CleaResult concierge, to review the report. The contractors on the referral list were prequalified with my city, county, and electric utility. That gave me peace of mind that my rebate applications would not get kicked out of the system.

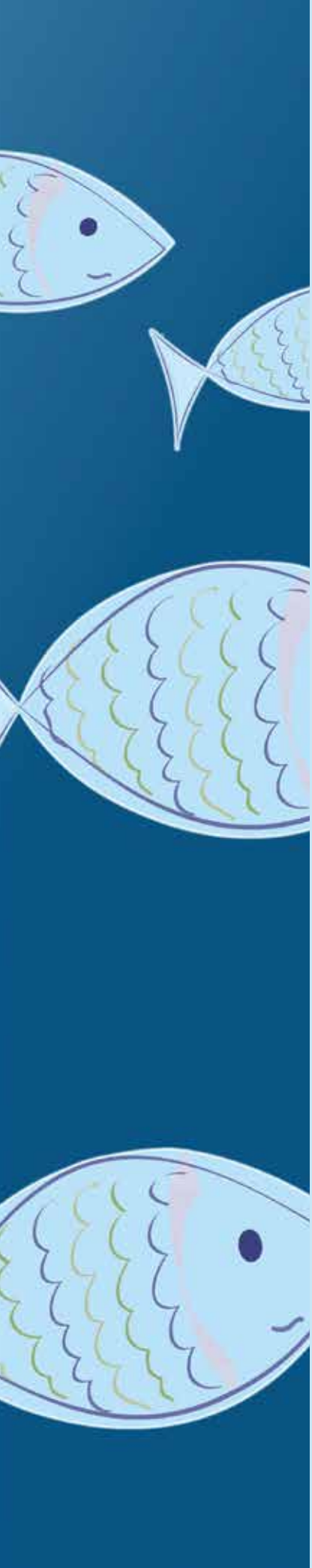
I was the decision-maker, but Paul was my co-pilot, providing invaluable help. He patiently stepped me through my options. He explained issues and terms that I did not understand. He periodically checked back to see where I was in my decision-making and how the work was progressing. He helped shepherd me past all the usual off-ramps that crop up with efficiency projects. And when the work was complete, he filed for about $750 in rebates for me from the county, my city, and my investor-owned utility.

Paul delivered the kind of helpful, attentive service you would expect at a high-end hotel. He didn’t make me feel dumb because I didn’t understand the need to inject a proverbial ton of insulation in my attic. Most importantly, Paul sweated the details so I didn’t have to.

After my upgrades were complete, Dave Hatchimonji, the EnergySmart residential services manager for Boulder County, told me that the people-first approach has been wildly successful — because it allows the program to meet the customers where they are.

“You can throw all kinds of incentives at the problem of energy inefficiency, but without an energy adviser to guide you, the efficiency work won’t get done.”





Could You Keep Your Customers on an Energy Diet?

BY SUSAN PARTAIN, SENIOR EDITOR AND CONTENT STRATEGIST, AMERICAN PUBLIC POWER ASSOCIATION

As people set resolutions for the new year, they're wondering how to make new routines stick. Those of us who have resolved to eat healthier or exercise more know that keeping these resolutions can be difficult. Behavior change is not easy.

FOR A PERSON TO CHANGE a behavior, they first need to see and understand that behavior and its related actions, agree with the reason for changing the behavior, and be motivated to act at the right time.

Public power utilities often commit to encouraging customers to use less of their product, or to go on an energy diet. To get customers to stick with the diet, engage with their utility, and sign up for other programs, public power utilities turn to behavioral science. Here are a few tips for nudging customers in the right direction.

KNOWING WHEN AND HOW TO CHANGE

MOST OFTEN, people don't think about when they are or are not using electricity.

According to K. Carrie Armel, a researcher at Stanford's Precourt Energy Efficiency Center, the most successful energy efficiency studies were those that provided more frequent feedback, in addition to feedback about specific behaviors. This feedback could include showing customers how much standby power devices use with Kill-A-Watt meters or displaying total consumption on an in-home meter. Visual displays, such as lights or smartphone apps that indicate change in the demand price, or personalized charts that show which factors contribute to use are also helpful. In a presentation, Armel noted that close to 40 studies between 1975 and 2000 showed that having a meter in a central location inside a home can reduce energy use by an average of 10 to 14 percent.

Automating new behaviors makes it easier to switch to them. But that requires making sure customers first know how to use any associated technology, such as programmable thermostats, and understand when and why to make changes.

"Utility marketing is more education than anything — we are trying to get the average utility consumer to become interested in our complex topics," said Cynthia Clemmons, utility marketing manager at Lakeland Electric in Florida.

For example, Clemmons said, "we look at how we decrease our operational costs so we don't have to raise rates. One way to do that is by getting more customers to [pay their bill online], which means we first have to educate people on how to do it."

USE OPT-OUT WISELY

UTILITIES OFTEN HEAR that to encourage customer participation, they should make a program opt-out instead of opt-in. While opt-out programs might boost participation, utilities should consider the overall impact on customer relationships.

In a study funded by the Department of Energy, Lakeland Electric tested customers' adoption of time-of-use rates through voluntary and assigned enrollment in the rate program. Although both groups had high retention across the two-year study, only the voluntary group was able to significantly reduce load — an average of 7 percent. The assigned group actually had a slight increase in use.

The voluntary enrollees were already more educated about energy use, and were therefore more willing to change their consumption.

Lakeland also found that the opt-out approach made some customers angry or confused about why they were being placed on a different rate plan. "You definitely don't want to do something to irritate your customers. Our impression was that we went out of our way to irritate our customers, and we don't want to do that," said Dave Kus, assistant general manager, customer service, at Lakeland.

IDENTIFY WHY A CUSTOMER WOULD WANT TO CHANGE

A CUSTOMER MIGHT BE MOTIVATED to change a behavior if it saves them money and time, is an easy change to make, aligns with what others are doing, reflects a personal value, or for another reason altogether.

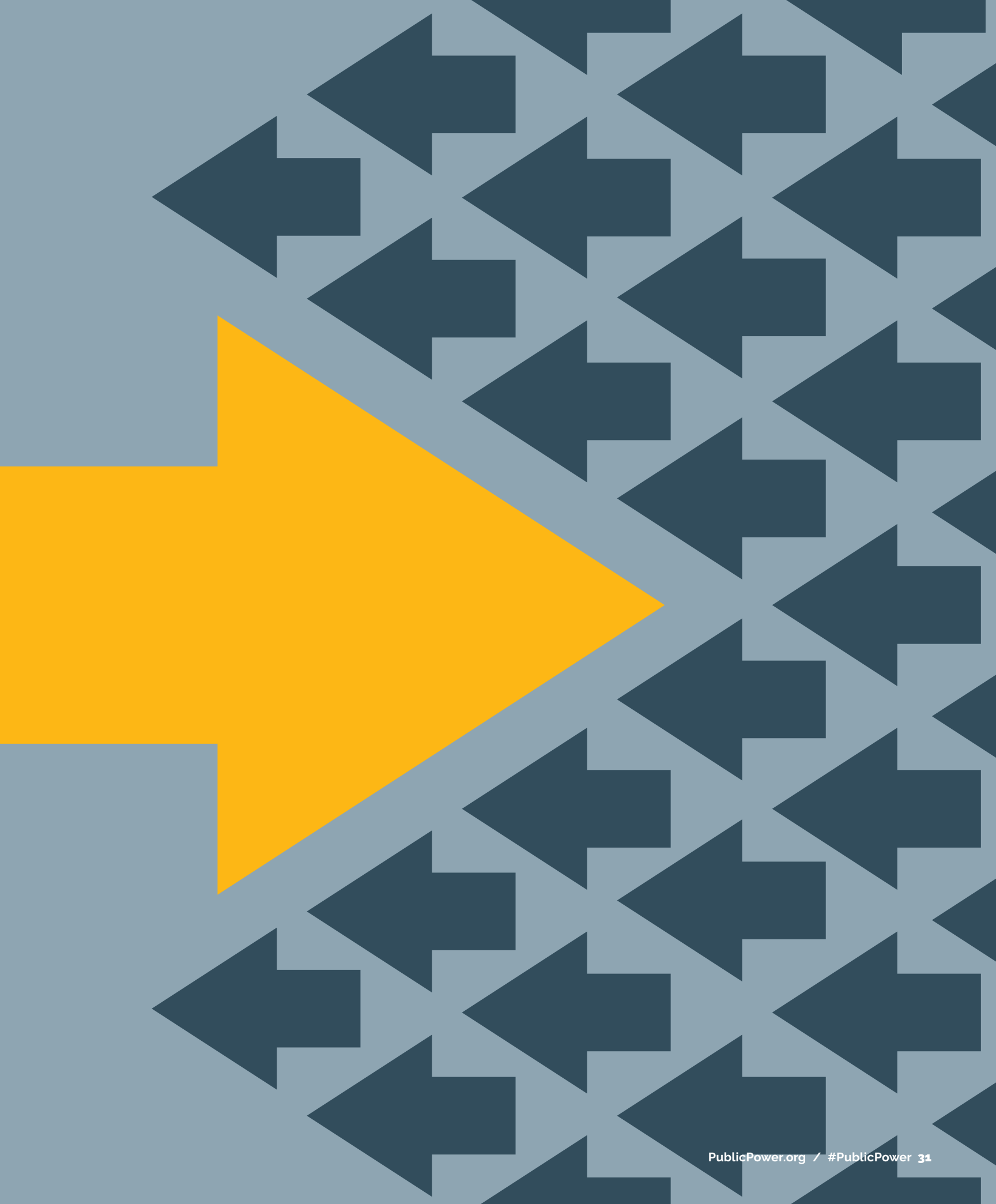
Utilities promoting energy efficiency are attempting to change behavior for all or a large group of customers. Yet, these customers might have differing motivations and abilities to change.

Julia Lundin, director of product marketing and strategy at Oracle Utilities (formerly Opower), recommends that utilities think carefully about how to segment customers.

"We have 95 attributes for customer segmentation; this is helpful to identify the customers who have highest potential to save, may be harder to reach, may need more hand holding, may use more on-peak or more off-peak energy ... and plenty of other things like if they are an owner or renter, so that you are promoting the most relevant options only," said Lundin.

A report from Lawrence Berkeley National Laboratory suggests that utilities first determine what behaviors drive the biggest change, such as using less heating or air conditioning during the day, and then determine which customers can benefit from the change, such as those customers with adjustable thermostats who aren't at home during the hottest or coldest part of the day.

Lundin encourages utilities to connect with customers in a way that "gives them the impression that they are a segment of one." And being able to do that, added Lundin, requires a lot of technology.



> " We're trying to figure out which pieces of data (customers) do and don't want to use," said Kus. "Early predictions show that customers want to know in advance what their bill is going to be."

DAVE KUS
ASSISTANT GENERAL MANAGER, CUSTOMER SERVICE
LAKELAND ELECTRIC

NORMALIZING THE CHANGE

ANOTHER EFFECTIVE MOTIVATOR for change is simply to fit in.

According to Lundin, a key finding that started Opower's focus on behavioral science was evidence that telling someone how they were doing compared with their neighbors had a bigger impact than messaging about saving the environment, saving money, or corporate responsibility. Lundin noted that one of their features, which compares customers' use to that of their neighbors, remains a good way to motivate customers to reduce their energy use.

A study from the Pacific Northwest in the late 1980s showed a similar influence by peers. Participation in a voluntary weatherization project jumped from less than 10 percent to more than 95 percent after the sign-ups switched to relying on local residents, such as citizen advisory councils and speakers at schools and churches.[1]

Utilities may want to increase interpersonal connections by engaging community influencers to help spread messages about smart energy use or by conducting focus groups on energy efficiency practices that work for the customer.

TAPPING INTO VALUABLE DATA

"(UTILITIES HAVE) A REALLY VALUABLE SET OF DATA that often goes under looked," said Lundin. "When you think about other industries, they don't have nearly as much information on how a customer interacts with their product."

Lundin said that a utility's ability to give customers timely notifications, such as that a bill is forecast to be higher for the month, can drive energy savings. How that information is conveyed has an impact on behavior as well. For a home energy analysis chart that shows which devices and appliances are using the most energy in a customer's home, Oracle Utilities learned that customers didn't trust a pie chart that appeared immediately after entering the necessary data. Now, the chart takes a few seconds to load, and a notification indicates that the data is "calculating" during this time, which helps customers trust the data is customized to their own home.

"The entire relationship with the customer [used to be] 'We give you the power bill, you pay it once a month.' Smart grid changed that," recalled Kus. "Now we know what the customer is using every hour. The challenge is making customers engage with this information."

Lakeland is tracking how customers engage through an energy toolset from Apogee. The digital tool is on Lakeland's website and gives customers the ability to see what their next bill will be plus other data about their home and energy behaviors.

"We're trying to figure out which pieces of data [customers] do and don't want to use," said Kus. "Early predictions show that customers want to know in advance what their bill is going to be."

In the first year of rolling out the toolset, Lakeland focused on getting customers to sign up on the site. In the next year, it will focus on advanced analytics about how customers navigate the toolset.

"We thought we'd be successful if we got 5 percent of our customer base to use the toolset. In the first year, we doubled that – 10 percent are actively engaged with looking at their energy consumption," said Kus.

[1] Cavanagh and Hirst, 1987; Engels, Kaplan and Peach, 1987

ENGAGING CUSTOMERS

"IT'S A LONG-TERM EFFORT to get customers interested, to understand, and then get to the point of how do you want to help us bring the bill down," said Kus. "In the [investor-owned utility] world, it is a given that you have a marketing and communications department, that you put time and money into connecting with your customer. In the municipal world, that is not always true."

Lakeland formed the marketing and communications team — which Clemmons now leads — a few years ago. Before then, the public power utility did not have employees who focused on engaging the utility's 120,000 customers.

"We have a good story to tell as a municipal utility, and we weren't telling it," said Kus. "You want to be able to express to your customers, here's why we think we bring value to you as your local power company."

Part of this connection can be in explaining different rate plans so that customers can clearly see and understand why they might want to make a change in energy use. Part of Lakeland's new online toolset is a feature that shows customers exactly how much they could save with each rate plan. An interactive tool allows customers to see how certain adjustments, such as lowering or raising their thermostat, can affect their bill.

Through this feature, Lakeland's time of use rate continues to be a popular choice. Clemmons notes that the time of use rate program is easier to explain to customers than other rate designs, which is why many customers opt for the program.

"Customers want to save money, they want simplicity, they want a couple of clicks," said Kus. "Whatever option we give a customer has to be simple and fast. We saw that the dollar savings have to be near $20 per month for the customer before they'll make changes."

Kus said that since the rate comparison tool went live, about 1,000 Lakeland customers have changed their rate plan.

"A customer who self-serves is a happier customer. In general, they are happier to be able to do what they want to do online and less happy if they have to call in," said Lundin. She cited a utility's website as a major area for improvement — and recommended that utilities look at how well their site enables transactions such as paying bills. Once these transactions are more seamless, then a utility can more easily drive customers to take the next action, such as signing up for paperless billing.

"This is about a foundation for a future relationship that could be more than what it is today. Certainly the baseline is around the better customer experience, more proactively giving advice," said Lundin. Lundin gave the example of a product for call center representatives that developed out of customer service representatives using another tool to gain customer insights.

Now, Lundin said, representatives can quickly answer a customer's bill question with an insight, such as why their bill was higher the previous month, which means the representative can spend most of the call offering a solution or educating the customer instead of searching for the information.

BE PART OF THE FEEDBACK LOOP

CLEVELAND PUBLIC POWER IN OHIO is in a unique competitive environment where customers can "pick and choose which utility they want," said Ivan Henderson, commissioner at Cleveland Public Power. "We do not have a monopoly. On any given street, we could be on the front yard of a pole line, and a competitor could be on the backyard."

This competitive environment is why Cleveland Public Power launched a pilot program, called myCPP, to encourage customer feedback and evaluate engagement.

The program, funded in part through an American Public Power Association DEED research and development grant, gives customers who log in to the utility's website points for completing certain activities, such as visiting a certain part of the website or going to a community event. Customers with a certain level of points can earn incentives from the utility.

"Customers love it. We have some regulars that have racked up some pretty good points. Overall, the feedback is positive and customers are interested."

Henderson said that the program is a good way to measure the effectiveness of the time and money the utility spends to be part of community events, in addition to being a simple way to get feedback from customers about what they are interested in.

The utility still promotes events and provides information through other channels, such as bill stuffers or advertisements. Henderson notes that the myCPP program is unique because it is a simple online tool, customers can participate at any time of the day. He noted the importance of establishing two-way communication with customers.

"If you are on social media, they will respond to you. And if you invite them to an event, they can tell you they were there and what they thought of it. It is an awesome way to build relationships with customers," Henderson said.

The utility just launched the program for small commercial customers, which Henderson said is more focused on giving those customers additional insights into Cleveland's energy efficiency programs.

"What we're looking for is — will customers follow our lead?" explained Henderson.

Cleveland Public Power is first interested in seeing how the program will affect engagement. As the program moves beyond a pilot phase, the utility will measure whether increased engagement and incentives help customers to use energy efficiently.

"We're public power. We focus on the things that our community is interested in. That's why most of our customers rate us higher than our competitor," said Henderson.

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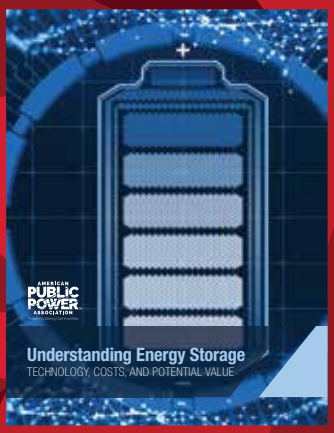

Understanding Energy Storage

Explores the differences in storage technologies, costs, and potential value for public power utilities — including state and federal policies that incent energy storage.

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This report, exclusively for members, examines key plug-in electric vehicle market trends with the potential to impact public power utilities — including forecasted sales and energy consumption.

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These reports are offered as part of the American Public Power Association's Public Power Forward strategic initiative to help members prepare for a new era in electricity and encourage new thinking about the relationship between customers, utilities, and other energy service providers.

INSIGHTS

OPERATIONS

Why utilities should still pay attention to vampire load

BY MICHAEL HYLAND, SENIOR VICE PRESIDENT, ENGINEERING SERVICES, AMERICAN PUBLIC POWER ASSOCIATION

Over the past few decades, many technologies have made strides in reducing the amount of energy used when in standby mode. Standby power is electricity used by appliances and equipment while they are switched off or not performing their primary function. Also called vampire or phantom load, this seemingly minor issue has accounted for as much as 10 percent of residential energy use. The culprits include electronics such as televisions, video game consoles, and computers, and appliances such as clothes washers and dryers.

Over time, as technology has improved, the amount of energy used by these items when not in use has come down, but vampire load continues to account for as much as 5 to 10 percent of residential customers' energy use.

Our devices might use less power, but we're using more electronic devices. While the latest Residential Energy Consumption Survey by the Energy Information Administration shows that the average number of TVs per U.S. household is declining, the number of smartphones, computers, laptops, tablets, and streaming media devices is on the rise. According to the Pew Research Center, the typical American household has five of these devices.

In 2015, the Natural Resources Defense Council and the Stanford Sustainable Systems Lab calculated that the average U.S. household spends about $165 per year powering inactive devices.

Due to tightened standards and improved products, commercial buildings have made significant efficiency gains in the past few decades. According to the EIA, from 2003 to 2012, commercial buildings nearly halved the amount of electricity used for lighting, and reduced the amount of energy used for space heating by more than a quarter. At the same time, the amount of electricity these buildings use to power computers and other office equipment, to cook and store food, and for other purposes significantly increased. These devices are not getting unplugged or shut off when not in use.

Although energy efficient technologies may have reduced how much standby devices they use, the trend toward smart technologies means that more devices are staying plugged in and ready to perform their primary function in connection with other applications or automated settings. In short, while the devices may use less standby power, they are less likely to be in standby mode. Thus, in this highly connected world, it might be difficult to convince customers to unplug.

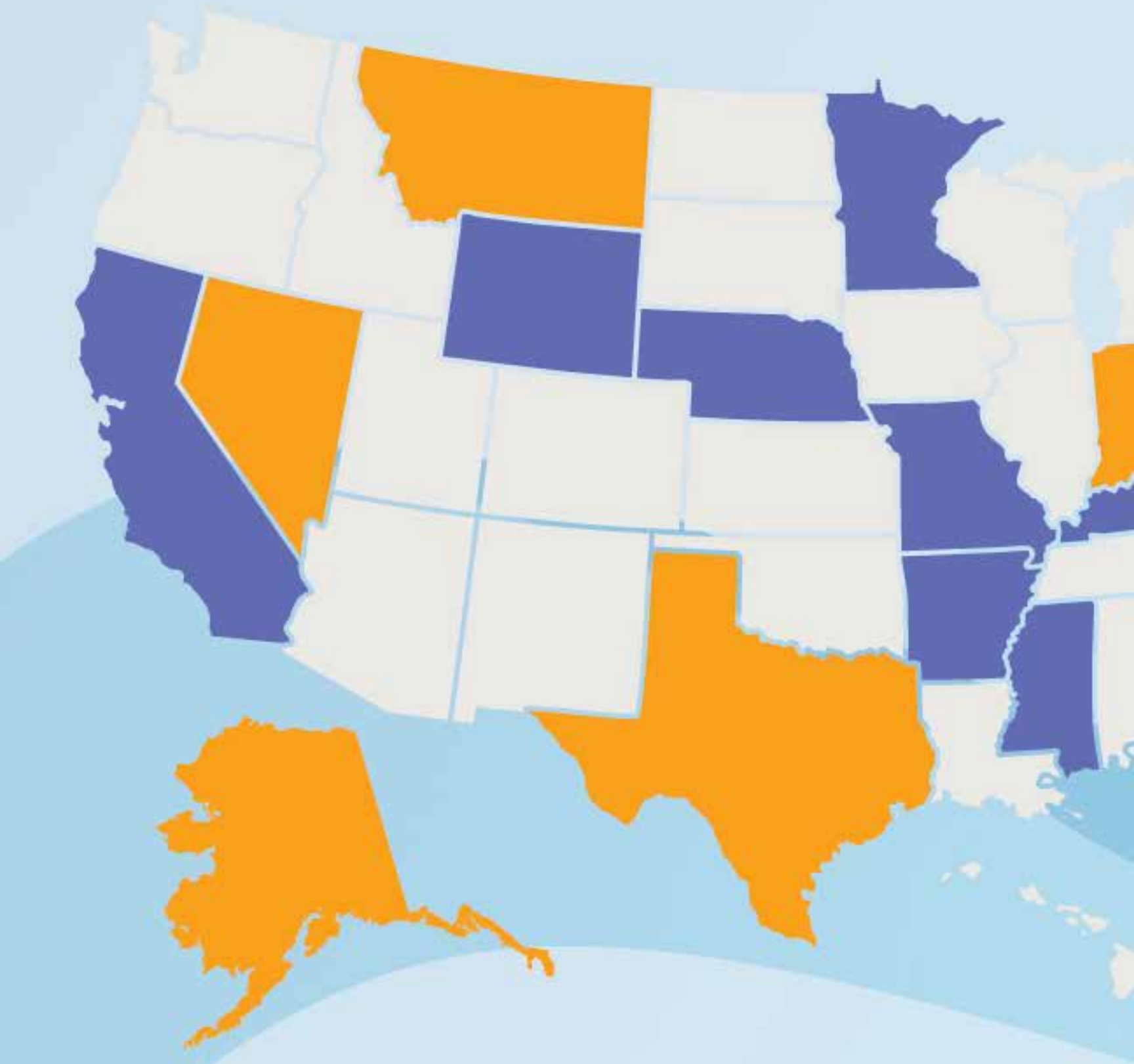
As our customers increasingly look to utilities to be trusted energy advisors, we cannot overlook the role of vampire load.

Outside of energy audits that show customers exactly which items are using the most standby power, utilities can address vampire loads by educating customers about where they might be wasting energy and providing practical tips for reducing standby power.

When doing this outreach, utilities should consider what is economically feasible for customers. Many customers can't afford new energy efficient appliances, but they may be able to get power strips to easily shut off devices such as TVs when they are not in use.

Why is this important? Because for public power, every kilowatt-hour used is paid for by the community in one way or another, and cost matters. Helping our customers to reduce their use by 5 or 10 percent may only reduce the customer's bill by a small amount. Yet, this reduction – even if only from a fraction of customers – can help offset the need to purchase power from higher cost generators or delay investments in new generation, which helps keeps the rates affordable for all customers.

WASHINGTON REPORT



A wave of change for net metering

In 2017, 24 states either implemented, introduced, or discussed legislative or regulatory changes to net metering policies or definitions. Some measures extend benefits for customers with distributed generation, and others limit or end certain aspects of net metering.

- Enacted legislation/regulation
- Voted/acted on legislation
- Introduced legislation
- No legislation

Sources:
50 States of Solar report, NC Clean Energy Technology Center. https://nccleantech.ncsu.edu/the-50-states-of-solar-report-for-q3-2017-now-available/

Database of State Incentives for Renewables and Efficiency (DSIRE), North Carolina Clean Energy Technology Center, http://www.dsireusa.org/

Advanced Energy Legislation Tracker, http://www.aeltracker.org/index.php

GOING PUBLIC

Rates: Time for "The Talk"

BY MEENA DAYAK, VICE PRESIDENT, INTEGRATED MEDIA & COMMUNICATIONS, AMERICAN PUBLIC POWER ASSOCIATION

Public power keeps the rates low and the lights on, right? Like your counterparts, perhaps you, too, have gone years without a rate increase. But that does not mean you don't talk about rates at all. Consider what other utilities like yours are doing to underscore that public power costs less.

Chris Gent at Kissimmee Utility Authority in Florida said, "Because we've gone 13 consecutive years without a rate increase, we've been fortunate that we've only had to communicate about rate stability and our low costs. We use all of our communication channels — local media, online, social — to share this message."

Lincoln Electric System in Nebraska, the 100 percent public power state, has been creative in communicating about rates. Kelley Porter explains that the utility hosts an annual public meeting during Public Power Week prior to its board voting on LES' budget and rates. The utility has a video on how rates are made, a digital open house with materials, and an online bill calculator. Of note is its BIG10 campaign, an outstanding example of an engaging way to talk about rates.

Suzanne Hartman at Chelan PUD in Central Washington said the utility likes to tell customers how they are able to keep rates low because the PUD is a net wholesaler of power — that keeps the PUD's retail rates for local residential and commercial customers among the lowest in the U.S. "It's important to us that our customer owners know the impact of energy markets on their rates. And rates are always part of the annual budget discussion. In our bimonthly customer newsletter we frequently spend a little time talking about rates and what goes into a residential rate."

Hartman counsels on the importance of putting rates in context for customers. "The more real you can make the discussion relevant — that is, by putting electric rates into some perspective with other costs (and increases in cost of other consumer items during a similar period of time), the better customers are able to understand the relative impact."

Don't forget to reach out to your commercial and industrial customers, too. Athens Utilities in Tennessee issues a monthly news release that details the monthly change in the fuel cost adder, how it relates to the base rate, and the resulting effective rate for the month. These news releases also speak in general about rates and any relevant measures by the Tennessee Valley Authority, their wholesale power supplier. "Every time there is a TVA rate change or wholesale move, I provide our large commercial and industrial customers the details about the change and drivers and well as mock billing spreadsheets that show the effect on their bills," said Wayne Scarbrough at Athens Utilities.

MEMBER BENEFIT

The rates communication examples featured here are from a conversation among your colleagues on the American Public Power Association's Public Communications Listserv. Want to connect, see samples, and ask more questions? Join today at **www.PublicPower.org/About/Members/Listservs**

MARKETS

How Wholesale Markets Affect Retail Rates

BY ELISE CAPLAN, SENIOR MANAGER, ELECTRIC MARKETS ANALYSIS, AMERICAN PUBLIC POWER ASSOCIATION

Every home, store, factory, office building, and hospital pays a regular bill for electricity. The cost of electricity that appears on the bill depends on a complex set of variables that are different across the country.

Electricity rates are set at a level to recover the utilities' costs, including the cost to purchase or generate the electricity, the cost of delivering the power, and administrative costs.

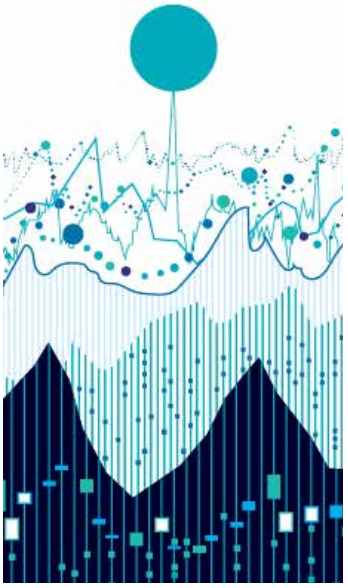
One factor influencing the costs incurred by utilities, and thereby the retail rate customers pay, is the wholesale electricity market. The wholesale market is where utilities and alternative suppliers purchase electricity to supplement any power generated by utility-owned facilities. But the amount of power that utilities purchase from these markets can vary significantly. Some utilities purchase all of their customer load at wholesale, and others purchase power as a small supplement to their owned generation.

In regions covering about two-thirds of households in the United States, the wholesale electricity markets are centrally administered by regional transmission organizations or independent system operators (referred to collectively as RTOs). All RTOs operate energy markets that trade the electricity needed to meet demand.

Prices in the RTO markets need not be equal to the sellers' costs. Sellers may offer to sell energy at a price above their actual costs. Moreover, the prices are established by the highest bid, which means all sellers submitting lower bids will receive that higher clearing price. That means wholesale costs might be greater in RTO regions, which is reflected in higher retail rates. This is especially true for areas where utilities purchase more power from the wholesale market.

Another factor influencing the markets is whether the utility is in a state that undertook retail restructuring. Retail restructuring affects investor-owned utilities (IOUs) and has generally not applied to public power and rural electric cooperative utilities.

IOUs outside of restructured states remain vertically integrated and continue to own generation. Almost all public power and cooperative utilities use some form of vertical integration, whether through generation ownership or bilateral contracts for electricity supply, to provide service to their end users. Some public power utilities and cooperatives own and operate their own generation and



bulk transmission facilities, and others have banded together to form umbrella entities that build or purchase generation and transmission services for their customers (i.e., joint action agencies).

In the restructured states, some or all retail customers can choose their own energy supplier and do not have to purchase power from the utility. While a restructured utility still delivers the energy to the customer, the customer pays for the electricity from a separate company, known as an alternative retail supplier. These customers receive a bill that covers the IOU's costs for the distribution of energy, metering, and billing of the customer, plus the generation charge paid to the alternative supplier. To avoid providing the IOU with a competitive advantage in the retail marketplace, states that undertook retail restructuring incented or required the IOUs to sell off their power plants. In these states, a significant share of power is provided by merchant generators whose profits are not regulated by the state utility commissions.

Within the RTOs, public power, restructured utilities, and alternative suppliers purchase power through bilateral contracts, with some remaining amount purchased directly from the RTO markets. In all retail access states but Texas, the restructured IOUs are still required to provide power to customers who do not buy electricity from an alternative supplier, known as provider of last resort or standard offer service. This service is typically provided through short-term contracts between the utility and power suppliers or brokers.

Contracts allow the utilities to lock in a price for a set period and minimize price volatility. But the prices of these contracts are likely to be influenced by current and projected RTO market prices, because sellers within RTO markets typically do not want to lock in a contract price below that which they expect to earn in the markets.

Therefore, customers of restructured utilities, which purchase a greater amount from the wholesale markets, end up paying rates that are more dependent on the wholesale costs. In 1997, the retail choice states had weighted average rates that were 2.3 cents per kilowatt-hour (kWh) higher than rates in the regulated states (8.1 cents vs. 5.8 cents). Two decades later, that gap has narrowed by only one-tenth of a cent (11.5 cents vs. 9.3 cents).

HOW PUBLIC POWER SETS ELECTRICITY RATES

BY MARK BEAUCHAMP
President, Utility Financial Solutions

PUBLIC POWER UTILITIES identify electricity rates based on cost of service while keeping customer needs and the community's objectives front and center.

As community-owned utilities, they do not answer to remote shareholders and are not driven by a profit motive. Revenues are invested right back into the utility and community.

Rate-setting typically follows a five-step process.

1. ADD UP ALL THE COSTS. Every few years, utilities conduct a cost of service study to determine the revenue requirement — how much revenue is required to maintain financial stability. The costs are separated into four areas: power supply, transmission, distribution, and customer related.

2. DIVIDE REVENUE REQUIREMENTS by customer class — commercial, industrial, residential. The cost of service study identifies how and when each class uses energy, and how the utility incurs costs from each class. The study identifies the amount to recover through customer, demand, and energy charges for each customer class, and how costs vary by time of day or season. This amount is then compared with the rates for each class.

3. FACTOR a rate adjustment strategy into a financial plan. The plan takes input from management and the utility governing body (the board or city council) and lays out a strategy for how rates should be implemented over the next three or five years. The plan ensures adequate revenues are recovered for each class of customer and explains how each rate component (customer, energy, demand) should vary over time.

4. BALANCE the recommended rates with the governing body's input and community objectives. A public power utility presents the suggested rate design at a board or city council meeting, and community members may also attend. The governing body decides whether the proposed rate structure meets the needs of the community and the utility's revenue requirements.

5. ADD IN CUSTOMER FEEDBACK. Rates approved by the board are published for a rate hearing where citizens can again advocate about the rate in front of the governing body, which then makes a final decision on the proposed plan.

The newly set rates go into effect on customers' monthly bills.

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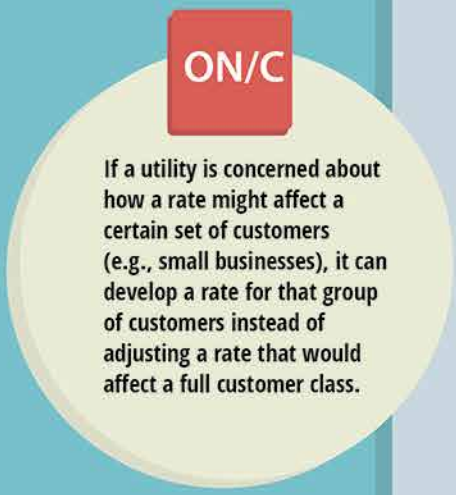

If a utility is concerned about how a rate might affect a certain set of customers (e.g., small businesses), it can develop a rate for that group of customers instead of adjusting a rate that would affect a full customer class.

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LEGISLATIVE RALLY
February 26–28, Washington, D.C.

LINEWORKERS RODEO
April 27–28, Raleigh and Wake Forest, North Carolina

E&O TECHNICAL CONFERENCE
April 29–May 2, Raleigh, North Carolina

SPRING INSTITUTE
May 14–18, Denver, Colorado

NATIONAL CONFERENCE
June 15–20, New Orleans, Louisiana

BUSINESS AND FINANCIAL CONFERENCE
September 16–19, Anaheim, California

FALL INSTITUTE
October 1–5, Orlando, Florida

PUBLIC POWER LEADERSHIP WORKSHOP
October 3–5, Orlando, Florida

LEGAL AND REGULATORY CONFERENCE
October 7–10, Charleston, South Carolina

CUSTOMER CONNECTIONS CONFERENCE
November 4–7, Orlando, Florida

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Volume 66, Issue 2 February 2018

Joint Superintendent's Conference features something for everyone

Wylie Davidson and Hector Hernandez lead roster of great speakers

By Jamie Keough

The 2018 Joint Superintendent's Conference held at the Glacier Canyon Lodge in Wisconsin Dells last month was yet another well-attended MEUW event and we enjoyed working as always with WUSA and WECA to make it a success.

Safety is and always will be one of the biggest topics on the agenda. This year we took a different approach to the safety aspect of the event and demonstrated to our attendees that being "Safe 4 the Right Reasons" proves that having safety action plans in place and strictly following those plans instills a safety culture at your workplace and helps reduce injury reports and saves lives. Wylie Davidson did an outstanding job of showing attendees that safety never takes a day off. The presentation was not only engaging and informative, but helped reiterate to our linemen, superintendents and general managers that no matter what your role or job is at your utility we are all connected through safety. By always making sure that we stop and think before we do, it helps create that bond of trust between coworkers and your work family.

Attendees at the 2018 Joint Superintendent's Conference took home a wealth of information not only on safety, but also on succession planning and how to manage change; GIS mapping; maintenance best practices; how to use social media effectively; and communicating with difficult customers.

The presentation by Hector Hernandez, Canine Man, on "Dealing with and Responding to Difficult Customers" made everyone really think about how we perceive one another and how to effectively read a person's body language. By doing so, we can assess a situation and determine whether it has the potential to escalate to an unsafe level. Hector's humor and passion are contagious; attendees could not help but laugh or emotionally connect during his presentation.

Continued on Page 6

Your Feedback Please!

A SurveyMonkey survey about the Joint Superintendent's Conference was emailed to all registrant email addresses MEUW has on file. Please take the time to fill this out. To keep making this event better every year, MEUW needs to know what our members want to learn about. Your opinions are held in the highest regard. We want everyone to find value in our events and the topics presented. *Thank you!*

Municipal Electric Utilities of Wisconsin's mission is to lead, unify, advance and protect the interests of Wisconsin's municipally owned utilities. Since 1928, MEUW has been the trade association for Wisconsin's 82 public power communities and is affiliated with the American Public Power Association (APPA), www.publicpower.org.

MEUW 24/7 Emergency Notification Contact Information:
1-844-MEUW 911 (1-844-638-9911)

A Monthly Municipal Electric Utilities of Wisconsin Publication | 725 Lois Drive, Sun Prairie, WI 53590 | Phone: 608-837-2263 | Website: www.meuw.org

MEUW Report

From the MEUW Executive Committee

This month's article provides a summary of the latest MEUW Board of Directors meeting, an update on the search for a new Executive Director, and a call for volunteers to fill current MEUW Committee vacancies.

MEUW Board of Directors Meeting Update

The MEUW Board of Directors met on January 19, 2018 in Wisconsin Dells. Besides MEUW administration and committee updates, major discussion items included the member assessment initiative and improved communication to MEUW members. MEUW is working with Russell Consulting to candidly evaluate and assess the operation of the entire organization. The goals of the MEUW ENERGY Project are to clearly identify the services and activities that will best serve and support members, offer recommendations regarding staff and procedures needed to carry out these tasks, and to reestablish organizational stability. The MEUW ENERGY Project will be formally introduced in early February. The board also discussed the need to improve communication across the board. Communication with all members will increase and improve, not only through this transition period, but from this point forward. Keeping all members informed and involved will help enhance our connections with each other and with MEUW.

Executive Director Search

The Executive Committee met on January 26 to update the position description, discuss desirable traits and characteristics needed from the next leader of MEUW, and to establish a search committee. Tim Herlitzka from Waunakee will chair the committee. Other members of the search committee include Randy Jaeckels – New Holstein, Leo Diehl – Rice Lake, Randy Posthuma – Waupun, Dale Bender – Richland Center, Steve Hedden – MEUW, and Steve Zach – Boardman & Clark. The position will be advertised by February 5.

Committee Vacancies

MEUW very much appreciates the involvement of its members through our committees. At this time, the following committees are in need of volunteers:

Annual Conference Planning Committee – two vacancies
Awards Committee – one vacancy
Nominating Committee – two vacancies
Ad Hoc Committee on Management Training – two vacancies (one current and one due to Pat Weber's retirement this spring)

Thank you in advance for your consideration. We are a better organization when members are involved. Please contact Jamie Keough or Zak Bloom if you have any questions or are interested in serving. We appreciate the opportunity to keep you updated through this transition and encourage you to contact any member of the MEUW Executive Committee, with your questions, concerns and comments.

Paul Hermanson, Lake Mills (President) | p: 920-648-4026
John Murphy, Elkhorn (1st Vice-President) | p: 262-741-5129
Brian Knapp, Shawano (2nd Vice-President) | p: 715-526-3131
Tim Herlitzka, Waunakee (Secretary-Treasurer) | p: 608-849-8111
Randy Jaeckels, New Holstein (Past President) | p: 920-898-5776

DSPS implementing new annual reporting requirements

Mike Czuprynko, MEUW Regional Safety Manager

I've been getting the question a lot, "So, are things starting to slow down now that Joint Sups is over?" But for the Regional Safety Program, it's only the beginning. New projects and priorities are being discussed, training is picking up, DSPS reports are coming due (which I'll be talking about more later in the article), and the MEUW Safety Awards process is already underway.

I have sent out the communication about the MEUW Safety Awards along with the Excel scoring form. The scoring will not change from last year and the format should not change either, so if you would like to start gathering information now to stay proactive, by all means, do so!

You should also be aware that there is a significant change happening at the state level that public sector employees need to know about. The Wisconsin Department of Safety and Professional Services (DSPS) has implemented new annual reporting requirements. Many of you may not have received an original communication from the DSPS for annual reporting, but as of Jan. 1, DSPS requires public sector employees to file their Annual Injury/Illness logs online. How do you do that? This link will take you to a description of the new online reporting requirements for the Annual Injury/Illness Summary, and here is the log-in site where you will be filing your annual reports.

DSPS Online Annual Injury/Illness Log Information

Description: https://dsps.wi.gov/Pages/Programs/PublicSafety/Default.aspx

Login site: https://widoa.force.com/dsps/login

If you are the administrator that has sent previous Annual Reports to DSPS, the best way to get your log-in info is to put your e-mail in the 'USERNAME' field, and select 'FORGOT PASSWORD' and a new one will be sent to your e-mail. If that doesn't work, or you are new at submitting annual reports, then you can just send an email to DSPSSBHealthAndSafetyTech@Wi.gov and they will get your community set up with log-in information.

I know this sounds like a significant process, but once you get your log-in credentials, it's pretty straight forward. I've heard from a few members about how smooth it has been, like this comment from Melissa Barnes of Marshfield Utilities:

It was so easy I felt like I was missing something. You don't even have to submit. The instructions say that what you have saved as of 3/1 is considered final. It took me all of 1 minute to enter and print. Very user-friendly!

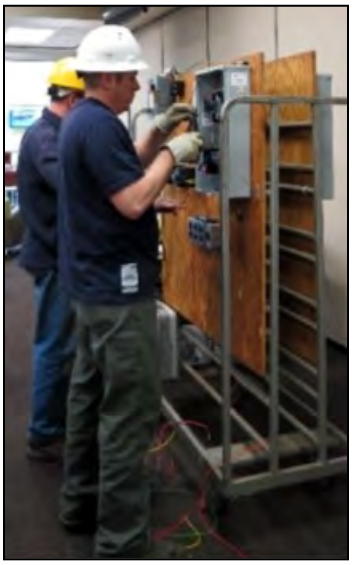
And as always, if you have questions, feel free to contact me.

Finally, I'm very pleased to hear from a number of you about how well MSDSOnline is working. This was exactly what our vision was, to provide a quality product, at a price that can't be beat. If you are not currently using MSDSOnline through MEUW, you can still jump aboard! The door is always open.

Annual Watt-Hour Meter Workshop set for March 19—22

Steve Hedden, MEUW Job Training and Safety Instructor

Once again MEUW is holding the Watt-Hour Meter Workshop, this year from March 19 through the 22nd. The workshop has been offered for more than twenty years and continues to improve and keep pace with the industry and technology as time marches on.



The key to the workshop's success has been our instructor Roger Aho, retired meter technician from WPS in Wausau. Roger has the ability to take the skills and experience he has acquired through many years of working in the field and communicate it to the attendees of the workshop. The focus of the workshop is teach attendees to install metering equipment correctly with a meter that has been programmed correctly and that coincides with the billing data so that metering errors are avoided.

Some of the regular attendees of this workshop have been to many of them through the years and keep coming back because they always acquire new knowledge or skills each time they attend.

This year the workshop will be held in the brand new Great Lakes Energy Education Center on the campus of Northeast Wisconsin Technical College in Green Bay. The new labs and classroom spaces will provide ample room to conduct the hands-on training where attendees put together a three-phase meter installation including meter socket, meter, test switches, current transformers and potential transformers based on customer information they are provided. The installation is then checked for correct metering equipment and correct wiring. Following the installation check, subtle changes are made and troubleshooting is taught to catch metering errors.

Attendees will be able to work with and try some of the newest testing equipment available from Radian, Probewell, and Tesco along with learning how to use their current test equipment. Additional topics include: Hector Hernandez teaching how to deal with difficult customers, Brad Rose of the PSC preparing meter techs for a PSC Audit, Christine Smith of We-Energies identifying energy theft, Dan Salm of Manitowoc Public Utilities giving a practical approach to high bill investigations, and meter software basics and advanced programming training from Elster, ABB, Itron, Sensus, GE, and Landis & Gyr manufacturer representatives.

To register go to MEUW.org and either click on the Watt-Hour Meter Workshop slider on the main page or click on "Events." The registration deadline is March 5. The fee for the three-day program is $500. The pre-Workshop Session fee is $75. The Pre-Worskhop session covers basic metering for those who are new to metering or would like a refresher.

A block of hotel rooms has been reserved at the Radisson Hotel & Conference Center. To reserve a room call 920-494-7300 and ask for the MEUW/Municipal Electric Utilities of Wisconsin room block. Single room rates are $95 and double room rates are $105. There will also be a vendor show focused on metering equipment and tools on Tuesday night at the Radisson from 4:30 to 6:00 PM.

MEUW

Upcoming Events

February 26—28	APPA Legislative Rally, Washington D. C.
February 28	Management Training Program Session D— Utility Accounting and Finance, Wisconsin Dells
March 19—22	Watt-hour Meter Workshop, Green Bay
May 16—18	MEUW Annual Conference, La Crosse
June 6	Management Training Program Session E—Personnel Issues, Wisconsin Dells

Mark Your Calendars! Visit the MEUW website for a full list.

MEUW has agreement with AED Superstore

Dewey Reiten, Regional Safety Coordinator, Region 6

Since February is American Heart Month, I wanted to take the time to share one of the benefits that the Regional Safety Program has to offer you in regard to the heart. The Regional Safety Management Program (RSMP) provides training to our communities in Cardiopulmonary Resuscitation (CPR), Automatic External Defibrillator (AED), and First Aid and Blood Borne Pathogens (BBP). As part of that service, MEUW has an agreement with AED Superstore, which offers discounts on purchases of AED's and AED supplies as well as many other First Aid and BBP materials.

It is the power of our large group of participating RSMP members statewide and in the Upper Peninsula of Michigan that makes this possible.

Your Regional Safety Coordinator can work with you on making these purchases so you not only realize the cost savings, but also have the RSC's knowledge to guide you in making the right purchase for your needs. It is just one of many benefits of the Regional Safety Management Program in our communities.

For those who are not in the Regional Safety Program, and need to get caught up in CPR/AED and First Aid training, give us a call, we can help.

Congratulations!

MEUW Management Training Program Graduates

The following people graduated from the A-F Management Training Program in 2017.

February Graduates (Session A)

Neil Jack, Kaukauna Utilities
Eric Lorenzen, Marshfield Utilities
Jane Pearson, Marshfield Utilities
Jeri Wittmershaus, Bangor Municipal Utility

June Graduates (Session B)

Steve Brooks, Waupun Utilities
Gerald Klatt, City Utilities of Richland Center
Toni Nelson, Marshfield Utilities
Shawn Reimer, Wisconsin Rapids Waterworks & Lighting Commission

October Graduates (Session C)

Tim Aaby, Rice Lake Utilities
Melissa Barnes, Marshfield Utilities
Lori Ewoldt, Sun Prairie Utilities
Shawn Marsh, Marshfield Utilities
Todd Stephenson, Lodi Utilities

MEUW Management Training Program SESSION D

Utility Accounting and Finance

February 28, 2018 Wisconsin Dells
Registration Deadline February 20
Fee: $275

Understanding the various financial aspects associated with utility operations is essential for anyone in a management position. This one-day course is designed to provide attendees with the fundamentals of public utility accounting, a clear understanding of business operations, how to review and ensure budgets, and a working knowledge of regulations.

For more information, Click Here.

From Page 1

Joint Superintendent's Conference features something for everyone

MEUW plans to continue to grow this event into one that is not only attended by utility workers, but also village board members, commissioners, mayors and anyone involved in the governance of our member municipalities. The high-level speakers we bring in are not only relevant to those who are passionate about our industry, but they have something to offer everyone, no matter what their profession or day-to-day lives are about.

We would also like to acknowledge and thank the WUSA members that sponsored the Wednesday and Thursday afternoon social hours. Our WUSA members are vital to the MEUW organization and to our members. These vendors make it a point to know what is new and exciting and make our members aware of these innovative, up-and-coming products and services. WUSA members continually help our members do their daily jobs and MEUW will continue to support and work toward a greater relationship with WUSA. The vendor show was one of the largest that MEUW has seen and with WUSA's continued support of this event, there are only bigger and better years ahead for us all.

Hector Hernandez

Lastly, we would like to personally thank each of our speakers for taking the time out of their busy schedules to present at our 2018 Joint Superintendent's Conference.

A special thanks to Mark Binkelman and Scott Adams of ATC; Eric Miller of Kaukauna Utilities; Paul Schlies of Energis, Don Stanley of 3Rhino Media; Steve Hedden of MEUW; Lance Burke of Dairyland Power Cooperative; Hector Hernandez of Canine Man; Dave Krause of Krause Engineering; Bob Pecor of Coaching Forward and finally, Wylie Davidson of Di-Val Safety Equipment. We thank you all for having the same passion for our industry and public power that our utility workers and attendees show each day they come to work.

Congratulations Graduates!

A highlight of the 2018 Joint Superintendent's Conference was the graduation program. It is always such an honor and pleasure watching individuals commit to the electrical industry as their career choice. These graduates are dedicating their time and effort to continually improve the way customers receive their electrical services. Many invited their utilities, families and friends to witness this important milestone. We wish to continue making this program a fun night for everyone involved!

⇒ Electric Lineworker Apprenticeship Graduates Chippewa Valley Technical College

First Row: Jacob Rautio, Jesse Heinz, Darren O'Flanagan, Tyler Schliep, Willy Nicksic, Adam Antonetti, Eric Flock. Second Row: Zachary Swenson, Ray Kurkowski Jr., Dylan Kirschbaum, Dustin Gruling, Landan Romsos, Kristopher Dubiel, Tony Marbach. Third Row; Timothy Habermeyer, Mitch Biks, Kyle Haines, Brandon Cummings, Jared Klein, Dustin McKay, Matt Mueller, Steve Peterson. Back Row: Justin Armagost, Jeremy Robinson, Gabriel Pospyhalla, Mitch Junk, Jonathan Brock, Ryan Doty, Robert Olwell Jr., Kevin LaCourse, Trent Petersen, Ryan Yonke, Mitch Ostwinkle, Quinton Zdroik.

⇒ Lineworker Apprenticeship Graduates Northwest Wisconsin Technical College (L-R) Pete Mleziva (instructor), Brian Bruening, Adam Hall, Kevin Kurtz, Craig Plutchak, James Lincoln, Jr., Jeremy Schyvinck, Josh Warden, Logan Lynch, Marc Cegielski, David Messerschmidt, and David Peterson.

⇒ Meter Technician Graduates Mid-State Technical College

Justin Daughenbaugh, Randy Rosicky, Dustin Oleson, Martin Seffens, Ryan Harms, Jon Carrick, Dennis Horkan, and Michael Marcoe.

Classifieds

For more detail on any of these job opportunities, go to the MEUW website and click Employment or Click Here!

Manitowoc Public Utilities is seeking a full-time Journeyman Line Technician to construct and maintain electric power facilities up to 69 kilovolts. Minimum requirements to apply include a Journeyman certification in Electric Line Trade and a minimum five years of journeyman experience. Send applications or resumes to MPU, Attn: Carissa Grimm, P. O. Box 1090, Manitowoc WI 54221-1090. **The position will remain open until filled.**

City of New Lisbon is seeking a Director of Public Works to supervise City Public Works, Water, Sewer, and Electric Departments. The director supervises seven public works employees and works with engineers and other professionals to plan and direct construction projects. For questions or an application please call 608-562-5213, extension 3. **Application deadline is 4 pm February 9, 2018.**

City of New Lisbon is seeking an Advanced Step Apprentice Line Worker. This is a skilled position in operating, maintaining, and constructing electric distribution, transmission, and substation systems. Minimum qualifications are a high school diploma and graduation from a lineman vocational training program. Completion of LIneworker/Advanced step program is preferred. Qualified applicants should submit a resume and work history to: City of New Lisbon, 232 W. Pleasant St., New Lisbon, WI 53950 or email Bob Anderson at nldpw@mwt.net by **4 pm February 9, 2018.**

City of River Falls is seeking a Journeyman Lineworker. Responsibilities include installing and maintaining transformers, conductors, beakers, switches, fuses, insulators, street lighting equipment, and lightning arrestors on both overhead and underground ilnes. Apply online at www.rfcity.org/employment. Application **review will begin on February 12, 2018. The position will remain open until filled.**

City of Plymouth Utilities is seeking a full-time Finance Manager with the primary focus the accounting manager for Plymouth Utilities (electric, water, sewer). Responsibilities include assisting with budget preparation and financial report oversight. May serve as City Treasurer. Direct experience with government accounting is required with preference for experience with enterprise fund accounting. This position requires a Bachelor's Degree in Accounting or related field and a minimum of five years of accounting experience. To apply, send your resume, coverletter, salary expectations, and three professional references to Human Resources Specialist lfederwissch@plymouthgov.com or to P. O. Box 107, Plymouth, WI 53703. **All applications will be reviewed the week of February 19, 2018. Position will remain open until filled.**

Remembering Mike Phillips

The Wisconsin Rapids Water Works & Lighting Commission lost a member of their Commissioning Board this past month. A former Lineman from the Milwaukee area, Mike Phillips was a member of the Commission Board since November of 2012, being re-elected in 2017 for a second five- year term. I work from the conference room where commission meetings are held, and since Mike was usually the first guy there, I'd always get time to talk with him. Even through the health issues he battled, no matter how he felt he always greeted me with a smile, and in his raspy voice I'd get a, "Hey Sean…how ya doin'?" I will miss him giving me grief about my laptop cord being a trip hazard, I will miss how he would always praise the line crew for their hard work and dedication, and I will especially miss his smile and outlook on life. We were lucky to have known him, and luckier to have him watching over us now. *- Sean Wahl*

MEUW JT&S Watt-Hour Meter Workshop

March 19—22 Green Bay

Registration Deadline March 5
Registration fee: $500
Pre-Workshop Session: $75
Click here for more information.

Register now for Webinars

An internet connection and a computer are all you need to educate your entire staff for just $99. Register today at www.PublicPower.org/Academy and click on webinars. Non-members enter coupon code **MEUW** to receive the member rate.

- Workforce Series: Beyond Rhetoric: Hands-On Workforce Diversity **Feb. 8**
- Governance Series: Understand Board Roles and Responsibilities **Feb. 14**
- Electric Utility 101 Series: Exploring Electric Utility Rules and Regulations **Feb. 22**
- Workforce Series: The High Cost of Low Wages: Why Competitive Pay Matters **March 1**
- Governance Series: Know Your Statutory and Fiduciary Duties **March 7**

MEUW

Dear Stoughton Municipal Utilities;

Thank you for the 1,000$ award of the Round up grant! The funds will continue to serve the kids of Stoughton's community with programming & mentorship.

Our Sincere thanks,

Laura Roeven

Eyes of Hope Director

OUT WITH THE OLD, IN WITH THE NEW & EFFICIENT

Stoughton Utilities customers can receive a $25 bill credit incentive on the purchase of certain ENERGY STAR® rated products.

ENERGY STAR qualified appliances incorporate new, advanced technologies that use 10-50% less energy and water than standard models. Look for the ENERGY STAR logo.

Incentives available for ENERGY STAR:

- Dehumidifiers
- Residential Clothes Dryers
- Residential Clothes Washers
- Residential Dishwashers
- Residential Freezers
- Residential Refrigerators
- Room Air Cleaners

APPLY FOR A $25 BILL CREDIT TODAY!

ENERGY STAR REBATE

To request your bill credit, please complete the form below. Return the form along with a copy of your receipt to our office, or scan and email to CustomerService@stoughtonutilities.com.

Customer Name (first, last)		Utility Account Number
Customer Street Address	City, State	Zip Code
Home Phone Number	Daytime Phone Number	E-mail
Energy Star Product	Brand	Model Number

To qualify for this rebate, products must be listed as an ENERGY STAR appliance at energystar.gov. Available for purchases made in 2018. Completed form and receipts must be received prior to December 1, 2018. **Limit two rebates per customer, per year, subject to available program funding.**

Stoughton Utilities

stoughtonutilities.com **(608) 873-3379**

Shared strength through WPPI Energy

PROCLAMATION

In Honor of Donald Hanson's Service to the City of Stoughton

February 13, 2018

WHEREAS, Stoughton is a community known for the dedication and commitment of its employees and citizens; and

WHEREAS, Donald Hanson began his employment with the City of Stoughton Electric Department on November 29, 1976 as an Electric Lineman; and

WHEREAS, Donald Hanson contributed to providing reliable electric service to our homes, businesses, farms, social services, schools, and local government agencies in the City of Stoughton and the Townships of Dunkirk, Dunn, Pleasant Springs, Porter, and Rutland; and

WHEREAS, the electric utility industry continuously changed over the past decades, and will continue to change; and

WHEREAS, Donald Hanson actively participated in the transition to our changing workforce by training all of the present linemen at Stoughton Utilities to provide safe, reliable power for our citizens; and

WHEREAS, Donald Hanson retired from employment with Stoughton Utilities on January 2, 2018 after 41 years of dedicated local service;

NOW, THEREFORE BE IT RESOLVED: that the City of Stoughton acknowledges and expresses its appreciation to Donald Hanson for his willingness to serve, and his decades of contribution to public service.

_____

Mayor Donna Olson
City of Stoughton

Stoughton Utilities

600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383

Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Status of the Utilities Committee recommendation(s) to the Stoughton Common Council

The following items from prior Stoughton Utilities Committee Meeting(s) were acted upon by the Stoughton Common Council at their January 23, 2018 meeting:

Consent Agenda:

1. Stoughton Utilities Payments Due List Report
2. Stoughton Utilities Committee October 16, 2017 Meeting Minutes
3. Stoughton Utilities September 2017 Financial Summary
4. Stoughton Utilities October 2017 Financial Summary
5. Stoughton Utilities November 2017 Financial Summary
6. Stoughton Utilities September 2017 Statistical Report
7. Stoughton Utilities October 2017 Statistical Report
8. Stoughton Utilities November 2017 Statistical Report

The following items from prior Stoughton Utilities Committee Meeting(s) are scheduled to be presented to the Stoughton Common Council at their February 13, 2018 meeting:

Presentations:

1. Proclamation in Honor of Donald Hanson's Service to the City of Stoughton

Stoughton Utilities

600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383

Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Brian R. Hoops
Stoughton Utilities Assistant Director

Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Information regarding Stoughton Utilities' Renewable Energy Program

Stoughton Utilities was recently contacted for an interview by a Stoughton High School student writing an article for the Norse Star, the school's student-run newspaper. The stated topic of the article was "climate change and ways for Stoughton residents to reduce their impact."

The submitted questions and our responses are being provided to the committee for your information.

How much of Stoughton Utilities' energy comes from renewable sources?

Stoughton Utilities wholesale power supply is generated by a variety of sources. A standard customer (i.e. one who does not participate in the Renewable Energy Program) receives power that is produced (on average) by 47.4% coal generation, 20.0% nuclear generation, 19.7% natural gas generation, and 12.9% from renewable sources such as wind, solar, and biofuel.

In January 2017, Stoughton Utilities' power supplier entered into an agreement to purchase the full output of a 100-megawatt solar energy center in Two Rivers, Wisconsin, and in August 2017 entered into an agreement to purchase output from a 132-megawatt wind energy center in Henry County, Illinois. Once these sites are constructed and online, it is expected that Stoughton's standard power supply will include 22% generated by renewables (17% wind, 4% solar, 1% other).

When a resident purchases renewable energy credits through Stoughton Utilities, where does the money directly go to?

The additional costs paid by customers who are enrolled in our Renewable Energy Program (REP) go directly to our wholesale power provider, and are used to purchase additional power from renewable sources that would otherwise be purchased from lower-cost resources such as coal or natural gas generators.

For an example:

If a non-REP customer uses 1,000 kWh of electricity per month, on average 871 kWh of it would be generated by non-renewable sources, and 129 kWh would be generated by renewable sources.

A similar customer using 1,000 kWh of energy per month who enrolled in our REP at the one-block level (300 kWh) would receive 571 kWh generated by non-renewable sources, and 429 kWh generated by renewable sources.

Despite the two customers using the same amount of electricity and being billed at the same rate per kWh, the wholesale costs to purchase the electricity provided to the REP customer are higher. This cost differential is paid using the additional REP charge.

Do you have data on the number of homes and businesses in Stoughton that purchase renewable energy credits?

Stoughton Utilities currently has 378 customers* enrolled in our Renewable Energy Program. Combined, these customers purchase an additional 301,800 kWh of electricity from renewable sources (1,006 blocks).

These customers constitute 4.4% of our total customers

[*] *Please note that this is a total of all Stoughton Utilities customers, not just those located in the City of Stoughton as you asked. We also service customers in the townships surrounding Stoughton, including the Townships of Dunkirk, Dunn, Pleasant Springs, Porter, and Rutland.*

Do you have data on how many homes and businesses have installed renewable energy sources (such as solar panels and windmills) on their property? Is there any excess that gets put back into the energy grid?

Stoughton Utilities has 26 customers on our distribution system that have renewable energy systems that can back-feed onto the grid. All of these are solar photovoltaic installations, and the first was installed in 2007.

Depending upon when the system was installed, there are two types of installations, each metered in a different style and billed under a different rate tariff. Combined, Stoughton Utilities purchased a total of 139,579 kWh of electricity produced by renewable sources from our customers in 2017.

Is Stoughton a more energy conscious or energy efficient community compared to other parts of Wisconsin?

I'll attempt to answer this question using only facts, leaving out my personal opinions.

Renewable Energy:

In 2017, Stoughton Utilities was recognized by the U.S. Department of Energy's National Renewable Energy Laboratory (NREL) for our customer participation rate in the utility's green power program, and our top green power sales rate. Our of all the utilities in the entire country, Stoughton Utilities ranked 10th in the nation. The only other Wisconsin utilities to be ranked in the top 10 included Madison Gas & Electric (MG&E) at #7, and River Falls Utilities at #4.

Stoughton Utilities has ranked in the top 10 for calendar years 2016, 2015, 2012, and 2009. We peaked at ninth in the nation in 2009.

Stoughton began our Renewable Energy Program in 2002, and while we weren't the first program in the state, we definitely started years before many other utilities. Our renewable energy participation rate peaked in 2009, and has been dropping since, despite our efforts to promote it.

Energy Efficiency:

We offer numerous incentives for increasing the efficiency of our customer's homes and businesses, and many of our customers always take advantage of them year after year. Past incentives have included cash-back rebates for Energy Star appliances, smart thermostats, A/C unit inspections and tune-ups, shade tree planting, LED lightbulb replacements, outdated

appliance disposal, home insulation, new home and business design services, and much more. Stoughton Utilities also participates and funds Wisconsin Focus on Energy, a statewide program that partners with utilities to promote and incentivize energy efficiency projects.

Using data obtained by the United States Energy Information Administration (EIA) for the year 2016, the average monthly consumption for a residential electric customer in Wisconsin was 683 kWh. Stoughton was just slightly less at 671 kWh.

Do you have data on how effective renewable energy sources have been at lessening our carbon footprint?

Using the information provided above, there was 441,379 kWh of *supplemental* renewable energy purchased or produced by Stoughton Utilities customers in 2017. This is in addition to the standard 12.9% of renewable energy provided to every customer. This supplemental renewable energy equals 441 MWh (megawatt hours).

Our calculations based on our wholesale power supply generation resources, is that each megawatt hour of electricity consumed results in 1,234 pounds of carbon dioxide (CO_2), 2.6 pounds of nitrous oxide (N_2O), and 5.6 pounds of methane (CH_4) being released into the atmosphere.

Applying this calculation to the 441 MWh mentioned above means that in 2017 alone, the Stoughton Utilities customers who participated in our Renewable Energy Program and/or who have renewable energy installations on their home or business were directly responsible for an avoidance of 544,194 pounds (272 tons) of carbon dioxide, 1,147 pounds of nitrous oxide, and 2,470 pounds of methane being released into the atmosphere.

How much energy per year does the average Stoughton household use per year?

Based on actual Stoughton Utilities electricity sales, the average household consumed 8,052 kWh in 2017. This includes households of all sizes, including apartments and single-family homes.

Does purchasing one $3 "block" of credit per month through Stoughton Utilities account for 300 kWh of energy over each month or the entire year?

Renewable Energy blocks are billed monthly. Subscribing to one block results in 300 kWh of supplemental electricity being purchased from renewable sources each month.

Stoughton Utilities

600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383

Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Jamin T. Friedl, CPA
Stoughton Utilities Finance Manager

Brian R. Hoops
Stoughton Utilities Assistant Director

Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Bad debt account write-offs through December 31, 2017

Staff is requesting that the following Stoughton Utilities customer account balances and invoices totaling $9,930.10 be written off as uncollectible as of December 31, 2017.

The delinquent balances on the enclosed list remain after collection efforts of at least six months in duration have proven to be unsuccessful. These delinquencies have been determined to be uncollectible, and should be written off as such.

Delinquent customer accounts and their associated balances will remain listed within our bad debt file. If a customer returns to our service territory and has previously incurred a bad debt on their account, we require a deposit to insure payment for future service. In addition, if the write-off did not result from a bankruptcy filing, we will attempt collection of the debt as a condition of new service.

Any listed debt that has been submitted to the Wisconsin Department of Revenue (DOR) for collection through their Tax Refund Intercept Program and/or State Debt Collection Initiatives will remain until the DOR removes the submission.

We are requesting that the Stoughton Utilities Committee approve the Bad Debt Account Write-offs through December 31, 2017, and recommend the Stoughton Common Council approve the write-offs and adopt the accompanying resolution.

Write Off Customer List

Jan-18

Excel/acctshared/monthend/write offs

Date Issued:	Description:	Electric:	Stormwater:	Water:	Wastewater:	Total:
12/13/2013	Vehicle accident	$ 859.45	$ -	$ -	$ -	$ 859.45
3/10/2011	Vehicle accident - Insurance claim	$ 1,000.00	$ -	$ -	$ -	$ 1,000.00
1/6/2016	Vehicle accident - Insurance claim	$ 1,000.00	$ -	$ -	$ -	$ 1,000.00
7/18/2014	Vehicle accident	$ 387.91	$ -	$ -	$ -	$ 387.91
4/25/2016	Vehicle accident - Insurance claim	$ 1,000.00	$ -	$ -	$ -	$ 1,000.00
11/3/2016	Vehicle accident - Insurance claim	$ 1,000.00	$ -	$ -	$ -	$ 1,000.00
11/3/2015	Uncollectable Customer Balance	$ 278.12	$ -	$ -	$ -	$ 278.12
9/14/2015	Uncollectable Customer Balance	$ 178.97	$ -	$ -	$ -	$ 178.97
9/8/2016	Uncollectable Customer Balance	$ 411.67	$ -	$ -	$ -	$ 411.67
8/4/2015	Uncollectable Customer Balance	$ 532.80	$ -	$ -	$ -	$ 532.80
3/8/2017	Uncollectable Customer Balance	$ 737.92	$ -	$ -	$ -	$ 737.92
6/16/2015	Uncollectable Customer Balance	$ 330.39	$ -	$ -	$ -	$ 330.39
7/30/2015	Uncollectable Customer Balance - Deceased	$ 330.76	$ -	$ -	$ -	$ 330.76
12/15/2016	Uncollectable Customer Balance - Bankruptcy	$ 72.76	$ -	$ -	$ -	$ 72.76
3/28/2017	Uncollectable Customer Balance	$ 75.90	$ -	$ -	$ -	$ 75.90
4/28/2016	Uncollectable Customer Balance - Bankruptcy	$ 147.62	$ -	$ -	$ -	$ 147.62
2/13/2017	Uncollectable Customer Balance - Bankruptcy	$ 108.34	$ -	$ 53.27	$ 47.15	$ 208.76
7/8/2015	Uncollectable Customer Balance - Deceased	$ 231.22	$ -	$ -	$ -	$ 231.22
4/5/2017	Uncollectable Customer Balance - Bankruptcy	$ 470.51	$ -	$ -	$ -	$ 470.51
1/2/2017	Uncollectable Customer Balance - Bankruptcy	$ 303.27	$ 21.81	$ 108.37	$ 118.48	$ 551.93
12/8/2016	Uncollectable Customer Balance - Bankruptcy	$ 74.48	$ -	$ 25.36	$ 23.57	$ 123.41
	Total to be Written Off:	**$ 9,532.09**	**$ 21.81**	**$ 187.00**	**$ 189.20**	**$ 9,930.10**

City of Stoughton, 381 E Main Street, Stoughton WI 53589

RESOLUTION FROM THE UTILTIES COMMITTEE TO THE STOUGHTON COMMON COUNCIL			
Authorizing and directing the proper City official(s) to approve the write-off of Stoughton Utilities delinquent account balances and invoices deemed uncollectible as of December 31, 2017.			
Committee Action:	Utilities Committee recommended Common Council approval __-__		
Fiscal Impact:	$9,930.10		
File Number:	R-xxx-2018	**Date Introduced:**	March 13, 2018

The City of Stoughton, Wisconsin, Common Council does proclaim as follows:

WHEREAS, Stoughton Utilities staff attempted all possible collection efforts, or received notification of discharge of debt from bankruptcy, for customer's account balances and invoices totaling $9,930.10, and

WHEREAS, Stoughton Utilities is required to cease collection efforts due to the legal and final discharge of debt, and

WHEREAS, your Stoughton Utilities Committee met on February 19, 2018 to consider this request, approved the request, and recommends approval and the adoption of the corresponding resolution, now therefore

BE IT RESOLVED by the Common Council of the City of Stoughton that the proper city official(s) be hereby directed to write off uncollectible customer account balances and invoices totaling $9,930.10 and record the amount as a 2018 operating expense.

Council Action: ☐ **Adopted** ☐ **Failed** **Vote:** _____

Mayoral Action: ☐ **Accept** ☐ **Veto**

_____ _____

Mayor Donna Olson Date

Council Action: _____ ☐ **Override** **Vote:** _____

Stoughton Utilities
600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383
Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Brian R. Hoops
Stoughton Utilities Assistant Director

Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Customer collections status report

Stoughton Utilities' efforts in working with our customers to meet their financial obligations continue to be successful. As of December 31, 2017, the annual average delinquent amount owed on outstanding utility account balances (active and closed) are as follows:

		When compared to (average):				
Days Past Due	**2017 Average Delinquencies**	**2016**	**2014**	**2012**	**2010**	**2008**
30-60	$ 33,331	▲ 18%	▼ 1%	▲ 4%	▼ 19%	▼ 58%
61-90	$ 7,223	▼ 32%	▼ 51%	▼ 45%	▼ 65%	▼ 78%
90+	$ 22,568	▼ 24%	▼ 37%	▼ 51%	▼ 74%	▼ 78%

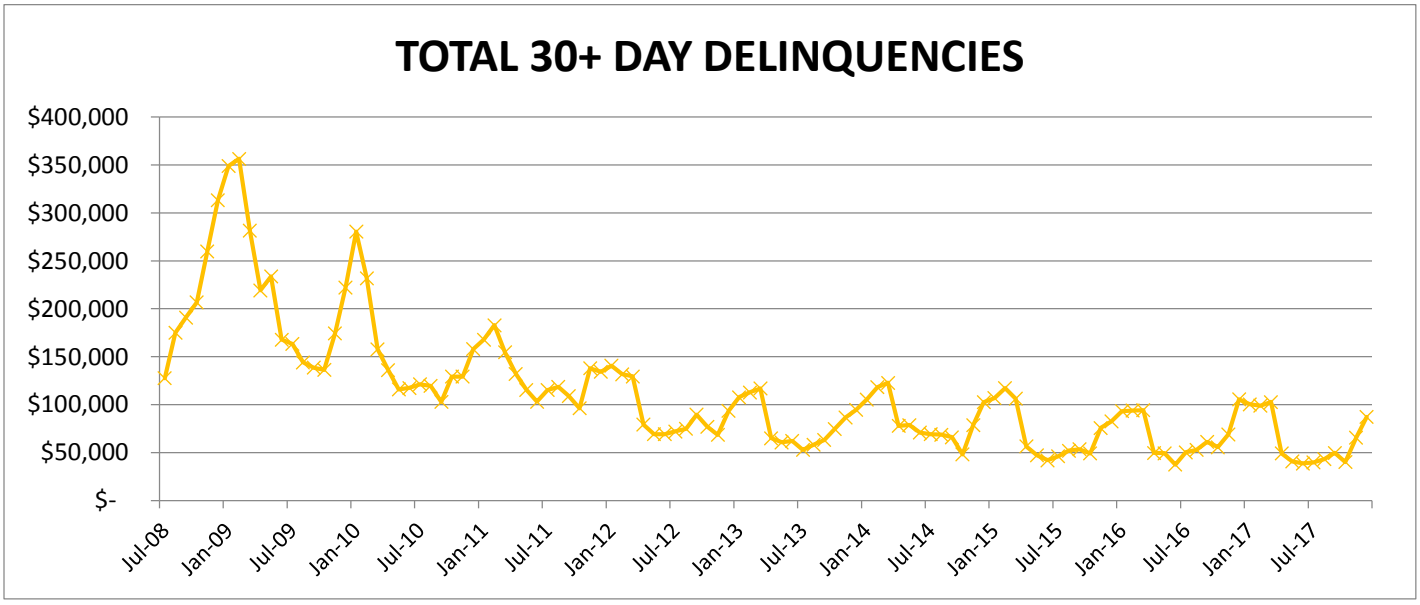


Figure 1- Historical Delinquent Balances – July 2008 through December 2017.

Decreases in delinquent balances continue to be achieved annually. Primary causes for the continued decreases include our internal efforts, as well as improvements in the local, state, and national economies since tracking of historical delinquencies began. Due diligence in soliciting initial customer information, strong collection perseverance, strict adherence to our internal policies and procedures, active partnerships with landlords where applicable, and working with financial assistance agencies all support this success.

Collection practices put into place since December 2008 include:

- Internal policies were drafted ensuring adherence with PSC administrative rules regarding application of late payment penalties, notification of delinquencies, placement on annual tax roll, collection of returned payments, and customer non-discrimination.
- Internal policies were drafted regarding the creation of all deferred payment agreements (DPAs), including a minimum down payment and maximum extension term. An annual employee refresher training on our DPA policies is provided to customer service employees each spring.
- Internal policies were drafted regarding the delinquency notification and service disconnection schedule, now performed year-round, and the requirement of management approval for any eligible account to be pulled from disconnections without payment or DPA.
- Partnership with the Wisconsin Department of Revenue (DOR) for collection of closed accounts, utilizing their Tax Refund Intercept Program (TRIP) and State Debt Collections Initiative Program (SDC). Internal policies were drafted regarding customer notification and submission to DOR programs.
- Policy mandating customer deposits be assessed to existing residential customers who have the ability to pay, but have chosen not to, and therefore proven themselves to be high-risk.
- Policy mandating customer deposits be assessed to new business customers with negative or no commercial payment history, and existing business customers that have proven themselves to be high-risk.
- Policy mandating customer deposits be assessed to all customers with a recent history of bankruptcy or amounts owed to other Wisconsin utilities.
- Received approval from the Wisconsin Public Service Commission (PSC) to enact more restrictive DPA rules for tenant customers that have proven themselves high-risk.
- Utilization of our full rights and ability to assess property liens and collect payment through the property tax roll.

Stoughton Utilities

600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383

Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Jamin T. Friedl, CPA
Stoughton Utilities Finance Manager

Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Regulatory review of Water Utility rates

Staff has conducted a thorough review of our current water rates and has determined that the water utility income has fallen below adequate levels to continue routine replacement of aging water mains and lead services. As a result, it was necessary to prepare an application to the Public Service Commission of Wisconsin (PSC) for authority to increase water rates.

The final determination of the amount of any increase to rates will be made by the PSC. Staff believes that a conventional regulatory rate review will support an increase of 13% to water rates in 2018. The last application for a conventional regulatory rate review was made in 2015.

When presenting the 2018 water utility budget to the Utilities Committee, Committee of the Whole, and Common Council, staff stated that an estimated 12.5% increase was planned. After analyzing actual expenses and revenues for the full 2017 year, this has slightly increased to 13%. An increase of 13% will provide the water utility with a rate of return of 5.25%. Assuming average usage of 5,000 gallons per month, the current average residential customer would see an increase of $3.49 per month, bringing the average water bill to $30.37 per month.

When excluding public fire protection charges, the average water bill will be $22.04 per month, which remains below both the median ($23.83) and average ($25.52) bills for class AB water utilities in Wisconsin.

It is anticipated that any new rates will go into effect within the first half of 2018.

Stoughton Utilities

600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383

Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Brian G. Erickson
Stoughton Utilities Wastewater System Supervisor

Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Ordinance to amend Chapter 74 of the City of Stoughton Code of Ordinances, relating to utilities and sewer use

Stoughton Utilities staff has been working with our engineering consultants, Strand Associates, Inc., to finalize new language for our City of Stoughton sewer use ordinances. Changes to the ordinance largely focus on allowed discharges, fats, oils, and greases (FOG) prevention including our grease trap inspection program, as well as other updates required to conform to our Capacity, Management, Operation, and Maintenance (CMOM) program, and the requirements set forth by the Wisconsin Department of Natural Resources and United States Environmental Protection Agency.

The amended ordinance has been reviewed by the City Attorney.

It is requested that the Stoughton Utilities Committee review and approve the amended ordinance, and recommend the ordinance to be adopted by the Stoughton Common Council, to be introduced on March 13, 2018.

ARTICLE I. - IN GENERAL

Sec. 74-1. - Penalty.

Any person who shall violate any provision of this chapter, or any order, rule or regulation made under this chapter, shall be subject to a penalty as provided in section 1-3.

(Code 1986, § 13.16)

Sec. 74-2. - Compulsory connection to wastewater or sanitary sewer and water.

(a) *Notice to connect to wastewater or sanitary sewer.* Whenever wastewater or sanitary sewer becomes available to any building used for human habitation, the building inspector shall notify in writing the owner, agent or occupant thereof to connect facilities thereto as required by the building inspector within 12 months. If such person to whom the notice has been given shall fail to comply in a timely manner, the building inspector shall cause the necessary connections to be made and the expense thereof shall be assessed as a special tax against the property pursuant to Wis. Stats. § 281.45.

(b) *Notice to connect water.* Whenever water becomes available to any building used for human habitation, the building inspector shall notify in writing the owner, agent or occupant thereof to extend a water lateral to the building within 12 months. If such person to whom the notice has been given shall fail to timely comply, the building inspector shall cause the necessary installations to be made and the expense thereof shall be assessed as a special tax against the property pursuant to Wis. Stats. § 281.45.

(c) *Abatement of private sewer systems.* After connection to a water main and public sanitary sewer, no private sewer system shall be constructed or maintained upon such lot or parcel and shall be abated upon 60 days' written notice for such abatement by the building inspector. If not so abated, the building inspector shall cause the work to be done and the cost thereof assessed as a special tax against the property.

(d) *Where wastewater or sanitary sewer mains not available.* Where wastewater or sanitary sewer mains are not available, private sewer systems shall be constructed with a permit granted by the county environmental health department.

(e) *Where water mains not available.* Where water mains are not available, existing private wells shall be permitted if in compliance with Wis. Adm. Code. NR ch. 812.

(Code 1986, § 11.03)

Sec. 74-3. - Management of utilities.

(a) The electric utility, the wastewater utility, and the water utility shall be separate utilities, all of which shall be under the supervision and operated by the common council pursuant to Wis. Stat. § 66.08057(6).

(b) The common council may command the services of the utilities director and fix the compensation of such subordinates as shall be necessary.

(Code 1986, § 13.01; Ord. No. 0-36-03, § 1, 9-9-2003; Ord. No. 0-10-10, § 2, 8-10-2010)

Sec. 74-4. - Utilities director.

The utilities director shall have charge of the electric utility, wastewater utility and the water utility, under the supervision of the common council. The utilities director shall be appointed by the common council. The utilities director or his or her designee shall keep books of account, in the manner and form prescribed by the public service commission, which shall be open to the public.

(Code 1986, § 13.02; Ord. No. 0-36-03, § 1, 9-9-2003; Ord. No. 0-10-10, § 2, 8-10-2010)

Cross reference— Officers and employees, § 2-101 et seq.

Sec. 74-5. - Operations superintendent of utilities.

An operations superintendent of utilities shall be appointed following the City of Stoughton Hiring Policy.

(Code 1986, § 13.03; Ord. No. 0-36-03, § 1, 9-9-2003)

Sec. 74-6. - Rates, rules and regulations.

(a) *Determination of rates and rules.* The rates, rules and regulations for electric and water service shall be as determined by the common council and approved and on file with the state public service commission.

(b) *Operating rules.*

(1) *Compliance with regulations.* All persons now receiving a water supply from the utility or who may hereafter make application therefor shall be considered as having agreed to be bound by all rules and regulations as filed with the state public service commission.

(2) *Public service commission rules adopted.* The following provisions of Wis. Adm. Code. PSC ch. 185 are adopted by reference and made a part of these rules as if set forth in full. A violation of any such rules shall constitute a violation of this section and shall be punishable as provided in section 74-1.

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Wis. Adm. Code PSC Section	Description
185.11	Authorization for and application of rules.
185.12	Definitions.
185.13	General requirements.
185.15	Free or discriminatory service prohibited.
185.16	Protection of utility facilities.
185.17	Interference with public service structures.

185.18	Location of records.
185.19	Retention of records.
185.21	Schedules to be filed with the commission.
185.22	Information available to customers.
185.31	Metered service.
185.32	Meter readings and billing periods.
185.33	Billing.
185.34	Adjustment of bills (ROM).
185.35	Adjustment of bills.
185.36	Deposits for residential service.
185.361	Deposits for nonresidential service.
185.37	Disconnection and refusal of service.
185.38	Deferred payment agreement.
185.39	Dispute procedures.
185.41	Employees authorized to enter a customer's premises.
185.42	Customer complaints.
185.43	Construction records.
185.44	Records and reports of service interruptions.
185.45	Pumpage records.
185.46	Metering equipment records.

185.47	Other records.
185.51	Requirement for good engineering practice.
185.52	General cConstruction ~~standards~~requirements.
185.53	Metering configuration.
185.61	Meters.
185.65	Accuracy requirements for meters.
185.71	Meter testing facilities and equipment.
185.72	Calibration of meter testing equipment.
185.73	Testing of customer meters.
185.74	Test flows.
185.75	Required tests of customer meters.
185.751	Alternate sample-testing plan for "before-use" test for 5/8-, 3/4- and 1-inch meters.
185.76	Periodic tests.
185.761	Alternative sample-testing plan for in-use meters.
185.77	~~Complaint~~ Request and referee tests.
~~185.78~~	~~Referee tests.~~
185.79	Remote outside meter (ROM) and automatic meter reading (AMR) system tests.
185.795	Electrical Safety.
185.81	Quality of water.
~~185.815~~	~~Adequacy of water supply.~~

185.82	Pressure standards.
185.83	Station meters.
~~185.84~~	~~Emergency operation.~~
185.85	~~System~~ Water audits and water losses~~es~~ control.
185.86	Flushing mains.
~~185.87~~	~~Interruptions of service.~~
185.88	Frozen laterals.
185.89	Adequacy of Water Supply, Emergency Operations and Interruptions of Service
185.90	Water Supply Shortage

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(c) *Operating rules for electric service.*

(1) All persons now receiving an electric service from the utility or who may hereafter make application therefor shall be considered as having agreed to be bound by all rules and regulations as filed with the state public service commission.

(2) The following provisions of Wis. Adm. Code. PSC ch. 113 are adopted by reference and made a part of these rules as if set forth in full. A violation of any such rules shall constitute a violation of this section and shall be punishable as provided in section 74-1.

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Wis. Adm. Code PSC Section	Description
113.01	Application of rules.
113.012	Definitions.
113.0201	General requirements.

113.0202	Relocation of poles.
113.0203	Protection of utility facilities.
113.0204	Interference with public service structures.
113.0205	Standard voltages and utilization equipment.
113.0207	Requirements for utility rules for interconnection of small customer-owned generation facilities with the utility system.
113.0208	Right to appeal.
113.0209	Notice to communication firms.
113.0210	Whistleblower protection.
113.0301	Disconnections, residential.
113.0302	Disconnections, commercial and farm accounts.
113.0303	Reconnection of service.
113.0304	Cold weather disconnections.
113.0305	Customer requested termination of service.
113.0401	Schedules to be filed with commission.
113.0402	Deposits residential.
113.0403	Deposits for commercial and farm service.
113.0404	Deferred payment agreement.
113.0405	Meter readings and billing periods.
113.0406	Billing.

113.0407	Dispute procedures.
113.0410	Billing statement inserts.
113.0412	Limiting connected load.
113.0501	Information available to customers.
113.0502	planned service interruptions.
113.0503	Telephone answering time.
113.0504	Change in type of service.
113.0505	Low-income service requirement.
113.0506	Stray voltage service fees.
113.0507	Unconscionability.
113.0508	Oppressive and deceptive practices prohibited.
113.0509	Landowner easements.
113.0510	Tree trimming contacts.
113.0511	Oak tree cutting and pruning.
113.0512	Identification of potential power line natural hazards.
113.0513	Wetlands work.
113.0601	Standards for electric service reliability.
113.0602	Definitions.
113.0603	Recording Standards.
113.0604	Annual Report.

113.0605	Initial historical reliability performance report.
113.0606	Interruptions of service.
113.0607	Appropriate inspection and maintenance; system reliability.
113.0608	Emergency response.
113.0609	Customer Satisfaction surveys.
113.0610	Customers' complaints.
113.0611	Employees authorized to enter customers' premises.
113.0612	Employee safety.
113.0613	Maps and diagrams.
113.0614	Preservation of records.
113.0615	Inventory of Conductors.
113.0701	Definitions.
113.0702	Standard and maintenance of a service voltage.
113.0703	Variations of voltage.
113.0704	Harmonics of 60 Hz voltage waves.
113.0705	Power quality diagnostic services.
113.0706	Check of standards by commission.
113.0707	Radio and television interference.
113.0801	Measuring energy on system.
113.0802	Measuring customer service.

113.0803	Individual electric meters required for nontransient multidwelling unit residential buildings, mobile home parks and commercial establishments.
113.0804	One-point metering.
113.0805	Tamper-resistant equipment.
113.0806	Multipliers and test constants.
113.0807	Meter compensation.
113.0808	Sealing meters and service entrance equipment.
113.0809	Installation of metering equipment.
113.0810	Rental charge for metering equipment.
113.0811	Accuracy of watt-hour meters.
113.0812	Accuracy of demand meters.
113.0813	Requirements as to instrument transformers.
113.0814	Portable indicating instruments.
113.0815	Type of instruments.
113.0816	Servicing utilization control equipment.
113.0817	Metering at point of interchange and for customers' operating generating equipment.
113.0818	Determination of average meter error.
113.0901	Testing of metering installations—general requirements.
113.0902	Testing equipment.
113.0903	Accuracy and calibration of test standards.

113.0904	Watthour caligration.
113.0905	Methods of testing watt-hour meters.
113.0906	Methods of testing block-interval demand registers.
113.0907	Methods of testing block-interval pulse-operated demand meters and pulse recorders.
113.0908	Methods of testing electronic (solid state) meters.
113.0910	Methods of testing electronic demand registers.
113.0911	Testing of self-contained meters and three-wire network meters at fixed periodic intervals.
113.0912	Testing of self-contained polyphase meters.
113.0913	Testing of meters used instrument transformers on single phase service.
113.0914	Testing of polyphase meters used with instrument transformers.
113.0915	Testing of metering installations utilizing pulse devices.
113.0916	Testing of instrument transformers.
113.0917	Phase-shifting transformers and loss compensators.
113.0918	Adoption of standard by reference.
113.0919	Metering equipment records.
113.0920	Statistical sample testing plan for new self-contained single phase and 3-wire network meters.
113.0921	Statistical sample testing plan for in-service, electronic (solid state) meters and electromechanical, self-contained, single phase and 3-wire network meters.
113.0922	Customer request test.

113.0923	Commission referee test.
113.0924	Adjustment of bills for metering inaccuracies.
113.0925	Billings for grounds.
113.0925	Metering with one meter for net energy billing.
113.1001	Purpose.
113.1002	Principles of facilities development.
113.1003	Definitions.
113.1004	Customer contribution for service facilities.
113.1005	Customer contributions for distribution.
113.1006	Embedded cost allowance.
113.1007	Refunds.
113.1008	Modifications to existing distribution and service facilities.
113.1009	Revision of estimates to reflect actual cost.
113.1010	Extension or modification of transmission facilities to retail customers.

(Code 1986, § 13.04; Ord. No. 0-36-03, § 1, 9-9-2003)

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Sec. 74-7. - Collections.

The utilities director and his agents appointed by him as agents of the city treasurer shall enforce and collect the bills for water, wastewater, and electric service according to the applicable rates.

(Code 1986, § 13.05; Ord. No. 0-36-03, § 1, 9-9-2003)

Sec. 74-8. - Payment of water and electric charges.

(a) All charges for water supplied to customers shall be paid monthly on or before the 20th day following mailing of the monthly statement. Disconnections for failure to pay water charges may be made by the water utility in accordance with the rules established therefor by the utility.

(b) Each water service charge levied pursuant to this section shall be made a lien upon the corresponding lot, land or premises served by a connection to the water system of the city. If the water service charge is not paid within the period allotted for such payment, the charge shall constitute a lien on the property served and be inserted on the city tax roll as provided by Wis. Stats. § 66.0809.

(c) Each electric service charge levied pursuant to this section shall be deemed a special charge for current services rendered on behalf of the corresponding lot, land or premises served by a connection to the electric system of the city. If the electric service charge is not paid within the period allotted for such payment, the charge shall constitute a lien on the property served and be inserted on the city tax roll as provided by Wis. Stats. § 66.0809.

(Code 1986, § 13.06)

Sec. 74-9. - Applications; contract.

All applications for electric, wastewater and water service shall be on forms prescribed by the city and shall be signed by the applicant and owner of the premises for which service is desired. Notice to discontinue furnishing service shall be given to the director of utilities at least ten days before the date fixed for discontinuance, at which date the charges shall become due upon estimate made by the director. By the utilities director's application, the applicant and the owner agree that the provisions of this chapter, together with the rates, rules and regulations on file with the public service commission, where applicable, shall be part of the contract with the applicant and the owner of the premises.

(Code 1986, § 13.07; Ord. No. 0-40-03, § 1, 10-14-2003; Ord. No. 0-54-03, § 1, 12-9-2003)

Sec. 74-10. - Utility funds.

All money collected for the furnishing of services shall be deposited to the respective electric utility fund, wastewater utility fund and the water utility fund.

(Code 1986, § 13.08; Ord. No. 0-40-03, § 1, 10-14-2003; Ord. No. 0-54-03, § 1, 12-9-2003)

Sec. 74-11. - Keeping of records.

The director of utilities shall keep an accurate record of all labor employed, meters and material furnished, supplies used, wiring done, repairs made, together with the cost of the same to the city. The director of utilities shall also keep a list of the names of all consumers and a description of the premises to which service is furnished, all meter readings, the amounts due and received for service, and shall make reports thereof to the utilities committee and the city council when requested.

(Code 1986, § 13.09; Ord. No. 0-40-03, § 1, 10-14-2003; Ord. No. 0-54-03, § 1, 12-9-2003)

Sec. 74-12. - Repairs.

The utilities committee shall report to the city council any repairs, additions and improvements that may be deemed necessary, but no such repairs, additions and improvements, except such as are required to keep the utilities in substantial repair, shall be made by the utilities committee without first submitting a report of such repairs, additions and improvements for the approval of the utilities committee and the common council. The utilities committee may purchase the necessary staple supplies or direct the director

of utilities to do so and employ the necessary labor to perform the work required to operate and maintain the utilities in proper manner, or authorize the director of utilities to do so.

(Code 1986, § 13.10; Ord. No. 0-40-03, § 1, 10-14-2003; Ord. No. 0-54-03, § 1, 12-9-2003)

Sec. 74-13. - Right of access.

The director of utilities, or such person as may be directed by the director, may enter and have free access at all reasonable hours to the premises where electric, wastewater or water service is used, to ascertain the location and condition of all fixtures used in connection with the utility. The service leading to the premises may be shut off until all defects have been remedied to the satisfaction of the plumbing or electrical inspector.

(Code 1986, § 13.11; Ord. No. 0-40-03, § 1, 10-14-2003; Ord. No. 0-54-03, § 1, 12-9-2003)

Sec. 74-14. - Interference with operation of utilities prohibited.

(a) Wis. Stats. § 941.36 is adopted by reference.

(b) In addition to the penalty imposed by subsection (a) of this section for violation of this section, the person making an unauthorized connection shall be liable for all electricity, wastewater or water estimated by the director to have been consumed or dischaahrged, which amount unless sooner paid may be assessed as a special tax against the premises.

(Code 1986, § 13.12; Ord. No. 0-40-03, § 1, 10-14-2003; Ord. No. 0-54-03, § 1, 12-9-2003)

Sec. 74-15. - Water meters.

(a) The utilities committee shall prescribe and regulate the kind of water meters to be used in the city and the manner of attaching and connecting the water meters, and may in like manner make such other rules for the use and control of water meters attached and connected as provided in this chapter as shall be necessary to secure reliable and just measurement of the quantity of water used; and also make rules to regulate the use of soil pipe, wastewater or sanitary sewer or water pipes which are proposed to be connected with the city water or wastewater or sanitary sewer system; and may alter and amend such rules from time to time as shall be necessary for the purposes named.

(b) If the owner or occupant of any premises, where the attaching and connection of a water meter may lawfully be required, shall neglect or fail to attach and connect such water meter, as is required according to the rules established by the utilities committee, for 30 days after the expiration of the time within which such owner or occupant shall have been notified by such utilities committee to attach and connect such meter, the utilities committee may cause the water supply by the city to be cut off from the premises, and it shall not be restored except upon such terms and conditions as the utilities committee shall prescribe.

(Code 1986, § 13.13; Ord. No. 0-40-03, § 1, 10-14-2003; Ord. No. 0-54-03, § 1, 12-9-2003)

Secs. 74-16—74-30. - Reserved.

ARTICLE III. - WASTEWATER UTILITY[2]

Footnotes:

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Editor's note— Ordinance No. 0-45-03, adopted Nov. 11, 2003, changed the title of article III from Sewer Utility to Wastewater Utility.

DIVISION 1. - GENERALLY

Sec. 74-61. - Wastewater or sanitary sewer improvement tax.

No person shall connect with the public wastewater or sanitary sewerage system unless a wastewater and sanitary sewer improvement tax has been made to or paid on the frontage of the property to which wastewater or sanitary sewer connection is to be installed except upon permit by the utilities committee.

(Code 1986, § 13.14; Ord. No. 0-45-03, § 1, 11-11-2003)

Sec. 74-62. - Definitions.

(a) Unless the context specifically indicates otherwise, the meanings of terms used in this article shall be as follows:

BOD (biochemical oxygen demand) means the quantity of oxygen utilized in the biochemical oxidation of organic matter under standard laboratory procedure in five days at 20 degrees Celsius, expressed in milligrams per liter.

Building drain means that part of the lowest horizontal piping of a drainage system which receives the discharge from soil, waste and other drainage pipes inside the building walls and conveys it to the building sewer, beginning five feet (1.5 meters) outside the inner face of the building wall.

Building inspector means the planning director or building inspector of the city or their appointed assistant, agent or representative.

Building sewer or *lateral* means the extension from the building drain to the public wastewater or sanitary sewer or other place of disposal. The building sewer is owned, operated and maintained by the property owner.

Compatible pollutants means biochemical oxygen demand, suspended solids or pH, plus additional pollutants identified in the WPDES permit for the publicly owned treatment works receiving the pollutant if such works were designed to treat such additional pollutants to a substantial degree.

Debt and *debt service* mean the cost to the wastewater utility for the retirement of debts incurred in the provision of sewerage system facilities including both principal and interest.

Detrimental effect means a discharge to the sewerage system that either alone or in combination with other discharges would pass through or interfere with the operation of the sewerage system, cause the utility to violate its WPDES permit, or create or constitute a hazard to human health or the environment.

Director and *utilities director* shall mean the utilities director for the city or the director's appointed operator of utility, agent or representative.

Floatable oil means oil, fat or grease in a physical state such that it will separate by gravity from wastewater in an approved pretreatment facility. Wastewater shall be considered free of floatable fat if it is properly pretreated and the wastewater does not interfere with the collection system.

Garbage means solid wastes from the domestic and commercial preparation, cooking and dispensing of food and from the handling, storage and sale of meat, fish, fowl, fruits, vegetables and condemned food.

Industrial wastes means any solid, liquid or gaseous substance discharged, permitted to flow or escaping from any industrial, manufacturing, commercial or business establishment or process or from the development, recovery or processing of natural resources. The term "industrial wastes" under this article shall include discharges from any nongovernmental user of the wastewater or sanitary sewer system identified in the Standard Industrial Classification Manual, 1972, Office of Management and Budget, as amended and supplemented, under the divisions listed in this definition. A user in the divisions listed may be excluded from the industrial waste classification if it is determined that it will introduce primarily segregated domestic wastes or wastes from sanitary conveniences.

(1) *Division A.* Agriculture, forestry and fishing.

(2) *Division B.* Mining.

(3) *Division D.* Manufacturing.

(4) *Division E.* Transportation, communications, electric, gas and sanitary services.

(5) *Division I.* Services.

Incompatible pollutants or wastewater means wastewater or septage with pollutants or of such strength that will adversely affect or disrupt the wastewater treatment processes or effluent quality or sludge quality if discharged to the sewerage system facility.

Interference means a discharge which, alone or in conjunction with a discharge or discharges from other sources, inhibits or disrupts wastewater treatment processes or operations or the sludge processes, use or disposal, or is the cause of a violation under any federal or state law.

May is permissive.

Natural outlet means any outlet into a watercourse, pond, ditch, lake or other body of surface water or ground water.

Normal concentration means:

(1) Five-day 20 degrees Celsius, BOD of not more than 200 mg/l.

(2) A suspended solids content of not more than 250 mg/l.

(3) A phosphorous concentration of not more than eight mg/l.

Normal wastewater means wastewater in which BOD, suspended solids, or phosphorous concentrations do not exceed normal concentrations.

Operation, maintenance and replacement means costs to the wastewater utility for the provision of labor, utilities, supplies, equipment maintenance and other normal costs necessary for the provision of wastewater treatment services, including replacement costs.

Pass through means a discharge which exits the wastewater treatment plant into waters of the State in quantities or concentrations which, alone or in conjunction with a discharge or discharges from other sources, is a cause of a violation of any requirement of the utility's WPDES permit including an increase in the magnitude or duration of a violation.

pH means the logarithm, base 10, of the reciprocal of the hydrogen ion concentration expressed in moles per liter as determined by Standard Methods for the Examination of Water and Wastewater as published by the American Public Health Association, the American Water Works Association and the Water Environment Federation.

Phosphorous means the total phosphorous concentration in milligrams per liter in wastewater. The total phosphorous concentration shall be determined by testing in accordance with the latest edition of Standard Methods for the Examination of Water and Wastewater as published by the American Public Health Association, the American Water Works Association and the Water Environment Federation.

Properly shredded garbage means the wastes from the preparation, cooking and dispensing of food that have been shredded to such a degree that all particles will be carried freely under the flow conditions

normally prevailing in public wastewater or sanitary sewers, with no particle greater than one-half inch (1.27 centimeters) in any dimension.

Public wastewater or sanitary sewer means a wastewater or sanitary sewer in which all owners of abutting properties have equal rights and is controlled by public authority.

Replacement means expenditures for obtaining and installing equipment, accessories or appurtenances which are necessary to maintain the capacity and performance during the service life of the treatment works for which such works were designed and constructed.

Sanitary sewer means a wastewater or sanitary sewer that carries liquid and water-carried wastes from residences, commercial buildings, industrial plants and institutions together with minor quantities of groundwater, stormwater and surface water that are not admitted intentionally.

Septage means the wastewater or contents of septic or holding tanks, dosing chambers, grease interceptors, seepage beds, seepage pits, seepage trenches, privies or portable restrooms.

Sewage means the spent water of a community. The preferred term is "wastewater."

Sewerage system means all structures, equipment, conduits and pipes by which sewage is collected, transported, treated and disposed of, except plumbing inside and in connection with buildings served and service pipes from building to street main.

Shall is mandatory.

Slug means any discharge of water or wastewater which in concentration of any given constituent or in quantity of flow exceeds for longer than 15 minutes more than five times the average 24-hour concentration or flows during normal operation and shall adversely affect the collection system and/or performance of the wastewater treatment works.

Storm sewer means a sewer which carries stormwater and surface water and drainage, but excludes wastewater and industrial wastes, other than polluted cooling water.

Suspended solids means total suspended matter that either floats on the surface of or is in suspension in water, wastewater or other liquids and is removable by laboratory filtering as prescribed in Standard Methods for the examination of water and wastewater and referred to as nonfilterable residue.

Unpolluted water means water of quality equal to or better than the effluent criteria in effect or water that would not cause a violation of receiving water quality standards and would not be benefitted by discharge to the wastewater or sanitary sewer and wastewater treatment facilities provided.

Urban service area means the service area delineated under the most recent city comprehensive plan as may be enlarged or reduced by the council by subsequent ordinance (see section 74-91).

User charge and *wastewater service charge* mean a charge levied on users of wastewater treatment works and the wastewater or sanitary sewer system for the cost of operation and maintenance of such facilities. The terms "operation" and "maintenance" include replacement.

Wastewater means the spent water and water-carried wastes of a community. Its source may be a combination of the liquid and water-carried wastes from residence, commercial buildings, industrial plants and institutions, together with any groundwater, surface water and stormwater that may be present.

Wastewater facilities means the structures, equipment and processes required to collect, carry away and treat domestic and industrial wastes and dispose of the effluent.

Wastewater or sanitary sewer means a pipe or conduit for carrying wastewater.

Wastewater or sanitary sewer service areas means the areas presently served and anticipated to be served by a municipal wastewater collection system within the urban service area.

Wastewater or sanitary sewer systems means the common wastewater or sanitary sewers within a sewerage system which are primarily installed to receive wastewater directly from facilities which convey wastewater from individual structures or from private property and which include service connection "Y" fittings designed for connection with those facilities. The facilities which convey wastewater from individual

structures, from private property to the public wastewater or sanitary sewer, or its equivalent are specifically excluded from the definition of sewerage collection system; except pumping units and pressurized lines for individual structures or groups of structures may be included as part of a "wastewater or sanitary sewer system" when such units are cost effective and are owned and maintained by the sewerage owner.

Wastewater treatment works means the city's~~an~~ arrangement of devices and structures for treating wastewater, industrial wastes and sludge. The term "wastewater treatment works" may be used as synonymous with "waste treatment plant," "wastewater treatment plant," "sewage treatment plant" or "water pollution control plant."

Wastewater utility and *utility* mean the city wastewater utility.

Watercourse means a natural or artificial channel for the passage of water either continuously or intermittently.

(Code 1986, § 13.15(1); Ord. No. 0-45-03, § 1, 11-11-2003)

Cross reference— Definitions generally, § 1-2.

Sec. 74-63. - Use of public wastewater or sanitary sewers required.

(a) No person shall place, deposit or permit to be placed or deposited in any insanitary manner on public or private property within the city, or in any area under the city's jurisdiction, any human or animal excrement, garbage or other objectionable waste.

(b) No person shall discharge to any natural outlet within the city, or in any area under the city's jurisdiction, any wastewater or other polluted waters, except where suitable treatment has been provided in accordance with subsequent provisions of this article.

(c) Except as provided in this article, no person shall construct or maintain any privy, vault, septic tank, cesspool or other facility intended or used for sewage disposal.

(d) The owner of all houses, buildings or properties used for human occupancy, employment, recreation or other purposes situated within the city and abutting on any street, alley or right-of-way in which there is now or may be located a city wastewater or sanitary sewer shall, at the owner's expense, install suitable toilet facilities therein and connect such facilities directly with the proper public wastewater or sanitary sewer in accordance with this article within 90 days after official notice to do so.

(Code 1986, § 13.15(3))

Secs. 74-64—74-80. - Reserved.

DIVISION 2. - ADMINISTRATION AND ENFORCEMENT[3]

Footnotes:

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Cross reference— Administration, ch. 2.

Sec. 74-81. - Penalty.

(a) Any person found to be violating any provision of this article, except section 74-92, shall be served by the city with a written notice stating the nature of the violation and providing a reasonable time limit for the satisfactory correction thereof. The offender shall, within the period of time stated in such notice, permanently cease all violations.

(b) Any person who shall continue any violation beyond the time limit provided for in subsection (a) of this section shall, upon conviction thereof, be subject to section 1-3.

(c) Any person violating any of the provisions of this article shall become liable to the city and others, as their interests may appear, for any expense, loss or damage occasioned the city or others by reason of such violation, including any costs in connection with repairing damages to the wastewater facilities or any upstream or downstream user or facilities damaged as a result of a prohibited discharge or any other violation of this article.

(Code 1986, § 13.15(10)(a)—(c); Ord. No. 0-45-03, § 1, 11-11-2003)

Sec. 74-82. - Wastewater services to persons outside the city.

Nothing in this article shall prohibit the city from providing wastewater services to persons outside the city under mutually agreeable conditions.

(Code 1986, § 13.15(2)(h))

Sec. 74-83. - Remedies for failure to pay service charges.

Each wastewater service charge levied by or pursuant to this article is a lien upon the corresponding lot, land or premises served by a connection to the wastewater or sanitary sewer system of the city. If the wastewater service charge is not paid within the period allotted for such payment, such charge shall constitute a lien on the property served and shall be inserted in the city tax roll as provided in Wis. Stats. § 66.0821(4)(d), in the same manner as water rates are taxed and collected under Wis. Stats. §§ 66.0809 or 66.0821(2)(a). The wastewater service charges taxed or levied under this article shall be collected by the city at the utilities office. The utility shall make and enforce such bylaws and regulations as may be deemed necessary for the safe, economical and efficient operation, management and protection of the city wastewater or sanitary sewer system, the wastewater treatment plant and the utility.

(Code 1986, § 13.15(2)(i))

Sec. 74-84. - Annual audit.

An audit of the utility's financial standing shall be made annually on a calendar year basis. This audit shall be used to review the adequacy of the then existing rates; and such rates shall be adjusted if necessary to provide sufficient revenues to adequately finance the utility's operation in accordance with the original intent of the rate structure. The annual audit and review shall also be used to ensure that each recipient of sewage service (or user class) is charged in proportion to the cost of providing such recipient (or user class) with sewage service. Excess revenues collected for operation, maintenance and replacement from a class of users shall be applied to the costs of operation, maintenance and replacement attributable to that class of user and the rates shall be adjusted accordingly.

(Code 1986, § 13.15(2)(j); Ord. No. 0-45-03, § 1, 11-11-200)

Sec. 74-85. - Late payment charge.

Any charges under this article which have not been paid within 20 days of the billing date shall be subject to a late payment charge of three percent of the current charges.

(Code 1986, § 13.15(2)(k))

Sec. 74-86. - Replacement fund.

Annual income from the wastewater service charge which constitutes funds required for replacement shall be separately accounted for and shall not be used for purposes other than replacement.

(Code 1986, § 13.15(2)(l))

Sec. 74-87. - Debt retirement.

Debt incurred as a part of the expansion, modification or upgrade of existing treatment facilities will be repaid out of monies collected under user charges.

(Code 1986, § 13.15(2)(m))

Sec. 74-88. - Private wastewater disposal.

(a) Where a public wastewater or sanitary sewer is not available under the provisions of subsection 74-63(d), any existing building sewer shall be connected to a private wastewater disposal system complying with the provisions of this article.

(b) Before commencement of the construction of a private wastewater disposal system or additions to an existing private wastewater disposal system, the owner shall first obtain a written permit from the building inspector's office.

(c) The type, capacity, location and layout of a private wastewater disposal system shall comply with all requirements of the state department of health and the state department of commerce.

(d) The owner shall operate and maintain the private wastewater disposal facilities in a sanitary manner at no expense to the city.

(e) When a public wastewater or sanitary sewer becomes available to a property served by a private wastewater disposal system, as provided in subsection 70-63(d), the building sewer shall be connected to such wastewater or sanitary sewer within 90 days and the private wastewater disposal system shall be cleaned of sludge and filled with sand, gravel or similar material.

(f) Notwithstanding subsection 74-88(e), the utilities director may, at his or her discretion, grant an exception to the requirement to connect a building sewer to a public wastewater or sanitary sewer and allow an owner to maintain a private wastewater disposal system if all of the following circumstances are met:

    (1) The building is not used for residential purposes;

    (2) The building is used to house animals;

    (3) The building's private wastewater disposal system is used to dispose of animal as well as human waste; and

    (4) The private wastewater disposal system will achieve total treatment or facilitate waste removal within one week of use.

(Code 1986, § 13.15(4); Ord. No. 0-45-03, § 1, 11-11-2003; Ord. No. 0-22-09, § 1, 12-8-2009)

Sec. 74-89. - Building sewer and connections.

(a) No unauthorized person shall uncover, make any connection with or opening into, use, alter or disturb any public wastewater or sanitary sewer or appurtenance thereof without first obtaining one of the following written permits from the building inspector:

(1) Residential and commercial service.

(2) Service to establishments producing industrial wastes.

(b) In either case set out in subsection (a) of this section, the owner or the owner's agent shall make application on a special form furnished by the city. The permit application shall be supplemented by any plans, specifications or other information considered pertinent in the judgment of the building inspector. A permit and inspection fee as provided in section 10-4 shall be paid to the city when the application is filed. All service pipes (laterals) on private property shall be installed in accordance with Wis. Adm. Code Comm. ch. 82, Design, Construction, Installation, Supervision and Inspection of Plumbing.

(c) All costs and expenses incident to the installation and connection of the building sewer shall be borne by the owner. The owner shall indemnify the city from any loss or damage that may directly or indirectly be occasioned by the installation of the building sewer.

(d) A separate and independent building sewer shall be provided for every building intended for human habitation or occupancy.

(e) Old building sewers may be used in connection with new buildings only when they are found on examination and test by the building inspector to meet all requirements of this article.

(f) The size, slope, alignment, materials of construction of a building sewer and the methods to be used in excavating, placing of the pipe, jointing, testing and backfilling the trench shall conform to the requirements of chapter 10 or other applicable city rules and regulations.

(g) Whenever possible, the building sewer shall be brought to the building at an elevation below the basement floor. In all buildings in which any building drain is too low to permit gravity flow to the public wastewater or sanitary sewer, sanitary sewage carried by such building drain shall be lifted by an approved means and discharged to the building sewer at the owner's expense.

(h) Roof leaders, swimming pool drains, surface drains, groundwater drains, foundation footing drains and other clear water drains shall be connected wherever possible with a storm sewer, but they shall not be connected to a building sewer which discharges into a wastewater or sanitary sewer or private wastewater treatment plant. All such connections existing on October 16, 1976, shall thereafter be illegal. If stormwater or clear water is being discharged into a wastewater or sanitary sewer, the utilities director shall give the offending person 15 days' notice to disconnect. Failure to disconnect after such notice shall authorize the utilities director to cause disconnection and assessment of those costs against the property involved. The utilities director may, in the alternative, institute action for violation of this subsection.

(i) The connection of the building sewer into the public wastewater or sanitary sewer shall conform to the requirements of chapter 10 or other applicable city rules and regulations.

(j) The applicant for the building sewer permit shall notify the building inspector when the building sewer is ready for inspection and connection to the public wastewater or sanitary sewer. The connection shall be made under the supervision of the building inspector.

(k) All excavations for building sewer installations shall be adequately guarded with barricades and lights to protect the public from hazard. Streets, sidewalks, parkways and other public property disturbed during the work shall be restored in a manner satisfactory to the city.

(l) Wastewater or sanitary sewer laterals and connections to the wastewater or sanitary sewer main are the responsibility of the building owner. Expenses for maintenance and repairs shall be paid for by the building owners.

(m) Broken wastewater or sanitary sewer laterals which allow debris to enter the wastewater or sanitary sewer system shall be repaired within 30 days of the owner's or occupant's receipt of notice regarding the break following the utilities director's determination that the debris may result in a clogged wastewater or sanitary sewer. If the repair is not made in the time provided, the city may make the repair or contract to have the repair made and bill such expense as a special charge against the subject property.

(n) Effective December 31, 2007, all non-metallic building sanitary sewers and connections within public right-of-way shall be installed with an electronic marker system to provide a means of locating the underground pipe. The utilities director, or such person as may be directed by the director, shall prescribe the type of tracer wire installation.

(Code 1986, § 13.15(5); Ord. No. 0-45-03, § 1, 11-11-2003; Ord. No. 0-37-07, § 1, 11-13-2007)

Sec. 74-90. - Use of public wastewater or sanitary sewers.

(a) No person shall discharge or cause to be discharged any stormwater, surface water, groundwater, roof runoff, subsurface drainage, uncontaminated cooling water, swimming pool water or unpolluted industrial process waters to any wastewater or sanitary sewer.

(b) Stormwater and all other unpolluted drainage shall be discharged to a storm sewer or to a natural outlet approved by the superintendent of streets and other regulatory agencies having jurisdiction, to a storm sewer or natural outlet.

(c) No person shall discharge or cause to be discharged any of the following described waters or wastes to any public wastewater or sanitary sewers:

(1) Any gasoline, benzene, naphtha, fuel oil or other flammable or explosive liquid, solid or gas which create or contribute to a fire or explosive hazard in the wastewater treatment plant, including, but not limited to, wastestreams with a closed cup flashpoint of less than 140 degrees F (60 degrees C) using the test methods in s. NR 661.21.

(2) Any waters or wastes containing toxic or poisonous solids, liquids or gases in sufficient quantity, either singly or by interaction with other wastes, to pass through, to injure, or to interfere with the operation or performance of the wastewater treatment plant, ~~with any wastewater treatment process~~, constitute a hazard to humans or animals, create a public nuisance or create any hazard in the receiving waters of the wastewater treatment plant.

(3) Any waters or wastes having a pH lower than 5.5, or greater than 9.5, or having any other corrosive property capable of causing damage or hazard to structures, equipment and personnel of the wastewater works.

(4) Solid or viscous substances in quantities or of such size capable of causing or contributing to obstruction to the flow in wastewater or sanitary sewers or other interference with the proper operation of the wastewater facilities such as, but not limited to, ashes, bones, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastics, wood, unground garbage, whole blood, paunch manure, hair and fleshings, entrails, paper dishes, cups, milk containers, sanitary napkins, disposable wipes, etc., either whole or ground by garbage grinders.

(5) Any trucked or hauled pollutants, including septage ~~or~~ and holding tank waste.

(6) Any pollutant, including oxygen demanding pollutants, released in a discharge of such volume or strength as to cause or contribute to interference in the wastewater treatment plant.

(7) Pollutants which result in the presence of gases, vapors, or fumes within the wastewater treatment plant or sewerage system in a quantity which may cause acute worker health or safety problems.

(8) Heat in amounts which will inhibit or contribute to inhibition of biological activity in the wastewater treatment plant resulting in interference or causing damage to the wastewater treatment plant,

but in no case wastewater which causes the temperature at the introduction to the treatment plant to exceed 104 degrees F (40 degrees C).

(9) Any substance with objectionable color not removed in the treatment process, such as, but not limited to, dye wastes and vegetable tanning solution.

(10) Detergents, surface-active agents or other substance that may cause excessive foaming in the sewerage system.

(11) Used antifreeze, motor oil, brake fluid, transmission fluid, hydraulic fluid, oil-based paint, and paint thinners.

(12) Any substance regulated as hazardous waste under federal or state law.

(13) Any wastes which cause, or are capable of causing, either alone or in combination with other substances obstruction of flow or damage to the wastewater facilities; danger to life or safety or welfare of any persons; prevention of effective maintenance or operation of the wastewater facilities; a detrimental effect, public nuisance, or condition unacceptable to any public agency having regulatory jurisdiction over the utility; or any sanitary sewer or wastewater facility to be overloaded.

(d) The following described substances, materials, waters or wastes shall be limited in discharges to municipal systems to concentrations or quantities which will not harm either the wastewater or sanitary sewers, wastewater treatment process or equipment, will not have an adverse effect on the receiving stream or will not otherwise endanger lives, limb, public property or constitute a nuisance. The utilities director may set limitations lower than the limitations established in the regulations in this subsection if, in his opinion, such more severe limitations are necessary to meet the objectives of this subsection. In determining acceptability, the utilities director shall give consideration to such factors as the quantity of subject waste in relation to flows and velocities in the wastewater or sanitary sewers, materials of construction of the wastewater or sanitary sewers, the wastewater treatment process employed, capacity of the wastewater treatment plant, degree of treatability of the waste in the wastewater treatment plant and other pertinent factors. The limitations or restrictions on materials or characteristics of waste or wastewaters discharged to the wastewater or sanitary sewer which shall not be violated without approval of the utilities director are as follows:

(1) Wastewater having a temperature higher than 150 degrees Fahrenheit (65 degrees Celsius).

(2) Wastewater containing more than ~~25~~ 50 mg/l of petroleum oil, nonbiodegradable cutting oils or product of mineral oil origin.

(3) Wastewater containing more than ~~25~~ 50 mg/l of floatable oils, fat or grease.

(4) Any garbage that has not been properly shredded. Garbage grinders may be connected to wastewater or sanitary sewers from homes, hotels, institutions, restaurants, hospitals, catering establishments or similar places where garbage originates from the preparation of food in kitchens for consumption on the premises or when served by caterers.

(5) Any waters or wastes containing iron, chromium, copper, zinc and similar objectionable or toxic substances to such degree that any such material received in the composite wastewater at the wastewater treatment works exceeds the limits established by the utilities director for such materials.

(6) Any waters or wastes containing odor-producing substances exceeding limits which may be established by the utilities director.

(7) Any radioactive wastes or isotopes of such half-life or concentration as may exceed limits established by the utilities director in compliance with applicable state or federal regulations.

(8) Quantities of flow, concentrations or other characteristics which constitute a slug.

(9) Waters or wastes containing substances which are not amenable to treatment or reduction by the wastewater treatment processes employed or are amenable to treatment only to such degree that

the wastewater treatment plant effluent cannot meet the requirements of other agencies having jurisdiction over discharge to the receiving waters.

(10) Any waters or wastes which, by interaction with other waters or wastes in the public wastewater or sanitary sewer system, release obnoxious gases, from suspended solids which interfere with the collection system or create a condition deleterious to structures and treatment processes.

(11) Dilution of an industrial discharge for purposes of reducing the pollutant characteristics or concentrations to meet limitations established in this chapter, by the utilities director, or applicable pretreatment standards is prohibited.

(12) Medical wastes or infectious wastes.

(13) Wastewater containing polychlorinated biphenyls.

(e) If any waters or wastes which contain the substances or possess the characteristics enumerated in subsection (c) or (d) of this section are discharged or proposed to be discharged to the public wastewater or sanitary sewers and if, in the judgment of the utilities director, the waters or wastes may have a ~~deleterious~~ detrimental effect upon the wastewater facilities, processes, equipment or receiving waters or otherwise create a hazard to life or constitute a public nuisance, the utilities director may take any of the actions set out in this subsection (e). When considering such alternatives, the utilities director shall give consideration to the economic impact of each alternative on the discharger. If the utilities director permits the pretreatment or equalization of waste flows, the design and installation of the ~~plants~~ pretreatment systems and equipment shall be subject to the review and approval of the utilities director.

(1) Reject the wastes;

(2) Require pretreatment to an acceptable condition for discharge to the public wastewater or sanitary sewers;

(3) Require control over the quantities and rates of discharge; and/or

(4) Require payment to cover added costs of handling and treating the wastes not covered by existing taxes or wastewater or sanitary sewer charges under the provisions of this article.

~~(f) Grease, oil and sand interceptors shall be provided when, in the opinion of the utilities director, they are necessary for the proper handling of liquid wastes containing floatable grease in excessive amounts, as specified in subsection (d)(3) of this section, or any flammable wastes, sand or other harmful ingredients; except that such interceptors shall not be required for private living quarters or dwelling units. All interceptors shall be of a type and capacity approved by the utilities director and shall be located to be readily and easily accessible for cleaning and inspection. In maintaining these interceptors, the owner shall be responsible for the proper removal and disposal by appropriate means, of the captured material and shall maintain records of the dates and means of disposal which are subject to review by the utilities director. Any removal and hauling of the collected materials not performed by the owner's personnel shall be performed by currently licensed waste disposal firms.~~

(f) Grease, oil, and sand traps. ~~and inspection manholes~~

(1) Establishments involved in the preparation of food for commercial purposes, car washes, or other processes where fats, oils, greases, or sand are produced, used or disposed of shall provide grease interceptors or traps. Grease, oil, and sand interceptors or traps shall be provided when, in the opinion of the utilities director, they are necessary for the proper handling of liquid wastes containing fats, oils, or grease in excessive amounts as specified in subsection (d)(3) of this section, sand, any flammable wastes, or other harmful ingredients, except that such interceptors or traps shall not be required for private living quarters or residential dwelling units.

(2) All interceptors or traps shall be of a type and capacity approved by the Wisconsin Department of Natural Resources and the State plumbing code, and approved by the utilities director, and shall be located so as to be readily and easily accessible for cleaning and inspection, and to be effective in capturing fats, oils, greases and sand by providing sufficient opportunity for wastewater containing fats, oils, and grease to cool enough for these to be trapped. They shall be constructed of impervious

materials capable of withstanding abrupt and extreme changes in temperatures and shall be of substantial construction, gastight, watertight, and equipped with easily removable covers. Grease interceptors shall receive the entire waste discharge from kitchens or food processing areas.

(3) All grease, oil, and sand interceptors or traps shall be maintained by the user at his expense in continuously efficient operation at all times, and the records of such maintenance, including dates and means of disposal, shall be kept current and available when requested by city employees or representatives of the utility. Any removal and hauling of the collected materials not performed by the owner's personnel shall be performed by currently licensed waste disposal firms.

(4) Approval of proposed facilities or equipment by the state regulatory agency(ies) does not, in any way guarantee that these facilities or equipment will function in the manner described by their constructor or manufacturer nor shall it relieve a person of the responsibility of enlarging, relocating, or otherwise modifying such facilities to accomplish the intended purposes.

(54) The city shall have the right to inspect grease interceptors and traps to determine compliance with the requirements of this section. The discharger shall allow the utility director or his designee to enter upon the premises of the discharger at all reasonable hours for purposes of inspection, sampling, or records examination.

(65) The owner must retain and provide to the city upon request information satisfactory to the utility director demonstrating adequate design, operation, and maintenance of grease interceptors and traps. All users with a grease and/or sand interceptor must adhere to all the requirements, procedures, and detailed record keeping to ensure compliance with the requirements of this section. All users shall maintain such records for not less than seven (7) years. An accurate, complete, and daily updated maintenance log shall be kept by every user that indicates, at a minimum: date the interceptor was serviced, name of person or company servicing the interceptor, method of cleaning, and disposal method of FOG or sand.

(76) No person shall introduce, permit, or cause the introduction of surfactant, solvent, enzymes, emulsifying chemicals, hot water or other agents into a grease interceptor to dissolve or emulsify grease or as a grease abatement method.

(fm2) Inspection Manholes.

(1) Any person discharging industrial wastes into a sewer shall construct and maintain a suitable control manhole or manholes downstream from any such place of discharge to permit observation, measurement, and sampling of such wastes by the utility.

(23) Multitenant buildings must have constructed and maintained means for access for sampling and measuring flow of all discharges to the sanitary sewer for each tenant to the satisfaction of the utility director. All monitoring facilities shall be constructed and maintained in accordance with all applicable state and local construction standards and specifications. Plans for the installation of monitoring facilities and related equipment shall be submitted to the utilities director for review and approval prior to the beginning of construction.

~~(4) The city shall have the right to inspect grease interceptors and traps to determine compliance with the requirements of this section. The discharger shall allow the utility director or his designee to enter upon the premises of the discharger at all reasonable hours for purposes of inspection, sampling, or records examination.~~

~~(5) The owner must retain and provide to the city upon request information satisfactory to the utility director demonstrating adequate design, operation, and maintenance of grease interceptors and traps. All users with a grease and/or sand interceptor must adhere to all the requirements, procedures, and detailed record keeping to ensure compliance with the requirements of this section. All users shall maintain such records for not less than seven (7) **years. An accurate, complete, and daily updated maintenance log shall be kept by every user that indicates, at a minimum: date the interceptor was serviced, name of person or company servicing the interceptor, method of cleaning, and disposal method of FOG or sand.**~~

~~(6) No person shall introduce, permit, or cause the introduction of surfactant, solvent, enzymes, emulsifying chemicals, hot water or other agents into a grease interceptor to dissolve or emulsify grease or as a grease abatement method.~~

~~(7) Enforcement and Cost Recovery. Any person or industrial user violating any of the provisions of this section or who discharges or causes a discharge producing a deposit or obstruction or in any manner causes damage to or impairs the city's wastewater collection system and/or wastewater treatment system shall be liable to the city for any expense, loss cost or damage, without limitation, caused by such violation or discharge. The city shall bill the user for the costs incurred by the city of any cleaning, repair, replacement work for restoration of receiving water damaged by the wastewater treatment plant upsets or any other cleaning, repair, damage, forfeitures, administrative costs, penalties or replacement work caused by the violation or discharge. Refusal to pay the assessed cost or failure to comply with other provisions of this section shall constitute a violation of this section enforceable under the provisions of this chapter.~~

(g) Where pretreatment or flow-equalizing facilities are provided or required for any waters or wastes, they shall be maintained continuously in satisfactory and effective operation by the owner at his expense. National categorical pretreatment standards as promulgated by the United States Environmental Protection Agency shall be met by all dischargers of the regulated industrial categories. State requirements and limitations on discharges to the wastewater facilities shall be met by all dischargers which are subject to such standards in any instance in which they are more stringent than federal requirements and limitations or those in this or any other applicable ordinance.

(h) When required by the utilities director, the owner of any property serviced by a building sewer carrying industrial wastes shall install a suitable structure together with such necessary meters and other appurtenances in the building sewer to facilitate observation, sampling and measurement of the wastes. Such structure, when required, shall be accessible, safely located and constructed in accordance with plans approved by the utilities director. The structure shall be installed by the owner at his expense and shall be maintained by him safe and accessible at all times. All costs of maintaining and calibrating permanent or temporary equipment shall be at the owner's expense.

(1) When required by the utility, the owner of any property served by a building sewer carrying industrial wastes shall perform, at the owner's expense, flow proportional sampling of their discharge. If no monitoring structure has been required, monitoring and sampling shall be as directed by the utilities director. Samples collected shall be analyzed by a state department of natural resources-certified laboratory using approved methods. The sampling frequency and duration shall be decided by the utilities director. Results from the required analysis shall be utilized for assessing surcharges and determining compliance.

(2) The utility may elect to measure, monitor and analyze industrial discharges. The industry shall reimburse the utility for the costs of any temporary metering and sampling equipment necessary to monitor the discharge from the industry.

(3) If a meter malfunctions or is demonstrated to have provided incorrect readings, the volume of wastewater discharged to the sewerage system shall be based on historical flow data and reasonable engineering estimates, as determined jointly by the utility and the industry, until such time as the meter is repaired or replaced and made operable. Where directed by the utility, a temporary metering or sampling device shall be furnished and installed by the industry until the permanent meter or sampler is operating properly. Retroactive billing adjustments will be made accordingly for the period of any inaccuracy, up to a maximum of six months prior to discovery of the malfunction or incorrect readings.

(4) All control manholes, grease interceptors and grease traps shall be accessible or made accessible to city employees or representatives of the utility at all times and without prior notification.

(i) The utilities director may require a user of wastewater or sanitary sewer services to provide information needed to determine compliance with this article. These requirements may include:

(1) Wastewater discharge average and peak rate and volume over a specified time period.

(2) Chemical analyses representative of wastewaters.

(3) Information on raw materials, processes and products affecting wastewater volume and quality.

(4) Quantity and disposition of specific liquid, sludge, oil, solvent or other materials important to wastewater or sanitary sewer use control.

(5) A plat plan of wastewater or sanitary sewers for the user's property showing wastewater or sanitary sewer and pretreatment facility location.

(6) Details of wastewater pretreatment facilities.

(7) Details of systems to prevent and control the losses of materials through spills to the municipal wastewater or sanitary sewer.

(j) Each user shall notify the utilities director in advance of any change in its operations or system which may have an effect upon the waste and wastewater generated or of any substantial change in the volume or character of pollutants in their discharge.

(~~j~~k) All measurements, tests and analyses of the characteristics of waters and wastes to which reference is made in this article shall be determined in accordance with the latest edition of Standard Methods for the Examination of Water and Wastewater, published by the American Public Health Association and Guidelines Establishing Test Procedures for Analysis of Pollutants, (40 CFR 136) or other methods approved by the Department. Sampling methods, location, times, durations and frequencies are to be determined on an individual basis subject to approval by the utilities director.

(~~k~~l) No statement contained in this article shall be construed as preventing any special agreement or arrangement between the city and any industrial concern whereby an industrial waste of unusual strength or character may be accepted by the city for treatment, subject to payment at rates established in this article.

(~~l~~m) The accidental discharge of any prohibited waste into any wastewater or sanitary sewer shall be reported to the utilities director by the person responsible for the discharge or by the owner or occupant of the premises where the discharge occurs immediately upon obtaining knowledge of such discharge so that steps may be taken to minimize its effect on the treatment plant. They shall also immediately report the location of the discharge, the time, the volume, and the type of waste or wastewater so discharged. Within fifteen (15) days of such discharge, a detailed written statement describing the cause of the discharge and the measures taken to prevent a future occurrence shall be submitted to the utilities director. Such reporting shall not relieve the person causing the accidental discharge from any penalties imposed by this ordinance. Where the utilities director deems necessary, industrial users shall provide facilities to prevent accidental discharges or spills of wastes or wastewaters prohibited under this Ordinance.

(~~m~~n) If a person discharging wastes into the public wastewater or sanitary sewers produces evidence satisfactory to the utilities director that significant amounts of the total annual volume of water used for all purposes does not reach the wastewater or sanitary sewer, such person may be permitted to have an exemption water meter installed. Such meter shall be furnished by the utility and installed by the customer. All other costs shall be at the expense of the person requiring the meter, including any piping revisions required to ensure that only water not reaching the wastewater or sanitary sewer is metered by the exemption meter. The utility shall charge for each meter at the rate of the minimum service charge set for that size meter to compensate for furnishing, reading and servicing the meter. This charge shall be in addition to the wastewater service charge. The amount of exemption water metered shall be subtracted from the total amount of water used by the person to determine the applicable wastewater service charge.

(o) ~~(7)~~ Enforcement and Cost Recovery. Any person or industrial user violating any of the provisions of this section or who discharges or causes a discharge producing a deposit or obstruction or in any manner causes detrimental effects, damage to or impairs the city's wastewater collection system and/or wastewater treatment system shall be liable to the city for any expense, loss cost or damage, without limitation, caused by such violation or discharge. The city shall bill the user for the costs incurred by the city of any cleaning, repair, replacement work for restoration of receiving water

damaged by the wastewater treatment plant upsets or any other cleaning, repair, damage, forfeitures, administrative costs, penalties or replacement work caused by the violation or discharge. Refusal to pay the assessed cost or failure to comply with other provisions of this section shall constitute a violation of this section enforceable under the provisions of this chapter.

(Code 1986, § 13.15(6); Ord. No. 0-45-03, § 1, 11-11-2003; Ord. No. 0-19-04, § 1, 8-10-2004; Ord. No. 0-37-07, § 1, 11-13-2007)

Sec. 74-91. - Water and wastewater or sanitary sewer service limited.

(a) Under Wis. Stats. § 66.0813, and the city master plan adopted September 22, 1992, no water or wastewater or sanitary sewer service shall be extended or provided to any person or premises outside the areas delineated under the master plan, specifically the map of Estimated Year 2000 Stoughton Urban Service Area as amended and the 2004 Comprehensive Plan. Such area may be enlarged or reduced by the council by subsequent ordinance.

(b) If any wastewater or sanitary sewer or water service has been inadvertently provided to persons or premises outside the master plan or comprehensive plan boundaries, such service shall be limited expressly to the premises so being served.

(Code 1986, § 13.15(7); Ord. No. 0-45-03, § 1, 11-11-2003)

Sec. 74-92. - Protection from damage.

No unauthorized person shall maliciously, willfully or negligently break, damage, destroy, uncover, deface or tamper with any structure, appurtenance or equipment which is a part of the wastewater facilities. Any person violating this provision shall be subject to immediate arrest for disorderly conduct.

(Code 1986, § 13.15(8))

Sec. 74-93. - Powers and authority of inspectors.

(a) The utilities director and other authorized city employees bearing proper credentials and identification may enter all properties to inspect, observe, measure, sample and test discharges to the city system in accordance with the provisions of this article.

(b) The utilities director or other authorized employees are authorized to obtain information concerning industrial processes which have a direct bearing on the kind and source of discharge to the wastewater collection system. The industry may withhold information considered confidential. The industry shall establish that revelation to the public of the information in question might result in an advantage to competitors.

(c) While performing the necessary work on private properties referred to in this subsection, the utilities director or authorized city employees shall observe all safety rules applicable to the premises established by the company. The company shall be held harmless for injury or death to the city employees. The city shall indemnify the company against loss or damage to its property by city employees and against liability claims and demands for personal injury or property damage asserted against the company and growing out of the gauging and sampling operation, except as such may be caused by the negligence or failure of the company to maintain safe conditions as required in subsection 74-90(h).

(d) The utilities director and other authorized city employees bearing proper credentials and identification may enter all private properties through which the city holds a negotiated easement for, but not limited to, inspection, observation, measurement, sampling, repair and maintenance of any portion of the wastewater facilities lying within such easement. All entry and subsequent work, if any, on such

easement shall be done in full accordance with the terms of the negotiated easement pertaining to the private property involved.

(Code 1986, § 13.15(9); Ord. No. 0-45-03, § 1, 11-11-2003)

Sec. 74-94. - Notification.

Each billing shall identify the amount billed which is attributable to wastewater or sanitary sewer service.

(Code 1986, § 13.15(11))

Secs. 74-95—74-110. - Reserved.

DIVISION 3. - FEES AND CHARGES

Sec. 74-111. - Normal sewage service charge.

There is levied and assessed upon each lot or parcel of land with a building having a lateral available to discharge normal sewage to the public wastewater or sanitary sewer system a wastewater service charge based upon rates established by the council. Such charges shall be assessed and collected monthly.

(1) If commercial or industrial customers obtain all or any part of their water from sources other than the public water utility, all or any part of which is discharged into the public wastewater or sanitary sewers, the customer shall have a water meter installed to determine the volume of water obtained from these other sources. If the utilities director determines that the water usage is too small to justify a meter, he may waive this requirement and a flat rate shall be charged based on estimated water usage and the metered rate schedule after approval of the council. The water meters shall be furnished by the utility and installed by the customer. All other costs in connection with the water meter installation shall be at the expense of the customer. The utility shall charge for each meter the minimum service charge set for that size meter to compensate for furnishing, reading and servicing the meter. This charge shall be in addition to the wastewater service charge.

(2) If residential customers obtain all or part of their water from sources other than the public water utility, all or any part of which is discharged into the public wastewater or sanitary sewers, a flat rate charge shall be paid for wastewater service. If the utilities director determines the minimum flat rate charge is less than the charge would be on a metered basis, he shall have the authority to set a higher rate based on estimated total usage and the metered rate schedule after approval of such rate by the council. Should the residential customer request it, a water meter shall be installed and the customer charged on the same basis as commercial or industrial customers having private water supplies.

(Code 1986, § 13.15(2)(a); Ord. No. 0-45-03, § 1, 11-11-2003)

———

Sec. 74-112. - Minimum monthly wastewater service charge.

The minimum monthly wastewater service charge shall be based on the size water meter in service, as per the following schedule effective January 1, 2015:

Meter Size	OM&R	Debt	Total
5/8 " & ¾	$ 2.01	$ 5.31	$ 7.32
1"	3.27	7.96	11.23
1¼"	4.12	9.72	13.84
1½"	5.39	12.36	17.75
2"	7.93	17.65	25.58
3"	13.85	29.99	43.84
4"	22.32	47.61	69.93
6"	43.48	91.68	135.16

(Code 1986, § 13.15(2)(b)(2); Ord. No. 0-28-03, § 1(b), 6-24-2003; Ord. No. 0-45-03, § 1, 11-11-2003; Ord. No. 0-35-06, § 1, 7-11-2006; Ord. No. 0-22-07, § 1, 6-26-2007; Ord. No. 0-34-2014, § 1, 12-9-2014)

———

Sec. 74-113. - Volume.

In addition to the minimum monthly charge based on meter size, there shall be a charge for all flow based on water usage as determined by the water utility, at the rate of $4.93 per 1,000 gals, effective January 1, 2015.

(Code 1986, § 13.15(2)(c); Ord. No. 0-28-03, § 1(c), 6-24-2003; Ord. No. 0-45-03, § 1, 11-11-2003; Ord. No. 0-35-06, § 1, 7-11-2006; Ord. No. 0-22-07, § 1, 6-26-2007; Ord. No. 0-34-2014, § 1, 12-9-2014)

———

Sec. 74-114. - Industrial and commercial charges for other than normal wastewater.

(a) Charges for wastewater other than normal wastewater shall be based on flow, BOD, suspended solids and such other constituents which affect the cost of collection and treatment. Charges shall be made in accordance with rates established by the council as set forth in subsection (b).

(b) All persons discharging wastes into the public sewers are subject to a surcharge, in addition to any other wastewater service charge, if their wastewater has a concentration greater than normal

concentrations. The volume of flow used for computing waste surcharges shall be the metered water consumption, subject to adjustments as otherwise herein provided or the actual volume of waste as determined by an industrial waste metering installation. The amount of surcharge shall reflect the cost incurred by the utility in removing BOD, suspended solids and other pertinent constituents.

(c) The rates of surcharge in dollars per pound for each of the constituents above will be at the prevailing rate at the time as follows:

	Effective 07-20-06	Effective 01-01-07	Effective 07-05-07
Volume			
OM&R:	$2.11	$2.37	$2.55
Debt:	1.94	2.18	2.41
Total:	4.05	4.55	4.96
B.O.D. in excess of 200 mg/l:			
OM&R:	0.31		
Debt:	0.31		
Total:	0.62		
Total Suspended Solids in excess of 250 mg/l:			
OM&R:	0.23		
Debt:	0.23		
Total:	0.46		
Phosphorous in excess of 8 mg/l:			
OM&R:	2.72		
Debt:	0.87		
Total:	3.59		

(Code 1986, § 13.15(2)(d); Ord. No. 0-28-03, § 1(d), 6-24-2003; Ord. No. 0-45-03, § 1, 11-11-2003; Ord. No. 0-35-06, § 1, 7-11-2006; Ord. No. 0-22-07, § 1, 6-26-2007)

Sec. 74-115. - Sanitary sewer main extension cost recovery.

Public service commission rules adopted. The following provisions of Wis. Adm. Code PSC Ch. 187 are adopted by reference and made a part of these rules as if set forth in full. A violation of any such rules shall constitute a violation of this section and shall be punishable as provided in section 74-1.

Wis. Adm. Code PSC Section	Description
187.01	Purpose.
187.02	Definitions.
187.03	Application.
187.04	Notice.
187.05	Determining refund fees. Notwithstanding any contrary language in PSC section 187.05, developer-financed sanitary sewer main extensions completed on or after April 15, 2005 shall be eligible for cost recovery pursuant to this section and PSC section 187.05 for a period of ten years after the date of completion and acceptance by the city.

(Ord. No. 0-44-05, § 1, 12-13-2005; Ord. No. 0-9-08, § 1, 4-8-2008)

Secs. 74-116—74-140. - Reserved.

CITY OF STOUGHTON, 381 E. Main Street, Stoughton, WI 53589

ORDINANCE OF THE COMMON COUNCIL			
To amend Chapter 74 of the City of Stoughton Code of Ordinances, relating to utilities and sewer use.			
Committee Action:	The Utilities Committee recommends approval by a vote of __ - 0.		
Fiscal Impact:	0		
File Number:	O-___-2018	**Date Introduced:**	March 13, 2018

RECITALS

A. On February 19, 2018 the Utilities Committee recommended amending Chapter 74 of the City of Stoughton Ordinances with the primary purpose of updating the City's sewer use provisions.

B. The Utilities Committee recommended amending Chapter 74 as provided in Exhibit A.

ORDINANCE

The City Council of the City of Stoughton, Dane County, Wisconsin, ordains as follows:

1. Chapter 74 of the City of Stoughton Code of Ordinances is amended as provided in Exhibit A.

2. This ordinance will take effect upon adoption and publication or posting pursuant to law.

The foregoing ordinance was adopted by the Common Council of the City of Stoughton at a meeting held on March 27, 2018.

APPROVED:

_____

Donna Olson, Mayor

ATTEST:

_____

_____City Clerk

Posted_____

Published_____

EXHIBIT A

To be drafted by City Attorney following Utilities Committee approval of draft language provided in February 19, 2018 Utilities Committee packet

Stoughton Utilities
600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383
Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Brian G. Erickson
Stoughton Utilities Wastewater System Supervisor

Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Request to authorize the bid award for the replacement of sewer-cleaning truck #17

As part of the Stoughton Utilities' five year (2018-2022) Capital Improvement Plan (CIP), the wastewater utility had budgeted $400,000 for the purchase of a new sewer-cleaning truck in 2018. This truck replaces our current sewer-cleaning truck #17.

Pursuant to the City of Stoughton Purchasing Policy, a list of minimum specifications and a Request for Proposal was distributed to several manufacturers of sewer cleaning trucks. Proposals and bids were received from three manufacturers. A bid summary is shown below:

	Staff Recommendation		
Distributor:	Bruce Equipment	Envirotech Equipment	Northern Sewer Equipment Co
Chassis:	International 7500	International 7500	International 7500
Engine:	Cummins 370 HP Single	Cummins 370 HP Single	Cummins 370 HP Single
Vac Unit:	Vactor 2100 Plus PD	Vac-Con Combination	900-ECO Combination
Bid Date:	12/7/2017	12/4/2017	12/13/2017
Equipment Cost:	$ 392,920	$ 336,000	$ 369,750
Trade-In Credit:	$ (85,000)	$ (45,000)	$ (60,000)
Final Cost:	**$ 307,920**	**$ 291,000**	**$ 309,750**

All bids came in significantly under the budgeted amount due to the trade-in credits. After careful consideration, it is staff's recommendation that the bid be awarded to Bruce Equipment for the purchase of a Vactor 2100 combination machine. The purchase of this unit will cost an additional $16,920 over the low bid received. As this was not the lowest bid received, staff is requesting that the Utilities Committee and the Stoughton Common Council review and accept staff's recommendation.

Staff's justification for going with a bid other than the low bid is that it is anticipated that over time, the cost savings associated with operating and maintaining the recommended vehicle will ultimately cancel out the up-front savings provided by the low bidder.

The low bid is a Vac-Con unit, which is the same manufacturer as our existing sewer-cleaning machine. During the past ten years that we have owned and operated our current unit, we have experienced many mechanical issues, and continue to have numerous maintenance and reliability concerns. After calling current references provided by the manufacturer, it appears that other communities have experienced similar mechanical issues with the newer models, and that these reliability concerns have not been resolved.

The second low bid, and staff's recommendation, is a Vactor unit. Staff anticipates that the up-front purchase cost differential between the Vactor and the Vac-Con will be recouped within the first two years of ownership due to increased efficiencies and reduced maintenance. It is anticipated that the unit will be 33% cheaper to operate due to more efficient water use, less fuel consumption, reduced maintenance requirements, and increased reliability and staff productivity. This figure is supported by a fuel and maintenance cost analysis performed by the City of Des Moines. In addition, it is staff's opinion that the unit is more operator-friendly and safer to operate, including having additional emergency stop locations and a centered hose reel that helps protect the operator from passing traffic.

This unit will be budgeted for a minimum useful life of at least ten-years. Vactor manufactures more units annually than both Vac-Con and Sewer Equipment Co. combined, and trade in values of these units indicate that this unit has the best resale value in the industry. In addition, the manufacturer offers operator and mechanic training for up to 10 years as needed, as well as no-cost annual inspections to assist the Fleet Manager at the Department of Public Works.

We are requesting that the Stoughton Utilities Committee approve the bid award and purchase of the Vactor 2100+ from Bruce Equipment at the cost of $392,920, less a trade in credit of $85,000, and recommend approval to the Stoughton Common Council.

Stoughton Utilities

600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383

Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Brian R. Hoops
Stoughton Utilities Assistant Director

Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Revisions to Section III of the City of Stoughton Work Rules related to On-Call status

At any given time, Stoughton Utilities has two employees serving in an On-Call rotation – one employee from the Electric Division and another from the Water or Wastewater Divisions. The City of Stoughton Work Rules (Section III, On-Call) discusses on-call status, including schedules and compensation.

Recently, an issue arose regarding the specific language used in the work rules regarding when an employee begins their on-call status. The specific language in question is:

> *The pager and/or paging equipment shall be returned to the supervisor on Friday and shall be reassigned by the supervisor to the employee to serve on on-call by the end of the normal workday on Friday. In the event that Friday or Thursday and Friday are official holidays, the pager shall be returned to the supervisor on the workday preceding the holiday and shall be assigned at the supervisor's discretion.*

The issue arose when all City offices were scheduled to be closed on a Friday for a reason other than an "official holiday," resulting in the employees trading the pager and on-call status at midnight rather than at the end of the workday as has been past-practice. This required two employees living out of town to drive to the Stoughton Utilities office. Stoughton Utilities management would like to see the Work Rules language clarified to match current and past-practice at the Utilities and Department of Public Works, with the following revisions:

> *The pager and/or paging equipment shall be returned to the supervisor on Friday and shall be reassigned by the supervisor to the employee to serve on on-call by the end of the normal workday on Friday. In the event that* ***City offices are scheduled to be closed on*** *Friday,* ***,*** *or Thursday and Friday,* ~~*are official holidays*~~ *, the pager shall be returned to the supervisor* ~~*on*~~ ***at*** *the* ***end of the*** *workday preceding the* ~~*holiday*~~ ***scheduled closure,*** *and shall be assigned at the supervisor's discretion.*

This change will ensure staff trades the paging equipment and assumes on-call status at the end of the workday preceding any scheduled office closure, documenting past practice with an official work rule. This change will not only resolve the problem with Christmas Eve in future years where it falls on a Thursday or Friday, but will also head off any issues should city offices ever have to be closed in advance

due to a severe weather forecast or another emergency. The last thing we would want during a planned severe weather event is to have staff driving in inclement weather to trade the pager, rather than simply doing so at the end of the workday. This is especially true now that we have on-call staff living outside of the City of Stoughton.

We are requesting that the Stoughton Utilities Committee approve the proposed revisions to Section III of the City of Stoughton Work Rules related to On-Call status, and recommend approval to the Stoughton Personnel Committee and the Stoughton Common Council.

cc: Amy Jo Gillingham
Director of Human Resources and Risk Management

Stoughton Utilities
600 South Fourth Street P.O. Box 383
Stoughton, WI 53589-0383
Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Adoption of the Addendum to the American Public Power Association (APPA) Safety Manual 16th Edition, 2017, Section 407(c)

Stoughton Utilities and Municipal Electric Utilities of Wisconsin (MEUW) performs safety training for our employees in the Electric Line Division using the guidelines set forth in the APPA Safety Manual 16th Edition, 2017, which was adopted by the Stoughton Utilities Committee on June 19, 2017 and the Stoughton Common Council on June 27, 2017.

MEUW has initiated training under the referenced addendum regarding rubber-gloving guidelines. Page one of the enclosed documentation contains the new text of the 407(c) guideline, while pages two and three contain the rationale behind the recommendation made by MEUW Joint Training and Safety instructors and the MEUW Safety and Education Committee.

Accordingly, it is requested that the Stoughton Utilities Committee adopt the Addendum to the APPA Safety Manual 16th Edition, 2017, Section 407(c), and recommend adoption to the Stoughton Common Council.

Addendum to APPA Safety Manual Section 407 c)

Adhering to all safety rules is critical in work application using APPA Safety Manual and MEUW Gloving Guidelines.

Rubber gloves and sleeves where appropriate (see section 507.2 b) of the proper class must be worn before entering the Minimum Approach Distance.

The Minimum Approach Distance is defined as;

1. The distance as indicated in Table 507-1 page 169 as the area surrounding energized equipment in an area where primary contact is possible. This distance is to include the extended reach area.
2. When URD equipment containing energized primary cables are opened and work is to be done within the minimum approach distance.

Note 1: Gloves and sleeves are not required when performing other maintenance or construction after insulating materials are installed on all energized conductors and equipment, and the assigned work does not involve the energized equipment. Insulation shall provide protection for the employees extended reach area plus minimum approach distance.

Note 2: Refer to the MEUW Gloving Guidelines included in the appendix of the APPA Safety Manual.

Documentation for Addendum

Revision Date 11/15/17

The MEUW has studied the changes contained in the 16th Edition to the APPA Safety Manual with regards to the "Ground to Ground, Cradle to Cradle, and Lock to Lock" rule stated in section 407 (c), and compared that section with OSHA 1910.269 and 1926 Subpart V updated on April 11, 2014. We will refer to OSHA regarding the Minimum Approach Distance and wearing of rubber gloves and sleeves.

We agree with the OSHA statement; "It is important for employers to train employees not only in the applicable minimum approach distances, but also in how to maintain those distances.

"The training of qualified employees required under § 1926.950 and the job planning and briefing required under § 1926.952 must address selection of the proper working position." To clarify this point, final § 1926.950(b)(2)(iii) requires employers to train qualified employees in the minimum approach distances specified in this subpart corresponding to the voltages to which the qualified employee will be exposed *and the skills and techniques necessary to maintain those distances''* (page 20457 of the Federal Register as of April 11, 2014)

Therefore, we will adhere to the OSHA Standards concerning Minimum Approach Distance, and not section 407 (c) of the 16th Edition of the APPA Safety Manual. Section 407 (c) attempts to protect employees where there is no hazard and is contrary to the OSHA rule.

Also, in the 16th Edition of the APPA Safety Manual, Definitions Tab, Introduction section, the Effectiveness paragraph on page 25 says;

"Existing governmental codes, statutes, rules, and orders shall be considered a part of this manual, and where any conflict exists between the two, those of governmental status shall prevail." There is clearly a conflict between the OSHA standard and the 16th Edition of the Manual. MEUW members shall allow the governmental status prevail.

City of Stoughton, 381 E Main Street, Stoughton WI 53589

RESOLUTION FROM THE UTILTIES COMMITTEE TO THE STOUGHTON COMMON COUNCIL			
Authorizing and directing the proper City official(s) to approve the adoption of the Addendum to the American Public Power Association (APPA) Safety Manual 16th Edition, 2017, Section 407(c).			
Committee Action:	Utilities Committee recommended Common Council approval __-__		
Fiscal Impact:	0		
File Number:	R-xxx-2018	**Date Introduced:**	March 13, 2018

The City of Stoughton, Wisconsin, Common Council does proclaim as follows:

WHEREAS, Stoughton Utilities and Municipal Electric Utilities of Wisconsin (MEUW) performs safety training for our employees in the Electric Line Division using the guidelines set forth in the APPA Safety Manual 16th Edition, 2017, and

WHEREAS, your Stoughton Utilities Committee met on February 19, 2018 to consider and adopt the Addendum to the American Public Power Association (APPA) Safety Manual 16th Edition, 2017, Section 407(c), and recommends approval of adoption to the Common Council of the City of Stoughton, now therefore

BE IT RESOLVED by the Common Council of the City of Stoughton that the proper city official(s) be hereby directed and authorized to adopt the Addendum to the American Public Power Association (APPA) Safety Manual 16th Edition, 2017, Section 407(c).

Council Action: ☐ **Adopted** ☐ **Failed** **Vote:** _____

Mayoral Action: ☐ **Accept** ☐ **Veto**

_____ _____

Mayor Donna Olson Date

Council Action: _____ ☐ **Override** **Vote:** _____

Stoughton Utilities
600 South Fourth Street P.O. Box 383
Stoughton, WI 53589-0383
Serving Electric, Water & Wastewater Since 1886

Date: February 13, 2018

To: Stoughton Utilities Committee

From: Robert P. Kardasz, P.E.
Stoughton Utilities Director

Subject: Utilities Committee Future Agenda Item(s)

This item appears on all agendas of Committees of the City of Stoughton.