



Water Works and Lighting Commission

221 16th Street South P.O. Box 399 Wisconsin Rapids, WI 54495-0399 715/423-6300 FAX: 715/423-2831

AGENDA

There will be a Regular Meeting of the Water Works and Lighting Commission in the conference room on Wednesday, January 10, 2024, at 2:00 PM.

Listed below is the agenda for this meeting.

1. Call to order
2. Approval, additions, or corrections to the minutes of the following meeting
 - 2.1. Regular Commission Meeting held December 13, 2023
 - 2.2. Special Commission Meeting held December 18, 2023
3. Action items
4. Department updates
 - 4.1. Safety Committee
 - 4.2. Line Superintendent
 - 4.3. Water Department Operations
 - 4.4. Customer Support Supervisor
 - 4.5. Director of Finance
 - 4.6. Information Systems Administrator
 - 4.7. Conservation Manager
 - 4.8. Electrical Engineer
 - 4.9. Director of Engineering & Electric Operations
 - 4.10. General Manager
5. Review of accounts payable
6. Adjourn

If given 72 hours' notice, efforts will be made by the General Manager's office to accommodate the needs of disabled individuals through sign language interpreters and other auxiliary aids.

Regular Meeting of the Water Works and Lighting Commission
Wednesday, December 13, 2023

There were present:

Commissioner Jay Bemke
Commissioner John Bergin
Commissioner John Harper

Also in attendance: Jem Brown, Roxanne Gronski, Jeff Kuhn, Josh Elliott, Todd Weiler, Matt Stormoen, Adam Breunig, Shawn Reimer, Tyler Sneen, Lynn Schroer, and Sean Wall.

1. Call to Order

Chairman John Bergin called the meeting to order at 2:00 PM. Commissioner Rick Merdan and Commissioner Jeff Penzkover were excused from today's meeting.

2. Approval, additions or corrections to the minutes of the following meeting

2.1 Regular Commission Meeting held November 8, 2023

There was a motion made by Jay Bemke, seconded by John Harper, and carried to approve the minutes of the Regular Commission Meeting held on November 8, 2023, and to place them on file. There were no nay votes recorded.

3. Action items

3.1 2024 Water Distribution Material Supply Quotes

Adam Breunig stated that we sent out an RFQ (request for quote) for our 2024 water distribution materials. Three companies responded. Adam stated that he is recommending that we award the quote to Ferguson Waterworks who submitted the lowest quote and is a company the utility used in 2023. After discussion and all questions answered there was a motion made by John Harper, seconded by Jay Bemke, and carried to award the 2024 water distribution material supplies to Ferguson Waterworks in the amount of \$370,937.05. There were no nay votes recorded.

4.0 Department updates

4.1 Safety Committee Report

The commissioners reviewed and discussed the Safety Committee meeting minutes and the safety coordinator's monthly report. Sean Wall highlighted the safety trainings that were done this month.

4.2 Line Superintendent's Report

This report was reviewed and November call-ins and projects were discussed. Line Superintendent Josh Elliott was asked if the number of trouble calls was higher than normal. Josh stated that it is not out of the ordinary for this time of year to see an increase in the number of streetlight calls and unfortunately, we had three structure fires in November and have already had one in December.

4.3 Water Department Operations Report

This report was reviewed and November maintenance water projects were discussed. Adam answered questions regarding the WDNR quarterly sampling that was done in November.

4.4 Customer Support Supervisor's Report

This report was reviewed and Lynn Schroer answered questions regarding our commercial disconnection procedures. Shawn Reimer highlighted an article in Current and Waves regarding the free online home energy assessment that is offered by Focus on Energy which a customer can use to get a customized report tailored to their home.

4.5 Director of Finance's Report

This report was reviewed and November financial statements were discussed.

4.6 Information System's Administrator's Report

This report was reviewed and discussed. Matt Stormoen answered questions regarding the upcoming training for the new Microsoft software.

4.7 Conservation Manager's Report

This report was reviewed and WW&LC conservation efforts were discussed. Shawn Reimer answered questions regarding the electric analytics company CLOCworks and the results of their project with Lincoln High School.

4.8 Electrical Engineer's Report

This report was reviewed and was discussed. John Bergin stated that he appreciated the pictures that were included in Tyler's report showing the recently purchased transformer being moved from the Kraft Mill to the Baker Substation.

4.9 Director of Engineering & Electric Operations

This report was reviewed and discussed. Todd Weiler stated that he and Tyler have been busy working on various projects including 3 major capital projects during November.

4.10 General Manager's Report

This report was reviewed and discussed. Jem Brown answered questions regarding various meetings he attended in November. Jem also stated that the GLU Board scheduled a 2-day meeting in December to begin planning to replace the IOU's power supply contracts that expire in 2029 and 2030.

5. Review of accounts payables

A listing of all invoices and checks covering November was provided to the commission for review.

6. Adjourn

There was a motion made by John Harper, seconded by Jay Bemke, and carried to adjourn at 2:24 PM. There were no nay votes recorded.

Respectfully submitted,

John Harper, Acting Secretary

Special Meeting of the Water Works and Lighting Commission
Monday, December 18, 2023

There were present:

Commissioner John Bergin
Commissioner John Harper
Commissioner Rick Merdan
Commissioner Jeff Penzkover

Also present: Jem Brown

1. Call to Order

Chairperson John Bergin called the meeting to order at 9:00 AM. Commissioner Jay Bemke was excused from today's meeting.

2. Consideration of adjournment into closed session pursuant to Wisconsin State Statute 19.85(1)(c) for purposes of considering employment, compensation, and performance evaluation data of a public employee over which the governmental body has jurisdiction. Performance evaluations of employees.

Upon unanimous roll call vote the commission adjourned into closed session to discuss performance evaluations.

3. The commission will return to open session

There was a motion made by Rick Merdan, seconded by John Harper, and carried to return to open session. No nay votes were recorded.

4. Possible action on items discussed in closed session.

After discussion there was a motion made by Rick Merdan, seconded by John Harper, and carried to implement compensation adjustments based upon performance and utility industry compensation surveys. No nay votes were recorded.

5. Adjourn

There was a motion made by Rick Merdan, seconded by Jeff Penzkover, and carried to adjourn at 10:25 AM.

Respectfully submitted,

Secretary, Rick Merdan

SAFETY COMMITTEE MEETING MINUTES FOR JANUARY 3, 2023

Discussion with: Sean Wall, Bob Nash, Tyler Sneen, Josh Elliott, Lynn Schroer, McKenna Schudy, Jason Warren, and Randy Rosicky.

OLD BUSINESS

The committee discussed different ways to conduct the Safety Committee meeting moving forward to bring more value added time, including...

- Rotating employees to represent departments.
- Moving the meeting to after lunch to accommodate for other Office employees attendance.

A meeting will be scheduled with Todd Weiler, Adam Breunig, Josh Elliott and Sean Wall to discuss the best course of action.

NEW BUSINESS

There were no new safety concerns brought forward at this time.

SAFETY TRAINING/DISCUSSION / UPCOMING TRAININGS

CPR training dates / calendar notices being sent out today (1/3), to include:

- Monday 1/29
- Wednesday 2/7
- Wednesday 2/14
- Wednesday 3/6

The Safety Committee meeting ended at 7:35 AM.



Wisconsin Rapids Water Works & Lighting Commission

December 2023

Prepared By: Sean T. Wall, MEUW Senior Regional Safety Coordinator

SAFETY REPORT

ACCOMPLISHMENTS

1. Training

- a. No training planned due to holidays / vacations

2. Audits/Inspections

- a. Facility inspection occurred end of last month

3. Compliance/Risk Management

- a. Attended Safety Committee meeting
- b. Attended Commission meeting
- c. All written safety programs have had their annual review and sign off completed.

GOALS AND OBJECTIVES

1. Training

- a. Working on Q1 schedule and training schedule. CPR / First Aid / AED / Bloodborne Pathogen training classes (4-5 total) to be scheduled. This is an every 2 year requirement.

2. Audits/Inspections

- a. No inspection planned

3. Compliance/Risk Management

- a. Attend Safety Committee meeting
- b. Attend Commission meeting



Water Works and Lighting Commission

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**LINE SUPERINTENDENT'S REPORT
December, 2023**

Work Performed

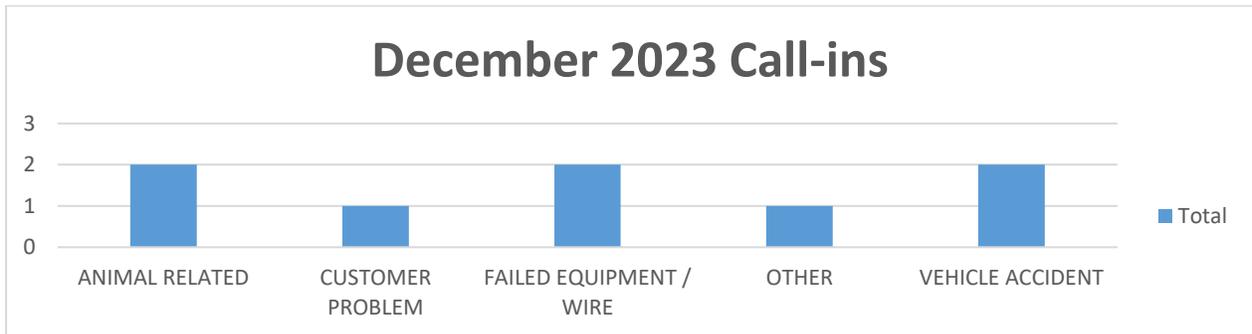
During December, the Electric Department processed 29 work orders, 7 electric service orders, and 74 trouble slips.

Other Projects

- Continued pole replacements.
- Continued 2023 URD conversions.
- Worked on multiple customer projects.
- Completed work on Loop 1 rebuild (capital budget project).
- Continued Hwy 73 URD project.
- Completed 2023 inventory.
- **2023 call-ins were 15.5% below average at 130**

After Hours Calls

In December there were 8 after-hour call-ins.

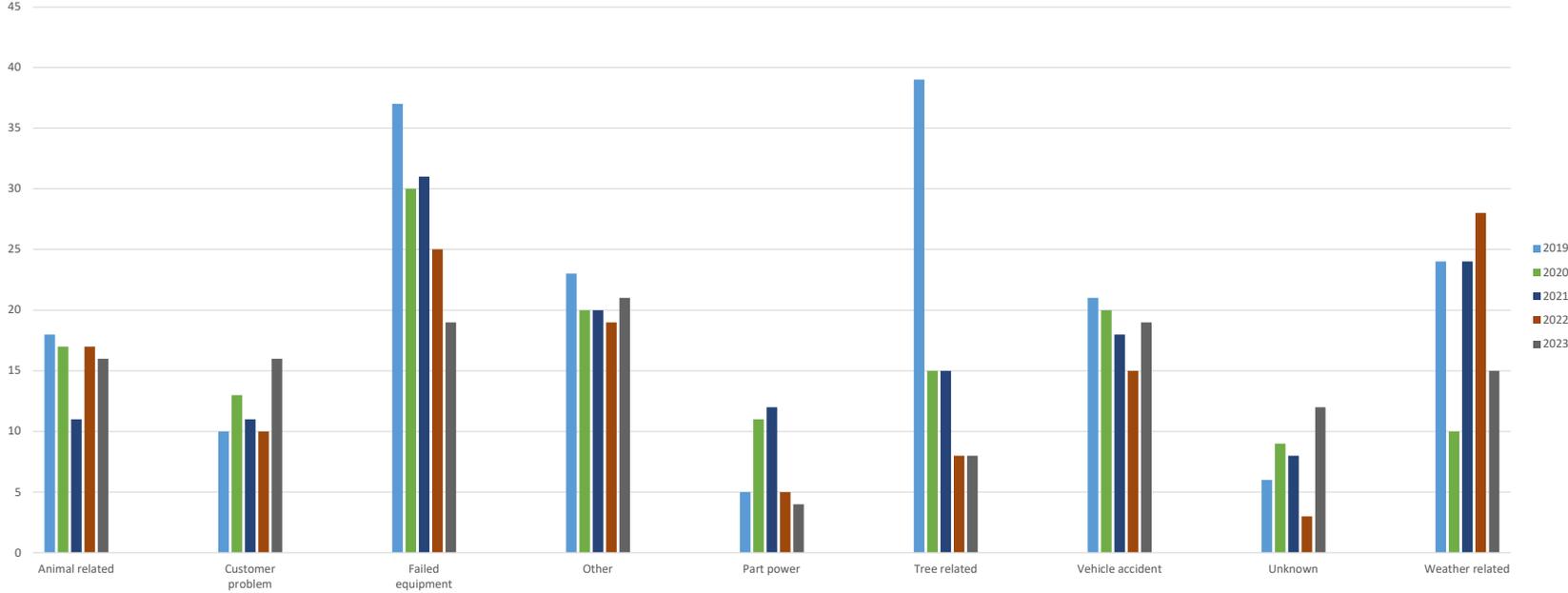


The calls for "Failed Equipment" were for a broken fuse and a failed connection. The call for "Other" was a structure fire.

Respectfully submitted,

Josh Elliott
Electric Line Superintendent

5 Year Call-ins





Water Works and Lighting Commission

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**WATER DEPARTMENT OPERATIONS REPORT
December 2023**

WATER PROJECTS

During December, the water department worked on the following projects.

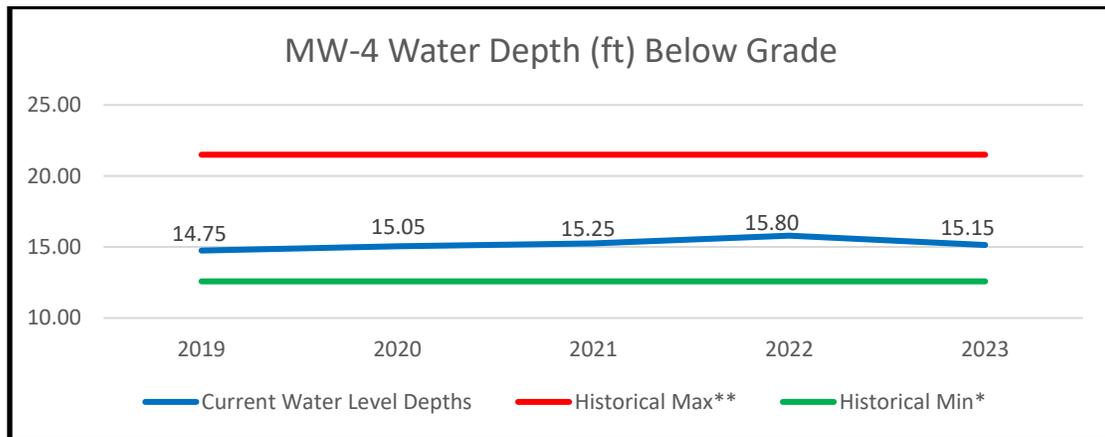
- Crews abandoned a 6" CI Water Main that ran parallel to a 12" DI Water Main located on 3rd Ave S between W Grand Ave and Johnson St.
- Crews repaired an 8" CI water main break located at W Grand Ave and 21st Ave.
- Crews abandoned an unused 1" copper service located at 2111 Oak St.
- Crews repaired an 8" CI water main break located at STH 34 and Wilson St.

TROUBLE CALLS

The water meter crew responded to 20 trouble calls and tested 39 water meters.

WATER DEPTHS AT MONITORING WELL (MW) 4 FOR THE LAST 5 YEARS

The readings given below were taken during the last week of December of the year.



* Historical minimum depth below grade for MW-4 was 12'-7" on July 2nd, 2004.

** Historical maximum depth below grade for MW-4 was 21'-6" on September 11th, 2009.

Sincerely,

Adam Breunig

Water Superintendent



Water Works and Lighting Commission

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**CUSTOMER SUPPORT SUPERVISOR'S REPORT
DECEMBER 2023**

COLLECTIONS

Below is the comparison of active and inactive accounts receivable.

ALL PROVIDERS – Active Accounts			
	<u>December 2021</u>	<u>December 2022</u>	<u>December 2023</u>
30 day	192,738	220,687	224,075
60 day	86,214	98,932	102,970
90 day	49,373	49,897	63,588
Current	2,211,452	2,242,768	2,515,372
Total Active	2,539,777	2,612,284	2,906,005
Total Inactive	140,390	38,146	11,678
Total AR	2,680,167	2,650,430	2,917,683

In addition to the total accounts receivable each month, we will begin to calculate how many accounts are past due in comparison to how many active accounts we have billed each month. In December there were 14,807 accounts billed with 1,821 (12.5 percent) past due.

Also in December, 82 water disconnection letters were mailed and 44 tags were hung at properties two days prior to disconnection. This resulted in six disconnections and four reconnections. Two properties remain disconnected to date.

Commercial Disconnections

In December, 39 commercial accounts were notified of a past due balance. After the initial phone notification, a disconnection tag was placed at fifteen locations. All customers paid prior to disconnection. In 2023, 473 commercial accounts were notified of a past due balance and 25 locations were disconnected. In comparison to 2022, 406 commercial accounts were notified of disconnection resulting in 14 disconnections.

Tax Refund Interception Program (TRIP) and State Debt Collection (SDC)

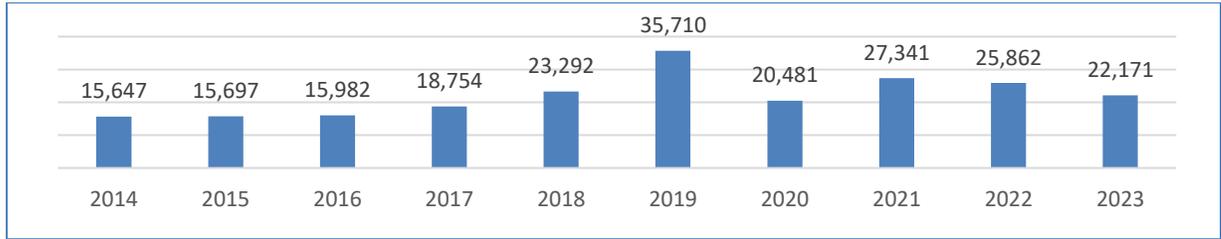
We received \$821 through SDC in December for a yearly total of \$38,389.

OFFICE INFORMATION

- ✚ Sixteen welcome letters were sent to new customers in December for a 2023 total of 798. In 2022, 930 welcome letters were sent.
- ✚ Courtney Mancl, Sara Oleson and I attended the Wisconsin Rapids Area Property Landlord meeting on December 11th. We reviewed our electric disconnections in 2023, upcoming water disconnections, and the 2023 tax roll summary.
- ✚ In person payments at the front counter totaled 1,121 in December for a yearly total of 12,827.

OFFICE INFORMATION CONTINUED

✚ As indicated in the chart below, office phone calls have increased by approximately 40 percent since 2014. Most phone calls are to request account balance and due date. I believe the increase is a result of smart phone convenience and usage.

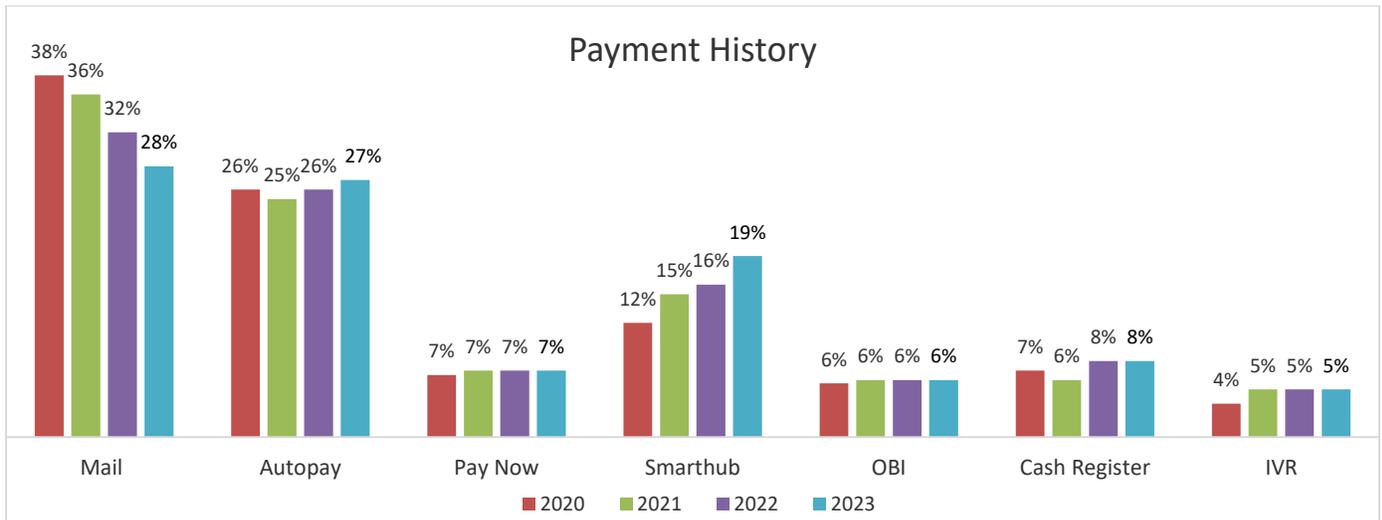


✚ The office staff processed 144 electric and 74 water move orders. Thirty-three of these orders were received electronically. The chart below shows the total orders in the last five years.

	New Electric Services	New Water Services	Electric Move Orders	Water Move Orders	Website Orders
2019	51	17	2851	1496	239
2020	136	9	2785	1223	185
2021	44	11	2755	1352	311
2022	36	1	2653	1266	378
2023	46	10	2327	1191	344

OFFICE PAYMENTS

We received a total of 14,627 payments in December. The chart below shows the breakdown by payment option for the last four years. It is encouraging to see the increase in Autopay and Smarthub payments.



SOCIAL MEDIA



Six messages were posted on social media in December.

Respectfully submitted,
Lynn Schroer
 Customer Support Supervisor



Water Works and Lighting Commission

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Director of Finance Report

December 2023

Financial Reports

This month's packet contains the interim financial statements for November 2023. In 2023, the electric utility saw an operating income of \$1,775,370, compared to \$824,954 in 2022 and \$1,970,651 in 2021. A noteworthy increase in Customer Accounts Expense for 2023 is due to timing differences in invoices received from NISC, our software provider, in 2022. Other expense categories align closely with the previous year and our budget.

For the water utility, an operating income of \$1,166,675 was recorded through November, a rise from 2022's \$434,491. Lower 2022 operating income stems mainly from well cleaning expenses incurred in 2022 when multiple wells were cleaned. In 2022, Source of Supply expense amounted to \$583,500 due to the cleaning of two large radial wells.

Cash flow for December experienced a decrease of \$48,816 for the month but showed a positive \$165,274 for the entire year. In 2023, an additional \$310,000 was added to investments compared to the previous year. We were able to invest these amounts at a higher return for the utility.

2023 Year End Requirements

The 2023 year-end close process is underway. The auditors performed preliminary fieldwork on December 11th and 12th, and were also on site for physical inventory verification on December 29 with no issues. Final fieldwork is scheduled to start March 4th. We have had several discussions with the auditors on new standards and requirements.

Respectfully submitted,

Jeff Kuhn
Director of Finance

Wisconsin Rapids Water Works and Lighting Commission
Cash Flow Summary
for Month Ending December 31, 2023

	<u>Current Month</u>	<u>Year to Date</u>	<u>Prior Year to Date</u>
Cash Receipts:			
Utility Receipts, Net of Returns	\$ 3,486,511	\$ 43,124,560	\$ 41,560,552
Interest and Dividends	\$ 96	\$ 3,235	\$ 3,391
Transfer from Investments		\$ 2,600,502	\$ 4,048,957
ATC Dividend Payment		\$ 568,662	\$ 480,128
Total Cash Receipts	<u>\$ 3,486,607</u>	<u>\$ 46,296,959</u>	<u>\$ 46,093,028</u>
Disbursements			
AP Payments	\$ (1,139,325)	\$ (16,672,003)	\$ (18,465,450)
GLU Power Bill	\$ (1,687,521)	\$ (20,704,019)	\$ (19,547,159)
Transfer to Investments	\$ (300,000)	\$ (3,375,000)	\$ (3,065,000)
ATC - Voluntary Capital Call		\$ (399,842)	\$ (285,524)
Sales Tax Payment	\$ (89,480)	\$ (808,759)	\$ (777,292)
Payroll	\$ (314,167)	\$ (4,118,111)	\$ (4,030,690)
Service Fees	\$ (3,929)	\$ (53,951)	\$ (53,295)
Total Disbursements	<u>\$ (3,534,423)</u>	<u>\$ (46,131,685)</u>	<u>\$ (46,224,409)</u>
Net Cash Flow	<u>\$ (47,816)</u>	<u>\$ 165,274</u>	<u>\$ (131,381)</u>

Wisconsin Rapids Water Works and Lighting Commission
 Combined Utility Income Statement
 Year to Date for Months Ending November 2023 and 2022

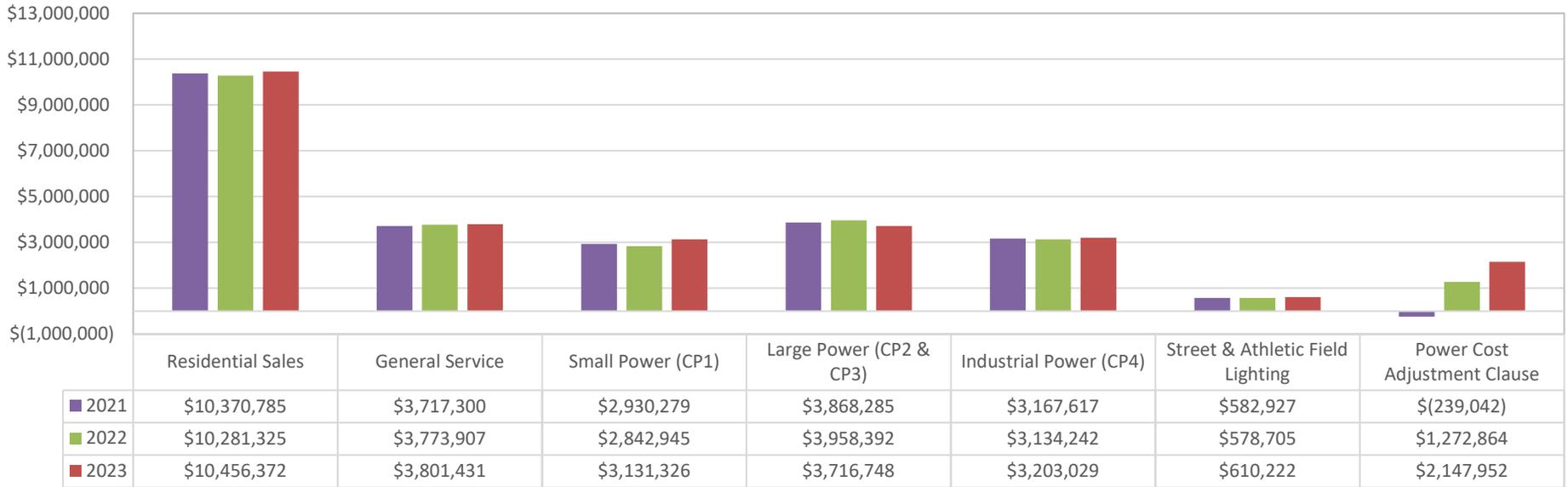
	Current Year to Date			Prior Year to Date			% Increase (Decrease)		
	Electric	Water	Total	Electric	Water	Total	Electric	Water	Total
Charges for Services	\$ 27,067,080	\$ 3,988,781	\$ 31,055,861	\$ 25,842,379	\$ 3,734,548	\$ 29,576,928	4.7%	6.8%	5.0%
Other Operating Revenues	\$ 401,932	\$ 1,781,199	\$ 2,183,130	\$ 401,907	\$ 1,666,582	\$ 2,068,489	0.0%	6.9%	5.5%
Total Operating Revenues	\$ 27,469,012	\$ 5,769,980	\$ 33,238,991	\$ 26,244,286	\$ 5,401,130	\$ 31,645,416	4.7%	6.8%	5.0%
Operating Expenses	22,089,861	2,819,232	24,909,094	21,812,761	3,224,787	25,037,549	1.3%	(12.6%)	(0.5%)
Depreciation Expense	2,116,581	862,822	2,979,403	2,120,496	843,452	2,963,947	(0.2%)	2.3%	0.5%
Taxes Expense	1,487,200	921,250	2,408,450	1,486,075	898,400	2,384,475	0.1%	2.5%	1.0%
Total Operating Expenses	25,693,642	4,603,305	30,296,947	25,419,332	4,966,639	30,385,971	1.1%	(7.3%)	(0.3%)
Operating Income (Loss)	\$ 1,775,370	\$ 1,166,675	\$ 2,942,045	\$ 824,954	\$ 434,491	\$ 1,259,445	115.2%	168.5%	133.6%
Non-Operating Income	977,525	226,967	1,204,492	835,472	96,238	931,709	17.0%	135.8%	29.3%
Interest Charges	153,890		153,890	146,353		146,353	5.1%		5.1%
Other Non-operating Exp	329,444	96,429	425,872	343,444	90,155	433,599	(4.1%)	7.0%	(1.8%)
Net Income (Loss)	\$ 2,269,562	\$ 1,297,214	\$ 3,566,775	\$ 1,170,628	\$ 440,574	\$ 1,611,202	93.9%	194.4%	121.4%

Wisconsin Rapids Water Works and Lighting Commission
Electric Income Statement
Year to Date for Months Ending November 2023, 2022, 2021

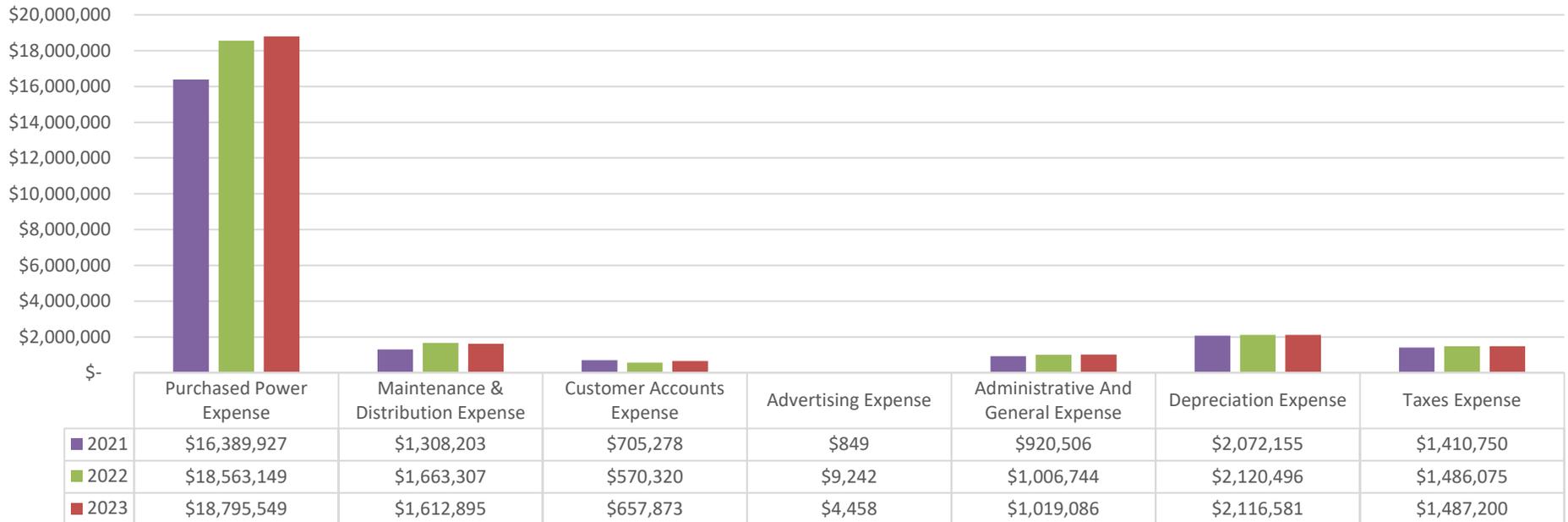
	Current Budget	2023 YTD	2022 YTD	2021 YTD	Remaining Budget
Sales of Electricity					
Residential Sales	\$ 11,743,000	\$ 10,456,372	\$ 10,281,325	\$ 10,370,785	\$ 1,286,628
General Service	\$ 4,338,000	\$ 3,801,431	\$ 3,773,907	\$ 3,717,300	\$ 536,569
Small Power (CP1)	\$ 3,155,000	\$ 3,131,326	\$ 2,842,945	\$ 2,930,279	\$ 23,674
Large Power (CP2 & CP3)	\$ 4,371,000	\$ 3,716,748	\$ 3,958,392	\$ 3,868,285	\$ 654,252
Industrial Power (CP4)	\$ 3,558,000	\$ 3,203,029	\$ 3,134,242	\$ 3,167,617	\$ 354,971
Street & Athletic Field Lighting	\$ 660,500	\$ 610,222	\$ 578,705	\$ 582,927	\$ 50,278
Power Cost Adjustment Clause	\$ 500,000	\$ 2,147,952	\$ 1,272,864	\$ (239,042)	\$ (1,647,952)
Total Sales of Electricity	\$ 28,325,500	\$ 27,067,080	\$ 25,842,379	\$ 24,398,151	\$ 1,258,420
Other Operating Revenues					
Misc Service Revenues - Reconnect Fees	\$ 35,000	\$ 37,730	\$ 46,575	\$ 38,645	\$ (2,730)
Rent From Electric Property	\$ 284,000	\$ 283,592	\$ 276,704	\$ 265,006	\$ 408
Forfeited Discounts	\$ 90,000	\$ 76,621	\$ 75,174	\$ 67,652	\$ 13,379
Other Electric Revenues	\$ 3,500	\$ 3,989	\$ 3,454	\$ 8,865	\$ (489)
Total Operating Revenues	\$ 28,738,000	\$ 27,469,012	\$ 26,244,286	\$ 24,778,319	\$ 1,268,988
Operating Expenses					
Purchased Power Expense	\$ 20,154,700	\$ 18,795,549	\$ 18,563,149	\$ 16,389,927	\$ 1,359,151
Maintenance & Distribution Expense	\$ 1,627,800	\$ 1,612,895	\$ 1,663,307	\$ 1,308,203	\$ 14,905
Customer Accounts Expense	\$ 749,800	\$ 657,873	\$ 570,320	\$ 705,278	\$ 91,927
Advertising Expense	\$ 25,500	\$ 4,458	\$ 9,242	\$ 849	\$ 21,042
Administrative And General Expense	\$ 1,259,500	\$ 1,019,086	\$ 1,006,744	\$ 920,506	\$ 240,414
Depreciation Expense	\$ 2,390,000	\$ 2,116,581	\$ 2,120,496	\$ 2,072,155	\$ 273,419
Taxes Expense	\$ 1,580,000	\$ 1,487,200	\$ 1,486,075	\$ 1,410,750	\$ 92,800
Total Operating Expenses	\$ 27,787,300	\$ 25,693,642	\$ 25,419,332	\$ 22,807,668	\$ 2,093,658
Operating Income	\$ 950,700	\$ 1,775,370	\$ 824,954	\$ 1,970,651	\$ (824,670)
Merchandise and Jobbing	\$ 45,000	\$ 37,640	\$ 88,587	\$ 18,700	\$ 7,360
Interest and Dividend Income	\$ 838,000	\$ 848,215	\$ 545,148	\$ 626,027	\$ (10,215)
Miscellaneous Non-Operating Income	\$ 160,000	\$ 91,670	\$ 201,736	\$ 120,047	\$ 68,330
Total Other Income Additions	\$ 1,043,000	\$ 977,525	\$ 835,472	\$ 764,774	\$ 65,475
Interest Charges	\$ 182,000	\$ 153,890	\$ 146,353	\$ 155,064	\$ 28,110
Other Income Deductions	\$ 148,300	\$ 329,444	\$ 343,444	\$ 321,352	\$ (181,144)
Total Net Income	\$ 1,663,400	\$ 2,269,562	\$ 1,170,628	\$ 2,259,010	\$ (606,162)

Wisconsin Rapids Water Works and Lighting Commission
 Selected Electric Utility Financial Charts
 Year to Date for Months Ending November 2023, 2022, 2021

Electric Utility Sales Revenue by Customer Type



YTD Electric Operating Expenses

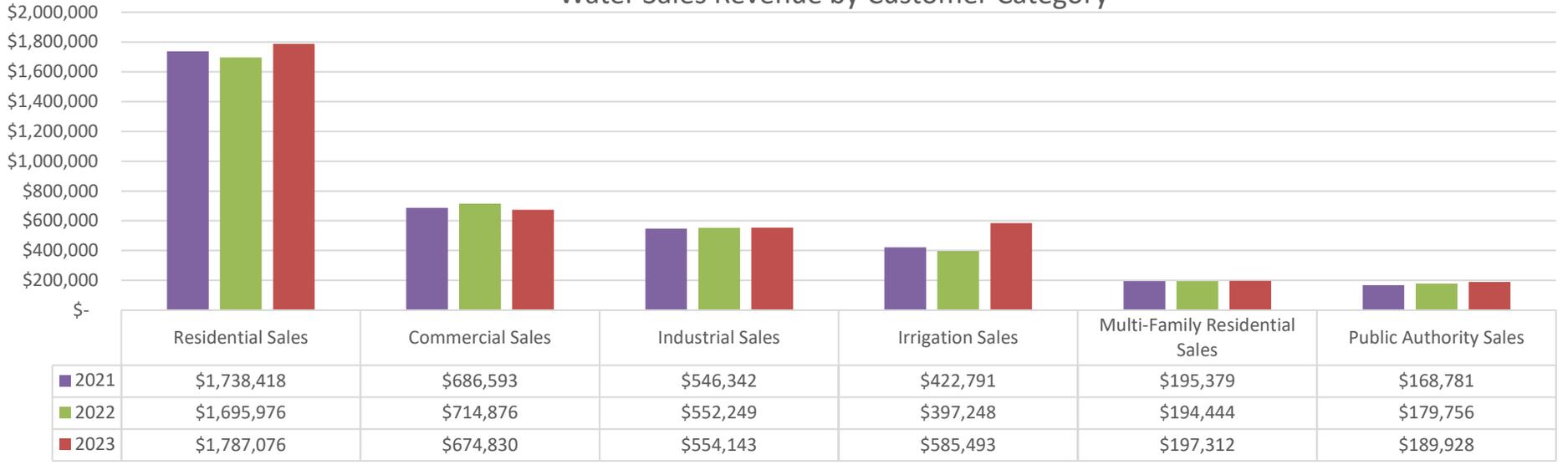


Wisconsin Rapids Water Works and Lighting Commission
Water Income Statement
Year to Date for Months Ending November 2023, 2022, 2021

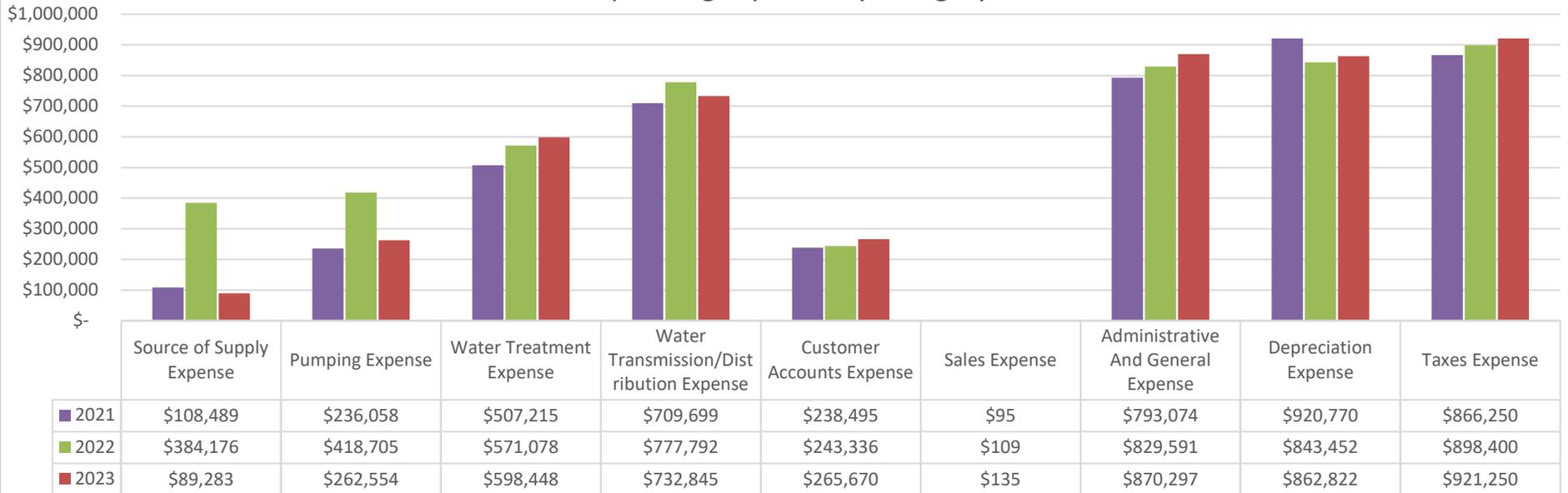
	Current Budget	2023 YTD	2022 YTD	2021 YTD	Remaining Budget
Metered Sales of Water					
Residential Sales	\$ 1,915,000	\$ 1,787,076	\$ 1,695,976	\$ 1,738,418	\$ 127,924
Commercial Sales	\$ 798,000	\$ 674,830	\$ 714,876	\$ 686,593	\$ 123,170
Industrial Sales	\$ 620,000	\$ 554,143	\$ 552,249	\$ 546,342	\$ 65,857
Irrigation Sales	\$ 411,000	\$ 585,493	\$ 397,248	\$ 422,791	\$ (174,493)
Multi-Family Residential Sales	\$ 221,000	\$ 197,312	\$ 194,444	\$ 195,379	\$ 23,688
Public Authority Sales	\$ 192,000	\$ 189,928	\$ 179,756	\$ 168,781	\$ 2,072
Total Sales of Water	\$ 4,157,000	\$ 3,988,781	\$ 3,734,548	\$ 3,758,305	\$ 168,219
Other Operating Revenues					
Private Fire Protection	\$ 58,000	\$ 52,464	\$ 52,467	\$ 52,474	\$ 5,536
Public Fire Protection	\$ 1,339,000	\$ 1,216,155	\$ 1,176,555	\$ 1,159,383	\$ 122,845
Forfeited Discounts	\$ 25,000	\$ 35,209	\$ 35,345	\$ 31,179	\$ (10,209)
Miscellaneous Service Revenues	\$ 2,000	\$ 2,070	\$ 1,610	\$ 350	\$ (70)
Rent From Water Property	\$ 90,900	\$ 87,197	\$ 79,350	\$ 82,596	\$ 3,703
Other Water Revenues	\$ 76,000	\$ 388,103	\$ 321,255	\$ 302,049	\$ (312,103)
Total Operating Revenues	\$ 5,747,900	\$ 5,769,980	\$ 5,401,130	\$ 5,386,336	\$ (22,080)
Operating Expenses					
Source of Supply Expense	\$ 119,500	\$ 89,283	\$ 384,176	\$ 108,489	\$ 30,217
Pumping Expense	\$ 302,600	\$ 262,554	\$ 418,705	\$ 236,058	\$ 40,046
Water Treatment Expense	\$ 639,900	\$ 598,448	\$ 571,078	\$ 507,215	\$ 41,452
Water Transmission/Distribution Expense	\$ 803,000	\$ 732,845	\$ 777,792	\$ 709,699	\$ 70,155
Customer Accounts Expense	\$ 174,700	\$ 265,670	\$ 243,336	\$ 238,495	\$ (90,970)
Sales Expense	\$ 1,000	\$ 135	\$ 109	\$ 95	\$ 865
Administrative And General Expense	\$ 1,023,500	\$ 870,297	\$ 829,591	\$ 793,074	\$ 153,203
Depreciation Expense	\$ 934,000	\$ 862,822	\$ 843,452	\$ 920,770	\$ 71,178
Taxes Expense	\$ 1,005,000	\$ 921,250	\$ 898,400	\$ 866,250	\$ 83,750
Total Operating Expenses	\$ 5,003,200	\$ 4,603,305	\$ 4,966,639	\$ 4,380,145	\$ 399,895
Operating Income	\$ 744,700	\$ 1,166,675	\$ 434,491	\$ 1,006,191	\$ (421,975)
Merchandise and Jobbing	\$ 1,500	\$ (2,739)	\$ 1,325	\$ 445	\$ 4,239
Interest and Dividend Income	\$ 85,000	\$ 214,075	\$ 87,738	\$ 55,463	\$ (129,075)
Miscellaneous Non-operating Income	\$ 75,000	\$ 15,631	\$ 7,175	\$ 1,620	\$ 59,369
Total Other Income Additions	\$ 161,500	\$ 226,967	\$ 96,238	\$ 57,528	\$ (65,467)
Other Income Deductions	\$ 133,000	\$ 96,429	\$ 90,155	\$ 96,466	\$ 36,571
Total Net Income	\$ 773,200	\$ 1,297,214	\$ 440,574	\$ 967,253	\$ (524,013)

Wisconsin Rapids Water Works and Lighting Commission
 Selected Water Utility Financial Charts
 Year to Date for Months Ending November 2023, 2022, 2021

Water Sales Revenue by Customer Category



Water Operating Expense by Category



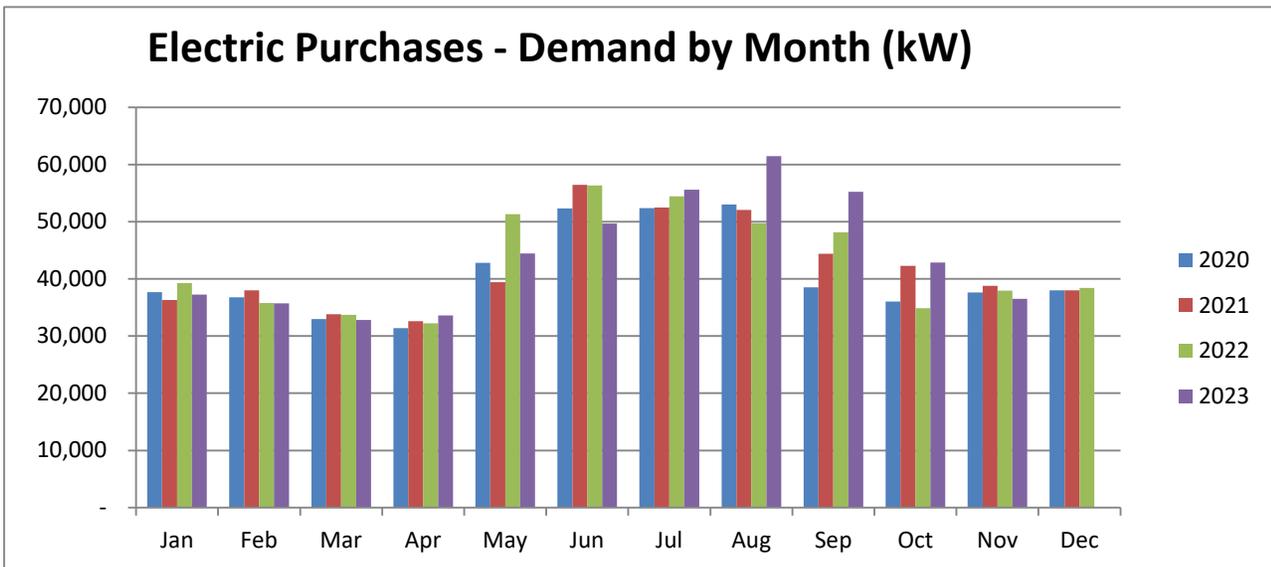
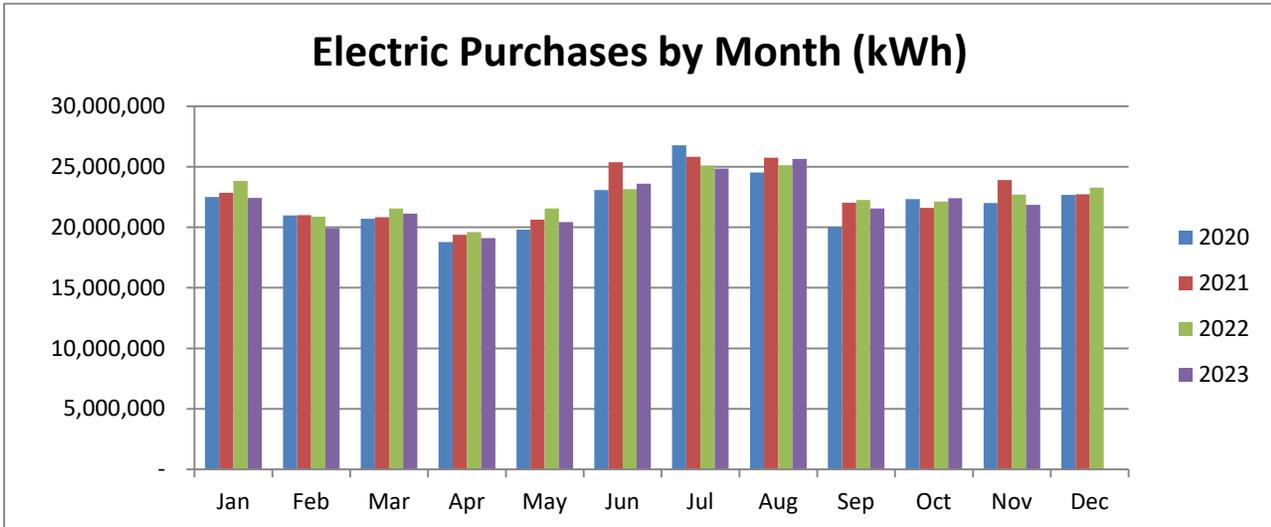
Wisconsin Rapids Water Works and Lighting Commission
Electric and Water Utility Balance Sheet
Balances as of November 2023 & 2022

	2023			2022		
	Electric Utility	Water Utility	Combined Utilities	Electric Utility	Water Utility	Combined Utilities
ASSETS						
Utility Plant						
Utility Plant in Service	68,366,171	48,933,905	117,300,076	66,438,509	45,809,525	112,248,034
Utility Plant in Service - Common	7,993,186	2,800,333	10,793,519	7,894,496	2,689,445	10,583,942
Property Held for Future Use	500	104,255	104,755	500	104,255	104,755
Construction Work in Progress	4,825,523	1,187,320	6,012,844	2,966,233	3,177,325	6,143,558
Total Utility Plant	81,185,381	53,025,813	134,211,194	77,299,739	51,780,550	129,080,289
Less: Accumulated Depreciation						
Accumulated Depreciation	(31,427,827)	(20,005,074)	(51,432,901)	(29,624,359)	(19,193,675)	(48,818,035)
Accumulated Depreciation - Common	(6,442,791)	(1,949,879)	(8,392,670)	(6,041,482)	(1,897,436)	(7,938,918)
Total Accumulated Depreciation	(37,870,618)	(21,954,953)	(59,825,571)	(35,665,841)	(21,091,111)	(56,756,952)
Net Utility Plant	43,314,763	31,070,860	74,385,623	41,633,897	30,689,439	72,323,336
Current and Accrued Assets						
Cash	(127,913)	1,507,114	1,379,202	505,492	387,664	893,156
Working Funds	940	-	940	940	-	940
Rate Stabilization Deposit	216,328	-	216,328	(0)	-	(0)
Temporary Cash Investments	713,119	624,562	1,337,681	841,691	592,979	1,434,669
Customer Accounts Receivable	3,684,270	620,678	4,304,948	3,329,391	654,003	3,983,394
Other Accounts Receivable	100,483	378,574	479,057	118,076	448,280	566,357
Receivable From Municipality	10,346	-	10,346	6,152	-	6,152
Notes Receivable	500,000	-	500,000	500,000	-	500,000
Sewer Fee For Collections	-	350,174	350,174	-	315,367	315,367
Due To (From) Municipality	23,737	17,613	41,350	22,745	54,894	77,639
Plant Materials & Supplies	2,151,025	408,224	2,559,250	1,966,246	404,080	2,370,326
Stores Expense	(148,969)	(155,149)	(304,119)	(61,893)	(65,882)	(127,776)
Prepayments	284,987	11,458	296,445	260,248	7,559	267,807
Interest Receivable	-	-	-	-	-	-
Total Current and Accrued Assets	7,408,353	3,763,248	11,171,601	7,489,089	2,798,943	10,288,031
Other Investments						
Depreciation Fund	5,410,687	5,929,147	11,339,834	4,782,362	5,361,698	10,144,060
Other Investments	9,408,517	-	9,408,517	8,794,577	-	8,794,577
Other Special Funds	409,388	3,280	412,668	393,992	3,280	397,272
Total Other Investments	15,228,592	5,932,427	21,161,019	13,970,931	5,364,978	19,335,908
Deferred outflows of Resources						
Unamortized Debt Disc & Expense	363,327	-	363,327	432,076	-	432,076
Preliminary Survey & Investigation Charges	2,808	-	2,808	2,808	-	2,808
Clearing Accounts	(48,269)	(40,802)	(89,071)	(17,343)	(15,943)	(33,286)
Deferred Outflows Related To Pension	3,304,963	1,911,567	5,216,530	2,457,774	1,323,414	3,781,188
Misc Deferred Debits	209,830	126,032	335,863	259,363	139,549	398,912
Total Deferred Outflows of Resources	3,832,660	1,996,797	5,829,456	3,134,678	1,447,020	4,581,698
Total Assets and Deferred Outflows	69,784,368	42,763,332	112,547,699	66,228,595	40,300,380	106,528,975

Wisconsin Rapids Water Works and Lighting Commission
Electric and Water Utility Balance Sheet
Balances as of November 2023 & 2022

	2023			2022		
	Electric Utility	Water Utility	Combined Utilities	Electric Utility	Water Utility	Combined Utilities
LIABILITIES						
Current and Accrued Liabilities						
Accounts Payable	2,548,917	-	2,548,917	2,392,710	-	2,392,710
Payables To Municipality	-	-	-	-	-	-
Customer Deposits	454,225	-	454,225	432,734	-	432,734
Taxes Accrued	1,003,756	927,046	1,930,803	1,022,501	902,609	1,925,110
Interest Accrued	41,371	-	41,371	30,472	-	30,472
Tax Collections Payable	126,772	-	126,772	118,388	-	118,388
Misc Current And Accrued Liabilities	1,637,437	846,355	2,483,791	1,679,522	911,241	2,590,763
Total Current and Accrued Liabilities	5,812,479	1,773,401	7,585,880	5,676,327	1,813,850	7,490,176
Long Term Debt						
Long Term Debt - Bonds	3,460,000	-	3,460,000	3,995,000	-	3,995,000
PROPRIETARY CAPITAL						
Capital Paid In By Municipality	1,030,967	798,819	1,829,787	1,030,967	798,819	1,829,787
Retained Earnings	55,935,155	38,377,614	94,312,769	52,797,975	36,363,297	89,161,271
Total Proprietary Capital	56,966,123	39,176,433	96,142,556	53,828,942	37,162,116	90,991,058
Deferred Inflows of Resources						
Customer Advance For Construction	350,365	-	350,365	181,165	-	181,165
Wholesale Rate Refund & Public Benefits	295,997	-	295,997	330,245	-	330,245
Unamortized Premium On Debt	34,573	-	34,573	41,106	-	41,106
Other Deferred Credits	2,864,832	1,813,498	4,678,330	2,175,811	1,324,415	3,500,226
Total Deferred Inflows of Resources	3,545,766	1,813,498	5,359,264	2,728,326	1,324,415	4,052,741
Total Liabilities, Equity and Def Inflows	69,784,368	42,763,332	112,547,699	66,228,595	40,300,380	106,528,975

Wisconsin Rapids Water Works and Lighting Commission
 Monthly Electric Purchases
 2020-2023





Water Works and Lighting Commission

221 16th St. So. P.O. Box 399 Wisconsin Rapids, WI 54495-0399
715/423-6300 FAX: 715/423-2831

INFORMATION SYSTEMS ADMINISTRATOR'S REPORT
December 2023

Cyber Security

I received the renewal quote from our firewall vendor in early December. The cost for renewal was almost the same price we paid when we initially purchased the system. I felt that the price was too expensive so I reached out to the vendor and we discussed our options. When we purchased our existing firewall back in 2019 the vendor only had a few different levels to choose from. In the past five years they have developed more options that cover a wider range of network sizes and levels of protection. I was able to design a new firewall system with the vendor that is more functional and more reliable than our existing firewall for almost half the price of the renewal for our existing firewall.

Honeywell/Elster Upgrade

During the move to the new server in December we ran into a few issues that could not be fixed immediately. The issues have now been resolved and we will be moving to the new server on January 23rd.

Honeywell/Elster Upgrade

We are still on schedule to install the new SCADA server software on January 16th.

Projects

1. Cyber Security
2. SCADA Server Replacement

Sincerely,

Matt Stormoen
Information Systems Administrator



Water Works and Lighting Commission

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**Key Accounts/Conservation Manager Report
December 2023**

Ocean Spray Cranberry

Switch Gear Power Solutions was contracted by OS to complete an arc flash study for their Rapids facility. Communications were made to Ocean Spray to confirm and allow us to release information for the study. All fault current and transformer information was performed by Tyler Sneen and sent over for completion of their study.

Neinfeldt Cycle

Clean Energy, a local solar installer, contacted me requesting 12 months of billing data needed for a solar grant for Neinfeldt Cycle. We have received confirmation by the customer to release utility information to start their grant process. Distributed Generation and Interconnection applications were reviewed and given pre-approval to assist the customer with receiving grant money for the 19.65 kW solar roof top installation.

NSH River Run

I was contacted by the Regional Manager of the assisted living facility to discuss ways to reduce high electric charges. At that time, I highly recommended an on-site energy assessment to be scheduled. WW&LC will partner with FoE Energy Advisor to assist them in lowering their electric usage. We will assist in best energy practices, rate options, and any potential energy efficiency installations that may fall under the FoE business incentive Program.

Respectfully,

Shawn Reimer

Key Accounts Manager



Water Works and Lighting Commission

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**ELECTRICAL ENGINEER'S REPORT
December 2023**

Baker Sub Recloser Issue Troubleshooting

We have recently noticed a recloser that has been going into an alarm state whenever we have a relatively cold night. What's interesting is whenever it happens, it's always at the same time, midnight. I talked with our tech at Eaton, and he said that the recloser control does a self-battery check every night at midnight, and that must be what is causing the alarm to trigger. The battery in this unit was replaced within a year ago, and whenever I check the battery, it's right at the voltage it should be. One thing I noticed the last time I checked the unit was that the GFCI outlet in the cabinet was tripped. I'm not sure if this is related to the battery alarm, but I will be checking to see if it trips the next time we get this alarm. If the GFCI doesn't trip, then I will be chalking it up to a faulty battery and replacing it.

Transformer Inventory

We have received all but 4 of the transformers we ordered in 2022 that were for the year 2023. The only ones left are a 2000KVA, a 2500KVA, and two 150KVA 3 phase pad mounts. Some good news is that we have already received 26 of the transformers we ordered for 2024, so hopefully that is a sign that we are coming out of the supply chain nightmare we've been in for the past few years.

Tyler Sneen
Electrical Engineer



Water Works and Lighting Commission

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**DIRECTOR OF ENGINEERING AND ELECTRIC OPERATIONS REPORT
December, 2023**

The engineering department, the meter department, the line department and the IT/Storeroom accomplished the following items in 2023.

Work Orders and Service Orders processed in 2023

- 327 electric work orders processed
- 153 water work orders processed
- 562 service orders processed
- 525 failed meters were replaced
- 200 remote disconnect meter were installed

Material Allotment

Major materials with long deliveries were ordered in 2023 so that they would arrive in time for the 2023 projects. Examples include; transformers, which use to have an 8-week delivery and our now out 62 weeks and the 13,800-volt 3ph breakers and regulators for the new Baker Substation Transformer which had a 56-week delivery.

Baker Substation Transformer

The Baker Substation is the only substation which does not have a redundant working distribution transformer. Summer loads have risen higher in this area of our service territory and our South Loop feeder typically peaks at around 350 amps on days when temperatures go above 90 degrees Fahrenheit. These conditions warrant the addition of a new substation transformer. Unfortunately, this type of transformer now has a delivery time of 3 years from time of purchase. Prices have also soared for this style transformer, with preliminary quotes coming in at around 1.8 million dollars. WW&LC was able to acquire a used 2004 transformer from Consolidated Water Power Company for \$240,000 and worked with a delivery company out of Madison to relocate it to the Baker Substation. This purchase saved the company over a million dollars and the 3 year wait time of a new transformer.

69,000 volt interconnection switches at WR West Substation

Both of our 69,000 volt American Transmission Company (ATC) interconnection switches at the WR West Substation were replaced this year. This project required a lot of coordination with ATC and the entire West Side of the City needed to be fed

from only one source during the project. Both switches were replaced in 3 days, 2 days ahead of schedule, with no outages occurring to any of our customers.

Baker Substation Relay Panels

Three substation relays panels were purchased this year to set up the 2024 projects at Baker Substation which will allow us to relocate/eliminate all of the electrical equipment in the old control house and monitor and protect the new transformer and the equipment being installed for it.

All time Summer Peak

WW&LC had an all-time high summer peak on August 23rd of 61.3 mega-Watts. All equipment handled the extra loading and no outages were reported during this time period.

Electrical Line Projects

The following areas in our service territory were upgraded in 2023 which included the installation of 31,800 feet of aerial primary, 7,700 feet of aerial secondary, 17,000 feet of underground primary, and 14,000 feet of underground secondary.

- Kellner Road roundabout (overhead (OVH) and underground (URD))
- 2nd Ave. (URD) This is the area by OLQH church
- Loop 1 (OVH) This is the line from the new Peach Sub to the Wood County Jail
- Hwy73 (URD) in progress
- There was nearly \$500,000 in new customer construction project work completed this year including the new Immanuel Church

Pole Replacement

260 of the poles that have tested bad and categorized as a danger were replaced in 2023, this included 15-70 foot 46,000 volt poles which are a lot more involved.

Filter Plant 480 volt switchgear

The 1978 480 volt switchgear in the filter plant which feeds the Motor Control Center (MCC) line ups was replaced with new switchgear that now supports 3 feeders instead of the 2 in the old gear. This additional feeder will allow us to start a third line up of MCC and relocate the backwash and air wash AC variable speed drives thus improving reliability and reducing feeder load.

Traffic Light Maintenance

The crews did a nice job maintaining the city's traffic lights this year especially at

LED Lights

125 LED lights were installed this year throughout the city, over 3/5 of all of the lights in the city have been converted to the new LED styles.

NERC Documents

All of the proper documents were submitted to the Midwest Regional Organization (MRO) for 2023. All of these documents are part of the requirements of the North American Electric Reliability Corporation's (NERC) standards that WW&LC is required to report on for the Federal Government.

IT Upgrades

In addition to the normal hardware/software IT maintenance, the upgrade to the virtual server environment was completed and came in at 26% under budget. Six network switches were also replaced providing more flexibility for future network infrastructure upgrades.

Storeroom Improvements

The water inventory was standardized, obsolete items were deleted, and better descriptions were added. A new format for inventory charge-outs was developed. Small tools were reorganized onto a board for ease of finding and reordering.

Preventative Maintenance

The Yearly preventative maintenance included changing out the oil on three regulators at the High School Substation and filtering the oil on one of WR West Substation transformer because of high moisture. All IR hot spots were repaired including one in the 13,200 volt switchgear at Gaynor Substation. A new electrical folder was created so every electronic protective relay and power monitor settings would be on file

PLC Upgrade

Three of the fifteen SCADA PLC's were upgraded to the latest style. All of them should be done by the end of February.

APPA RP3 Application

The American Public Power Association (APPA) Reliable Public Power Provider (RP3) application which comes due every three years was completed and submitted. WW&LC has held this distinguished award since 2012 recognizing the utilities excellence in the categories of; reliability, safety, workforce development, and system improvement.

Todd Weiler, P.E.

Director of Engineering & Electric Operations



Water Works and Lighting Commission

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**GENERAL MANAGER'S REPORT
December, 2023**

Alliance for Cooperative Energy Services (ACES): A video conference was conducted with ACES on December 11th. We discussed the initial results of the questionnaire that was completed by all of the GLU board members. It was interesting that almost all of the members approved of GLU owning and/or operating some type of generation. Most members were also conservative towards future hedging strategy options. We reviewed the potential of combining the East and West power supply pools in the year 2029-2030. The pros and cons of combining the pools were reviewed. ACES should have a rough draft of GLU's integrated resource plan by late winter or early spring. We discussed the potential resource mixes to use in the analysis.

Municipal Electric Utilities of Wisconsin: MEUW held a Legislative and Regulatory Committee meeting on December 12th via video conferencing. The transmission construction right of first refusal bill is stalled in the legislature. This would provide for the present transmission provider in the area the right of first refusal for construction of new or upgraded transmission lines. A couple EV charging bills were introduced but have no traction at this time.

Municipal Electric Utilities of Wisconsin: MEUW had a video conference board meeting on December 13th. The meeting was scheduled to approve the 2024 budget. Overall, the 2024 proposed budget was balanced and provided an estimated \$150,000 in earnings. Member dues were increased by 3.5% and job training and safety services were increased by 3%. The budget was approved by the board.

Great Lakes Utilities: The GLU Board conducted a 2-day board meeting on December 18th and 19th. The 18th was a strategic planning session on power supply planning. The results were covered in the above ACES review. The regular monthly board meeting was on Tuesday. The board approved the 2024 power supply budget that included a 6% increase in wholesale rates. The Stratford Wholesale Distribution Service Agreement was approved.

Thank You: The management team would like to thank all WW&LC employees for their excellent work in 2023. Considering the challenging work environment, the Utility had good results. Thanks again!

Jem Brown
General Manager

Finance and Customer Service 2023 Accomplishments and Activities

- Filed application for simplified water rate increase and implemented new rates in billing with no billing issues.
- Filed application for electric rate increase, completed multiple data requests, and worked with PSC to finalize rates. These updated rates were implemented in billing with no issues.
- Finalized a new 5G agreement for pole attachments. The agreement will be ready for US Cellular to execute by the end of 2023.
- Completed 2022 financial audit with new GASB requirements.
- Prepared and presented 2024 capital and operations budget.
- Implemented NISC's Connect Financials as a replacement of Employee Self-Serve (ESS) for time entry. ESS will no longer be offered by NISC after December 31, 2023.
- Presented to Town of Grand Rapids Board to request electric tax roll ordinance be allowed. Ordinance was passed by the Town Board.
- Strengthened relationships with landlords with the following:
 - Mailed all landlords their current properties/tenants each quarter for verification.
 - Started a new process to call landlords each Friday regarding any rental property that was not reconnected that week. This has lowered the number of disconnected properties, as landlords will place disconnected properties back in their name if property is vacant.
 - Attended the Landlord Meeting in June and will in December.
- Implemented additional text message for customer notification of a disconnection.
- Verified properties and reconnected 12 occupied properties due to a heat advisory in August.
- Participated in the 'Touch a Truck' event at the Grand Rapids Lions Club.
- Completed storm sewer verification with the City of WR updating 1,500 accounts.
- Verified transportation utility charges with City and reconciled differences so City's information was current.
- Attended the Spring and Fall PSC roundtable meetings.

- Attended the MEUW Accounting and Customer Service Seminar in September.
- Prepared quarterly Currents and Waves newsletters.
- Maintained social media platforms for the utility.
- Completed tax roll process including the Town of Grand Rapids after the ordinance was passed.

Office 2023 Totals Through October

- Processed 152,333 customer payments to date.
- Notified 5,292 customers regarding a pending disconnection, 1,118 water and 5,292 electric.
- Sent an additional 2,789 text messages regarding a pending disconnection.
- Of the 1,296 electric disconnections and reconnections, 986 were done remotely by the office **(76%)**.
- Contacted 382 commercial properties past due regarding disconnection.
- Made 185 payment arrangements with customers.
- 30 and 60 day past due remain historically low.
- Received total of TRIP to date and SDC of \$36,368.
- Maintained a monthly write-off system for inactive accounts past due.
- Processed 2,023 electric move and 1,022 water move orders.
- Processed 642 meter exchanges on customer accounts to date with no billing issues.
- Sent 706 welcome letters to new customers.
- Answered 19,935 phone calls to date.
- Adjusted water and sewer for 50 properties where the water is allowed to run in the winter.
- Processed 1,124 accounts payable payments.

Water Operations 2023 Accomplishments and Activities

The water department filter plant accomplished the following items in 2023.

Water Department Statistics processed in 2023

153	Work orders processed
259	Service orders assigned
30	Water meters tested
356	Cross connection inspections completed
721	Water distribution valves exercised
230	Water hydrants flushed

Autoflusher Installation for Reddin Road Subdivision Area

Due to water quality concerns indicated by our Hydraulic Model performed in 2019, an autoflusher was installed in the Reddin Road subdivision area. The model determined that the best location for the autoflusher was located at the dead end of the NE side of Marigold Avenue. Prior to the installation the water age would vary between 96-196 hours leading to excessive chlorine level decay. With the new autoflusher installed the water age is expected to fall below 48 hours, which will greatly improve our water quality and disinfection byproduct levels.

Annual Filter Plant Corrosion Control Prevention

Every year the filter plant goes through a rehabilitation process of its existing infrastructure. This process consists of the removal of any built-up corrosion and adds epoxy paint protection to limit future corrosion. This year the east clearwell effluent line, water treatment plant influent supply line, and the filters 1-3 newly tuck-pointed walls were scheduled for rehabilitation.

Confined Space Monitor Replacements

Oxygen and chlorine monitoring devices used for confined space entry were replaced. The replacements were needed because replacement parts were no longer available for the existing monitors. The water department worked with our Safety Coordinator who made recommendations for a combined monitor that had the capabilities to detect both chlorine and oxygen levels. The department reviewed the recommendations and upgraded to an Altair 5X model.

Collector Well 1 Large Pump Replacement

Because of an operating stem failure due to corrosion, the 900-gpm pump located at Collector Well 1 was replaced. The operating stem had completely corroded through and there were multiple indications of pitting on the pump casing. Due to the age of the pump lasting past its projected useful life it was determined to replace the entire pump. The pump was installed in 1989 and was operated by a 50 HP vertical turbine motor.

Beacon Metering Pilot Integration

The water department began the metering pilot for cellular modules. These modules would be placed in trouble areas where current meters must be face-read and areas with pressure or freezing concerns. This metering pilot would then be evaluated to determine if this upgrade to our system would be feasible in 2030 per the required WDNR meter replacement schedule.

Joint Water Main Reconstruction for 2023

The water department worked alongside the street department in replacing aging infrastructure per our road reconstruction capital improvement plan. Each project is listed below with detailed information.

- 9th Avenue N from High Street to Fremont Street (2022 unfinished project)
 - 550 ft of 6" main replaced, 18 services replaced.
- Oak Street from E Jackson Street to 16th Street S
 - 3,500 ft of 6" main was replaced with 12" main, 65 services replaced.
- Shorewood Terrace from 1st Street N to the dead end
 - 650 ft of 6" main was replaced, 9 services replaced.
- Broadway Street from Franklin Street to Apricot Street
 - 400 ft of 6" main was replaced, 3 services replaced.

Filter 3 Backwash Valve Actuator Board Replacement

The actuator valve for filter bed #3 backwash cycle had its board stack and MS5 control unit replaced. This replacement was needed to properly backwash the filter bed after filtration media had become clogged and filtration flow had lowered.

West Clarifier Blowdown Valve Replacement

The 4" actuator valve used to blowdown iron settlement from our west clarifier to the retention tank was replaced. The existing electric actuator valve was replaced with a Bray 3L-390 valve and an RCEL-05S actuator.

Water Department Inspection Assets were added into the GIS Database

The water engineering department continues to update all water department assets into our GIS database for 2023 construction. This includes 9th Avenue N, Oak Street, Shorewood Terrace, and Broadway Street.

Facility Concrete Upgrades/Replacement

The water department worked with a contractor on replacing failing concrete near our retention tank approach. They also added additional pipe storage and an asphalt cold patch containment area in our pole yard.

Water Service Material Inventory Documentation

Per the upcoming WDNR requirement in October 2024, the water engineering department has begun the process of identifying diameter and material used in public

and private residential services. All data is transferred over to the WW&LC GIS database for upcoming service replacement planning.

New Development Water Service Upgrades/Installations

The water department installed or upgraded new water services for multiple developments throughout the city in 2023. Details of these developments are listed below.

- 2440 Saratoga Street (Wisconsin Rapids Dog Park)
 - 1-1/4" DR9 HDPE water service installed.
- 520 8th Avenue S (Mary's Place of Central Wisconsin)
 - 2" Copper water service installed.
- 1320 Pepper Avenue (Hannah Center)
 - 2" Copper water service installed.
- 2730 8th Street S (Pizza Hut)
 - 1-1/2" Copper water service installed.
- 1501 24th Street S (Immanuel Church)
 - 6" DR18 C900 PVC water service installed.
- 400 Market Street (Wood County Jail expansion)
 - 8" DR18 C900 PVC water service installed.

Water Service Usage Documentation

Per the continuing effort by the PSC to report the number of unused water services, the water engineering department has continued to perform quality control measures to verify when duplicate services are located on a property. Upon scheduling a technician verification of the unused services they are then coded into the GIS to assist in PSC reporting as well as water shut-off trouble calls.

Conservation/Key Accounts Manager 2023 Accomplishments and Activities

Training & Webinars

- Focus on Energy 2023 Program Update
- Focus on Energy Mid-year Program Update Webinar
- FOE Community Impact Pilot Webinar
- Conference – Trade Ally Update Meeting (Wausau)
- Conference – Accounting & Customer Service (Mauston)
- MEUW – MSDS Training (Partnered with MEUW Safety Director)

American Public Power Key Accounts Certification

In 2023, I completed all required course work, on-line discussions, webinars, passed the three written exams, and created a customer action plan within a year period. This certification was held in high regard and recommended for me to attain by Jem. The certification has taught me how to nurture strategic relationships, while building trust and loyalty to our key accounts/customer. This will assist me in moving forward to expand my role as a Key Account Representative of WW&LC.

Community Impact Pilot

In late 2022, Focus on Energy's Stake Holder contacted me inquiring if WW&LC would be interested in teaming up with FOE on a Pilot Program. We were one of four utilities chosen, due to our robust relationship with the FOE representatives. I discussed the specifics with Jem and we both agreed it would be an excellent program and opportunity for our area businesses. The 100% funded energy efficiency upgrade makeover provided selected businesses with up to \$30,000 in energy efficiency improvements.

To market the Pilot, I selected 28 businesses that met certain criteria. Letters were sent out by Focus promoting the program offer. In the beginning stages the letter did not prove successful with receiving customer interest. At this point, I found it necessary that we needed to reach out personally to promote and encourage them to schedule the on-site assessments to possibly receive this great offer. Through these efforts, it became obvious when businesses informed me that they thought this offer was a scam and too good to be true. Due to persistent phone calls, we were now able to achieve legitimacy, and 14 on-site visits were scheduled in the month following. These energy assessments were administered by myself and FOE advisors. Immediately following on-sites, I was notified that several of our local businesses would receive more money due to the lack of participation from other piloted communities.

All businesses chosen for the energy efficiency makeover have been notified of the great news. I have received several phone calls from our businesses thanking WW&LC for this wonderful opportunity.

At this point, 10 businesses have accepted the program's offer, and contractor estimates are pending and being scheduled. See below:

Business	Proposed Incentive
The Collar Club	\$ 17,775
Quality Foods - Grand Ave	\$ 23,950
Quality Foods - Baker	\$ 22,250
Gremler's Bakery	\$ 17,700
Bring's Cyclery	\$ 27,600
Dairy Treat	\$ 14,100
Esquire Mufflers	\$ 25,000
Rapids Rental	\$ 17,190
Savory Steakhouse	\$ 29,000
Pasquale's	\$ 31,500
Ridges Golf Course	\$ 18,000
Wisconsin Rapids Total:	\$244,065

Large Industrial Customers

Throughout the year, I have maintained the key accounts in our service territory. This open line of communication has resulted in a strong rapport being built throughout the years. Our large accounts are always able to reach me 24/7 and receive immediate responds upon their request.

In 2023, I assisted key accounts with:

- Rate change options/analysis
- Billing inquiries
- Outage situations – on their side of the meter or the utility's
- New rate designs
- Demand shaving
- New customer load analysis
- Focus on Energy program on-site energy assessments
- Utility infrastructure upgrades being performed
- Power factor/capacitor implementation efforts

On-site Energy Assessments

We continued to partner with Focus on Energy program's energy advisors with efforts to schedule on-site visits to customers that warrant, both the utility's assistance, as well program offers. This year, 8 on-site visits were done and recommendations were made by the Focus advisors and myself to make energy efficiency improvements that could result in electric savings. These recommendations have, in most cases, started potential LED projects, and other energy efficiency equipment changes/upgrades that will have a FOE incentive attached. The total savings of these projects are not yet determined.

In 2023 these 8 on-site visits resulted in an overall electric savings of **\$16,400** annually. These recommendations and attached savings came only from the Utility's side. This was a result of the rate change option, capacitor bank implementation, and better electric practices to shave peak demand charges.

Accounts Contacted for Rate Change Options

Throughout the year, businesses were monitored to determine appropriate rate class. This year 55 businesses were contacted by letter and phone to determine, through load profile analysis, which option was most appropriate for their operating costs. The result of this saved customers in electric costs a combined total of **\$17,000** annually. This outreach also allowed me to discuss certain energy saving techniques, FOE incentives available, and possibly schedule on-site visits.

Residential Cost Saving Options

All residential customers seeking a more cost-effective rate or ways to lower their electric costs are directed to me by office staff personnel, or my contact information listed on our website. Through load analysis and dialogue, I was able to educate our customers with energy saving techniques and practices to incorporate in their homes. This includes discussion of a time-of-day option and analysis performed to determine if the rate change would assist in lowering electric costs, and/or if conducive to their lifestyle. In 2023, I have found a much greater increase in phone calls seeking help with optional rates and ways to save in lowering their electric costs.

Power Factor Penalty Customer Outreach

A continuous effort has been directed to all our PF penalty customers throughout the year. I continue to monitor and educate these large inductive load facilities, on the importance of eliminating and cleaning up these unnecessary loads through capacitor bank implementation. These efforts have reduced not only the Utility's line losses and infrastructure costs, but even more so their motor's integrity, with a huge savings in maintenance and electric costs. Over the past five years, the large industrial customers with high power factor penalties that took our recommendation and implemented CAP banks lowered their power costs significantly with a ROI of 2 years or better. In 2023 two more customers (Mariani Cold Storage & Linkone Potato) took our recommendation and currently both projects are underway. The result will offer each facility an approximate annual savings of **\$3,000** each with eliminating monthly power factor charges.

Questline Newsletter

I continue to market and assist with our monthly newsletter to commercial and industrial customers. Throughout the year, we partner with the "Ask and Expert" feature inquiries about energy efficiency practices. These questions are received and answered by myself along with an electrical engineer assisting Questline. In the past I have received calls, however in 2023 the Newsletter hasn't drawn much attention. I am reluctant to renew the subscription in 2024 and will discuss the reasons and the renewal cost with Questline as well Jem.

MSDS On-line Implementation

The Utility is entering its third year of converting over to the MSDS on-line chemical portal. This year, we have had 2 chemical audits, and have found the system to remain accurate. The system has been proven to manage our inventory at a greater percentage than in previous years. This is mainly attributed to the annual training our water and line crews receive. This training serves as a reminder on how to enter and look up old/new chemicals prior to or after purchasing these chemicals. This also helps to ensure that phone apps are up to date, which provides our employees with an immediate rapid response in case of chemical contact that requires immediate attention.

Managing Distributed Generation Installations

All distributed generation applications are received and reviewed by me prior to installations being implemented into our distribution system. Once the arrays become part of our grid, their monthly usages are managed and recorded for reporting purposes.

With the constant growth of renewable energy being marketed throughout the country and tax credits being more attractive than previous years, the number of solar arrays continues to grow rapidly. This year I have received an inrush of potential solar customers inquiring about our requirements and recommendations for solar installations. In 2023, the total number of solar installations going in for the year is 11 systems which is 7 more than in 2022. To date, there are 54 solar arrays in our service territory.

The Public Service Commission of Wisconsin has required WW&LC to collect DER data to assist in the strategic energy assessment, analyzing the electricity needs of the State of Wisconsin. This report and DER information was collected and sent over to the PSC for reporting purposes.

Green Energy Program

We continue promoting the program through social media, WW&LC website, and potential solar customers inquiring about renewable energy options. This is a great alternative for our customers that may not have the financial resources or an ideal location (footprint) for a solar array. Each year, I send Manitowoc Utility the numbers of blocks purchased by our customers, for reporting and tracking the renewable purchases.

2023 has brought a different trend to the program. I have had communication with two of our largest customers (Mariani Packaging/Cold Storage and Ocean Spray Cranberry). Due to the trend in green energy movement throughout the United States, they are strongly considering purchasing large quantities of green energy blocks for marketing purposes. This idea is supported by the high cost of large-scale solar arrays in the Midwest that are not offering as attractive of a return on investment as other parts of the country. I have discussed with both organizations the possibility of attaining a better price per block if they choose to move forward with this initiative.

In 2023, we have continued to increase our blocks on green energy sold in recent years. See below, (reporting for 2023, looks back the previous year).

GREEN ENERGY BLOCKS SOLD

<u>Year</u>	<u>#Blocks</u>	<u>kWh</u>	<u>MW</u>	<u>Retired Recs</u>	<u>\$ Amount</u>
2013	886	88,600	89	89	1,506.20
2014	1182	118,200	118	118	2,009.40
2015	1228	122,800	123	123	2,087.60
2016	1159	115,900	116	116	1,970.30
2017	1164	116,400	116	116	1,978.80
2018	1235	123,500	124	124	2,099.50
2019	1349	134,900	135	135	2,293.30
2020	1368	136,800	137	137	2,325.60
2021	1389	138,900	139	139	2,361.30
2022	1536	153,600	154	154	2,611.20

School Outreach

WW&LC has made a conscious effort to educate and work with the public and private schools throughout our community. The importance of sending the message of energy/water conservation and safety is invaluable and begins with our areas youth. This year I have been involved with or administered:

- LHS Reality Check – A simulation of increasing students' financial literacy skills for Lincoln High School students. A prerequisite prior to graduation.
- Communications and potential scheduling of the National Theater for Children to perform at area schools is in the process for 2024.

WW&LC Scholarship Outreach

Each year, I personally deliver and email all scholarship applications to area counselors at LHS, AHS, River Cities and MSTC. These scholarships are distributed prior to year-end, with efforts of receiving more applicants. A phone call to counselors is initiated as a reminder one month prior to the typical April deadline. In 2022 four scholarships were submitted. In 2023, I made more phone calls to remind school counselors prior to the deadline and posted on social media (Twitter, FB, WW&LC website) and we received five applicants.

Partnering with Focus on Energy Program - Trade Allies and Energy Advisors

Advisors and the Utility are maintaining a good relationship with our customers by educating the benefits/incentives of the program. The Utility has incorporated Focus on Energy's program/incentive marketing materials which are delivered through social media, our newsletter, and our website. Along with the 8 on-site visits with local businesses, in 2023 we have almost doubled the incentive money that was distributed in 2022.

Collaborating with Focus on Energy and customer outreach during the 2023 year to date (10 months) has resulted in a **\$174,478** savings and incentives to our utility's customers. This does not include the Community Impact Pilot that 100% funded energy efficiency upgrades to ten businesses in the amount of **\$244,056**.

Focus on Energy 2023 Break-down Savings & Incentives (10 months)

	<u>Year 2022</u>	<u>Year 2023</u>
Residential – YTD	\$81,595	\$49,702
Commercial/Industrial – YTD	\$12,178	\$102,566
Renewables – YTD	\$1,500	\$14,684
Schools & Gov – YTD	\$697	\$7,526
TOTAL	\$95,970	\$174,478

Engineering and Electric Operations 2023 Accomplishments and Activities

The engineering department, the meter department, the line department and the IT/storeroom accomplished the following items in 2023.

Work Orders and Service Orders processed in 2023

- 327 electric work orders processed
- 153 water work orders processed
- 562 service orders processed
- 525 failed meters were replaced
- 200 remote disconnect meter were installed

Capital Budget

The electrical capital budget for 2023 was \$5,134,750. Despite the majority of the material costs doubling and, in some cases, tripling since 2020, the electrical department was able to keep costs below the approved budget. At the end of October, 31% of the electrical budget remained and we should be under budget at the end of the year.

Material Allotment

Major materials with long deliveries were ordered in 2023 so that they would arrive in time for the 2024 projects. Examples include transformers, which had an 8-week delivery and are now out 62 weeks and the 13,800-volt 3ph breakers and regulators for the new Baker Substation transformer which had a 56-week delivery.

Baker Substation Transformer

The Baker Substation is the only substation which does not have a redundant working distribution transformer. Summer loads have risen higher in this area of our service territory and our South Loop feeder typically peaks at around 350 amps on days when temperatures go above 90°F. These conditions warrant the addition of a new substation transformer. Unfortunately, this type of transformer now has a delivery time of 3 years from time of purchase. Prices have also soared for this style transformer, with preliminary quotes coming in around \$1.8M. WW&LC was able to acquire a used 2004 transformer from Consolidated Water Power Company for \$240,000 and worked with a delivery company out of Madison to relocate it to the Baker Substation. This purchase saved the company over \$1M and the 3-year wait time for a new transformer.

69,000-Volt Interconnection Switches at WR West Substation

Both of our 69,000-volt American Transmission Company (ATC) interconnection switches at the WR West Substation were replaced this year. This project required a lot of coordination with ATC and the entire west side of the city needed to be fed from only one source during the project. Both switches were replaced in 3 days, 2 days ahead of schedule, with no outages occurring to any of our customers.

Baker Substation Relay Panels

Three substation relays panels were purchased this year to set up the 2024 projects at Baker Substation which will allow us to relocate/eliminate all of the electrical equipment in the old control house and monitor and protect the new transformer and the equipment being installed for it.

All Time Summer Peak

WW&LC had an all-time high summer peak on August 23rd of 61.3 mega-watts. All equipment handled the extra loading and no outages were reported during this time period.

Electrical Line Projects

The following areas in our service territory were upgraded in 2023 which included the installation of 31,800 feet of aerial primary, 7,700 feet of aerial secondary, 17,000 feet of underground primary, and 14,000 feet of underground secondary.

- Kellner Road roundabout - overhead (OVH) and underground (URD)
- 2nd Avenue (URD) – This is the area by OLQH Church
- Loop 1 (OVH) – This is the line from the new Peach Sub to the Wood County Jail
- Hwy73 (URD) in progress
- There was nearly \$500,000 in new customer construction project work completed this year including the new Immanuel Church

Pole Replacement

260 of the poles that failed testing and were categorized as a danger were replaced in 2023. This included 15 - 70-foot 46,000-volt poles which are a lot more involved.

Filter Plant 480-Volt Switchgear

The 1978 480-volt switchgear in the filter plant which feeds the motor control center (MCC) line ups was replaced with new switchgear that now supports 3 feeders instead of the 2 in the old gear. This additional feeder will allow us to start a third line up of MCC and relocate the backwash and air wash AC variable speed drives thus improving reliability and reducing feeder load.

Traffic Light Maintenance

The crews did a nice job maintaining the city's traffic lights this year especially with the changes being made at West Grand and the Expressway intersection.

LED Lights

125 LED lights were installed this year throughout the city, over 3/5 of all lights in the city have been converted to the new LED styles.

NERC Documents

All of the proper documents were submitted to the Midwest Regional Organization (MRO) for 2023. All of these documents are part of the requirements of the North American Electric Reliability Corporation's (NERC) standards that WW&LC is required to report on for the federal government.

IT Upgrades

In addition to the normal hardware/software IT maintenance, the upgrade to the virtual server environment was completed and came in 26% under budget. Six network switches were also replaced, providing more flexibility for future network infrastructure upgrades.

Storeroom Improvements

The water inventory was standardized, obsolete items were deleted, and better descriptions were added. A new format for inventory charge-outs was developed. Small tools were reorganized onto a board for ease of finding and reordering.

Preventative Maintenance

The yearly preventative maintenance included changing out the oil on three regulators at the High School Substation and filtering the oil on one of WR West Substation transformers because of high moisture. All IR hot spots were repaired including one in the 13,200-volt switchgear at Gaynor Substation. A new electrical folder was created so every electronic protective relay and power monitor setting would be on file.

PLC Upgrade

Three of the 15 SCADA PLCs were upgraded to the latest style. All of them should be done by the end of February.

APPA RP3 Application

The American Public Power Association (APPA) Reliable Public Power Provider (RP3) application which comes due every three years was completed and submitted. WW&LC has held this distinguished award since 2012 recognizing the utilities excellence in the categories of reliability, safety, workforce development, and system improvement.