

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 12, 2022, at 1:00 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 8, 2021
 - 2.2. Special Commission Meeting held December 17, 2021
- 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

Regular Meeting of the Water Works and Lighting Commission Wednesday, December 8, 2021

There were present:

Commissioner John Bergin
Commissioner John Harper
Commissioner Rick Merdan
Commissioner Tom Nowak
Commissioner Jay Bemke joined the meeting at 1:22PM.

Also in attendance: Jem Brown, Roxanne Gronski, Todd Weiler, Dale Scheunemann, Jeff Kuhn, Shawn Reimer, and Lynn Schroer.

1. Call to Order

Chairman Tom Nowak called the meeting to order at 1:00 PM.

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

2.1 Regular Commission Meeting held November 10, 2021

There was a motion made by John Harper, seconded by Rick Merdan, and carried to approve the minutes of the Regular Commission Meeting held on November 10, 2021, and to place them on file. There were no nay votes recorded.

3. Action items

3.1 2022 Water Supplies

Water Superintendent Dale Scheunemann stated that we went out for bids for our 2022 water supplies. Out of the four companies that provide water supplies, we received three quotes in response. As in the past ETNA, which is located in Michigan, is still not permitted to sell some of our needed supplies in Wisconsin due to regulations.

After a lengthy discussion, and based upon staff recommendation, there was a motion made by John Bergin, seconded by Rick Merdan, and carried to accept the bid from Ferguson Waterworks in the amount of \$508,937.80 for the purchase of the 2022 water supplies. There were no nay votes recorded.

4.0 Department updates

4.1 Safety Committee Report

The commissioners reviewed the safety committee minutes and safety coordinator's monthly report.

4.2 Line Superintendent's Report

This report was reviewed. In November we had an after-hour call-in that was caused by a mylar balloon in our 3-phase circuit, along with 3 tree related outages which are normally on the single phase lines.

4.3 Water Department Operations Report

This report was reviewed and November water projects were discussed.

4.4 Customer Support Supervisor's Report

This report was reviewed and the AWWA Customer Service Seminar was discussed. Important topics covered were the winter water disconnection process and the new Low Income Home Energy Assistance Program (LIHEAP) available for water and sewer services. This program is similar to the energy assistance program for electric service.

4.5 Director of Finance's Report

This report was reviewed and the financial statements/investment reports were discussed. Jeff stated that he, along with Todd Weiler, attended a conference call with WE Energies to discuss their AMI Project for gas meters in the Wisconsin Rapids area. This project connects equipment to utility poles that will create a mesh network for gas readings. Also discussed was the possible need in the future for charging stations for electric vehicles.

4.6 Information System's Administrator's Report

This report was reviewed and November projects and cyber security was discussed.

4.7 Conservation Manager's Report

This report was reviewed and discussed. Shawn Reimer stated that the Public Service Commission has required us to collect DER (Distributed Energy Resource) data to assist in the strategic energy assessment, analyzing the

electricity needs of the State of Wisconsin. This report and DER information has been collected and sent to the PSC.

4.8 Director of Engineering & Electric Operations

This report was reviewed and discussed. Todd Weiler explained the scope of the SCADA PLC upgrade project stating that the 25 PLCs are original and that this is the first time in 13 years that they will be replaced. These PLCs will be replaced one at a time and the project will be completed in 2022.

4.9 General Manager's Report

This report was reviewed and discussed. Jem Brown explained that GLU has now stopped spending monies on the RICE Project for various reasons. Jem also stated that WW&LC's 2022 budget was completed and approved by the City Finance Committee.

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 Bergin, seconded by Rick Merdan, and carried to adjourn at 1:51 PM. No nay votes were recorded.

Respectfully submitted,

Rick Merdan, Secretary

Special Meeting of the Water Works and Lighting Commission Friday, December 17, 2021

There were present:
Commissioner Jay Bemke
Commissioner John Bergin
Commissioner John Harper
Commissioner Rick Merdan
Commissioner Tom Nowak

Also present: Jem Brown

1. Call to Order

Chairperson Tom Nowak called the meeting to order at 8:00 AM.

2. Consideration of adjournment into closed session pursuant to Wisconsin Statutes ion 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 John Harper, seconded by Rick Merdan, 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 John Bergin, seconded by Jay Bemke, 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 John Bergin, seconded by John Harper, and carried to adjourn at 10:02 AM.

Respectfully submitted,

Secretary, Rick Merdan

SAFETY COMMITTEE MEETING MINUTES FOR JANUARY 5, 2022

Discussion with: Dale Scheunemann, Adam Breunig, Josh Elliott, Jason Warren, Beth Knobeck, Bob Nash, Justin Armagost, Tyler Sneen, Randy Rosicky and Sean Wall

OLD BUSINESS

There was no old business.

NEW BUSINESS

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

SAFETY TRAINING/DISCUSSION

The members reviewed the Bloodborne Pathogen (BBP) Exposure Control Plan and found no changes at this time.

Topic

Sean Wall discussed the upcoming CPR and Bloodborne Pathogens training which will be taking place in late January and February for all crews. The committee also discussed the need to take extra precautions for the bitter cold weather which is forecast by wearing extra clothing and covering exposed skin on face and ears. Also seasonal depression can sometimes follow the holidays and winter so stay active and be aware of your emotions and those around you.

Safety Committee meeting ended at 7:25 AM.



Municipal Electric Utilities of Wisconsin
Service. Advocacy. Safety.
725 Lois Drive
Sun Prairie, WI 53590
T: 608-837-2263
F: 608-837-0206
www.meuw.org

Wisconsin Rapids Water Works & Lighting Commission December 2021

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

SAFETY REPORT

ACCOMPLISHMENTS

1. Training

a. MSDSOnline make up training 12/1

2. Audits/Inspections

a. Facility walkthrough (report given to Jason Warren)

3. Compliance/Risk Management

- a. Revised / improved Caustic Soda delivery work procedures / bar code procedure for look up
- b. Attended Safety Committee meeting
- c. Completed Personal Protection Equipment safety program for Dec. Safety Committee review / sign off.
 - i. Annual review for all safety programs completed for 2021
- d. Revised Bloodborne Pathogens program for January Safety Committee meeting (2022)

GOALS AND OBJECTIVES

1. Training

- a. CPR / AED / First Aid / Bloodborne Pathogens training for Q1
 - i. 4 sessions total over Jan-Mar

2. Audits/Inspections

a. No audits / inspections planned

3. Compliance/Risk Management

- a. Attend Safety Committee meeting
- b. Attend Commission meeting
- c. Continued work with Matt S. to get MSDSOnline links on all available PC desktops



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

LINE SUPERINTENDENT'S REPORT December 2021

Work Performed

During December, the Electric Department processed 10 work orders, 5 electric service orders, and 53 trouble slips.

Other Projects

- Continued replacement of single phase older wooden poles.
- Continued tree trimming.
- Continued underground construction.
- Completed numerous customer-requested jobs/services.
- Completed work for 2021 inventory counts.
- December 15th storm restoration work.

After Hours Calls

In December there were 9 after hour call-ins.



The call-in's for "other" were for downed lines that were not ours.

December 15 Storm

 Approximately 4,345 customers were affected by the outage at 10:20pm, most of the customers had power restored by 3:00am on December 16th.

- 3 poles were broken and replaced.
- 3 transformers were replaced.
- Approximately 3000' of wire was replaced.
- Power was restored to all customers that didn't have private service damages by 8:45pm on December 17.
- Crews and staff safely worked 32.5hrs over the 48-hr. restoration effort with no injuries.
- Staff from all WW&LC departments were part of the restoration effort, and everyone involved did a great job.

The December 15th storm restoration effort was the most efficient/professional restoration effort I have been a part of. Employees from every department have my thanks and gratitude for tirelessly working in miserable and dangerous conditions to safely restore power to our customers in a timely fashion with no injuries or equipment damage.

Respectfully submitted,

Josh Elliott Electric Line Superintendent



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

WATER DEPARTMENT OPERATIONS REPORT December 2021

WATER PROJECT

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

- Crews repaired three water breaks located at 1020 16th Street South, and 831 11th Street South, and 621 6th Street South.
- Crews completed the water inventory for the year.
- Crews started testing water meters used as seasonal meters.

TROUBLE CALLS

In December the water crews investigated 30 meter trouble slips. Tested meters were (5) 5/8" meters, and (1) 1" meter

WATER ELEVATIONS AT MV - 4 MONITORING WELL FOR THE LAST 5 YEARS

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

The highest elevation for MV - 4 was 12'7" on July 2, 2004. The lowest elevation for MV - 4 was 21.5 on September 11, 2009.

Sincerely,

Dale Scheunemann

Water Superintendent



221 16th Street S, P.O. Box 399 Wisconsin Rapids, WI 54495-0399 (715) 423-6300

CUSTOMER SUPPORT SUPERVISOR'S REPORT DECEMBER 2021

COLLECTIONS

Below is the comparison of active and inactive accounts receivable.

ALL PROVIDERS – Active Accounts											
	December 2019	December 2020	December 2021								
30 day	284,617	245,594	192,738								
60 day	111,608	129,603	86,214								
90 day	78,641	458,810	49,373								
Current	1,776,342	1,780,419	2,211,452								
Total Active	2,251,207	2,614,426	2,539,777								
Total Inactive	60,936	111,653	140,390								
Total AR	2,312,143	2,726,079	2,680,167								

Our accounts receivable is comparable with the exception of our total inactive balance. There were three large power accounts transferred to a new owner in November and the terminated account balances are included in the total inactive balance. Payments for these accounts were received in January. There were 34 properties tagged for water disconnection in December. Two properties remain disconnected. 155 letters were also sent to customers with a past due water balance regarding payment, payment assistance, a payment arrangement or possible disconnection.

Commercial Disconnections

In December, 15 commercial accounts were notified of a past due balance. Two locations were tagged for disconnection. All customers either paid their past due or made an arrangement for an extension.

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

We received \$107 through TRIP and \$2,473 through SDC in December. Twenty-four letters were sent to customers with a 90-day inactive account balance.

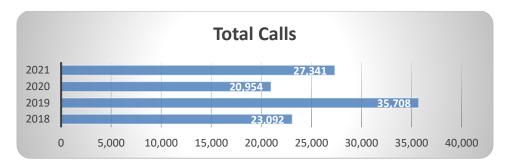
SERVICE ORDERS

Service order totals for the last five years are below. There was a significant increase in website orders for 2021. I believe this is partially due to the pandemic, but also the ease in which a customer can submit a move order on our website at their convenience.

	New Electric Services	New Water Services	Electric Move Orders	Water Move Orders	Website Orders
2017	89	15	3124	1672	143
2018	123	13	3211	1661	140
2019	51	17	2851	1496	239
2020	136	9	2785	1223	185
2021	44	11	2755	1352	311

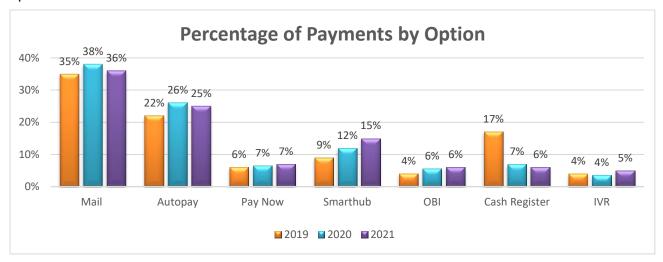
PHONE CALLS

Office staff answered 1,615 customer calls in December. Below are the total calls in the last four years for comparison. The major increase in calls for 2019 was due to the storm in July. We have seen an increase in calls in 2021 due to many customers opting to call with questions rather than addressing them in person at the office.



OFFICE PAYMENTS

The chart below shows the breakdown by payment option for the last three years. Our online payment options have increased in the last two years with the greatest increase in Smarthub. Throughout the pandemic, we have encouraged our customers to utilize our online payment options.



DECEMBER OFFICE INFORMATION

- Fifty-three welcome letters were sent to new customers.
- **♣** Forty-nine properties were verified for cross connection inspection.
- A copy of our upcoming Currents and Waves Winter 2022 newsletter is attached.

SOCIAL MEDIA / WEBSITE



We posted ten messages on Facebook generating 50,608 views. Nine messages were posted on Twitter generating 1,495 impressions. Our website views went up by 46 percent this last month with the majority of the pageviews on the 14th and 15th due to the outage.

Respectfully submitted, *Lynw Schroer*Customer Support Supervisor



Cold Weather Water Precautions

By Dale Scheuneman, Water Superintendent

As the snow and colder temperatures set in, please keep in mind some household tasks that tend to be overlooked when it comes to your water service. One of these items is to make sure all nooks, crannies and cracks in basement walls are sealed up. By doing this, especially near where the water lines enter your home, you can help avoid frozen and broken pipes. Another thing to consider is keeping a crawl space heated if your incoming water pipes are in that area. You may want to install foam insulation around your pipes, especially near exterior walls. Also, make sure to remove all outside hoses and make certain the water is off and/or install a faucet cover. If your water pipes are behind a cabinet door, you may want to open the doors on extremely cold days to keep the area heated.

If the temperature gets bitterly cold and the frost dives deep into the ground, some homes may experience a freeze up. If this should happen, please contact our service department and our water crew will come to thaw the service. You may be advised to keep a small stream of water running to avoid another freeze up. Water Works and Lighting Commission will take measures as needed to help maintain water service to all homes.

Our water customers will also be contacted regarding Cross Connection Inspection in their home to ensure our water supply remains safe. This program is required by the Department of Natural Resources so if you receive notification regarding this inspection, please call to set up an appointment. We will attempt to accommodate your schedule if needed.

Water Works and Lighting Commission strives to keep our residents supplied with safe drinking water.

Adopt a Hydrant

If you have a hydrant near your property, consider adopting it for the winter and clear the snow around it.

Heavy snow makes finding and accessing a fire hydrant very difficult for firefighters. When there is an emergency, every second counts!



Free Energy Savings Pack from Focus on Energy



You heard it right, energy-savings packs from FOCUS ON ENERGY are free, seriously free. The pack is shipped directly to you and include a variety of products.

Choose from one of the six packs above!

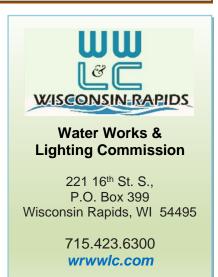
To order, go to <u>focusonenergymarketplace.com/free</u> or you can call 800.762.7077 (have your account number ready). All packs are displayed in our lobby and you can also sign up in our office and we will submit the information to Focus on Energy for you!

*Limit of one pack per eligible household each year.

SCHOLARSHIP OPPORTUNITY

WW&LC provides scholarship opportunities for those electing to attend an accredited Wisconsin or contiguous-state college or university for continued education in a related field that could prepare the individual for a career in any electric and/or water utility field. Scholarship award will be for \$1000 per year, renewable each year (up to 4 years) the recipient meets the requirements. One scholarship will be available per year. Recipient will be given consideration for summer employment. Additional information and our scholarship application can be found on our website at www.wrwwlc.com or picked up at our office located at 221 16th Street South, Wisconsin Rapids, WI.

Application deadline is 12:00 Noon on Friday, April 1, 2022.





221 16th Street S, P.O. Box 399 Wisconsin Rapids, WI 54495-0399 (715) 423-6300

Director of Finance Report

December 2021

Financial Reports

Included in this month's packet are the draft November 2021 financial statements. The electric utility had a \$1,970,651 net operating income in 2021, compared to \$553,222 as of November 30, 2020. For operating expenses, customer accounts expense is higher, with a large portion of the increase due to the earlier, periodic write-off of past due receivables versus waiting and writing off a large amount in December. Through November 2021, the net electric write-offs have been \$84,766 compared to \$49,730 the previous year. Hopefully, by having these accounts be sent to collections sooner, the utility will collect the balances before sending the balances to the tax roll in 2022.

Water revenue is down 0.7% through November compared to 2020, or approximately \$40,000. The increase in water transmission and distribution expense includes additional expenses from the well inspection program. The utility was finally able to spend an entire year on this critical initiative, increasing the expenses from the previous year. There was also an additional \$20,000 City expense to the water utility for degradation fees for the first three quarters of the year (out of \$32,261 charged, the remaining was capitalized with construction costs).

The cash flow statement shows that for December, cash outflows exceeded inflows by \$639,408. Utility receipts were lower than expected \$2,798,907, compared to \$3,275,650 in 2020. For the year, the cash flow was (\$163,857); however, it is important to note that net investment transfers were \$2,425,758, meaning the cash flow reductions were more than offset by investment increases.

Year-End Planning

The year-end close process is already underway. The auditors were on site for physical inventory verification on December 27. Final fieldwork will begin in early March 2022. While a lot needs to be completed to close out the year, I am confident that there will be sufficient time to complete the necessary tasks.

Jeff Kuhn

Jeff Kuhn

Director of Finance

Wisconsin Rapids Water Works and Lighting Commission Cash Flow Summary for Month Ending December 31, 2021

	 Current	М	onth	Year to			o Date		
Cash Receipts:							_		
Utility Receipts	\$ 2,798,907			\$	39,345,907				
Interest and Dividends	\$ 89			\$	3,602				
Transfer from Investments	\$ -			\$	2,589,242				
ATC Dividend Payment	\$ -			\$	527,885				
Total Cash Receipts		\$	2,798,996			\$	42,466,636		
Disbursements									
AP Payments	\$ (1,216,409)			\$	(15,043,830)				
GLU Power Bill	\$ (1,441,995)			\$	(17,886,751)				
Transfer to Investments	\$ (400,000)			\$	(5,015,000)				
ATC - Voluntary Capital Call	\$ -			\$	-				
Sales Tax Payment	\$ (74,057)			\$	(733,644)				
Payroll	\$ (299,542)			\$	(3,855,041)				
Service Fees	\$ (4,156)			\$	(53,158)				
NSF Payments	\$ (2,245)			\$	(43,069)				
Total Disbursements		\$	(3,438,404)			\$	(42,630,493)		
Net Cash Flow		\$	(639,408)		:	\$	(163,857)		

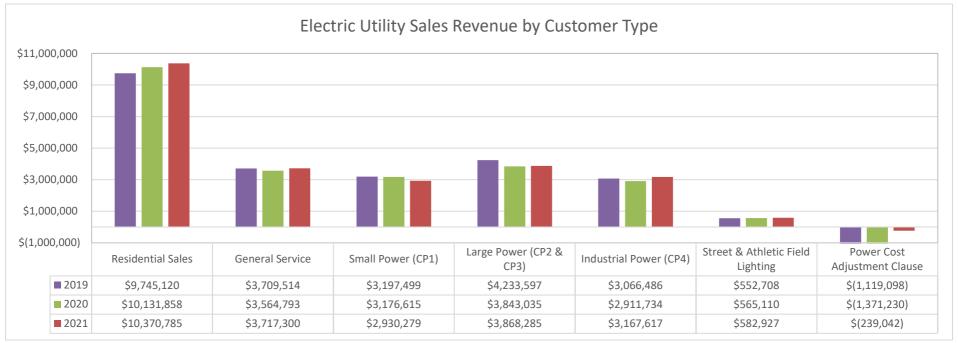
Wisconsin Rapids Water Works and Lighting Commission Combined Utility Income Statement Year to Date for Months Ending November 2021 and 2020

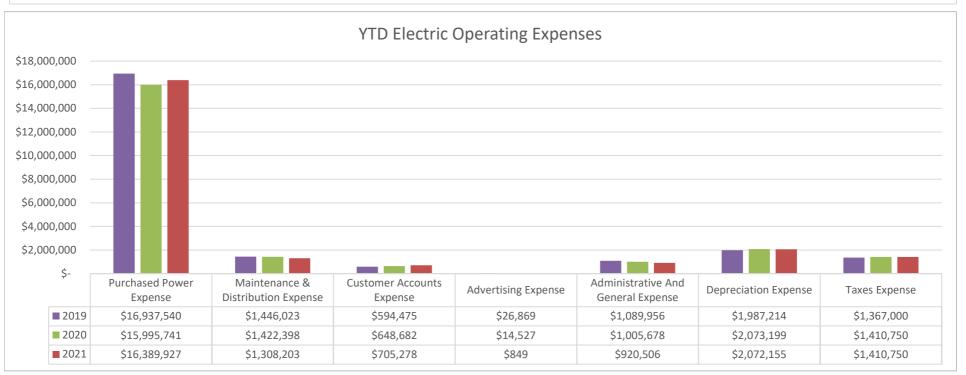
	Cu	rrent Year to D	ate		Prior Year to Da	te	% Inc	rease (Decr	ease)
	Electric	Water	Total	Electric	Water	Total	Electric	Water	Total
Charges for Services	\$ 24,398,151	\$ 3,758,305	\$ 28,156,456	\$ 22,821,915	\$ 3,828,872	\$ 26,650,786	6.9%	(1.8%)	5.6%
Other Operating Revenues	\$ 380,168	\$ 1,628,031	\$ 2,008,199	\$ 302,283	\$ 1,596,881	\$ 1,899,164	25.8%	2.0%	5.7%
Total Operating Revenues	\$ 24,778,319	\$ 5,386,336	\$ 30,164,655	\$ 23,124,198	\$ 5,425,752	\$ 28,549,950	7.2%	(0.7%)	5.7%
Operating Expenses	19,324,762	2,593,125	21,917,887	19,087,027	2,494,939	21,581,965	1.2%	3.9%	1.6%
Depreciation Expense	2,072,155	920,770	2,992,925	2,073,199	879,305	2,952,504	(0.1%)	4.7%	1.4%
Taxes Expense	1,410,750	866,250	2,277,000	1,410,750	893,750	2,304,500	0.0%	(3.1%)	(1.2%)
Total Operating Expenses	22,807,668	4,380,145	27,187,812	22,570,976	4,267,994	26,838,970	1.0%	2.6%	1.3%
Operating Income (Loss)	\$ 1,970,651	\$ 1,006,191	\$ 2,976,842	\$ 553,222	\$ 1,157,759	\$ 1,710,980	256.2%	(13.1%)	74.0%
Non-Operating Income	764,774	57,528	822,303	2,518,804	54,863	2,573,667	(69.6%)	4.9%	(68.0%)
Interest Charges	155,064		155,064	170,253		170,253	(8.9%)		(8.9%)
Other Non-operating Exp	321,352	96,466	417,818	318,747	96,309	415,056	0.8%	0.2%	0.7%
Net Income (Loss)	\$ 2,259,010	\$ 967,253	\$ 3,226,263	\$ 2,583,026	\$ 1,116,312	\$ 3,699,338	(12.5%)	(13.4%)	(12.8%)

Wisconsin Rapids Water Works and Lighting Commission Electric Income Statement Year to Date for Months Ending November 2021, 2020, 2019

			2021	2020	2019	F	Remaining	
	Cur	rent Budget	YTD	YTD	YTD	•	Budget	
Sales of Electricity								
Residential Sales	\$	11,154,500	\$ 10,370,785	\$ 10,131,858	\$ 9,745,120	\$	783,715	\$ 238,927
General Service	\$	4,101,100	\$ 3,717,300	\$ 3,564,793	\$ 3,709,514	\$	383,800	\$ 152,507
Small Power (CP1)	\$	3,346,400	\$ 2,930,279	\$ 3,176,615	\$ 3,197,499	\$	416,121	\$ (246,336)
Large Power (CP2 & CP3)	\$	4,427,700	\$ 3,868,285	\$ 3,843,035	\$ 4,233,597	\$	559,415	\$ 25,250
Industrial Power (CP4)	\$	3,865,304	\$ 3,167,617	\$ 2,911,734	\$ 3,066,486	\$	697,687	\$ 255,883
Street & Athletic Field Lighting	\$	639,400	\$ 582,927	\$ 565,110	\$ 552,708	\$	56,473	\$ 17,817
Power Cost Adjustment Clause	\$	(440,000)	\$ (239,042)	\$ (1,371,230)	\$ (1,119,098)	\$	(200,958)	\$ 1,132,188
Total Sales of Electricity	\$	27,094,404	\$ 24,398,151	\$ 22,821,915	\$ 23,385,825	\$	2,696,253	
Other Operating Revenues	_							
Misc Service Revenues - Reconnect Fees	\$	30,000	\$ 38,645	\$ 245	\$ 30,065	\$	(8,645)	
Rent From Electric Property	\$	260,000	\$ 265,006	\$ 257,620	\$ 250,409	\$	(5,006)	
Forfeited Discounts	\$	90,000	\$ 67,652	\$ 41,433	\$ 79,571	\$	22,348	
Other Electric Revenues	\$	4,000	\$ 8,865	\$ 2,985	\$ 3,357	\$	(4,865)	
Total Operating Revenues	\$	27,478,404	\$ 24,778,319	\$ 23,124,198	\$ 23,749,227	\$	2,700,085	
Operating Expenses	_							
Purchased Power Expense	\$	18,044,277	\$ 16,389,927	\$ 15,995,741	\$ 16,937,540	\$	1,654,350	
Maintenance & Distribution Expense	\$	1,615,700	\$ 1,308,203	\$ 1,422,398	\$ 1,446,023	\$	307,497	
Customer Accounts Expense	\$	785,600	\$ 705,278	\$ 648,682	\$ 594,475	\$	80,322	
Advertising Expense	\$	29,000	\$ 849	\$ 14,527	\$ 26,869	\$	28,151	
Administrative And General Expense	\$	1,345,000	\$ 920,506	\$ 1,005,678	\$ 1,089,956	\$	424,494	
Depreciation Expense	\$	2,300,800	\$ 2,072,155	\$ 2,073,199	\$ 1,987,214	\$	228,645	
Taxes Expense	\$	1,521,100	\$ 1,410,750	\$ 1,410,750	\$ 1,367,000	\$	110,350	
Total Operating Expenses	\$	25,641,477	\$ 22,807,668	\$ 22,570,976	\$ 23,449,076	\$	2,833,809	
Operating Income	\$	1,836,927	\$ 1,970,651	\$ 553,222	\$ 300,151	\$	(133,724)	
Merchandise and Jobbing	\$	40,000	\$ 18,700	\$ 32,032	\$ 31,213	\$	21,300	
Interest and Dividend Income	\$	702,000	\$ 626,027	\$ 670,396	\$ 646,910	\$	75,973	
Miscellaneous Non-Operating Income	\$	135,000	\$ 120,047	\$ 1,816,376	\$ 196,404	\$	14,953	
Total Other Income Additions	\$	877,000	\$ 764,774	\$ 2,518,804	\$ 874,527	\$	112,226	
Interest Charges	\$	173,486	\$ 155,064	\$ 170,253	\$ 182,586	\$	18,422	
Other Income Deductions	\$	372,100	\$ 321,352	\$ 318,747	\$ 291,825	\$	50,748	
Total Net Income	\$	2,168,341	\$ 2,259,010	\$ 2,583,026	\$ 700,268	\$	(90,669)	

Wisconsin Rapids Water Works and Lighting Commission Selected Electric Utility Financial Charts Year to Date for Months Ending November 2021, 2020, 2019



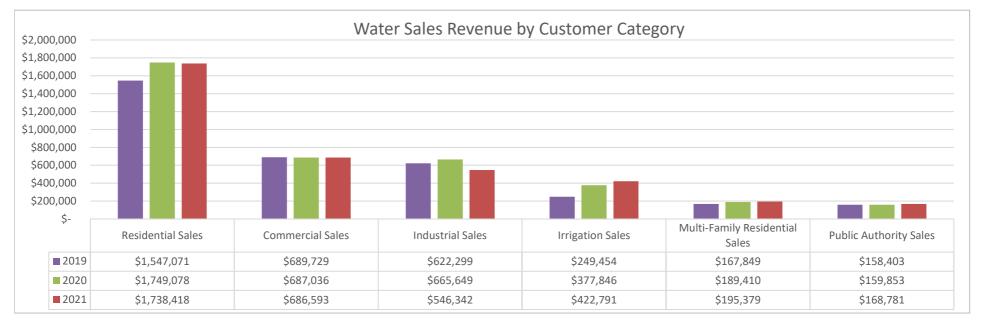


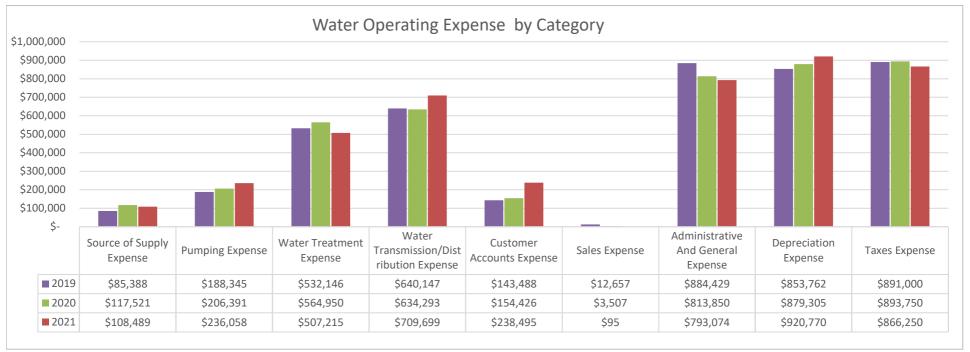
Wisconsin Rapids Water Works and Lighting Commission Water Income Statement

Year to Date for Months Ending November 2021, 2020, 2019

	_		2021		2020 2		2019		Remaining	
	Current Budget			YTD YTD		YTD		Budget		
Metered Sales of Water	_									
Residential Sales	\$	1,862,000	\$	1,738,418	\$	1,749,078	\$	1,547,071	\$	123,582
Commercial Sales	\$	774,700	\$	686,593	\$	687,036	\$	689,729	\$	88,107
Industrial Sales	\$	347,900	\$	546,342	\$	665,649	\$	622,299	\$	(198,442)
Irrigation Sales	\$	320,800	\$	422,791	\$	377,846	\$	249,454	\$	(101,991)
Multi-Family Residential Sales	\$	207,600	\$	195,379	\$	189,410	\$	167,849	\$	12,221
Public Authority Sales	\$	184,700	\$	168,781	\$	159,853	\$	158,403	\$	15,919
Total Sales of Water	\$	3,697,700	\$	3,758,305	\$	3,828,872	\$	3,434,806	\$	(60,605)
Other Operating Revenues										
Private Fire Protection	\$	57,600	\$	52,474	\$	52,671	\$	49,899	\$	5,126
Public Fire Protection	\$	1,279,000		1,159,383		1,155,849	\$	892,677	\$	119,617
Forfeited Discounts	\$	21,000	\$	31,179	\$		\$	38,349	\$	(10,179)
Miscellaneous Service Revenues	\$	2,500	\$	350	\$		\$	2,330	\$	2,150
Rent From Water Property	\$	84,600	\$	82,596	\$		\$	67,962	\$	2,004
Other Water Revenues	\$	50,000	\$	302,049	\$	•	\$	290,015	\$	(252,049)
Total Operating Revenues	\$	5,192,400	_	5,386,336		5,425,752	_	4,776,038	\$	(193,936)
Operating Expenses										
Source of Supply Expense	- \$	138,900	\$	108,489	\$	117,521	\$	85,388	\$	30,411
Pumping Expense	\$	208,400	\$	236,058	\$	•	\$	188,345	\$	(27,658)
Water Treatment Expense	\$	567,300	\$	507,215	\$	•	\$	532,146	\$	60,085
Water Transmission/Distribution Expense	\$	753,800	\$	709,699	\$		\$	640,147	\$	44,101
Customer Accounts Expense	\$	93,500	\$	238,495	\$	•	\$	143,488	\$	(144,995)
Sales Expense	\$	11,000	\$	95	\$	-	\$	12,657	\$	10,905
Administrative And General Expense	\$	959,500	\$	793,074	\$	•	\$	884,429	\$	166,426
Depreciation Expense	\$	871,900	\$	920,770	\$	•	\$	853,762	\$	(48,870)
Taxes Expense	\$	957,200	\$	866,250	\$	893,750	\$	891,000	\$	90,950
Total Operating Expenses	\$	4,561,500				4,267,994		4,231,363	\$	181,355
		500.000				4 4	_		_	(277 224)
Operating Income	\$	630,900	Ş	1,006,191	Ş	1,157,759	\$	544,674	\$	(375,291)
Merchandise and Jobbing	\$	2,000	\$	445		•		8,481	\$	1,555
Interest and Dividend Income	\$	35,000	\$	55,463	\$	53,657	\$	78,156	\$	(20,463)
Miscellaneous Non-operating Income	\$	34,000	\$	1,620	\$	-	\$	5,903	\$	32,380
Total Other Income Additions	\$	71,000	\$	57,528	\$	54,863	\$	92,541	\$	13,472
Other Income Deductions	\$	121,000	\$	96,466	\$	96,309	\$	148,592	\$	24,534
Total Net Income	\$	580,900	\$	967,253	\$	1,116,312	\$	488,623	\$	(386,353)

Wisconsin Rapids Water Works and Lighting Commission Selected Water Utility Financial Charts Year to Date for Months Ending November 2021, 2020, 2019





Wisconsin Rapids Water Works and Lighting Commission Electric and Water Utility Balance Sheet Balances as of November 2021 & 2020

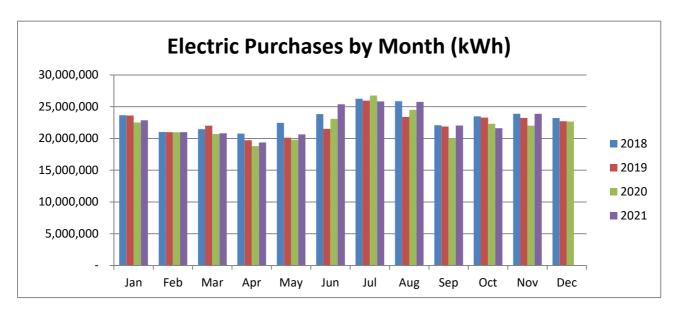
		2021			2020	
			Combined			Combined
	Electric Utility	Water Utility	Utilities	Electric Utility	Water Utility	Utilities
ASSETS		,				
Utility Plant	=					
Utility Plant in Service	64,398,318	44,875,706	109,274,024	58,125,030	43,875,877	102,000,907
Utility Plant in Service - Common	7,844,878	2,669,469	10,514,348	7,859,432	2,562,451	10,421,883
Property Held for Future Use	500	104,255	104,755	500	104,255	104,755
Construction Work in Progress	3,061,979	954,760	4,016,739	7,444,129	988,301	8,432,429
Total Utility Plant	75,305,675	48,604,190	123,909,866	73,429,090	47,530,884	120,959,975
Less: Accumulated Depreciation						
Accumulated Depreciation	(28,093,182)	(18,375,595)	(46,468,778)	(26,688,763)	(17,502,110)	(44,190,873)
Accumulated Depreciation - Common	(5,782,485)	(1,833,088)	(7,615,573)	(5,916,947)	(1,683,111)	(7,600,058)
Total Accumulated Depreciation	(33,875,668)	(20,208,683)	(54,084,351)	(32,605,710)	(19,185,221)	(51,790,931)
Net Utility Plant	41,430,007	28,395,507	69,825,514	40,823,380	28,345,663	69,169,044
Current and Accrued Assets						
Cash	310,760	1,593,241	1,904,001	(911,763)	2,091,022	1,179,259
Working Funds	940	-	940	940	-	940
Rate Stabilization Deposit	507,765	-	507,765	372,986	-	372,986
Temporary Cash Investments	803,447	577,004	1,380,452	570,832	508,871	1,079,703
Customer Accounts Receivable	2,778,298	631,844	3,410,142	3,285,511	717,932	4,003,443
Other Accounts Receivable	112,899	394,740	507,639	119,942	486,015	605,957
Receivable From Municipality	-	-	-	7,269	-	7,269
Notes Receivable	500,000	-	500,000	500,000	-	500,000
Sewer Fee For Collections	-	309,138	309,138	-	312,740	312,740
Due To (From) Municipality	11,157	46,311	57,468	-	65,036	65,036
Plant Materials & Supplies	1,409,122	263,391	1,672,513	1,153,512	230,993	1,384,505
Stores Expense	(39,163)	(51,665)	(90,828)	(23,740)	(33,450)	(57,189)
Prepayments	254,042	12,611	266,653	249,495	15,644	265,139
Interest Receivable		-			-	-
Total Current and Accrued Assets	6,649,268	3,776,615	10,425,883	5,324,984	4,394,803	9,719,787
Other Investments						
Depreciation Fund	4,907,468	5,929,785	10,837,253	4,537,176	4,245,930	8,783,106
Other Investments	8,328,308	-	8,328,308	8,128,714	-	8,128,714
Other Special Funds	382,103	11,900	394,003	375,289	11,050	386,339
Total Other Investments	13,617,880	5,941,685	19,559,565	13,041,180	4,256,980	17,298,160
Deferred outflows of Resources						
Unamortized Debt Disc & Expense	500,825	-	500,825	569,574	-	569,574
Preliminary Survey & Investigation Charges	2,808	-	2,808	2,808	-	2,808
Clearing Accounts	(36,429)	(34,655)	(71,083)	865	28,388	29,254
Deferred Outflows Related To Pension	1,605,371	864,429	2,469,800	1,482,811	798,436	2,281,247
Misc Deferred Debits	207,611	115,724	323,336	37,363	95,912	133,275
Total Deferred Outflows of Resources	2,280,186	945,499	3,225,685	2,093,421	922,736	3,016,158
Total Assets and Deferred Outflows	63,977,341	39,059,306	103,036,648	61,282,965	37,920,183	99,203,148

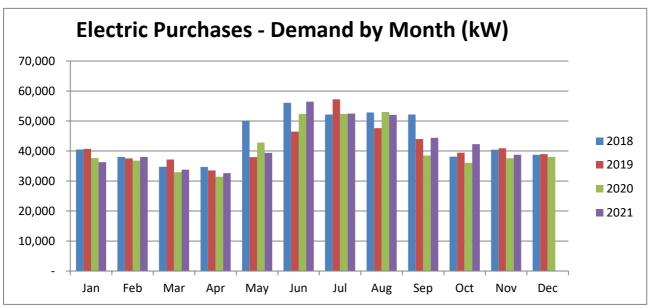
Wisconsin Rapids Water Works and Lighting Commission Electric and Water Utility Balance Sheet Balances as of November 2021 & 2020

2021 2020 2020

		2021			2020	
			Combined			Combined
	Electric Utility	Water Utility	Utilities	Electric Utility	Water Utility	Utilities
LIABILITIES						
Current and Accrued Liabilities						
Accounts Payable	2,008,334	-	2,008,334	2,133,020	-	2,133,020
Payables To Municipality	-	-	-	-	(885)	(885)
Customer Deposits	445,281	-	445,281	408,037	-	408,037
Taxes Accrued	969,703	870,091	1,839,794	981,883	895,478	1,877,362
Interest Accrued	34,311	-	34,311	38,560	-	38,560
Tax Collections Payable	107,129	-	107,129	97,527	-	97,527
Misc Current And Accrued Liabilities	562,279	139,208	701,487	488,239	148,402	636,641
Total Current and Accrued Liabilities	4,127,037	1,009,299	5,136,336	4,147,266	1,042,995	5,190,261
Long Term Debt						
Long Term Debt - Bonds	4,515,000	-	4,515,000	5,025,000	-	5,025,000
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	51,172,671	35,528,467	86,701,139	48,323,752	34,470,032	82,793,784
Total Proprietary Capital	52,203,639	36,327,287	88,530,925	49,354,720	35,268,851	84,623,571
Deferred Inflows of Resources						
Customer Advance For Construction	68,044	-	68,044	59,802	-	59,802
Wholesale Rate Refund & Public Benefits	330,848	-	330,848	282,616	-	282,616
Unamortized Premium On Debt	47,639	-	47,639	54,172	-	54,172
Other Deferred Credits	2,685,135	1,722,720	4,407,856	2,359,389	1,608,337	3,967,727
Total Deferred Inflows of Resources	3,131,666	1,722,720	4,854,387	2,755,979	1,608,337	4,364,316
Total Liabilities, Equity and Def Inflows	63,977,341	39,059,306	103,036,648	61,282,965	37,920,183	99,203,148

Wisconsin Rapids Water Works and Lighting Commission Monthly Electric Purchases 2018-2021





Wisconsin Rapids Water Works & Lighting Commission Investment Report

11/30/2021

INSTITUTION	FACE VALUE	FACE VALUE & ACCRUED INT	RATE/ YIELD	MATURITY DATE	DATE ACQUIRED	TYPE
Local Government Investment Pool (LGIP)	387,522.16	387,522.16	0.0500%			
Prevail Bank	6,376,661.33	6,376,661.33	0.7500%			
Ehlers Investments						
MERCHANTS BANK OF INDIANA	250,000.00	250,064.73	0.1500%	12/29/2021	9/21/2021	CD
HAWAII STATE BOND	250,000.00	250,084.05	0.2100%	2/22/2022	10/22/2021	NOTE
TIAA, FSB	250,000.00	251,971.58	2.8500%	2/22/2022	2/22/2019	CD
WESTON, WI	90,000.00	90,900.00	4.0000% *	3/1/2022	5/20/2020	NOTE
NEW YORK STATE DORMITORY AUTHORITY	75,000.00	75,625.00	2.0000% *	7/1/2022	12/31/2020	NOTE
VILLAGE OF SHOREWOOD HILLS GO NOTE	15,000.00	15,031.25	2.5000% *	5/1/2022	12/29/2020	NOTE
PLEASANT PRAIRIE WI	50,000.00	50,500.00	3.0000% *	8/1/2022	5/19/2020	NOTE
MORGAN STANLEY PRIVATE BANK	250,000.00	250,925.00	1.8500%	9/19/2022	10/11/2019	CD
ALLY BANK	248,000.00	248,874.45	1.9500%	9/26/2022	9/20/2019	CD
SOUTH DAKOTA HOUSING AUTHORITY	65,000.00	65,121.55	2.2440% *	11/1/2022	12/29/2020	NOTE
LIVE OAK BANKING COMPANY	215,000.00	215,309.25	1.7900%	11/28/2022	11/25/2019	CD
SALLIE MAE BANK	250,000.00	252,192.12	1.8820%	12/12/2022	12/12/2019	CD
WELLS FARGO NATIONAL BANK WEST	248,000.00	248,025.82	1.9000%	1/30/2023	1/30/2020	CD
WISCONSIN STATE FINANCE AUTHOIRTY	70,000.00	70,875.00	5.0000% *	3/1/2023	12/29/2020	NOTE
WISCONSIN STATE GENERAL FUND REV BOND	210,000.00	210,358.58	2.0490%	5/1/2023	1/30/2020	NOTE
HOCKING TECHNICAL COLLEGE OHIO	300,000.00	301,272.50	0.7880%	7/1/2023	11/23/2020	NOTE
OKLAHOMA STATE HIGHWAY CAPITAL IMPROVE	50,000.00	51,102.08	5.2900% *	7/1/2023	12/29/2020	NOTE
ILLINOIS HOUSING AUTHORITY	50,000.00	50,316.67	1.9000% *	8/1/2023	12/29/2020	NOTE
NEW YORK STATE DORMITORY AUTHORITY	100,000.00	100,833.33	5.0000% *	10/1/2023	12/29/2020	NOTE
SYNCHRONY BANK	245,000.00	245,122.50	0.4500%	10/23/2023	10/28/2021	CD
FEDERAL HOME LOAN BANK	300,000.00	300,038.00	0.6000%	2/23/2024	11/30/2021	NOTE
CITY OF WATERFORD GO BOND	200,000.00	200,633.33	1.9000% *	4/1/2024	1/30/2020	NOTE
FALLBROOK (CA) PUB UTILITY DIST REV BOND	200,000.00	200,363.50	0.7250%	9/1/2024	1/27/2021	CD
FEDERAL HOME LOAN BANK	250,000.00	250,081.25	0.9000%	11/18/2024	10/28/2021	NOTE
COWETA COUNTY (GA) WATER STSTEM REV BON	300,000.00	302,383.33	2.0000% *	6/1/2025	6/9/2021	NOTE
CLAYTON WIS WATER SYSTEM REV BOND	250,000.00	252,472.22	2.0000% *	6/1/2026	6/1/2021	NOTE
FEDERAL HOME LOAN BANK	500,000.00	502,260.28	1.0290% *	6/23/2026	6/2/2021	NOTE
SCHWAB TREASURY INVESTMENT	330,000.00	330,000.00				MM
FDIC INSURED MONEY MARKET	202,812.45	202,812.45				MM
		5,835,549.82				
TOTAL INVESTMENTS	12,577,995.94	12,599,733.31				
ACCOUNT BALANCES POST-JOURNAL ENTRY						
ELECTRIC UTILITY DEPRECIATION FUND						
0-1261-00		4,907,468.13				
ELECTRIC REVENUE BOND REDEMPTION						
0-1252-00		382,028.47				
WATER UTILITY DEPRECIATION FUND 2-1261-00		5,929,785.07				
TAX ESCROW FUND						
0-1361-00		622,207.37				
2-1361-00		544,807.68				
GENERAL FUND						
0-1365-00		181,239.80				
2-1365-00		32,196.78				
TOTAL INVESTMENTS		12,599,733.31				



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 2021

Cyber Security

I have had discussions with Marco Technologies and Heartland Business Systems. They are both recommending the same product to accomplish multi-factor authentication so the proposals will be very similar.

To comply with the insurance requirements, I would like to have this project completed by February 1st. This will depend on the vendor's availability for the setup process.

AMI Communication Upgrade

We have now received all of the new meter collectors. In January I will start setting them up and we will install them as weather permits.

Projects

- 1. Cyber Security Multi-Factor Authentication
- 2. AMI Communication Upgrade
- 3. SCADA Server Replacement
- 4. Network Hardware Replacement
- Cameras for Water Towers

Sincerely,

Matt Stormoen Information Systems Administrator



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

Conservation Manager Report December 2021

Key accounts contacted this month:

- Sorensen Cranberry
- Advanced Disposal
- Aspirus Hospital
- Wisconsin Rapids Public Schools
- Milestone Materials
- Golden Eagle Log Homes

Scholarship Update

We have sent out the 2022 WW&LC Scholarship offer to all the private/public schools in our community and MSTC. The Scholarship offer will continue the same as previous years. An attractive offer of \$1,000 per year through their college years, up to 4 years. Considering, the low numbers of applicants in 2021, Roxanne Gronski recommended placing an advertisement in the City Times. This was a huge success recently in receiving employment applications. The article will be posted twice in the month of March, and posted on our website, with an application deadline of April 2nd 2022.

Mariani Cold Storage

This past month, Mariani requested a meeting to attain a better understanding of their Demand charges at the newly purchased cold storage facility. Discussions led to the most effective ways to eliminate peak demands during their normal seasonal months as well as quarterly maintenance shutdowns and start-ups. They now have a better understanding of how to eliminate unnecessary demand charges. Also directed, was a recommendation to eliminate Power Factor Penalty charges by fixing their current capacitor bank to one of their warehouses. This should be an inexpensive solution and will save thousands of dollars annually.

Fey Printing

I have recently contacted Fey Publishing as well as Econ Electric, following up from an on-site visit a couple of month ago. The estimate for a complete LED project throughout their building has been initiated. We are waiting to discuss the total project costs to determine the best way to write up the LED incentive offered through the Focus on Energy Lighting Program. Focus will be assisting if a custom incentive application assures more incentive money for the project.

Respectfully, Shawn Reimer

Key Accounts/Conservation Manager



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

ELECTRICAL ENGINEER'S REPORT December, 2021

SCADA PLC Upgrade Project

We have decided to upgrade the SCADA PLCs in the system in order to keep up with the changes Rockwell continues to make with their software. So far, we have received one PLC processor. The next step is to test the processor by placing it into an offline PLC rack to make sure it will work with our program logic before implementing it into a rack in a substation. I don't expect to run into any problems with this implementation.

Recloser PLC Update

Two more reclosers have gotten PLCs added to them and are now in the SCADA system. This allows us to see their status (open or closed, CPU status, and hotline tag status) from anywhere we have access to the SCADA system. Our plan is to continue adding two more reclosers to the system each year until we have them all included. I plan to choose the next two reclosers to be added soon.

UPS Inventory Management

Since we have had a few problems with UPS's failing on power outages, we have decided to start a UPS replacement program. This includes keeping track of when a UPS gets installed and giving a date when the UPS has reached the end of its life and should be replaced. I will be updating the spreadsheet as we install new UPS's since there really isn't a way to determine the date of manufacture on the units currently in the field.

Tyler Sneen Electrical Engineer



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

DIRECTOR OF ENGINEERING AND ELECTRIC OPERATIONS REPORT December, 2021

ENGINEERING AND ELECTRIC OPERATIONS 2021 ACCOMPLISHMENTS

I am very proud of the work the engineering department, the meter department, and the line department accomplished in 2021. Below is a summary of those items.

Work Orders and Service Orders processed in 2021

343 electric work orders processed

140 water work orders processed

550 service orders processed

600 failed meters were replaced

WR West Substation High Voltage Breaker Replacement

The four high voltage breakers feeding the two 69,000 volt transformers at the WR West Substation were replaced. All 19 high voltage breakers in the company have now been added or replaced with new equipment over the past 13 years. These breakers have an estimated 40 year service life and will provide reliable protection for our substation equipment for many years to come.

Airport Ave. and 16th Street South Loop Feeder Rebuild

The South Loop Distribution Feeder which leaves the High School Substation and goes south down 16th Street was upgraded. The new configuration eliminated the portion of the under build which back fed down 16th street. In addition two new re-closures on the corner of Airport Ave. and 16th Street were added allowing improved protection and better switching flexibility for this feeder which serves 1,469 customers. These two re-closures also communicate to our SCADA system over fiber optic cable so we can remotely monitor them.

Underground Conversion Projects

The following areas in our service territory were converted to underground.

- Metcalf Subdivision
- Huffman Road
- 40th Street South
- Hayes Trailer Court (ongoing, but will be completed by early 2022)

Pole Replacement

250 of the poles that have tested bad and categorized as a danger were replaced in 2021, these poles were primary single phase distribution poles located on the east side of our service territory.

46kV River Crossing

The 46,000 volt riser poles on each side of the river where the lines convert from underground to overhead were upgraded with new termination kits and arrestors.

Lincoln High School Sports Complex

All of the primary water and electrical connections were installed for the new Lincoln High School Sports Complex.

Filter Plant MCC Replacement

The existing Motor Control Center (MCC) on the East Wall of the Filter Plant was replaced in January. The new gear allows the 2 high pressure service pumps to be on variable speed drives which have a ramp up/down feature to eliminate water hammering on the line. The new drives also conserve energy, allowing the motor to be ran at about 90% speed without losing pumping capacity. The 2 high pressure motors and power cables were also upgraded.

Raw Water Lining Project

All preliminary engineering was completed on the 2022 Raw Water Lining Project.

Water Department Inspection Assets were added into the GIS Database

All of the water department assets for 11th St N, 15th St N, and 18th Ave S were added into the GIS database.

Water Department Updates

The water department's Hydraulic Model and Sizing Recommendations, Emergency Response Plan, and Risk and Resiliency Assessment were updated in 2021.

AMI Collector Upgrades

Eight of our existing Automatic Meter Reading Collectors were upgraded from radio to cellular communication.

Electrical Inventory

Our storeroom did an excellent job this year keeping our electrical inventory stocked. Items normally in stock were out 8 to 24 weeks due to COVID related delays.

Traffic Light Upgrades

Traffic lights at 4 intersections in the city were upgraded with new "Gridsmart" Vehicle Detection Cameras.

LED Lights

130 LED lights were installed this year throughout the city, over 1/2 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 2021. 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.

APPA RP3 Award

WW&LC received a perfect 100 out of 100 on our American Public Power Association (APPA) Reliable Public Power Provider (RP3) Application and was awarded the diamond status. WW&LC is one of only a few utilities to receive a perfect score in the entire United States.

Todd Weiler, P.E.

Director of Engineering & Electric Operations



Water Works and Lighting Commission 221 16th Street So. P.O. Box 399 Wisconsin Rapids, WI 54495-0399 715/423-6300 FAX: 715/423-2831

GENERAL MANAGER'S REPORT December, 2021

Municipal Electric Utilities of Wisconsin: The MEUW Board met via conference call on December 8th. The meeting was scheduled to get Board approval for the MEUW 2022 budget. The Board reviewed and discussed the budget. The Board approved the 2022 budget with an average 3% increase in membership dues. The budget also included a new position entitled Manager of Legislative and Regulatory Affairs. The search to fill this new position will begin in January.

American Transmission Company: A conference call with ATC was conducted on December 7th. Our current ATC representative is retiring in January of 2022. We were introduced to our new representative going forward.

Great Lakes Utilities: The GLU Board met via conference call on December 14th. The Board reviewed and approved the 2022 wholesale rates. The Board approved the 2022 power cost adjustment tariff. The Lakeswind project performed better in 2021 because of the rising energy prices in the MISO markets. The Board officially terminated the RICE project, in lieu of its continual cost per kW increases to install and operate.

Team Appreciation: On the behalf of our Commission and myself, I would like to express appreciation and gratitude to our team at WW&LC. We have endured 2 years of a never-ending pandemic, while still providing excellent cost-effective service to our customers. We continued to improve our electric and water infrastructure during the pandemic while being subjected to drastic cost increases to our materials and equipment. Thank you for all your efforts.

Jem Brown General Manager