



321 Milwaukee Street • P.O. Box 340 • Menasha, WI 54952-0340 • [www.menashautilities.com](http://www.menashautilities.com)

MENASHA ALDERMEN OCCASIONALLY ATTEND MEETINGS OF THIS BODY. IT IS POSSIBLE THAT A QUORUM OF COMMON COUNCIL MEMBERS MAY BE ATTENDING THIS MEETING; (NO OFFICIAL ACTION OF THIS BODY WILL BE TAKEN).

### NOTICE OF PUBLIC MEETING

TO: Menasha Utilities Commission  
FROM: Melanie Krause, General Manager  
DATE: January 17, 2025

Commission President Mark Allwardt has called for a meeting of the Menasha Utilities Commission to begin at 8:00 am on **WEDNESDAY, January 22, 2025, at the Menasha Utilities' Office and Operations Facility located at 321 Milwaukee Street, Menasha, Wisconsin.** The Agenda for the meeting will be:

### **REGULAR MEETING OF THE MENASHA UTILITIES COMMISSION January 22, 2025**

- I. Roll Call
- II. People from the Gallery to be heard on any topic of public concern to the Utility  
(five minute time limit for each person)
- III. **Consent Items:**
  - A. Approval of the Proposed Minutes of the Regular Meeting of December 18, 2024.
  - B. Approve and warrant the following payments dated December 19, 2024 – January 22, 2025 in the amount of \$4,378,284.30.
  - C. Correspondence
- IV. Claims Against the Utility – M. Krause
- V. **Purchase Orders** – K. Hubertus
- VI. Unfinished Business
- VII. New Business
  - A. **2025 Customer Service Promotional Calendar** – P. Maurer
  - B. **Water Distribution Vehicle Replacement** – A. Smith

- VIII. Strategic Reports
  - A. **Monthly Strategic Objective Update** – Management Team
  - B. Project Reports
    - 1. Electric Projects – S. Grenell, K. Melchert
    - 2. Water Projects – A. Smith
  
- IX. People from the Gallery to be heard on only those items discussed at this meeting  
(five minute time limit for each person)
  
- X. ADJOURN

REGULAR MEETING OF THE WATER AND LIGHT COMMISSION

December 18, 2024

**Draft**

Commission President Allwardt called the Regular Meeting of the Water and Light Commission to order at 8:00 a.m., with Commissioners Roy Kordus, Austin Hammond, and Gary Turchan present on roll call. Also present were Melanie Krause, General Manager; Adam Smith, Water Utility Manager; Kristin Hubertus, Finance Manager; Paula Maurer, Customer Service Manager; Kurt Melchert, Electric Manager; and Tammy Phillips, Accounting and Administrative Assistant. Lisa Miotke and Colten Sprenger were also present.

Those excused were: Antoine Tines

Item II. No one from the Gallery requested to be heard on any topic of public concern to the Utility.

Item III. Motion made by Comm. Allwardt, seconded by Comm. Kordus, was unanimous on roll call to approve the following:

- A. Approval of Proposed Minutes of the Regular Meeting of November 20, 2024.
- B. Approval of the Proposed Minutes of the Closed Meeting of November 20, 2024.
- C. Approve and warrant the following payments dated November 21 – December 18, 2024 in the amount of \$4,044,915.49.
- D. Correspondence as listed:
  - Copy of Thank-You from Habitat for Humanity RE: Donation
  - Copy of Thank-You from Menasha Sesquicentennial Committee
  - Copy of Thank-You from Double Portion Soup Kitchen RE: Donation
  - Copy of MU Bill Insert RE: Ugly Sweater Contest
  - Copy of PSC Utility Customer Bill of Rights
  - Copy of Municipal Law Update RE: Act 10
  - Copy of MU December Newsletter

Item IV. Claims Against the Utility – There were no claims discussed at this meeting.

Item V. Purchase Orders over \$10,000.00 issued since the last Commission meeting were presented for informational purposes.

Item VI. Unfinished Business - There was no unfinished business discussed at this meeting.

Item VII. New Business – 2025 Chemical Costs. A breakdown of 2025 chemical costs was discussed.

Steve Grenell, Engineering Manager, joined the meeting at 8:12 a.m.

Focus on Energy Community Impact Pilot Program – Focus on Energy offered up to \$30,000 in energy efficient upgrades to 7 qualified small businesses in Menasha.

Item VIII. Strategic Reports, Monthly Strategic Initiative Update – The November report was discussed.

November Financial and Project Status Reports – Electric consumption was under budget by 12.3%, cost of power was 7% lower, and net operating income was lower than budget due to lower consumption.

Water usage decreased by 2.3% compared to budget, water treatment and distribution expenses were lower, and net operating income was higher than budget due to the rate case and lower costs.

After discussion, the Commission accepted the October Financial and Project Status Reports as presented.

Project Reports, Electric Projects – The linecrew finished the Racine Street rebuild, assisted the operations crew with cable testing at the substations, work continues on ESRI asset locating, and work on the Office Complex remodel begins.

Water Projects – The north header replacement at the High Lift Pump Station is complete, a lab audit was completed, storage racks for organization purposes were purchased for Water Distribution at the Office Complex, and work continues on the SCADA upgrade.

Item IX. No one from the Gallery requested to be heard on any topic of public concern to the Utility.

Item X. The motion by Comm. Allwardt, seconded by Comm. Hammond, was unanimously approved on roll call to adjourn at 8:39 a.m.

By: MARK L. ALLWARDT  
President

GARY TURCHAN  
Secretary

NOTE: THESE MINUTES ARE NOT TO BE CONSIDERED OFFICIAL UNTIL ACTED UPON AT THE NEXT REGULAR MEETING, THEREFORE, ARE SUBJECT TO REVISION.

**MENASHA UTILITIES**  
Correspondence Summary for the Meeting of January 22, 2025

Copy of Customer Service Bill Insert RE: Residential Programs

Copy of Customer Service Paperless Billing Insert

Copy of Thank-You from Cornerstone Church RE: December Donation

Copy of Letter From Fox Valley Veteran's Council RE: December Donation

Copy of Letters From St. Joe's Food Pantry RE: Dec. Food and Cash Donations

Copy of MU January Newsletter






# PROUD TO BE YOUR LOCALLY OWNED UTILITY

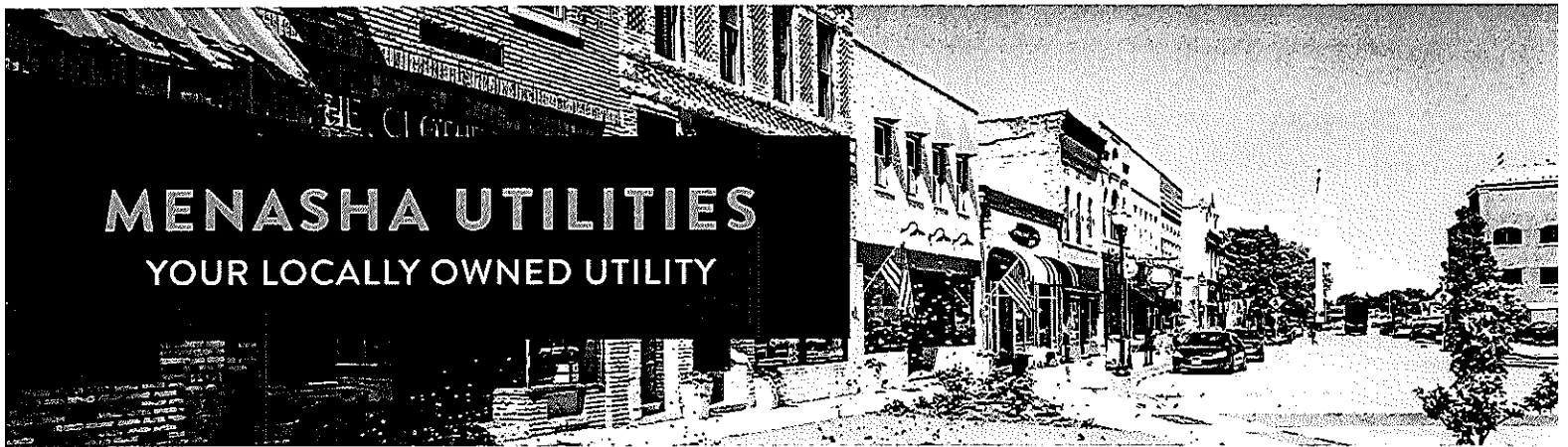
What does public power mean for Menasha?  
Menasha Utilities provides our customers  
reliable, affordable power and responds quickly  
to concerns with friendly, local service.

## COMMUNITY SUPPORT

- Donating **150 energy and water efficiency kits**, collecting more than **\$12,000 annually in customer donations** for the Project Share fund, and participating in the **Adopt-a-Family program**.
- Sponsoring **performances by The National Theatre for Children** at local schools to teach youth about the importance of using energy wisely.
- Contributing towards **community projects and providing annual scholarships** to high school graduates.
- Participation in the **State of Wisconsin Home Energy Assistance Program** providing assistance to income qualified residents to help offset heating costs.
- **Hosting food drives** for the local pantry and a **personal care item drive** for the Boys & Girls Club.
- **Economic Development** partnership with the city.
- Dollars collected locally go right back to the community to help fund **local energy efficiency** and low income programs in our community.

## RESIDENTIAL PROGRAMS

- Preparing customized **Home Energy Reports** annually to help our residential customers understand their usage trends and identify ways to save.
- Offering a variety of rebate programs for residential customers, including Energy Star appliances, Tree Power, EV chargers, central air conditioner tune-up, heat pump technology, Home Assessments, and Electric Landscape equipment.
- Offer **Renewable Energy** blocks.
- Partnership with **Focus on Energy** to bring programs to Menasha customers.
- Monthly customer newsletter.



## MENASHA UTILITIES

YOUR LOCALLY OWNED UTILITY

### BUSINESS PROGRAMS

- Assisting local businesses save energy and money with **energy efficiency incentives and financing programs.**
- Providing affordable power and access to **federal, state and local incentives** to ensure businesses remain competitive.
- Working with business customers to identify, design and fund **energy efficiency improvements** with assistance from an on-site Energy Services Manager.
- Offer **Renewable Energy** blocks.
- Annual **Landlord Guidebook** to provide information about energy efficiency programs for rental properties and regulatory updates.
- Quarterly newsletters.
- Large Customer breakfast meeting.

### COMMUNITY EVENTS

- **Support building 4 homes** in Menasha through Habitat for Humanity.
- Providing energy-efficiency kits and prizes to hundreds of residential customers during annual **Public Power Week interactive event.**

- **National Night Out** - Bucket rides for 100+ kids and more than 350 kids attended.
- Participation in other **community events** such as Arbor Day Celebration, Halloween Trick-or-Treating, Blue Jays Back to School Bash, and Scavenger Hunt.

### YOU SAVE, EVERY DAY

In Menasha, our electric rates are **lower** than in surrounding communities. Our utility is funded solely through electric and water sales to customers, returning **over \$1.3 million in payments in lieu of taxes** to the city annually.

- Offer online portal **MyAccount**, to allow viewing more detail about energy and water usage.
- Work with customers interested in solar photovoltaic including review of proposals.
- Offer rebate programs for residents and businesses.

VISIT [MENASHAUTILITIES.COM](http://MENASHAUTILITIES.COM)  
FOR MORE EVENT & PROGRAM INFORMATION



[menashautilities.com](http://menashautilities.com) • (920) 967-3400

At Menasha Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.

SHARED STRENGTH THROUGH @WPPI ENERGY



# PAY YOUR BILL THE EASY WAY WITH PAPERLESS BILLING

## SIMPLE

With paperless billing, there are:

- No checks to write
- No stamps to buy
- No bills to mail, file or to clutter your mailbox

## CONVENIENT

You can manage the entire bill-paying process online.

You get:

- Access 24 hours a day to view past bills and payment activity
- Flexible payment options
- Easy and absolutely free

## SMART

Paperless billing puts you in control of your personal information and your effects on the environment:

- A secure log-in and protected data
- Reduce paper consumption, which helps save trees and protects the environment.

## PAPERLESS BILLING: HOW TO GET STARTED

- Visit [menashautilities.com](http://menashautilities.com) to register.
- Click on the "Pay Your Bill" icon to simply create a username and password of your choice.
- Once you gain access to your account, click the "Paperless/PIN" option under the "Main" menu heading.
- To sign up for "Paperless Billing" click "Yes". To sign up for paperless billing AND still receive a bill in the mail click "Both".
- Fill in the "Email Address" where you would like the email alert sent indicating your monthly bill is ready to be viewed.
- Click "Submit".

Sign up for  
Paperless Billing in  
January to be  
entered into a  
drawing for a bill  
credit!

You can change this election at any time. Please allow 30 days for changes to take effect.

WATCH FOR DIRECT PAYMENT PLAN PROMO IN FEBRUARY



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At Menasha Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.

© A WPPI ENERGY COMMUNITY

Dr. Menasha Utilities

Thank you so much for your  
generous donation to our good  
party.

It is through your generous

gift that we are able to

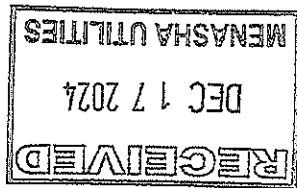
purchase special items for our

guests that feeding America can

not provide.

Bless you in all you do,

Corinthians Church





## FOX VALLEY VETERAN'S COUNCIL INC.

920-358-0662  
foxvalleyveterans.org  
2 N. Systems Dr. Appleton, WI 54914

December 30, 2024

Menasha Utilities  
321 Milwaukee St  
Menasha, WI 54952-2704

Dear Menasha Utilities,

The Fox Valley Veterans Council thanks you for your generous donation of \$500.00 on December 10, 2024. Your gift supports our mission of assisting veteran families in need in the greater Fox Valley. This may be emergency financial help with housing, food, utilities, auto repairs, dental care, and many more ways, including connecting countless families to additional resources and opportunities in our community.

***Your support has helped us serve over 2,100 veteran households and provide over \$1,600,000 in critical aid since 2011!***

Thank you for supporting our mission and the local military veteran families we serve!

With Gratitude,

Timothy Cody

President

Fox Valley Veterans Council, Inc.

*PS: Paula thanks so much for coordinating this for us. Please pass on our thanks to the rest of your crew and we look forward to working w/you in the future.*

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The Fox Valley Veterans Council is a 501(c)(3) non-profit organization, tax ID 27-1009699. We do not provide goods or services in consideration of the money raised and donated. Please keep this letter for your records and consult your tax advisor regarding any deduction for your donation.

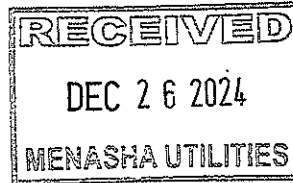
# THANK YOU



**ST. JOSEPH  
FOOD PROGRAM**

Fighting Hunger  Sustaining Hope

1465A Opportunity Way, Menasha, WI 54952



December 17, 2024

Menasha Utilities - Dawn Lucier  
P.O. Box 340  
Menasha, WI 54952

Dear Friends,

Thank you for your donation of \$500.00 on 12/7/2024.

As we celebrate this Christmas season and another year comes to an end, I feel immense gratitude to all those who have supported St. Joe's throughout our 42-year history. In the words of one client,

*"Thank you for all that you do! Without the help that I receive, I would not be able to feed my family. Thank you and God bless."*

That is how we feel about all those who donate time, in-kind gifts, and funds to support this important work. Your gift makes it possible for your neighbors in need to make it through each month.

On behalf of our board, staff, volunteers, and clients, I thank you for your kindness and wish you a very blessed and happy Christmas!

With Gratitude,

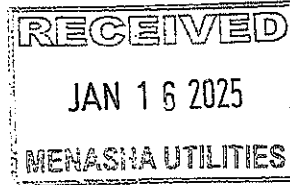
Monica Clare  
Executive Director

*Your generosity is very appreciated. Thank you for supporting the St Joe's mission. It means so much to so many —*  
MC

**ST. JOSEPH  
FOOD PROGRAM**

Fighting Hunger  Sustaining Hope

1465A Opportunity Way, Menasha, WI 54952



January 13, 2025

Menasha Utilities - Dawn Lucier  
P.O. Box 340  
Menasha, WI 54952

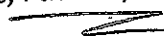
Dear Friends,

Thank you for your donation of 137 lbs. of staples on 12/20/2024.

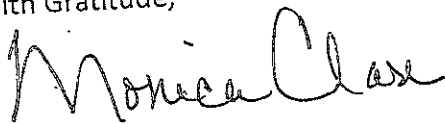
As we see the close of another year and the beginning of a new one, I feel immense gratitude to all those who have supported St. Joe's throughout our 42-year history. In the words of one client,

*"Thank you for all that you do! Without the help that I receive, I would not be able to feed my family. Thank you and God bless."*

That is how we feel about all those who donate time, in-kind gifts, and funds to support this important work. Your gift makes it possible for your neighbors in need to make it through each month.

On behalf of our board, staff, volunteers, and clients, I thank you for your kindness and wish you a very blessed and happy new year! 

With Gratitude,



Monica Clare  
Executive Director

St Joseph Food Program is a registered 501(c)(3) charity. Please retain this letter for tax purposes.  
No goods or services were received in exchange for this donation.

# MU News



## Inside this issue:

- Holiday Luncheon
- Cheers to 120 years!
- February Freeze
- Safety Update
- Holiday Events
- Employee Recognition
- Wellness Update
- HR News
- Upcoming Events

## Holiday Luncheon

Thank you to all those that participated in the holiday luncheon. We had some delicious food from Choice's catering and a chance to engage with those from other departments before the busy holiday season.

If anyone has engagement ideas for 2025, please let your manager know and we can look to include some of your ideas in our plans (it doesn't have to be wellness related!)

## Cheers to 120 years!

Happy New Year goes out to all our employees. We are looking forward to celebrating in 2025 Menasha Utilities 120 years of being an integral part to our community by providing exceptional customer service year in and year out. Thank you for all that you have done to get us to this milestone and your continued dedication.

## February Freeze (A new version of February Fun!!)

Join in the February Fun!! Forecast what day in February we will have the lowest temperature (without the windchill).

**How to Play:** Mark a day in February on the calendar on Dan Hutter's door that you feel will have the lowest temperature (one employee per day)

**Cost:** \$5 (Dan Hutter will collect the pool)

**Deadline to signup:** January 17 (So no one has an advantage of the 10-day forecast!)

**Temperature information:** Will be based on what is reported on the AccuWeather website for the month of February 2025 for the City of Menasha.

**Winner:** The winner will be the lowest temperature day that was signed up for. If we have the same low temperature multiple days, then it will be considered a tie and those people on those days will split the pool.

**Previous Winners:** Jennifer Heller, Troy VanCamp, Adam Smith, Nathan Jicinsky, and All of Us!

THIS YEAR WE ARE GUARENTEED A WINNER!!

**"Approach  
the new year with  
resolve to find the  
opportunities  
hidden in each  
new day!"**



Happy New Year  
to all our employees  
and their families!

## Adopt a Family

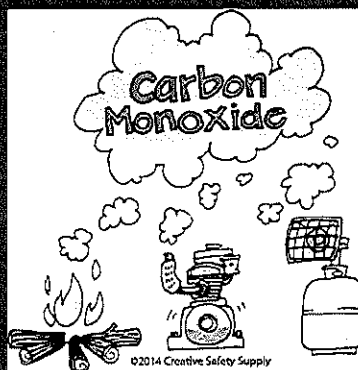
Menasha Utilities employees donated everything pictured to a family in need through the Neenah-Menasha Brigade this year. In addition, the utility put a \$300 bill credit on the families' utility bill.

Thank you to all who helped make this family's Christmas extra merry!



## St. Joe's Food Pantry Donation

Thank you to everybody who donated food to the St. Joe's Food Pantry initiative in December. The food was taken on December 20<sup>th</sup> just in time for the holidays. We collected **137 POUNDS OF FOOD!** This beat last year's total of 97 pounds. Thanks to Tricia Van Dinter for delivering all the food and to all the guys pictured below for loading it.



*Safety Slogan  
of the Month:*  
**INSPECT, DETECT, AND  
PROTECT AGAINST  
CARBON MONOXIDE  
POISONING**

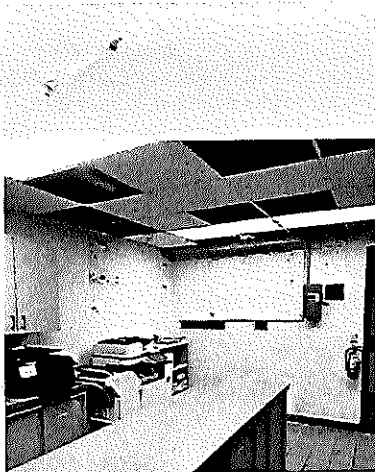
- Carbon monoxide is called the "Silent Killer" because it is colorless, odorless, and tasteless to humans.
- Check the vents for the dryer, furnace, stove, and fireplace outside your home to make sure they're clear of any snow or other debris.
- Make sure there's a working CO alarm on every level of your house and near every bedroom. Test them every month to make sure they're working correctly and replace them according to the manufacturer's instructions.
- Make sure to use generators and grills outside the home, away from any windows and doors. Never operate gas powered tools indoors.
- If you need to turn on your vehicle to warm it up, make sure to take it out of the garage right away. Even if the door is open, don't leave it sitting in the garage while the engine's running.
- If the CO alarm sounds, leave the house immediately. Call 911 or the fire department as soon as you and your family are outside the home. Stay outside until emergency personnel arrive.

Symptoms of mild CO exposure: slight headache, nausea, vomiting, fatigue. Symptoms of medium CO exposure: severe headache, drowsiness, confusion, rapid heart beat. Symptoms of severe CO exposure: unconsciousness, convulsions, cardiac or respiratory failure, death.

A name will be drawn at the end of the month to repeat the slogan or one of the key points.

Last Month's Winner: Sheldon Ash





## Employee Recognition: Electrical crew

We would like to recognize **Brett Bellile, Paul Fane, Adam Nelson and Troy Van Camp** for the work they have started on the Office remodeling project. The old phone system equipment was removed in the workroom, the UPS system relocated, and the plan developed for the electrical work once construction begins in February. Thanks for going above and beyond your normal substation and metering tasks to work on this project.

If you would like to nominate an employee or group of employees for their great work ethic, innovative or creative ideas, initiative, safety awareness etc. submit a letter explaining who this individual is and why you feel they should be recognized.

Submit a letter to your manager and all nominations will be considered.

## Wellness Corner – Plantar Fasciitis

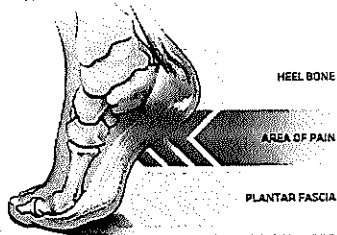
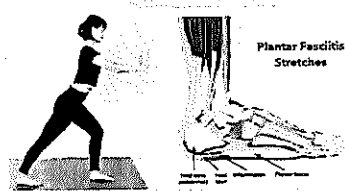
Plantar Fasciitis (PF) is one of the most common foot ailments that podiatrists treat. It is inflammation of the plantar fascia which is the sturdy band of connective tissue that runs from the heel to the forefoot and helps support the foot's arch. The area can become stressed from intense exercise, being on your feet all day, walking barefoot, carrying extra weight, wearing flimsy shoes, or having flat feet or high arches. It can feel like shooting pain in your heel.

Podiatrists say that most cases of PF resolve with rest, stretching, ice, and good foot-health habits including footwear. In some cases, a steroid needs to be injected which promotes healing by reducing pain and inflammation while breaking down the inflammatory scar tissue that results from tiny tears in the fascia. Even with a steroid injection, patients must change their habits to ensure that PF does not come back.

For most people, supportive footwear with custom or over-the-counter orthotics is critical for both recovery and prevention going forward. It's also important to change your footwear every 6 to 12 months when the soles show wear or lose their rigidity and become compressed.

Other methods to help heal your heels include rolling a frozen water bottle along your arch, massaging your sole with a tennis ball, and adding calf stretches and lunges into your daily routine. Do these first thing in the morning before you take your first steps for maximum relief and then throughout the day.

Source: Costco Connection October 2024 article, Best foot forward by June D Bell



## Wellness Event – Wrap Up & Suggestions

Congratulations to **Tammy Phillips** who won the \$10 gift card for the food drive. Her donations helped contribute to the 137 pounds of food collected!

WE WANT TO HEAR FROM YOU! If you have a wellness suggestion for 2025, please let Kristin know. We have some of the same types of events that we do every year, but we are looking for some new events/topics for lunch and learns. You could earn a \$10 gift card just for your idea!

Last year we did a soup competition, finished the Maintain Don't Gain challenge, had lunch and learns on mental health, sleep, and food preservation, provided healthy snacks and fresh fruit in the break rooms, had a step challenge, offered Health Risk Assessments with breakfast, had a lunch and learn on food preservation, brought in the Stretch Zone for personalized stretching, brought in a massage therapist, had a lunch and learn about Estate Planning, and handed out "snack pack" gift bags.

What do you want to see come back again?




In honor of January being National Soup Month we are having our Soup/Chili Cookoff. Anyone interested in making a crock pot of their favorite soup can bring it in on **Tuesday January 21 at 12pm** in the Mechanic's Bay. You do not need to bring a soup in order to come and eat lunch. In addition to all the different soups (and condiments for the soups) to sample, we will have Jimmy John's sandwiches to compliment your meal.

There will be 2 sign-up sheets on Kristin's door. One is for who will be joining to eat lunch that day. The other will be for those participating in the cook-off. You do not need to write down what soup or chili you will be making; however, let Kristin know so she can have additional toppings if needed. Employees will judge their favorite soups after eating.

The winner(s) will receive a \$25 gift card of their choice.

## HR News

The IRS mileage rate for 2025 was increased to 70 cents per mile. If you have old forms saved for travel reimbursements, please update them.



**Birthdays:**

Christopher Johnson January 9  
Paul Fane January 31

**Happy Birthday to YOU!**

JANUARY 2025						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



## Upcoming Events

New Year's Day (Office Closed)	January 1
Run, Hide, Fight Training at Water Plant	January 6 9:30 a.m.
Payday	January 10
Safety Committee Meeting	January 14 1:00 p.m.
Electric Operations Conference	January 15-16
Soup/Chili Cook-off	January 21 12:00 p.m.
Commission Meeting	January 22 8:00 a.m.
Payday	January 24



Purchase Orders over \$25,000 issued since the last Commission Meeting on 12/18/2024

Date	P.O. #	Vendor	Amount	Purpose	Budget	Total \$ Budgeted	Remaining Budget	% of Budget
12/18/2024	11335	Ferguson	\$ 26,700.00	Water distribution supplies for 2025	Yes	\$ 39,700.00	\$ 39,700.00	67.25%
12/18/2024	11343	R.K. Enterprises of WI (1)	\$ 38,360.68	Conduit for Racine/Valley project	Yes	\$ 38,360.68	\$ 38,360.68	100.00%
12/20/2024	11347	Integrated Solutions	\$ 29,000.00	Licenses/subscriptions for automate client, veeam, off-site, backup	Yes	\$ 39,000.00	\$ 39,000.00	74.36%
12/20/2024	11353	Lazer Utility Locating	\$ 37,900.00	Locate services for 2025 for Electric, Water & Fiber	Yes	\$ 47,900.00	\$ 47,900.00	79.12%
12/20/2024	11356	Makovsky Brush Service	\$ 83,000.00	Tree trimming for 2025	Yes	\$ 83,000.00	\$ 83,000.00	100.00%
12/30/2024	11380	Hydrite Chemical	\$ 50,710.16	289,938 lbs of Sodium Hypochlorite for water treatment	Yes	\$ 58,109.00	\$ 58,109.00	87.27%
12/30/2024	11381	Milport	\$ 30,237.50	147,500 lbs of Sodium Silicate for water treatment	Yes	\$ 37,464.00	\$ 37,464.00	80.71%
12/30/2024	11382	Thatcher Company	\$ 72,411.77	260,474 lbs of Soda Ash for water treatment	Yes	\$ 77,074.00	\$ 77,074.00	93.95%
12/30/2024	11383	Chemtrade Solutions LLC	\$ 101,317.19	520,911 lbs of Aluminum Sulfate for water treatment	Yes	\$ 105,719.00	\$ 105,719.00	95.84%
12/30/2024	11384	Carus Chemical	\$ 31,069.20	15,230 lbs of Potassium Permanganate for water treatment	Yes	\$ 41,044.00	\$ 41,044.00	75.70%

(1) We reallocated \$38,361 from the Jefferson Park budget item in 2024 since the work on Racine needs to be completed sooner than we anticipated for the DOT. In total we have reallocated \$166,001 with contractor and material costs to date.





A WPPI Energy community

Date: January 22, 2025

To: Menasha Utilities Commission

From: Paula Maurer

Re: 2025 Customer Promotional Calendar

In a continuous effort to keep our customers educated and informed about programs and services available to them, we developed a calendar of promotional and educational opportunities for the year. In addition to outreach via bill insert, we will also be communicating these opportunities to customers through our website, bill messages, bill inserts, phone system, residential customer newsletter, business customer newsletter, and Facebook. This way we hope to reach out to customers through a variety of different media.

January – we are promoting paperless billing with a random prize drawing to be done at the end of the month for all who signed up for this option. Customers sign up for this option through MyAccount on our website. In addition, we will be providing a year-in-review piece to highlight MU programs and community involvement from 2024.

February – the focus will be on rebates for small commercial customers to share the opportunities through MU, WPPI, and Focus on Energy. In addition, we will be promoting the Direct Payment Plan which setup is done through MyAccount on our website. There will be a random prize drawing at month end for those who signed up during the month.

March – educational information about going solar and our Choose Renewable program will be shared with customers. The full 4-page Home Energy Report will be going out to residential customers this month as well and information regarding promotional and educational materials will be included. We will have a promotion to sign up for MyAccount for bill credit.

April – promotion of residential rebates including tree power, air conditioner tune-up, energy star qualified equipment, EV chargers, electrification of landscape equipment, home energy assessment, and air source heat pumps. In addition, we will be celebrating Lineworker Appreciation Day. We are still working on the details of that.

May – We will have information going out about our power supply.

June – the annual Consumer Confidence Report (CCR) will be available to customers. We will have a treasure hunt for customers and those who participate will be entered into a drawing for fun prizes.

July – Focus on Energy usually has free packs for residential customers, and we would look to promote this in addition to other Focus on Energy programs and incentives such as the HOMES (Home Efficiency Rebates) and HEAR (Home Electrification and Appliance Rebate) programs.

August – we will have a crossword puzzle customers can complete and be entered into a drawing for a bill credit.

September – we will share information about our annual Public Power Week celebration.

October – sharing information about the Project Share program that customers can contribute to and the money is used to help those in our service territory who are struggling to pay their MU bill. We will also be putting together a Veteran's Appreciation event.

November – weatherization information will be provided along with an opportunity to win a free home energy assessment. With this would be incentives from both Focus on Energy and MU if the customer chooses to complete any projects based on the energy audit findings. Giving Tuesday is this month and would look to do pantry donation drive.

December – PSC required annual mailing with customer information and energy assistance opportunities will go out to customers. We will also put together a fun program for customers to participate in to be entered in a prize drawing.

Starting in February and going through April, we will be mailing an insert with disconnection notices alerting customers of the end of winter moratorium on April 15. This informational insert will provide customers with the procedure for disconnection as well as assistance opportunities for those in need.

Starting with the Public Power Week Expo and continuing into January we will have a drop-off box available for customers to bring in their old cords and holiday lights for recycling.

With 2025 being MU's 120<sup>th</sup> anniversary, we will be working to put together 120 promos, events, community involvement events to celebrate this milestone.

In response to the residential customer feedback survey, we will also be providing more information regarding the value of public power to include a rate comparison to neighboring IOU's and related information.

# MEMORANDUM

TO: Menasha Utilities Commission

FROM: Adam Smith, Water Utility Manager

DATE: January 15, 2025

SUBJECT: Water Distribution Vehicle Replacement

The reason for this memorandum is to update the Menasha Utilities Commission of the need for a new water distribution vehicle. The new vehicle would replace truck #32 which is a 2003 Chevrolet C4500 with a custom enclosed body that is used for hauling the hydro-excavation vac trailer and repairing water main breaks. Our current truck #32 has experienced several mechanical failures and continues to accrue minor malfunctions. Below I have listed some of the issues.

- Replaced two rear ends
- Injectors are bad causing the engine to smoke \$8,000 to repair
- Body supports are rusted out causing the body to sit uneven
- Motor in the cargo heater failed
- Glow plug module failed, causing the battery power to drain
- Body springs are flattened
- Lots of rust on the inside of the body, eroding the floor
- Electronics associated with the transmission were replaced
- Parts are hard to find or no longer available

We received three quotes for a 2026 Gas powered Ford F-650 that would come with a custom Knapheide body. The lowest priced quote thus far for the truck was \$67,596.50. The Custom Body would be installed on the truck and that quote came in at \$88,957.00 for a total cost of **\$156,553.50**. This vehicle would be included in the 2026 budget, but the order would be placed in 2025 to allow for an extensive lead time of one year. We are still waiting for a quote from the government contract vendor which could reduce the cost. This item will be brought to the commission for action when pricing and logistics are finalized.







December 2024 Company Strategic Initiative Update

Our primary mission is to provide safe, reliable, and environmentally sound utilities at reasonable rates to all customers served by Menasha Utilities

**System Reliability through improvements and technology**

*Electric Reliability Indices and Outage Information*

Outages Less Than 1 Minute (Trip & Reclose)

Date	Cause	Description	Customers
None			

Outages

Date	Cause	Description	Customers	Duration
12/31/2024	Birds, Animals, etc	Broken cutout on pole	12	40

Outages to Date

Cause	Outages	Customers	Duration	After Hours
Supply to City	6	82	420	2
OH Equip. Failure	5	6	468	3
UG Equip. Failure	9	95	4,140	3
Weather	5	38	1,378	1
Birds, Animals, Snakes, etc.	6	74	340	3
Trees				
Foreign Interference	3	30	720	
Human	2	2	360	1
Other	1	1	90	1
Unknown	1	9	53	
<b>Total:</b>	<b>33</b>	<b>321</b>	<b>7,341</b>	<b>12</b>

*Water Quality, System Data and Main Break Information*

Flow	X1000 Gallons	Syr Avg	% of Flow
High Lift to Dist	48,141	48,755	
Dist to Resale	13,225	10,307	27%
Largest Ind	7,352	5,060	15%
2nd Largest Ind	5,420	6,103	11%

Expense	Total Cost	Syr Avg	Cost Per 1000 Gallons
Chemicals	\$21,031	\$18,273	\$0.437
Electricity	\$8,908	\$10,588	\$0.185
Natural Gas	\$7,140	\$6,988	\$0.148
Sewer User Fee	\$8,340	\$7,580	\$0.173

### System Reliability through improvements and technology (cont)

	Raw Water			Finished Water		
	Avg	5yr Avg	Ratio	Avg	5yr Avg	Ratio
Color	71.00	59.00	120.3%	7.00	3.00	233.3%
pH	8.27	8.25	100.2%	8.39	8.39	100.0%
T-Odor	(Not Tested)			(Not Tested)		
Temp. C	3.90	3.80	102.6%	3.90	3.80	102.6%
Turbidity	7.10	5.40	131.5%	0.10	0.07	142.9%

Main Size	Address/Location	Cause Description	Est Water Loss in 1000/gal

#### Electric and Water Locates and Meter Information

	Month	Year to Date	Project to Date	% Complete
Electric and water locates	62	3,444	N/A	
Total Electric AMR installed/changed out		46	2,815	30%
Total Electric AMI installed	150	1,152	6,670	70%
Electric Meters Tested	150	1,152	N/A	12%
Total Water AMR installed/changed out			2,308	46%
Total Water AMI installed	77	930	2,668	54%
Water Meters Tested	77	930	N/A	19%

### Customer Service and Customer Satisfaction

- \* Held ugly sweater contest for customers for bill credit chance
- \* Sent PSC required Customer Bill of Rights along with energy assistance info
- \* Drew for winner of free home energy assessment - there were over 30 entries
- \* Worked with local energy assistance office to set up on-site appointments at MU for customers

#### Electric & Water Disconnections

Disconnections	Dec-23	Dec-24
Calls Made	428	594
Disconnected	53	76
Reconnected	32	54

\*Note there were 3 disconnect dates in 2023 and 4 in 2024.

#### Customer Spotlight

*In honor of Veteran's Day, MU hosted a donation drive for the Fox Valley Veterans Council. The proceeds go to help local veterans, those still serving, and their families. Thanks to the generosity of our customers, along with a donation from MU, a total of \$940 was raised!*

- \* December residential newsletter went out with 56% open rate, and quarterly business newsletter went out with 48% open rate
- \* Energy assistance email went out to customers who received assistance the previous heating season to encourage applying for this year
- \* Reconciliation of customer budget billing took place with new budget year to begin in February
- \* Established promo plan for 2025
- \* Updates to bill inserts
- \* Increased amounts for some residential rebates given the approval of extra funding from WPPI for 2025
- \* Worked with WPPI and electric metering on new A4 metering

### Customer Service and Customer Satisfaction (cont)

Payment Service Network is our third party that processes payments for MU over the phone and online. The customer pays a minimum of \$3.25 per \* transaction. PSN also converts bank bill payment or online checks to an electronic file for \$0.25 per transaction (MU pays). Below are stats for the number of payments and dollars processed by them for the last 3 years.

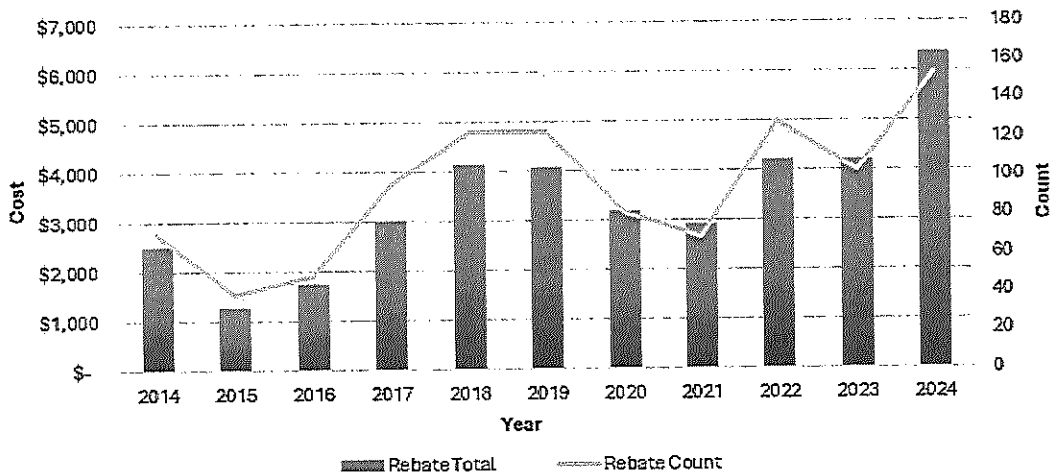
	2024	2023	2022	
<b>Web CC Totals</b>				
YTD # Payments	21,410	20,123	18,975	<i>Average 1,784 pmts/month</i>
YTD \$ Total	\$ 2,909,381	\$ 2,754,471	\$ 2,653,989	
<b>Echeck Totals</b>				
YTD # Payments	8,460	7,785	7,464	<i>Average 705 pmts/month</i>
YTD \$ Total	\$ 1,154,544	\$ 1,080,762	\$ 1,054,738	
<b>Bank Billpay Totals</b>				
YTD # Payments	14,159	14,377	14,762	<i>Average 1,180 pmts/month</i>
YTD \$ Total	\$ 1,846,897	\$ 1,867,924	\$ 1,972,408	

\* First Data/Associated Bank is our third party processor for taking in-person credit cards at the MU Office Complex. MU pays the fees for these customers. Below is a three-year comparison for transactions in the office.

	2024	2023	2022	
YTD # Payments	5,592	4,799	4,210	<i>Average 466 pmts/month</i>
YTD \$ Total	\$ 897,769	\$ 773,868	\$ 687,080	
% Increase from prev yr	16%	13%	68%	
Total Fees	\$ 12,392	\$ 8,962	\$ 7,720	
Fee/Transaction	\$ 2.22	\$ 1.87	\$ 1.83	
Fee % of Payment	1.38%	1.16%	1.12%	

\* Total Menasha Utilities rebates

### Rebate Totals



## Financial and strategic focus including fair and competitive rates

- \* Financial and Project Status Report for month includes information on this objective.
- \* Physical inventory completed for Electric Distribution with minimal/acceptable write-offs.
- \* Review embedded cost credits and issue checks to all developers who had lots developed in 2024.
- \* Work with Consultant on Plan review for the Office Remodel project and held a pre-construction meeting

Consumption was 33.9 million kWh lower in 2024 compared to 2023. The Industrial customer class took 7.6% or 32.7 million less kWh than the previous year. Residential customers took 2%, or 1.3 million less kWh compared to 2023. The other customer classes were similar to the previous year.

ELECTRIC UTILITY - Kwh Consumption for December						
	Current Month	Budget	LY Same Month	YTD 2023	YTD 2024	YTD Budget
Purchases	38,352,558	40,602,880	41,327,780	514,136,260	482,775,453	523,058,287
Residential	4,633,578	4,657,482	4,624,128	62,391,014	61,128,010	62,146,834
Commercial	1,550,056	1,203,907	1,218,060	16,489,407	16,294,093	16,034,742
Other	223,091	168,026	235,860	2,349,486	2,545,398	2,224,612
Industrial	30,663,952	34,092,006	34,003,525	428,412,267	395,744,234	436,449,827
<b>Total Kwh</b>	<b>37,070,677</b>	<b>40,121,421</b>	<b>40,081,573</b>	<b>509,642,174</b>	<b>475,711,735</b>	<b>516,856,015</b>
System Losses	3.34%	1.19%	3.02%	0.87%	1.46%	1.19%
Maximum Demand	63,160	69,918	67,024			

Total water consumption was higher than 2023 by 6.4% in total, or 34.7 million gallons. The Resale customer took 9.8%, or 15 million gallons more than in 2023. Industrial customers took 23.7 million gallons more, or 14.4%. Residential customers took 3.7% less in 2024 compared to 2023.

WATER UTILITY - Gallons of Consumption for December (000)						
	Current Month	Budget	LY Same Month	YTD 2023	YTD 2024	YTD Budget
Produced	48,918	N/A	53,962	661,429	669,503	N/A
Pumped from HLPS	48,141	N/A	51,984	650,584	656,713	N/A
Residential	12,437	12,581	12,816	165,925	159,752	161,329
Multi-Family	745	791	884	10,321	9,390	9,637
Commercial	3,592	2,764	3,156	36,230	40,800	35,457
Industrial	15,108	13,178	13,308	165,145	188,870	154,803
Resale	13,225	9,300	12,478	155,463	170,649	130,741
Municipal	609	570	582	12,254	10,573	13,661
<b>Total Gallons</b>	<b>45,716</b>	<b>39,184</b>	<b>43,224</b>	<b>545,339</b>	<b>580,033</b>	<b>505,628</b>
Internal Use	1,860		1,807	28,799	31,855	
Leaks	0		125	17,413	5,363	
Flow/Flush/Fire	3		14	1,776	2,278	Goal
System Losses	1.17%		13.11%	8.80%	5.66%	8.00%

### **Cultivate a strong and effective team through training and communication**

- \* Management participation at WPPI committee meetings - DSAG, Budget Review Meeting, Executive Committee Meeting, Finance and Audit Committee and Board Meeting.
- \* Management participation at MEUW committee meetings - Board Meeting
- \* Management and employee participation in AMI meeting to establish 2025 plan
- \* Management participation in CVMIC leadership training
- \* Management participation in WPPI Tech Suite Focus Group meeting
- \* Management and employee participation in Caselle year end training
- \* Management participation at CLA's Leadership training on AI in the workplace
- \* Management participation in annual NERC compliance training
- \* Performance evaluations for all employees
- \* Management and employee participation in Northeast Water Professionals Association training
- \* Conducted a water department lab audit with the Wisconsin Department of Agriculture, Trade and Consumer Protection

### **Provide and Promote the Health and Safety of Employees**

- \* OSHA rate monthly and year to date = 1 accident.  
Wellness holiday massages - 11 employees participated. With this, we collected 137 pounds of food for St Joseph's food pantry to donate before the holiday.
- \* Safety Committee Meeting regarding Accident Reports and Training and Safety Programs.
- \* Holiday luncheon and celebration
- \* Work with Consultant on the Business insurance renewals for 2025

#### ***Safety Training During the Month***

<b>Training</b>	<b>Attendance</b>
Winter Safety	29
New employee training	1

