



321 Milwaukee Street • P.O. Box 340 • Menasha, WI 54952-0340 • 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 19, 2024

Commission President Mark Allwardt has called for a meeting of the Menasha Utilities Commission to begin at 8:00 am on **WEDNESDAY**, January 24, 2024, 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 24, 2024

- 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 20, 2023.
 - B. Approve and warrant the following payments dated December 21, 2023- January 24, 2024 in the amount of \$4,326,888.84.
 - C. Correspondence
- IV. **Claims Against the Utility – M. Krause**
 - A. Motion is in order for the Utilities Commission to issue a formal notice of disallowance for the claim of Michael Quinn, 937 Fourth Street, and that he be advised of their statutory rights pursuant to Wis. Statute §893.80
- V. **Purchase Orders – K. Hubertus**
- VI. Unfinished Business
- VII. New Business
 - A. **Site Observation Report for the Washington St. Elevated Water Tank – 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. CLOSED SESSION:

A. Motion to convene into Closed Session pursuant to Section (f) of the Wisconsin Statutes for the purpose of considering financial, medical, social or personal histories or disciplinary data of specific persons, preliminary consideration of specific personnel problems or the investigation of charges against specific persons except where par. (b) applies which, if discussed in public would be likely to have a substantial adverse effect upon the reputation of any person referred to in such histories or data, or involved in such problems or investigations.

RE: FMLA Request

B. May adjourn into Open Session to take action on items discussed in Closed Session.

C. Actions, if any, needed as a result of the Closed Sessions Discussion

REGULAR MEETING OF THE WATER AND LIGHT COMMISSION

December 20, 2023

Commission President Allwardt called the Regular Meeting of the Water and Light Commission to order at 8:00 a.m., with Commissioners Roy Kordus, Don Merkes, and Gary Turchan (telephonically) present on roll call. Also present were Melanie Krause, General Manager; Adam Smith, Water Utility Manager; Kristin Hubertus, Finance Manager; Steve Grenell, Engineering Manager; Kurt Melchert, Electric Manager; and Tammy Phillips, Accounting and Administrative Assistant.

Commissioner Antoine Tines was absent.

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. Minutes of the Regular Meeting of November 15, 2023.
- B. Approve and warrant the following payments dated November 16-December 20, 2023 in the amount of \$5,044,316.87.
- C. Correspondence as listed:
 - Copy of Notice of Proceeding from PSC RE: Water Rate Case
 - Copy of News Release RE: Neenah-Menasha Fire Rescue ISO Class 1
 - Copy of Thank-You from St. Joe's Food Program RE: December donation
 - Copy of DNR Letter RE: Completion of Standard Monitoring and Next Steps
 - Copy of Memo from Paula Maurer RE: Conference Recap
 - Copy of Guidebook for Landlords Notice
 - Copy of MU Customer Mailing for December
 - Copy of Thank-You from Cornerstone Church RE: December Pantry Donation
 - Copy of Thank-You from Boys & Girls Club of Menasha RE: December Donation
 - Copy of Thank-You from Double Portion Soup Pantry RE: December Donation
 - 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.

Paula Maurer, Customer Service Manager, joined the meeting at 8:05 a.m.

Item VI. Unfinished Business – Steve Grenell presented a powerpoint on EV distribution system planning.

Item VII. New Business, Employee Handbook changes and updates for 2024 were discussed.

A motion by Comm. Allwardt, seconded by Comm. Kordus, was unanimous on roll call to accept changes and updates to the employee handbook for 2024.

2024 Customer Programs – Paula Maurer presented the scheduled customer programs and promotions for 2024.

License agreement for wireless attachments – The license agreement for wireless attachments to utility poles between the City of Menasha and WE Energies was discussed.

The motion by Comm Allwardt, seconded by Comm. Kordus, was unanimous on roll call to accept the license agreement.

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

November Financial and Project Status Reports – Electric consumption for November was higher than budget by 367 kWh; cost of power was 11.5% lower; net operating income was higher due to lower operation and maintenance expenses.

Water usage was higher than budget by 11.4% for November; operating income was higher due to lower expenses; chemical costs are up 21% from 2022.

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

Project Reports, Electric Projects – Work continues on the last portion of the 7th Street overhead rebuild; the final invoice for the Racine Street bridge landscaping was received; the down payment for new signage at the Office Complex was made.

Water Projects – Payment was made to the City for the 2023 Water Main Replacement Project; AMI modules for 2024 were received; a lead service was replaced on both the customer and MU side on Second Street; servers for the SCADA upgrade are being installed.

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. Kordus, was unanimously approved on roll call to adjourn at 9:31 a.m.

By: MARK L. ALLWARDT
President

GARY TURCHAN
Secretary

MENASHA UTILITIES

Correspondence Summary for the Meeting of January 24, 2024

Copy of Email from DNR RE: Large Meter Documentation

Copy of Letter from Community Clothes Closet RE: December Donation

Copy of Thank-You from Adopt-A-Family RE: December Donations & Bill Credit

Copy of Final Decision from PSC RE: Transfer of Two Customers to Wisconsin Electric Power Company

Copy of SDWLP SFY Final Funding List

Copy of MU January Newsletter

Melanie Krause

From: Douglas, Jamie C - DNR <jamie.douglas@wisconsin.gov>
Sent: Friday, January 12, 2024 2:49 PM
To: Adam Smith
Cc: Melanie Krause
Subject: RE: large meter documentation

Thanks Adam

I have resolved the deficiency from the sanitary survey.

Stay safe in the weather today!
-Jamie

We are committed to service excellence.
Visit our survey at <http://dnr.wi.gov/customersurvey> to evaluate how I did.

Jamie Douglas, P.E.
Pronouns: she/her/hers
Cell: 920-362-6629
jamie.douglas@wisconsin.gov

From: Adam Smith <asmith@menashautilities.com>
Sent: Friday, January 12, 2024 12:12 PM
To: Douglas, Jamie C - DNR <jamie.douglas@wisconsin.gov>
Cc: Krause, Melanie S - MUN <mkrause@menashautilities.com>
Subject: large meter documentation

**CAUTION: This email originated from outside the organization.
Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Jamie,

Attached is MU's documentation for large meter testing in 2023. Please let me know if you need anything else.

Have a good weekend,

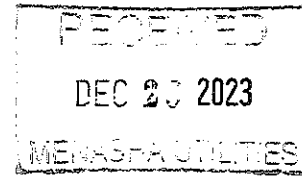
Adam Smith

Menasha Utilities

Water Utility Manager

COMMUNITY CLOTHESCLOSET

12/22/2023



Menasha Utilities
Dawn Lucier
PO Box 340
Menasha WI 54952

Dear Friends at Menasha Utilities,

Thank you for your donation of \$185 to Community Clothes Closet. Your investment will support the 8,900+ friends and neighbors we serve annually and is greatly appreciated by each of those clients.

The majority of our clients are working but struggle to make ends meet. Half of our clients are children. We help veterans, the disabled, the homeless, older adults and victims of a natural disaster such as fire or flood. New refugees are a quickly growing category of clients, including families relocated to the area from Afghanistan and Ukraine. Sadly, we are a resource for survivors of domestic violence and children entering the foster care system; those who typically have nothing but the clothes on their backs.

Often it is quotes from the people most directly affected that illustrate the impact of your support. In their own words, our friends speak out below:

"Thank you so much for my set of sheets that I got yesterday. This is the first time I've had sheets in 15 years and I just appreciate it so much. I can't wait to go to bed tonight."

"I feel like I finally am home. Please keep doing everything that you do – so many more people are suffering. I came here with one set of clothes, and I like to think about what I have now. I want to go to school, become an electrical engineer."

Again, thank you for supporting our mission of providing free clothing to all people in need; **YOU are lifting up our clients and our community.**

Sincerely,

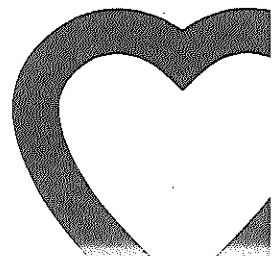
A handwritten signature in black ink, appearing to read "Lisa Jones".

Lisa Jones
Executive Director

*Thank you for your support
& belief in our mission!*

Please keep this letter for your records and consult your tax advisor in regards to tax deductions. The Community Clothes Closet provided no goods or services in consideration for this donation.

Our mission: We provide *free* clothing to *all* people in need.



MERRY & Happy
Christmas & Holidays



Thank you!

Our Family is truly grateful for your
generosity, you certainly went
above & beyond to make our Holiday
a Blessed year. The kids will be
surprised with the Abundance of Gifts.
The payment towards our Bill was
more than enough. (Adults Gift) Thank you!
Family

SERVICE DATE Jan 03, 2024

PUBLIC SERVICE COMMISSION OF WISCONSIN

Joint Application of Wisconsin Electric Power Company and Menasha Water and Light Commission for Approval to Transfer Two Customers from Menasha Water and Light Commission to Wisconsin Electric Power Company

5-BS-270

FINAL DECISION

This is the Final Decision in the proceeding conducted by the Public Service Commission of Wisconsin (Commission) on the joint application of Wisconsin Electric Power Company (WEPCO) and Menasha Electric and Water Utilities (Menasha) (together, applicants), as electric public utilities, for approval of a territorial agreement allowing the transfer of one existing customer from Menasha to WEPCO.

The application is APPROVED, subject to conditions.

Introduction

On February 3, 2023, the applicants filed with the Commission an application for approval of a modification to an existing service territory agreement dated February 2, 2023, pursuant to Wis. Stat. § 196.495 and Wis. Admin. Code § 112.08(2), with respect to the exclusive right to provide electric service to one parcel that was transferred as part of a land swap from the City of Menasha to the Village of Fox Crossing. (PSC REF#: 458664.)

The Commission issued a Notice of Investigation on this docket on November 9, 2023. (PSC REF#: 484939.) No person requested to intervene in this docket. No hearing was required, and none was held on this application.

Findings of Fact

1. The applicants are public utilities as defined in Wis. Stat. § 196.01, engaged in the business of providing electric power and energy in Wisconsin.

2. The Commission approved a service territory agreement between the applicants in docket 5-GF-117 on November 30, 2001. (PSC REF#: 3940.) The Order required the applicants to petition the Commission for approval prior to any future transfer of customers or equipment allowed under the agreement.

3. On August 30, 2022, WEPCO received an acknowledgement of consent from Gary Laabs, a customer located at 1530 South Oneida, Menasha, WI 54952 (existing customer), to transfer service from Menasha to WEPCO. (PSC REF#: 458666.)

4. On December 15, 2022, WEPCO received a request for new service from a customer located at 1822 Midway Road, Fox Crossing, WI 54952 (new customer). (PSC REF#: 458667.)

5. On February 2, 2023, the applicants agreed to amend the existing service territory agreement to facilitate the transfer of the existing customer from Menasha to WEPCO. (PSC REF#: 458665.)

Conclusions of Law

1. The applicants are public utilities as defined in Wis. Stat. § 196.01, engaged in the business of providing electric power and energy in Wisconsin.

2. The Commission has jurisdiction under Wis. Stat. § 196.495 and Wis. Admin. Code § 112.08(2) to approve the Service Territory Agreement.

Docket 5-BS-270

3. The Commission has authority under Wis. Stat. § 15.02(4) to delegate to the Administrator of the Division of Energy Regulation and Analysis those functions vested by law as enumerated above. It has delegated the authority to the Administrator of the Division of Energy Regulation and Analysis to issue an Order in this matter.

4. This is a Type III action under Wis. Stat. § PSC 4.10(3). Neither an environmental impact statement under Wis. Stat. § 1.11 nor an environmental assessment is required.

5. Approval of the Service Territory Agreement will avoid the duplication of facilities and is in the public interest.

Opinion

Standard for Approval

The applicants seek approval under Wis. Stat. § 196.495(4) for approval of a modification to an existing service territory agreement to transfer customers from Menasha to WEPCO. Wisconsin Stat. § 196.495(4) states:

[t]o avoid duplication of facilities, a public utility and a cooperative association may enter into a written agreement governing the extension of electric distribution lines and the right to serve customers. The commission shall enforce an agreement if the agreement has been filed with the commission and approved by the commission as being in the public interest.

The Commission may refuse to certify the acquisition if it finds that the agreement is not in the public interest. The Commission shall enforce any written agreement filed by two utilities if the agreement governs the extension of electric distribution lines and the right to serve customers and if the Commission has approved the agreement as being in the public interest.

Wis. Admin. Code § PSC 112.08(2).

Docket 5-BS-270

The record in this matter involves the proposed transfer of one customer from Menasha to WEPCO. The record in this matter does not indicate that the proposed transfer would substantially impair the efficiency of the service of either applicant. The record indicates that because the parcel is within the service territory of WEPCO and WEPCO is already providing service to a new customer on the parcel, it would be more efficient for WEPCO, rather than Menasha, to serve the entire parcel. The record in this matter indicates that the proposed modification to the service territory agreement and the transfer of customers from Menasha to WEPCO is within the public interest, as it would allow Menasha to avoid future costs related to rebuilding and rerouting a portion of its electric facilities in the area.

Background

WEPCO is an investor-owned electric public utility that provides electric service in the Village of Fox Crossing, Wisconsin. Menasha is a municipally-owned electric public utility that provides electric service in the City of Menasha, Wisconsin.

The applicants are required to petition the Commission for approval of any transfer of customers or equipment allowed for under the service territory agreement dated April 27, 2001. (PSC REF#: 3940.)

Under the existing service territory agreement, Menasha provided electric service to customers located within the City of Menasha. On April 20, 2016, Parcel 12100340201 was annexed by the Village of Fox Crossing from the City of Menasha.

On August 30, 2022, WEPCO received an acknowledgement of consent from Mr. Laabs, an existing customer on Parcel 12100340201 located at 1530 South Oneida, Menasha, WI 54952, to transfer service from Menasha to WEPCO. (PSC REF#: 458666.) On December 15, 2022,

Docket 5-BS-270

WEPCO received a request for new service from a new customer on that parcel. (PSC REF#: 458667.) On February 2, 2023, the applicants agreed to amend the existing service territory agreement to facilitate the transfer of the existing customer from Menasha to WEPCO. WEPCO would reserve the right to provide service to all future customers on this parcel as long as the parcel is located within the Village of Fox Crossing.

The Commission finds that the applicants' modification to their existing service territory agreement will likely avoid future disputes and litigation between Menasha and WEPCO and is in the public interest.

Certificate

The Commission finds that the proposed modification to the existing service territory agreement between WEPCO and Menasha is in the public interest. The agreement is hereby approved pursuant to Wis. Admin. Code § PSC 112.08(2).

Order

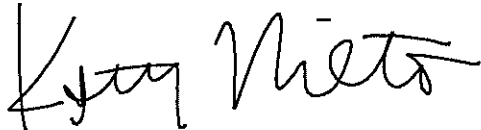
1. The Commission approves the amendment to the existing service territory agreement between the applicants. (*See* PSC REF#: 458665.)
2. WEPCO shall have the exclusive right to provide electric service to parcel 12100340201 in the Village of Fox Crossing, Winnebago County, Wisconsin.
3. This Final Decision takes effect one day after the date of service.

Docket 5-BS-270

4. Jurisdiction is retained.

Dated at Madison, Wisconsin, January 3, 2024.

For the Commission:

A handwritten signature in black ink, appearing to read "Kristy Nieto". The signature is written in a cursive, flowing style.

Kristy Nieto
Division Administrator
Division of Energy Regulation and Analysis

KEN:CW:dsa:jlt:DL: 01972371

See attached Notice of Rights

SDWLP SFY 2024 FINAL FUNDING LIST
December 15, 2023

Submitted Date	Program	Municipality	Project Number	Project Description	Region	County	Project Manager	CAF	Population	MHI	Subsidized Loan Rate	Requested Project Cost	Estimated Loan Amount	Eligible PF %	BL-EC and BL-PE Estimate	General PF Estimate	Total Estimated PF
7/27/2023	BRGE	POINT WASHINGTON, CITY OF	4883-03	Upgrade Water Treatment Plant	SE	Quibble	Cashy	Blinder	37,853	(\$53,664)	55%	\$ 20,132,241	\$ 20,132,241	0%	\$ -	\$ -	\$ -
9/28/2023	LSL	DODDSON/DWOC, CITY OF	5452-09	BL 51724 LSL PROGRAM - Oakwood Ave and Grove St Census Tract	SE	Waukecha	Blideman	Blinder	18,485	\$ 95,914	55%	\$ 315,000	\$ 315,000	0%	\$ -	\$ -	\$ -
TOTALS												\$ 20,437,241	\$ 20,437,241		\$ -	\$ -	\$ -

W/s. Stats 281.61 (8)(b)1 mandates that in any biennium, no applicant may receive more than 25% of the amount of financial assistance planned to be provided for projects for that biennium. For the 2023-2025 biennium, the 25% limit is \$55,600,000. The soft Drinking Water Act (SDWA) requires 15% of available funds to be allocated to systems serving a population of less than 10,000. This funding list allocates \$3,656 of available funds to these systems.

¹ Designated as a Federal Equivalency Project.

² Municipalities allocated \$1,600,000 in general PF; the maximum PF amount allowed for a single municipality.

³ Financial Need Points are calculated at 18% of the PF points that are awarded in the "Total PF Points" column.

⁴ Project Points represent the number of priority points that were calculated through the PEPF score. This score now excludes any points based off of financial need.

⁵ The LSL Interest rate is not tied to the current market interest rate, and is instead set at 0.25%.

⁶ The BL- Principal Freshness column represents the amount of PF an applicant has been allocated through either the BL-Emerging Communities Program or the BL-Lead Service Line Program

⁷ Project is last on the funding list to be allocated principal (freshness). Project is allocated the remaining PF amount and may be eligible to receive more PF if it becomes available.

⁸ Phased project that in the PF cap in a previous fiscal year



Inside this issue:

- Handbook Changes
- Holiday Events
- Frozen February
- Safety Update
- Employee Recognition
- Wellness Update
- HR News
- Upcoming Events

Handbook Changes

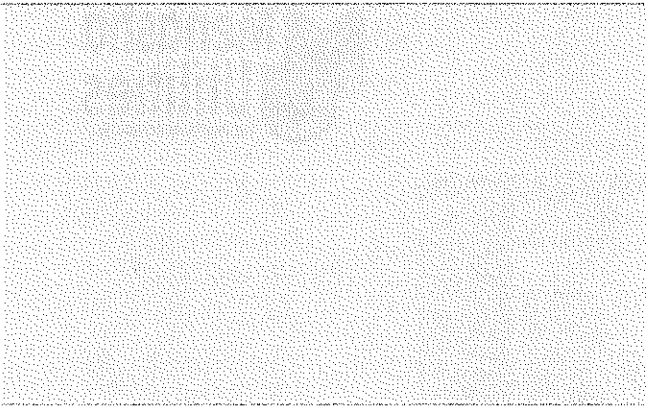
The Commission approved the changes to the Handbook at the December meeting and will be effective January 1, 2024. An updated Handbook will be available online at [sharedata/Personnel & Safety/HR forms/ 2024 Employee Handbook](https://sharedata/Personnel%20&%20Safety/HR%20forms/2024%20Employee%20Handbook).

1. **Page 15 Section 205 Overtime** – provide more clarity that hours worked does not include holiday, vacation, sick leave hours when calculating overtime under the FLSA rules.
2. **Page 16 Section 206 Standby/Call-in** –Change language under response time to reflect employees on-call will be assigned a phone or receive a phone reimbursement to be able to respond to customer service concerns within 30 minutes. Currently the language reads employees on stand-by.
3. **Page 20 Section 212 Sick Leave** – Currently up to 24 hours in one year can be carried over up to 80 hours. Modify to just reflect up to 80 hours since easier for tracking purposes.
4. **Page 27 Section 301 Health Insurance** – Change to Health, Dental and Vision insurance.
5. **Page 28 Section 305 MUEBA** – eliminate this section.
6. **Page 44 Section 408 Credit Card Usage** – Update to reflect the current purchase policy.
7. **Page 65 Appendix A Job classification and base pay rates** – To reflect pay scale proposed in the budget. The wage budget reflects adding a GIS position, the succession plan for the Water Distribution foreman for 3 months, a 2.25% cost of living increase, merit/step increases for employees (average 1.5%), and 2% of the recommendation from the comp study.
8. **Page 66 Appendix A Performance Based Pay System**- Update the performance pay system to be based on 15 points instead of 20 points and the scale remain the same but capped at 1.5% instead of 2.1%. Our goal is to simplify the evaluation process slightly and continue to be competitive by including more in base pay compared to performance for 2025.
9. **Page 73 Appendix C Insurance** – Update with Robin/Health Partners, HSA and Delta Dental/Vision information based on what the Commission approved in November.

*"The new year is like
the first blank
page of a
365 page book.
Write a good one!"*



*Happy New Year to all our
employees and their families!*



Frozen February Fun

Join in the February Fun!! Forecast what day in February we will have FOUR or more inches of snow accumulation.

How to Play: Mark a Day in February on the calendar on Dan Hutter's door that you Forecast 4 or more inches of snow accumulation (one employee per day)

Cost: \$4 (Dan Hutter will collect the pool)

Deadline to signup: January 19 (So no one has an advantage of the 10-day forecast!)

Accumulation results: Will be based on what is reported on the Fox 11 official forecast for total accumulation.

Winner: The winner will be the first day in the month that we get 4 or more inches of snow. If no one signed up for that day the closest day would win or could be split. If we would not have a winner in February, the same date chosen in February would be used in March.

Previous Winners: Jennifer Heller, Troy VanCamp, Jennifer Heller, Adam Smith, All of Us, Nathan Jicinsky, and this year it COULD BE YOU!



Safety Slogan of the Month: **Frostbite is no joke- Cover Up**

Introduction • Frostbite is an injury to the body that is caused by freezing. Frostbite causes a loss of feeling and color in affected areas. It most often affects the nose, ears, cheeks, chin, fingers, or toes. Frostbite can permanently damage the body, and severe cases can lead to amputation.

Warning signs of frostbite • Warning signs of frostbite include numbness and a white or grayish- yellow color to the affected skin, which may feel unusually firm or waxy. • People with frostbite are often unaware until someone else points it out because the frozen tissues are numb. • At the first signs of redness or pain in any skin area, get out of the cold or protect any exposed skin—frostbite may be beginning.

Treatment for frostbite • If you detect symptoms of frostbite, seek medical care. • Frostbite and hypothermia both result from exposure to cold. If you suspect someone has frostbite, also check if the affected person shows signs of hypothermia. • Symptoms of hypothermia may include shivering, exhaustion, confusion, fumbling hands, memory loss and slurred speech. • Hypothermia is a more serious medical condition and requires emergency medical assistance.

If there is frostbite but no sign of hypothermia and immediate medical care is not available: • Get to a warm place as soon as possible. • Unless necessary, do not walk on frostbitten feet or toes as this increases the damage. • Immerse the affected area in warm—not hot—water (the temperature should be comfortable to the touch for unaffected parts of the body). • Or, warm the affected area using body heat. For example, the heat of an armpit can be used to warm frostbitten fingers. • Do not rub the frostbitten area with snow or massage it at all. This can cause more damage. • Don't use a heating pad, heat lamp, or the heat of a stove, fireplace, or radiator for warming. Affected areas are numb and can be easily burned.

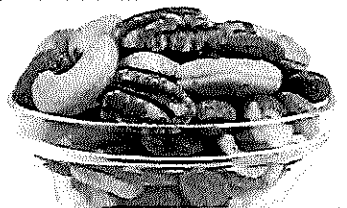
Note: These measures don't take the place of proper medical care. Frostbite should be evaluated by a health care provider. A first aid course can help you prepare for cold-weather health problems. Knowing what to do is an important part of protecting your health and the health of others. See the back side of this fact sheet for more cold weather tips!

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: Mark Skubal

MU Trivia

How many men does it take to unscrew the cap on the punch container?



We Want to Hear From You

Employee Recognition: Tammy Phillips and Natalie Markelz

We would like to recognize **Tammy Phillips and Natalie Markelz** for organizing the various holiday activities that we had in December. Tammy did most of the shopping for the Adopt a Family and got things setup and coordinated for the Holiday luncheon. Natalie setup the fun new Secret Santa activity that a bunch of us participated in this year. Thanks for bringing Christmas cheer to MU this Holiday season!



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 – Ahhh Nuts!

Looking for a healthy snack? Check out the health benefits of each different type of nut.

Almonds – these heart-healthy nuts boost memory, give sustained energy, improve skin health, and regulate blood sugar. They also contain B6, Vitamin E, calcium, magnesium, phosphorus, iron, and zinc.

Brazil Nuts – these buttery nuts have almost a metallic taste due to the high selenium content. Selenium helps make DNA and protect against cell damage and infections. These nuts also support the thyroid function, reproductive hormones, and assist in brain health.

Cashews – These nuts are uniquely high in copper which helps to make red blood cells. Cashews regulate cholesterol levels, support antioxidant formation and help the nervous system function. They also contain magnesium, B6, zinc, and manganese.

Pistachios – These may be the healthiest nut according to scientific research. In addition to B6, copper, and magnesium, they contain Omegas 3 and 6. These can aid in weight management and diabetes, assist cholesterol and vascular health, improve sexual function, and support microbiome health.

Peanuts – These are the most popular nut and the cheapest! There are 10 different amino acids in peanuts in addition to Vitamin E, folate, Vitamins B1, B3, B5. These can help with the nervous system, brain health, weight management, cardiovascular health, and protect against inflammatory conditions.

Pecans – These nuts are low in carbs and loaded with healthy fats making them a great weight loss snack. They also help stabilize blood glucose levels, improve brain health, and regulate cholesterol levels.

Source: Website <https://thenutmarket.com.au/blogs/health-benefits/types-of-nuts-10-different-nuts-their-health-benefits>

Wellness Event – Maintain Don't Gain Wrap Up

On January 2nd, the final weigh-in will take place for the competition we held in December throughout the holidays. We had 12 people participate, and all of those who *maintain and don't gain*, will be entered in for one of three \$50 gift cards.

WE WANT TO HEAR FROM YOU! If you have a wellness suggestion for 2024, 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!

HR News

Employees that signed up for dental or vision coverage should have received information in the mail. If you did not get any paperwork or cards, please let Melanie know and we can request another set to be sent. The plan is effective 1/1 and you can provide the plan information to your provider along with your social security number if you already have appointments scheduled.

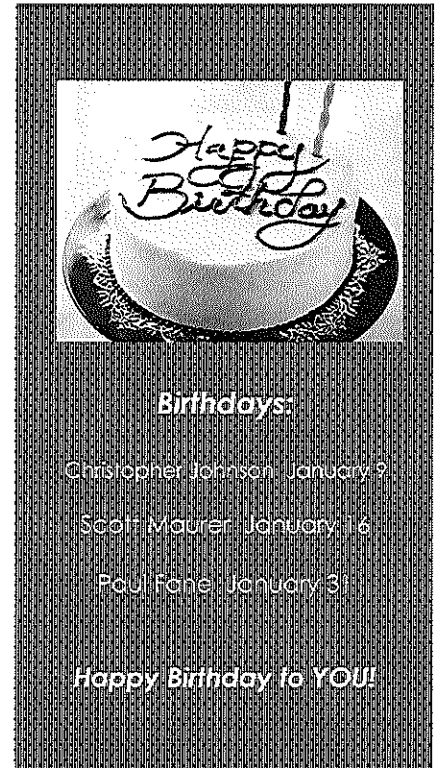
Holiday Luncheon

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 2024, please let your manager know and we can look to include some of your ideas in our plans (it doesn't just have to be wellness related!)

Adopt a Family

We would like to thank all the employees who participated in the Boys' & Girls' Brigade Adopt-A-Family program. Menasha Utilities employees ended up checking almost every item off the families list which included books, clothing, and an assortment of other toys. Your generosity helped create a memorable Christmas for a Menasha family in need.



January							2024
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
	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
Safety Committee Meeting	January 9 1:00 p.m.
Electric Operations Conference	January 10-11
Pre-Audit Work by CLA	January 11
Payday	January 12
JT&S Safety Training	January 24 7:00 a.m.
Commission Meeting	January 24 8:00 a.m.
Payday	January 26

Anniversaries:

*Congrats on your
years of service!*

NOTICE OF CLAIM AGAINST THE MENASHA UTILITIES

NAME Michael Quinn TELEPHONE NO. 920-725-0214
ADDRESS 937 4th St. (street)
Menasha, WI. 54952 (City, state, zip code)

CIRCUMSTANCES OF CLAIM: On the reverse side, describe the circumstances of your claim (attach additional sheets if necessary). For auto/property damages attach a copy of the police report, if any, and a diagram of the accident scene including north, south, east or west. For personal injury indicate the nature of the injury; if medical attention was given, the name of the physician/immediate care/hospital. List the names and addresses of any witness to the incident/accident. The more specific the information, the easier the processing will be.

Incident/Accident Information:

Date 1-10-2024 Place: Main sidewalks at
Time: 7:30 AM 921 4th St. Hit a water
(circumstances of claim and witness on reverse) shut off valve

Signed: Michael Quinn Date: 1.11.24

CLAIM FORM

You are not required to make a claim at this time. As long as you have completed and filed the above Notice of Claim with the Menasha Utilities, you may file a claim against the Menasha Utilities at any Time consistent with the applicable statute of limitations. In order for the Menasha Utilities to formally accept or disallow your claim at this time, you must complete and sign the form below. Please provide copies of any bills supporting the amount of the claim. For claims involving auto/truck/property damage, attach two estimates

The undersigned hereby makes a claim against the Menasha Utilities arising out of the circumstances described above. The claim is for relief in the form of money damages in the amount as indicated below, and non-monetary relief as follows:

Auto/Truck: \$ Personal Injury: \$

Property: \$ Other (specify): \$ 630.88

Signed: Michael Quinn Date: 1.11.24

Address: 937 4th St. (street)
Menasha, WI. 54952 (City, state, zip code)

Circumstances of claim (attach additional sheets if necessary): _____

I was snowblowing the main sidewalk at 921 4th. St. in Menasha. I hit a water shut off valve that was sticking up above the sidewalk. This caused damage to the blade, pulleys and belt on my tractor. The cost of the repair was \$630.88. I have attached a copy of the paid receipt for the damages.

Witnesses (names and addresses): Carol Quinn 937 4th. St. Menasha

Procedure for filing claims:

1. In most instances, a Notice of Claim must be filed within 120 days from the date of the incident or will be barred by the Statute of Limitations.
2. In order for the Utility to make a determination regarding your claim, a Claim stating the damages Sought must be completed, dated, signed, and submitted to the General Manager. This is the bottom portion of the form entitled "Claim Form". Until this portion is completed and submitted to the Utility, no action will be taken. Mail or submit claims to: General Manager, Menasha Utilities, P.O. Box 340, Menasha, WI 54952-0340.
3. The Utility Risk Manager and/or CVMIC (the Utility's liability insurance carrier) will then determine if your claim should be paid, compromised or disallowed. You will be notified by letter should the Utility determines to pay or compromise your claim. If your claim is determined to be disallowed, the matter will go before the Utility Commission for formal disallowance; you will be notified by letter of the Commission's action.
4. This procedure is established by State Statutes to provide a mechanism for persons to recover damages in the event a municipality is responsible for an incident. This procedure is also designed to protect the municipality and its taxpayers from having to pay out inappropriate and/or nuisance claims.



Riesterer & Schnell Inc.
 1775 American Drive
 Neenah, WI 54956
 Phone: 920-751-8787
 www.rands.com

Hortonville, WI 920-757-6101	Chilton, WI 920-775-4146	Pulaski, WI 920-822-3077	Marion, WI 715-754-2254
Neenah, WI 920-751-8787	Denmark, WI 920-863-2181	Pound, WI 920-897-4089	Shawano, WI 715-526-3012
Antigo, WI 715-627-4455	Stratford, WI 715-687-4138	Campbellsport, WI 920-533-8391	
Fond du Lac, WI 920-921-4042	Stevens Point, WI 715-592-4300	Westfield, WI 608-296-2191	



JOHN DEERE

SERVICE INVOICE

Invoice To Account No: 111080

Deliver To:

MIKE QUINN 937 4TH ST MENASHA WI 54952 Bus Phone: (920)725-0214 Prv Phone:	MIKE QUINN 937 4TH ST MENASHA WI 54952 Bus Phone: (920)725-0214 Prv Phone:	Invoice Number: 2544027 Invoice Date: 1/11/2024 Location: 4 Work Order Number: 435269 Payment Type: Check Check Number: 5459
--	--	---

Make/Model:	JOHN DEERE 441N
Meter Reading:	
Serial Number:	1M044SBUVLM052538
Equipment Number:	92488
Fleet Number:	
Page:	1 of 3

GEN 1 Retail

COMPLAINT:

01 INSTALL BELT ON SB _ REPLACE IDLER & IDLER ARM _ REPAIR HOUSING AND REPLACE SCRAPER AND HARDWARE

CORRECTION:

INSPECTED UNIT. BELT IS GONE. LEFT SIDE OF AUGER HOUSING IS BADLY BENT AT SCRAPER. NEEDS NEW SCRAPER & HOUSING STRAIGHTENED; CANNOT BE USED THIS WAY. FRAME SUPPORT ON LEFT IS ALSO BENT. RIGHT SIDE BELT IDLER PULLEY HAS NOISY BEARINGS. IDLER ARM IS BENT. REPLACED ARM. STRAIGHTENED HOUSING & REPLACED SCRAPER. REPLACED BELT & IDLER PULLEY. ALIGNED BELT. WHEN INSTALLING UNTO TRACTOR THE BLOWER NEEDS TO BE LIFTED UP AS NOT TO BEND & DAMAGE IDLER ARM.

Labor Subtotal: \$360.75

Parts / Misc Items:

Part Number	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
03M7184	BOLT	7.00	1.15	1.15	\$8.05	Y
AUC17921	PULLEY	1.00	22.63	22.63	\$22.63	Y
E63525	NUT	7.00	1.28	1.28	\$8.96	Y
M155105	SCRAPER BLAD	1.00	99.91	99.91	\$99.91	Y
M172016	ARM	1.00	29.88	29.88	\$29.88	Y
M174506	BELT	1.00	33.68	33.68	\$33.68	Y

Parts Subtotal: \$203.11

Labor: \$360.75 Parts: \$203.11 OL&M: \$0.00 Misc: \$0.00 Sub-Total: \$563.86

Paid by Check on 1-11-24



Riesterer & Schnell Inc.
 1775 American Drive
 Neenah, WI 54956
 Phone: 920-751-8787
www.rands.com

Hortonville, WI 920-757-6101	Chilton, WI 920-775-4146	Pulaski, WI 920-822-3077	Marion, WI 715-754-2254
Neenah, WI 920-751-8787	Denmark, WI 920-863-2181	Pound, WI 920-897-4089	Shawano, WI 715-526-3012
Antigo, WI 715-627-4455	Stratford, WI 715-687-4138	Campbellsport, WI 920-533-8391	
Fond du Lac, WI 920-921-4042	Stevens Point, WI 715-592-4300	Westfield, WI 608-296-2191	



JOHN DEERE

SERVICE INVOICE

Invoice To Account No: 111080

Deliver To:

MIKE QUINN 937 4TH ST MENASHA WI 54952 Bus Phone: (920)725-0214 Prv Phone:	MIKE QUINN 937 4TH ST MENASHA WI 54952 Bus Phone: (920)725-0214 Prv Phone:	Invoice Number: 2544027 Invoice Date: 1/11/2024 Location: 4 Work Order Number: 435269 Payment Type: Check Check Number: 5459
--	--	---

Make/Model:	JOHN DEERE 441N
Meter Reading:	
Serial Number:	1M044SBUVLM052538
Equipment Number:	92488
Fleet Number:	
Page:	3 of 3

3931	TURF PICKUP/DELIVERY ZN1	1.00	60.00	30.00	\$30.00	Y
Misc Items Subtotal:						\$30.00
Labor: \$0.00	Parts: \$0.00	OL&M: \$0.00	Misc: \$30.00	Sub-Total: \$30.00		

INVOICE CONTAINS \$30.00 DISCOUNT

Miscellaneous Charges:

Service Accessories \$6.99

Customer PO No:	
Tax Exempt No:	
Advisor:	Abraham Silva

Labor:	\$360.75
Parts:	\$203.11
OL&M:	\$0.00
Misc:	\$36.99
Sales Tax:	\$30.03
Grand Total:	\$630.88

*** DOCUMENT COPY ***

Did you know you can pay invoices, order parts, request service and more ALL ONLINE? Sign up for MyRandS today at www.rands.com/myrands

TERMS AND CONDITIONS

I authorize R&S to charge the above amount.

A late payment fee of 1% per month, which is an annual percentage rate of 12% per year, will be applied to the adjusted balance that becomes more than 30 days past due.

Received by:Date:



Purchase Orders over \$25,000 issued since the last Commission Meeting on 12/20/23

Date	P.O. #	Vendor	Amount	Purpose	Budget	Total \$		% of Budget
						Budgeted	Remaining Budget	
1/2/2024	11185	Chemtrade Solutions LLC	\$ 110,013.84	596,281 pounds of Aluminum Sulfate for 2024	Yes	\$ 110,014.00	\$ 110,014.00	100.00%
1/2/2024	11186	Thatcher Company Inc	\$ 82,322.88	306,033 pounds of Soda Ash for 2024	Yes	\$ 82,323.00	\$ 82,323.00	100.00%
1/2/2024	11187	Millport	\$ 73,238.88	375,584 pounds of Sodium Silicate for 2024	Yes	\$ 73,239.00	\$ 73,239.00	100.00%
1/2/2024	11189	United Mineral & Chemical Corp	\$ 59,089.10	24,118 pounds of Potassium Permanganate for 2024	Yes	\$ 59,091.00	\$ 59,091.00	100.00%

Site Observation Report For The Washington Street Elevated Water Tank

Prepared For



CITY OF MENASHA, WISCONSIN

DECEMBER 18, 2023

McM. No. M0002-09-22-00340

I. GENERAL

- A. The water tank was built by Chicago Bridge & Iron in 1967.
- B. The water tank is a waterspheroid design with a 750,000-gallon capacity and a head range of 40-feet.
- C. The water tank is approximately 159-feet high and 154'-8" to the overflow.
- D. The existing coating systems are as follows:
 - 1. Exterior Coating System – Repainted in 2016
 - a. Primer – Tnemec Series 91-H2O Hydro-Zinc
 - b. Intermediate Coat – Tnemec Series 73 polyurethane
 - c. Finish Coat – Tnemec Series 700 HydroFlon fluoropolmer polyurethane
 - 2. Wet Interior Coating System – Repainted in 2011
 - a. Primer – Tnemec Series 91-H2O Hydro-Zinc
 - b. Intermediate Coat – Tnemec Series 140 epoxy
 - c. Stripe Coat – Tnemec Series 140 epoxy
 - d. Finish Coat – Tnemec Series 140 epoxy
 - 3. Wet Interior Coating System – Repairs in 2023
 - a. Primer – Tnemec Series 21 epoxy

- b. Finish Coat - Tnemec Series 21 epoxy
- c. Pit Filler – Tnemec Series 265
- 4. Dry Interior – Original coating system from 1967
 - a. Primer – Assumed to be a lead-based primer
 - b. Finish Coat – Unknow coating
- E. Site observations were conducted in October 2023.

II. WET INTERIOR

A. CEILING

1. The roof plates are in good condition. Rust spots were abrasive blasted and recoated. The lap joints were previously caulked.
2. Rust around the 24-inch manway opening into the wet interior and the roof vent penetration was abrasive blasted and recoated.
3. Rust around the access tube opening through the roof was abrasive blasted and recoated.
4. Surface rust on the c-channel roof supports and at the intersection of the c-channels and roof plates was abrasive blasted and recoated.
5. Rust inside the painter’s couplings in the roof was abrasive blasted and recoated.
6. The 24-inch diameter manways to the wet interior and access tube are raised above the roof and the covers overlap the raised manways. The manway cover to the wet interior is lockable. A new gasket was installed on the cover for the wet interior manway.

B. ACCESS TUBE

1. Rust on the upper portion of the access tube was abrasive blasted and recoated.
2. Rust spots on the middle section of the access tube, at and on the stiffener plates were abrasive blasted and recoated.
3. Several breaks in the coating on the lower portion of the access tube were abrasive blasted and recoated.
4. Rust spots on the ladder were abrasive blasted and recoated. The top six ladder rungs were replaced, due to excessive corrosion. No ice damage was observed on the ladder.

C. SIDEWALL

1. The sidewall of the wet interior is in good condition. Previous rust spots were abrasive blasted and recoated.
2. No ice damage was observed on the tank sidewall.

D. LOW WALL SECTION/FLOOR

1. The tank floor and lower portion of the sidewall are in good condition. Previous rust spots were abrasive blasted and recoated.
2. An epoxy filler was applied to pits, after the pits were abrasive blasted and recoated.
3. The tank fill pipe does not have a removable silt stop, but it is raised above the tank bottom about 12-inches. There is not a bar across the riser opening.
4. In the tank floor is a fitting for a cathodic protection system that was removed, a coupling with a plug and a freeze-proof drain valve.

E. CATHODIC PROTECTION SYSTEM

1. The tank does not have an impressed current protection system installed.

III. DRY INTERIOR

A. ACCESS TUBE

1. The 36-inch diameter access tube has its original coating system. The access tube is in good to fair condition. There are several spots of light surface rust that have started to develop.
2. The ladder has a fall protection safety cable installed.

B. PLATFORM AREA, TANK SHAFT, BASE SECTION

1. The bottom of the bowl was abrasive blasted and recoated. The tank has a mud valve tied into the overflow pipe.
2. The manway at the bottom of the bowl is in good condition and there is no sign of leaks.
3. The upper platform is in good condition and was painted in 2016.
4. The coating on the tank shaft is in good condition. There is rust along the welds on the stiffener angles.
5. The top side of the condensate ceiling/platform was abrasive blasted and recoated.
6. The coating on the base cone wall is in fair to good condition. The base plate was painted in 2016.
7. The floor in the base of the tank is concrete and is in good condition.
8. A heated hut was constructed around the riser. Inside the hut is the sample tap, pressure gauge, chlorine analyzer, chart recorder, telemetry equipment and a gate valve.

C. VALVE VAULT

1. The valve vault is constructed of concrete block walls and a concrete floor.

2. The riser pipe in the valve vault was replaced with a stainless steel pipe. A new sample tap and chemical feed tap were installed in the new stainless steel pipe.
3. A new butterfly valve was installed in the valve vault.
4. The valve vault has a sump pump.

IV. EXTERIOR

A. ROOF

1. The coating system on the roof is in good condition.
2. The guard railing on the roof is in good condition.
3. There are no cellphone antennas on the top of the tank.
4. The 24-inch diameter pressure/vacuum relief roof vent is in good condition.
5. There are two obstruction lights on top of the tank.
6. The seal across the CB&I designed gap between the top of the roof and access tube was replaced and is in good condition.

B. BOWL

1. The coating on the sidewall and bottom of the tank bowl appears to be in good condition.

C. SHAFT

1. The coating on the tank shaft appears to be in good condition.

D. BASE

1. The coating on the base section of the tank is in good condition.
2. The exposed concrete foundation wall is in good condition. No settlement was observed around the foundation.
3. The discharge end of the 8-inch overflow pipe is screened. The overflow pipe discharges 12-inches above a storm manhole.
4. There is a removable cover (doghouse) which was constructed over the overflow pipe and sump pump discharge pipe.

V. SITE

A. MAINTENANCE

1. The site is well maintained.

B. SECURITY

1. The site is not fenced. The mandoor in the base of the tank is padlocked.

VI. RECOMMENDATIONS

- ##### **A.**
- Nothing at this time. The recent 2023 repairs corrected previous recommendations.



December 2023 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

Outages

Date	Cause	Description	Customers	Duration
12/12/2023	OH Equipment Failure	Bad Insulalink	2	90

Outages to Date

Cause	Outages	Customers	Duration	After Hours
Supply to City	0	0	0	0
OH Equip. Failure	15	764	1,065	7
UG Equip. Failure	4	58	804	3
Weather	2	1,720	2,790	2
Birds, Animals, Snakes, etc.	7	4,803	142	2
Trees	2	102	182	1
Foreign Interference	0	0	0	0
Human	2	27	695	2
Other	0	0	0	0
Unknown	2	1,051	0	2
Total:	34	8,525	5,678	19

Water Quality, System Data and Main Break Information

Flow	Kr1000 Gallons	Syr Avg	% of Flow
High Lift to Dist.	51,984	49,295	
Dist. to Resale	12,478	9,292	24%
Largest Ind	6,309	7,206	12%
2nd Largest Ind	4,479	5,166	9%

Expense	Total Cost	Syr Avg	Cost Per 1000 Gallons
Chemicals	\$23,990	\$17,336	\$0.461
Electricity	\$10,827	\$10,785	\$0.208
Natural Gas	\$5,091	\$6,950	\$0.098
Sewer User Fee	\$7,956	\$7,136	\$0.153



System Reliability through improvements and technology (cont)

	Raw Water			Finished Water		
	Avg	Syr Avg	Ratio	Avg	Syr Avg	Ratio
Color	51.00	56.00	91.1%	6.00	3.00	200.0%
pH	8.36	8.23	101.6%	8.41	8.41	100.0%
T-Odor	not tested			not tested		
Temp. C	4.00	3.50	114.3%	4.00	3.50	114.3%
Turbidity	4.60	4.50	102.2%	0.07	0.08	87.5%

Main Size	Address/Location	Cause Description	Est Water Loss in 1000/gal
6"	928 London St	Shear	125

Electric and Water Locates and Meter Information

	Month	Year to Date	Project to Date
Electric and water locates	150	4,590	N/A
Total Electric AMR installed/changed out	-	3	3,943
Total Electric AMI installed	32	1,084	5,498
Electric Meters Tested	32	1,084	N/A
Total Water AMR installed/changed out			3,235
Total Water AMI installed	49	691	1,738
Water Meters Tested			N/A

Customer Service and Customer Satisfaction

- * Reconciling of customer budget accounts
- * Updating bill inserts for 2024
- * Worked with WPPi on rollout of mCare6 and subsequent updates

Electric & Water Disconnections

Disconnections	Dec-22	Dec-23
Calls Made	163	428
Disconnected	26	53
Reconnected	21	32

Note there were 3 disconnect dates in 2023 and only 2 in 2022.

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. Below are stats for the number of payments and dollars processed by them for the last 3 years.

	2023	2022	2021	
Web CC Totals				
YTD # Payments	20,123	18,975	18,593	Average 1,677 pmts/month
YTD \$ Total	\$ 2,754,471	\$ 2,653,989	\$ 2,574,265	
Echeck Totals				
YTD # Payments	7,785	7,464	6,269	Average 649 pmts/month
YTD \$ Total	\$ 1,080,762	\$ 1,054,738	\$ 888,266	
Bank Billpay Totals				
YTD # Payments	14,377	14,762	15,506	Average 1,198 pmts/month
YTD \$ Total	\$ 1,867,924	\$ 1,972,408	\$ 1,993,748	



Customer Service and Customer Satisfaction (cont)

* 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 two-year comparison for transactions in the office.

	2023	2022	
YTD # Payments	4,799	4,210	Average 400 pmts/month
YTD \$ Total	\$ 773,868	\$ 687,080	
% Increase	14%	13%	
Total Fees	\$ 8,962	\$ 7,720	
Fee/Transaction	\$ 1.87	\$ 1.83	
% of Payments	1.16%	1.12%	

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 the storeroom and water distribution with minimal/acceptable write-offs.
- * Submitted Tree-Line USA application
- * Review embedded cost credits and issue checks to all developers who had lots developed in 2023.

Consumption was 12.8 million kWh lower in 2023 compared to 2022. The Industrial customer class took 3.2% or 14 million less kWh than the previous year. Commercial customers took 9.2%, or 1.4 million more kWh compared to 2022. All other customer classes were similar to the previous year.

ELECTRIC UTILITY - Kwh Consumption for December						
	Current Month	Budget	LY Same Month	YTD 2022	YTD 2023	YTD Budget
Purchases	41,327,780	41,806,419	40,686,040	528,563,653	514,136,260	527,198,765
Residential	4,624,128	4,505,479	4,783,426	62,166,170	62,391,014	61,707,163
Commercial	1,218,060	1,166,500	1,203,439	15,095,023	16,489,407	15,530,070
Other	235,860	180,779	252,663	2,753,131	2,349,486	1,898,833
Industrial	34,003,525	35,335,830	32,926,923	442,388,178	428,412,267	440,271,584
Total Kwh	40,081,573	41,188,588	39,166,451	522,402,502	509,642,174	519,407,650
System Losses	3.02%	1.48%	3.73%	1.17%	0.87%	1.48%
Maximum Demand	67,024	69,981	70,464			



Financial and strategic focus including fair and competitive rates (cont)

Total water consumption was higher than 2022 by 7.9% in total (nearly 40 million gallons). The Resale customer took 18.3%, or 24 million gallons more than in 2022. Industrial customers took 9.6 million gallons more, or 6.2%. Residential customers took 3.6% more in 2023 compared to 2022 and Multi-family and Commercial customers took about the same.

WATER UTILITY - Gallons of Consumption for December (000)						
	Current Month	Budget	LY Same Month	YTD 2022	YTD 2023	YTD Budget
Produced	53,962	N/A	49,058	610,045	661,429	N/A
Pumped from HLPS	51,984	N/A	49,223	606,956	650,584	N/A
Residential	12,816	12,804	12,767	160,150	165,925	166,585
Multi-Family	884	892	822	9,521	10,321	10,645
Commercial	3,156	2,869	2,454	35,038	36,230	36,127
Industrial	13,308	13,048	12,791	155,542	165,145	164,680
Resale	12,478	9,541	9,061	131,402	155,463	118,711
Municipal	582	570	568	13,968	12,254	12,951
Total Gallons	43,224	39,724	38,463	505,621	545,338	509,698
Internal Use	1,807		1,404	25,785	28,799	
Leaks	125		912	11,553	17,413	
Flow/Flush/Fire	14		113	2,322	1,776	Goal
System Losses	13.11%		16.93%	10.16%	8.80%	8.00%

Cultivate a strong and effective team through training and communication

- * Management participation at WPPI committee meetings - Board Meeting, Executive Committee Meeting, Finance and Audit Committee.
- * Management participation at MEUW committee meetings - Board Meeting
- * Management and employee participation in Civic year end webinars for the new accounting software Caselle Connect.
- * Management participation at CVMIC Generations Reboot class.
- * Meeting with Senator Rachael Cabral-Guavera to educate on public power and our water utility
- * Interviews for the GIS Technician position
- * Management participation at NorthStar customer conference
- * Management and employee participation in rollout of mCare6
- * Completed employee performance evaluations for 2023
- * Annual NERC Compliance Training

Provide and Promote the Health and Safety of Employees

- * OSHA rate monthly and year to date = 0 accidents.
- * Wellness massages for employees in conjunction with a food drive; 10 employees participated. 98 pounds of food was donated by our employees for St. Joe's food pantry in Menasha.
- * Maintain Don't Gain Healthy Holiday Challenge held for employees; 12 employees participated.
- * Safety Committee Meeting regarding Accident Reports and Training and Safety Programs.
- * Holiday luncheon and celebration