



# MEMORANDUM

## OCONOMOWOC UTILITIES

Date: 8/25/2020  
To: Mayor  
Common Council  
From: Diane Coenen, Clerk  
Re: Utility Committee

## MEMORANDUM

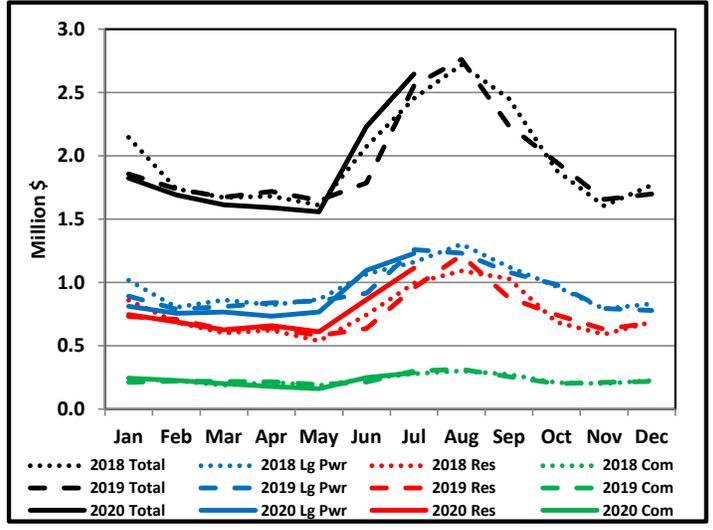
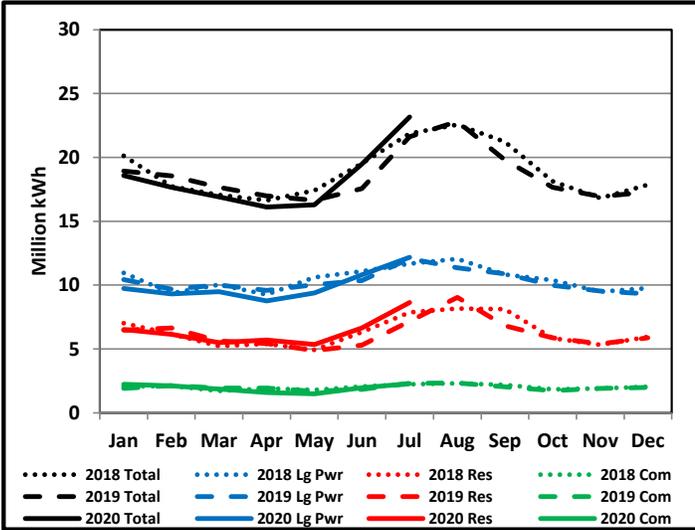
At this time, there are no items for review by the Utility Committee that need to move forward. The usual department reports have been prepared and are attached for your information and review.

# Oconomowoc Utilities: Monthly Volume & Revenue Summary

## Metered Volume Units

## Metered Revenue Dollars

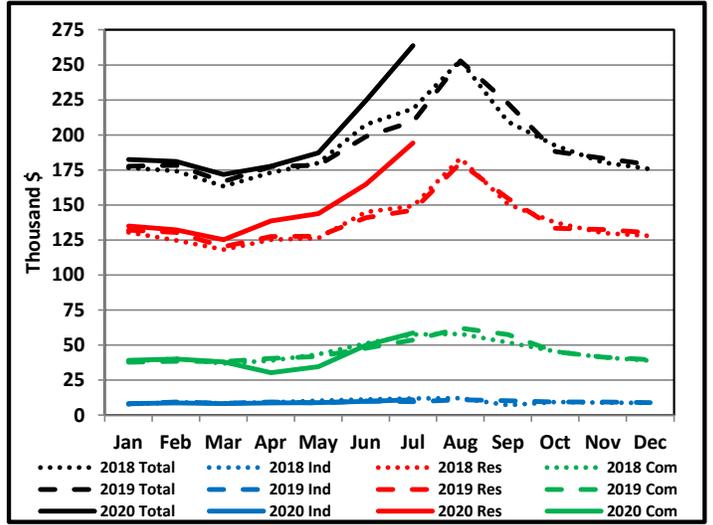
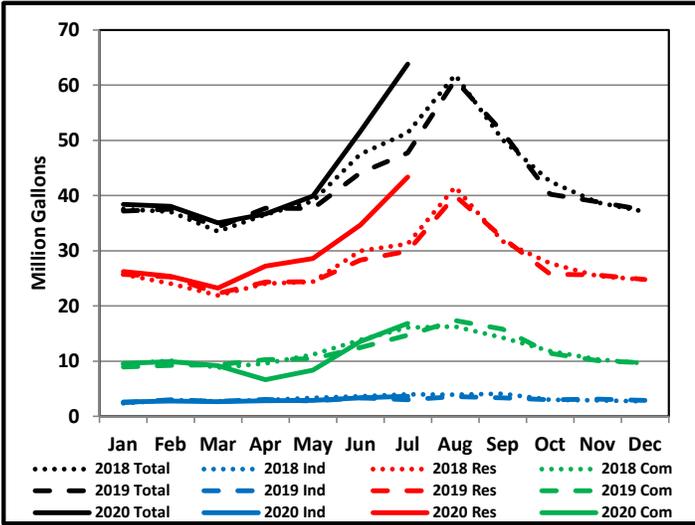
Electric



Note: Charts exclude non-metered revenue (pole attachments, etc.)

Note: Quantities represent amounts invoiced. Due to timing of mid-month billing cycles, line-loss, etc., amounts will differ from volume purchased from WPPI.

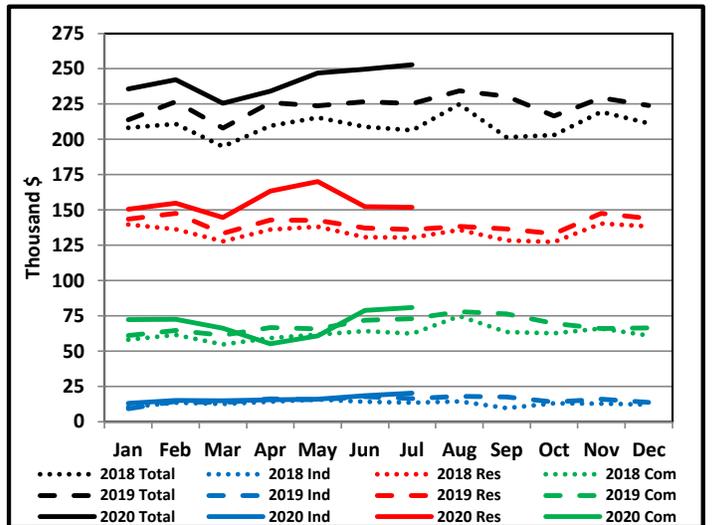
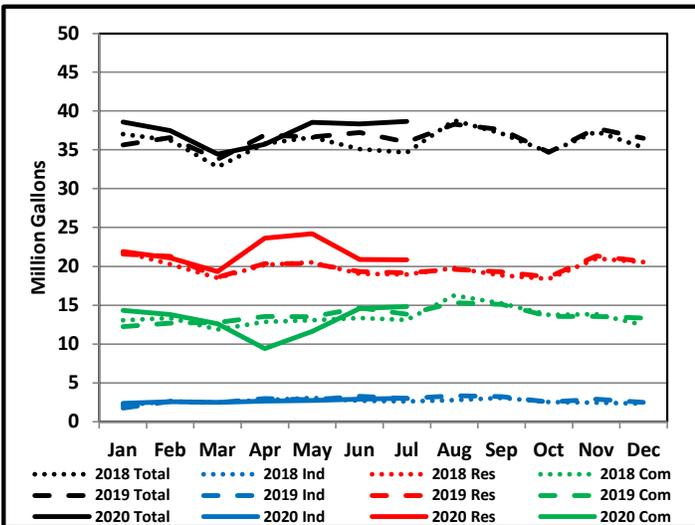
Water



Note: Charts exclude non-metered revenue (fire protection, etc.)

Note: Quantities represent amounts invoiced. Due to timing of mid-month billing cycles, main-breaks, etc., amounts will differ from volume pumped at well sites.

Wastewater



Note: Charts exclude adjoining sanitary districts and non-metered revenue (septic disposal, etc.)

Note: Quantities represent amounts invoiced. Due to timing of mid-month billing cycles, external sanitary districts, rain-seepage, etc., amounts will differ from volume received at treatment facility.

# OCONOMOWOC UTILITIES - VOLUME STATISTICS

	Current Month				Year To Date			
ELECTRIC	kWh Sold	kWh Sold	Volume Increase	Percent Increase	kWh Sold	kWh Sold	Volume Increase	Percent Increase
	Jul-20	Jul-19	(Decrease)	(Decrease)	Jul-20	Jul-19	(Decrease)	(Decrease)
Residential	8,652,486	7,173,772	1,478,714	20.6%	44,537,027	41,533,049	3,003,978	7.2%
Commercial	2,281,613	2,317,081	(35,468)	-1.5%	13,567,248	13,802,256	(235,008)	-1.7%
Large Power	12,182,691	12,073,637	109,054	0.9%	69,666,061	72,179,660	(2,513,599)	-3.5%
Public Street/Hwy Ltg.	48,513	44,475	4,038	9.1%	384,982	391,238	(6,256)	-1.6%
Private Yard Lighting	1,906	2,841	(935)	-32.9%	17,370	29,915	(12,545)	-41.9%
<b>Total Electric Sales</b>	<b>23,167,209</b>	<b>21,611,806</b>	<b>1,555,403</b>	<b>7.2%</b>	<b>128,172,688</b>	<b>127,936,118</b>	<b>236,570</b>	<b>0.2%</b>
WATER	Gallons Sold (Thousands)	Gallons Sold (Thousands)	Volume Increase	Percent Increase	Gallons Sold (Thousands)	Gallons Sold (Thousands)	Volume Increase	Percent Increase
	Jul-20	Jul-19	(Decrease)	(Decrease)	Jul-20	Jul-19	(Decrease)	(Decrease)
Residential	38,732	25,535	13,197	51.7%	178,200	152,137	26,063	17.1%
Multi Family	4,602	4,392	210	4.8%	30,529	28,153	2,376	8.4%
Commercial	16,830	14,738	2,092	14.2%	74,046	75,479	(1,433)	-1.9%
Industrial	3,643	3,047	596	19.6%	20,788	20,522	266	1.3%
<b>Total Water Sales</b>	<b>63,807</b>	<b>47,712</b>	<b>16,095</b>	<b>33.7%</b>	<b>303,563</b>	<b>276,291</b>	<b>27,272</b>	<b>9.9%</b>
WASTEWATER	Gallons Sold (Thousands)	Gallons Sold (Thousands)	Volume Increase	Percent Increase	Gallons Sold (Thousands)	Gallons Sold (Thousands)	Volume Increase	Percent Increase
	Jul-20	Jul-19	(Decrease)	(Decrease)	Jul-20	Jul-19	(Decrease)	(Decrease)
Residential	20,831	19,161	1,670	8.7%	151,855	140,647	11,208	8.0%
Commercial A	13,780	12,542	1,238	9.9%	84,506	84,266	240	0.3%
Commercial B	1,058	1,282	(224)	-17.5%	6,709	8,988	(2,279)	-25.4%
Industrial A	2,514	1,883	631	33.5%	13,461	12,392	1,069	8.6%
Industrial B	508	682	(174)	-25.5%	5,250	4,812	438	9.1%
<b>Total Gallons Treated</b>	<b>38,691</b>	<b>35,972</b>	<b>2,719</b>	<b>7.6%</b>	<b>261,781</b>	<b>251,105</b>	<b>10,676</b>	<b>4.3%</b>

Note: Quantities sold are amounts invoiced during the month. Due to the timing of billing cycles, the amounts may not match consumption during the calendar month.

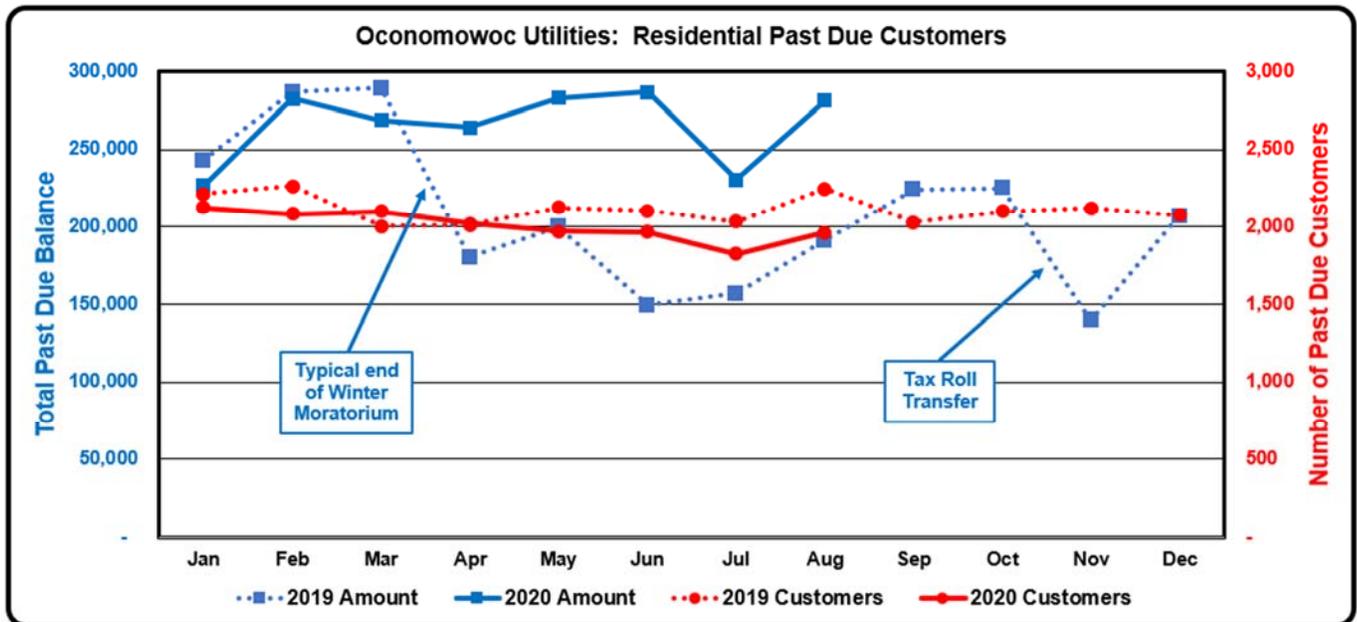
Y:\Utility Billing\[Sales for Committee.xlsx]July 2020

**COMMITTEE REPORT – August 2020**  
**Utility Billing**



- COVID-19 Impact: Delinquent Customers** – In late July, the PSC extended the moratorium on residential disconnections until at least September 1<sup>st</sup>. As of this writing, the PSC is scheduled to meet on August 20 to consider ending or extending the moratorium. In a typical year, we begin disconnecting customers starting in April. As a result, the total amount past due is significantly higher than last year (blue lines below). However, the number of customers past due is slightly less than last year (red lines below). This shows that our area of concern is with customers that will not make payments until a pending service disconnection requires them to.

We will continue to refrain from charging late payment fees until mid-November. In November, unpaid utility charges are transferred to the property tax bill of the owner. Once delinquent balances are transferred, late fees will be charged on balances after that date.



- “MyAccount” implementation** – After the first month since the “MyAccount” customer website portal implementation, we have 1,133 utility accounts registered. Of these, 211 have signed up for paperless billing with e-mail notification.
- “M-Care” implementation** – The “M-Care” module of our billing software has been implemented to allow crew staff to automate the entry from meter installation and replacement tasks. Utility billing and field crew staff recently had their first monthly meeting to follow up on process improvements.

John Schuh, CPA  
 Utility Accounting Manager

## COMMITTEE REPORT – August 2020 Electric Utility



The following **projects** have been completed by August 12, 2020

- Decommission Power House Substation at 611 E. Wisconsin Avenue
- Install new cable to replace faulted sections at Burtonwood Subdivision and feeder on Commerce Street
- Electric meters for the Evin are installed
- Infrared testing of the distribution system is complete

### **Services:**

- Crews completed 6 new service tickets.
- Customer calls: (*tickets that are not planned and affect scheduled work.*) 9, to include DC/RC, miscellaneous problems, service relocates, trouble calls that are not OMU's
- Crews were called out for electric cable hit by contractor at 1101 Silver Lake Street
- Crews also responded to a Feeder 73 cable fault
- **Training:** MEUW in class  
Apprentice school
- **Street Light Tickets:** 8

### **Traffic control lights:**

- Brown/Whalen controller has been replaced due to failure
- Yearly inspection of traffic controllers is complete

### **Major projects that have been started:**

- Street project- Forest Street- Bury overhead feeder circuit 84
- Cable injection replacement on Westover, Fredrick Court, Bolson Drive, and Forest Ct.
- Relocate electric cables at Vespara II for new condo units
- Wisconsin Avenue Substation decommissioning
- Oil has been removed from transformer and LTC
- Buss work to transformer has been removed

## GIS Update

- Water and Electric system maps are published in Esri. Water has been fine tuned and continues to be updated with data input from Water Staff based on field knowledge. Electric maps are a work in progress as we work internally and externally to create connectivity and audit the data
- In parallel to the Water and Electric mapping, asset management vendor (ElementsXS) is loading infrastructure asset data connected to the Esri maps to allow for mobile work orders and task work in the field. Testing, inspections and routine maintenance to assets, such as hydrants, are tracked in real time within the database that allows for a multitude of reporting as structured by need. Reports are being built for specific requirements from the DNR, PSC, etc.
- Fixed, facility and inventory assets are uploaded to ElementsXS and will be available for task/ticket requests (ex: fleet repair requests, facility maintenance requests, etc). The ticket requests generate dashboard tasks per user for workflow efficiency and cost tracking.
- Sanitary, Storm, Trees and Signs data has been provided to our vendor to create maps in Esri. This is a transition from the proprietary maps at R&M into the Esri system. As part of this transition the vendor (Symbiont) will hold meetings with City staff to ensure proper data management and recommendations for data structure for Wastewater, Public Works and Park, Recreation and Forestry
- Symbiont is working with IT to gain access to the GIS server and other tech needs as they arise



## COMMITTEE REPORT- August - 2020 Water Utility

The following are updates for ongoing projects:

- Well 8 Pumping Station – engineering design and bid services (Strand Assoc)
  - Waiting WDNR review and approval of the preliminary engineering report
  
- Powerhouse Building
  - Coordinate transformer removal with OU staff
  - Roof replacement RFQ being prepared
  
- GIS Conversion – Water
  - Water map is usable and Operators utilizing new GIS
  - Continue Asset Management set-up (using Elements XS)
  - Continue set-up of Diggers Hotline 811 requests to iPads
  
- Well 7 Pumping Station
  - Booster pump replacement RFQ
  - Reservoir concrete repair RFQ

### Customer Interactions:

- 12 new meters were installed and 3 meter issues were addressed

### Training:

- WPPI – Northstar Billing & MCare
  - Users group follow-up meetings
- Swan – manufacturers rep
  - Startup of auto fluoride analyzer

### Specialty Work:

- Lead & Copper water sampling prep
  - WDNR approved 18 new lead/lead only lateral sites for Lead & Copper compliance water sampling

Respectfully submitted:

Scott Osborn P.E.

Water Superintendent

## Wastewater Operations Summary

### August 2020

Precipitation for July 2020 was 5.27" and as of August 19, 2020 we had .97". The influent flow average for July was 2.88 MGD. The average flow for August 2020 is 2.56 MGD.

Permit parameters for July are as follows:

Parameter	Influent	Effluent	Permit Limits	% Reduction
BOD - mg/l	220	2.0	15	99.1%
TSS - mg/l	209	1.4	15	99.3%
Phos. - mg/l	4.9	.70	0.95	85.0%
Fecal - col/100ml	X	1.9	400#/100ml	X
Amm. N - mg/l	18.7	1.2	N/A	99.1

George Street sanitary sewer grouting was completed the week of July 20<sup>th</sup>. We are waiting on the CIPP liner install to finish this emergency repair.

Aeration Basin #2 was taken down, cleaned and air valves were replaced. The aeration basin is back in service in less than a week.

The WDNR Operator Training Coordinator has requested that McKala Kiessling, our Lab Manager, assist the State of Wisconsin in writing up a standard operating procedure for the E-Coli test the WDNR is implementing into WWTF permits.

The WWTF is participating in the State Lab of Hygiene testing of treatment plant influent for the RNA of the Covid-19 virus. This is a 1-year study that has proven that wastewater can predict a major breakout of virus at least a week in advance.

The Ortho Phosphate analyzer was installed and started up the week of August 17<sup>th</sup>.