

VILLAGE OF GERMANTOWN
N112 W17001 MEQUON ROAD
GERMANTOWN, WI 53022

MEETING: **UTILITY ADVISORY COMMITTEE**

DATE AND TIME: **THURSDAY, December 15, 2022 6:00 P.M.**

LOCATION: **Germantown Village Hall Board Room
N112 W17001 Mequon Road**

NOTICE: Citizens not wishing to attend the meeting personally may submit any public comments by sending an email to comments@germantownwi.gov by 4 p.m. on the day of the meeting so that it can be provided to the members of the body for their consideration.

- I. **CALL TO ORDER:** *This meeting has been given public notice in accordance with Section 19.83 and 19.84, Wis. Stats, in such form that will apprise the general public and news media of subject matter that is intended for consideration and action.*
- II. **ROLL CALL:**
- III. **APPROVAL OF MINUTES:** July 29, 2020, meeting.
- IV. **PUBLIC COMMENT:** Please be advised per State Statute Section 19.84(2), information will be received from the public. It is the policy of this municipality that there be a three-minute time period, per person, with time extensions per the Chief Presiding Officer's discretion; be further advised that there may be limited discussion on the information received, however, NO ACTION will be taken under public comments.
- V. **NEW BUSINESS:**
 - A. Summer Sewer Service Credit.
 - B. Review of existing water and sewer rates.
 - C. Meter Exchange Adjustments.
 - D. Update on Utility Billing System Implementation.
- VI. **SCHEDULE NEXT MEETING:**
- VII. **ADJOURNMENT:**

UPON REASONABLE NOTICE, efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services. For Additional information or to request this service please contact the Village Clerk at (262)250-4740 at least 2 days prior to the meeting.

Notice is given that a majority of the Village Board may attend this meeting to gather information about an agenda item over which they have decision making responsibility. This may constitute a meeting of the Village Board per State Ex. Rel. Badke v. Greendale Village Board, even though the Village Board will not take formal action at this meeting.

VILLAGE OF GERMANTOWN
UTILITY ADVISORY COMMITTEE
July 29, 2020
Village Hall Board Room

I. CALL TO ORDER: Chmn. Warren called the meeting to order at 6:00pm.

II. ROLL CALL: Chmn. Zabel, Members Hansen, Campbell, Alternate Members Schleif. Reichert, Member Rehkla is absent.

III. CITIZEN INPUT/PUBLIC APPEARANCE:
No citizens elected to provide comment

IV. APPROVAL OF PREVIOUS MINUTES: May 21, 2015
MOTION by Hansen, seconded by Rehkla to approve the minutes of the May 21, 2015 meeting.

MOTION carried unanimously.

V. Sewer and Water Utility Financials

Reviewed the Baker Tilly Comprehensive Annual Financial Report. The information shows that the operation expenses are now exceeding the operating revenues in 2019 after having operating revenues exceeding operating expenses from 2015 – 2018. This is largely due to large water users and their operational schedules.

Other maintenance items like tower painting also are paid by the operation fund. The cost of a tower repainting project is approximately \$300,000.

Water Utility Finance Director Kim Rath noted that the Water Rate Increase request to the PSC will be submitted this week.

The last sewer rate increase was in 2014.

The full report is located on the Village website.

VI. Water Rate Increase Information

It is expected that the PSC will prescribe an increase. The Village Board will then vote on implementation.

The PSC requires a rate of return of greater than 4% to protect the utility. There are other best practices in place to protect the utility finances.

VII. Public Service Commission Water Utility Reports

Chair Zabel discussed the Water Supply/Well information, which notes the capacity of additional development. This relates to the impact fees. A study will be provided later this year.

Current water impact fees are used to pay off the depth of Well 11 (TIF 4) in the Mequon Road Business Park.

A new tower will be placed at the Holy Hill Industrial Park.

Utility Advisory Meeting
July 29, 2020

Schedule W-15 notes 15% Total Water Loss. Chair Zabel discussed the metering and that this is not an unexpected percentage.

VIII. NEXT MEETING DATE

No meeting date was set. It was noted that Ordinance 1.376 requires the Committee noted to meet at least monthly. It is noted that there is not a need to meet at least monthly. Chair Zabel will discuss with the Village Board to potentially update the Ordinance.

MOTION by Campbell, seconded by Reichert that the next Committee meeting will be upon request by Chair Zabel.

MOTION carried unanimously.

IX. ADJOURNMENT:

There being no further business, the meeting was adjourned at 6:39pm.

Jim Hansen, Recording Secretary

Utility Advisory Committee

December 15, 2022

New Business Agenda



Summer Sewer Service Credit



Review of Existing Sewer and Water Rates



Meter Exchange Adjustments



Update on Utility Billing System Implementation

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Summer Sewer Service Credit

Recommendations from PW&HC

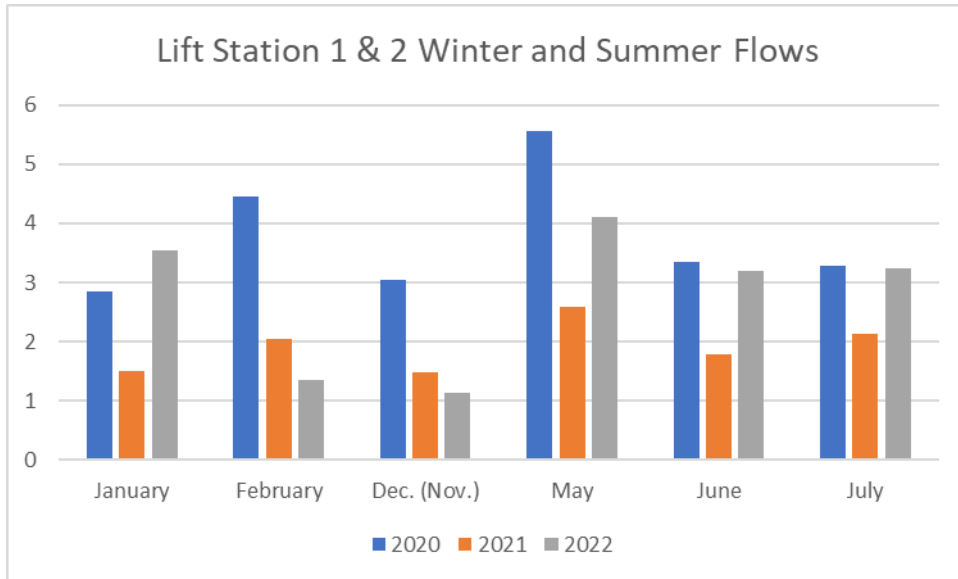
- Eliminate 11,000-gallon minimum to be eligible for summer sewer service credit.
 - Increase multiplier from 1.15 to 1.25
 - Authorize staff to adjust sewer bills for customers impacted by 11,000-gallon minimum
-
- Recommendations will be on December 19th Village Board Agenda

Utility Advisory Committee Input

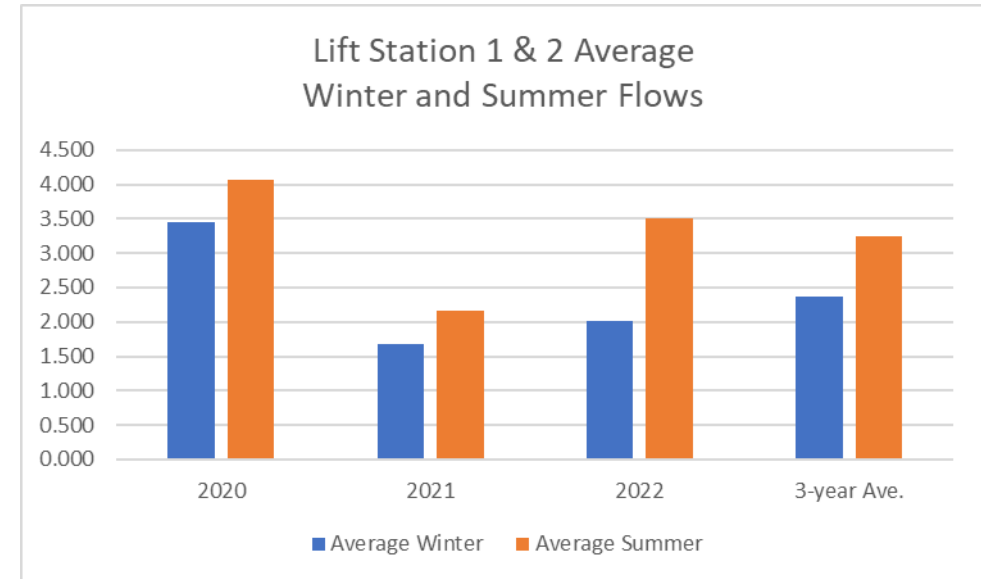
- Is change in multiplier from 1.15 to 1.25 reasonable?
 - Sewer bills are based on water meter readings
 - Outdoor water use increases during summer months
 - Indoor water use also increases during summer months
 - Summer sewer service credit is based on average of Q1 and Q2 water meter readings increased by a multiplier to account for increase indoor water usage.
- What is a reasonable multiplier to account for increased indoor water usage during the summer months?

Increases in Lift Station 1 & 2 Flow

Monthly Comparison



Average Monthly Comparison



Summary of Analysis

- Lift station 1 was decommissioned in 2021 and replaced by new Wrenwood lift station.
- Increase in lift station flows range from 17.8% to 75.2%.
- Average increase in lift station flows was 36.7%.
- In addition to increase in indoor water use, lift station flows are impacted by external factors – primarily infiltration and inflow.

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Review of Existing Sewer & Water Rates

Comparison of Water Rates WOW Communities

(Source: PSC)

Rank	Utility Name	12000 GAL
1	Lannon Municipal Water Utility	\$ 121.08
2	City of Hartford Utilities	\$ 99.90
3	Butler Public Water Utility	\$ 98.40
4	Village of Sussex Water Public Utility	\$ 93.60
5	Mequon Municipal Water Utility	\$ 93.35
6	Mukwonago Municipal Water Utility	\$ 93.35
7	Delafield Municipal Water Utility	\$ 89.00
8	City of Waukesha Water Utility	\$ 83.70
9	Port Washington Municipal Water Utility	\$ 82.61
10	Belgium Municipal Water Utility	\$ 82.16
11	Village of Eagle Municipal Water Utility	\$ 79.80
12	City of Oconomowoc Utilities	\$ 77.40
13	Slinger Utilities	\$ 72.00
14	Cedarburg Light And Water Commission	\$ 71.61
15	City of Muskego Water Public Utility	\$ 70.90

Rank	Utility Name	12000 GAL
16	Germantown Water Utility	\$ 69.15
17	Village of Pewaukee Water Utility	\$ 68.76
18	City of Pewaukee Water Utility	\$ 68.64
19	Hartland Municipal Water Utility	\$ 68.09
20	Saukville Municipal Water Utility	\$ 67.50
21	Kewaskum Municipal Water Utility	\$ 66.77
22	New Berlin Water Utility	\$ 66.28
23	Brookfield Municipal Water Utility	\$ 63.67
24	Allenton Sanitary District No 1	\$ 63.57
25	Village of Menomonee Falls Water Utility	\$ 63.24
26	City of West Bend Water Utility	\$ 57.32
27	Dousman Water Utility	\$ 57.00
28	Fredonia Municipal Water Utility	\$ 56.29
29	Village of Jackson Water Utility	\$ 56.04
30	Grafton Water and Wastewater Utility	\$ 53.02
31	Brookfield Tn Of Sanitary Dist No 4	\$ 46.04

Comparison of Sewer Bills WOW Communities (Source: MSA)

Rank	Community	Average Annual Sewer Bill
1	Town of Oconomowoc	\$ 959
2	Wallace Lake	\$ 920
3	Jackson	\$ 813
4	Belgium	\$ 753
5	Waukesha	\$ 620
6	Grafton	\$ 581
7	Newburg	\$ 580
8	Fredonia	\$ 567
9	Cedarburg	\$ 565
10	City of Brookfield	\$ 506
11	Germantown	\$ 466

Rank	Community	Average Annual Sewer Bill
12	Mukwonago	\$ 426
13	Saukville	\$ 420
14	City of Oconomowoc	\$ 406
15	Hartford	\$ 360
16	Sussex	\$ 350
17	Port Washington	\$ 349
18	City of Pewaukee	\$ 340
19	Brookfield District #4	\$ 266
20	Village of Pewaukee	\$ 256
21	Delafield-Hartland	\$ 198
22	Blackhawk Area	\$ 68

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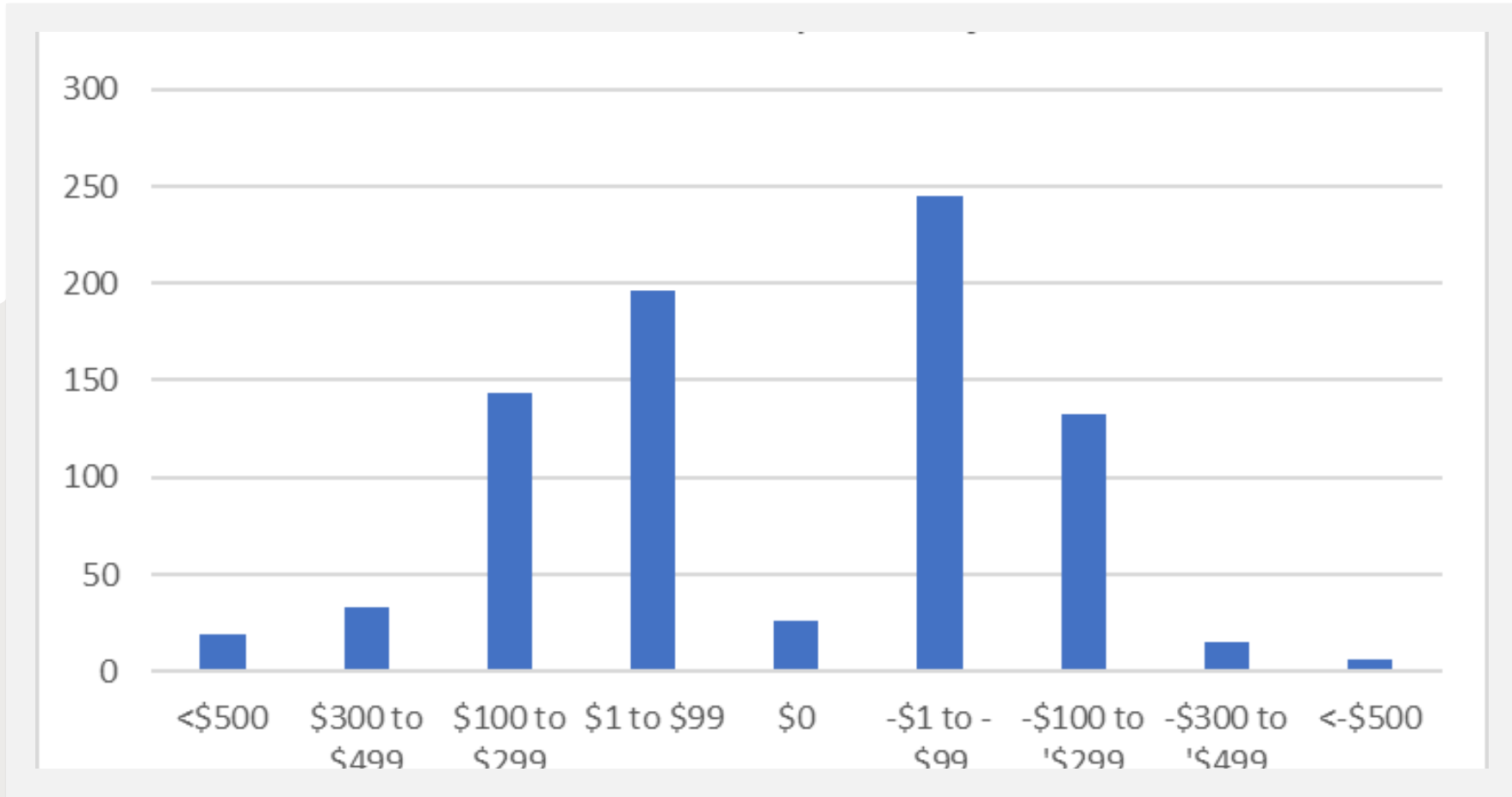
Meter Exchange Adjustments

Issues with Legacy Meter System

- Old meter system depended on a Windows NT Based Interface to download data from the meter reading system and upload it to the billing system.
- Village Traditionally replace 100-200 meters per year as staff had time and funding was available. Replacements paused during COVID.
- Components of the old meter reading system failed starting in 2020 with complete failure of the interface during 2021. Most meters continued to function, but we were unable to access the data.
- If we were unable to access actual meter reading data, we sent customers bills with estimated usage based on historical usage data.

Meter Replacement Project

- We replaced 2,800 meters between April and July 2022.
- We were able to get actual meter readings from 2,469 meters, as they were replaced.
- Village staff compared estimated usage to actual usage and calculated adjustments.
- If estimates were higher than actual usage, customers were sent a refund. If estimates were lower than actual usage, customers were sent a bill for the difference.



Distribution of Adjustments

Calculation of Adjustments

- Adjustments were calculated using 2022 water rates for the following reasons:
 - The period between actual readings varied between customers and including billing periods in 2021 and 2022. While we know the total amount of water used during that period, we have no record of how much was used during 2021 and how much was used during 2022.
 - Rates must be hard coded into our billing system. Our billing system does not have the capacity to produce a bill applying two different rates.
 - 2022 rates were only applied to the difference between estimated and actual usage.
 - 2022 rates were applied consistently to adjustment bills and adjustment refunds.

Customer Follow Up

- Utility Billing Clerk and Village Clerk/Treasurer responded to hundreds of customer contacts regarding adjustments.
- In a very small percentage of cases when there were errors in the adjustments, corrections were made.
- Interest free payment plans are offered to customers who owe money after the adjustments.
- Unpaid adjustment bills were not added to property tax bills.

Tyler Munis – Utility Billing Project

Village of Germantown

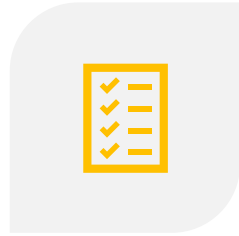
Project Phases



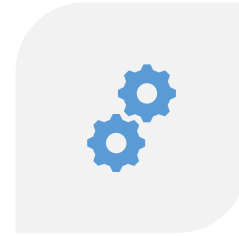
INITIATE AND
PLAN



ASSESS &
DEFINE



PREPARE
SOLUTION



PRODUCTION
READINESS

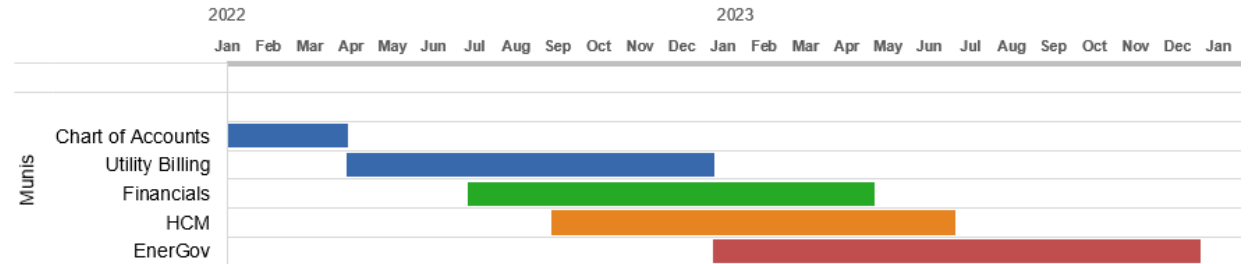


PRODUCTION

Initiate and Plan – March 2022

- Identify Village of Germantown project team.
 - Project Manager
 - Utility Billing Leads
 - Subject Matter experts
- Establish Project Timeline
 - Coordinate the project team
 - Day-to-day operations
 - Vacations/Holidays
 - Elections/Taxes

PROJECT TIMELINE



Assess & Define – April 2022

- System Administration and Training
- Utility Billing Analysis (3-working days)
 - Current State Analysis
 - Document Current Processes
 - Future State Analysis
 - Overview of desired changes
 - Munis capabilities
 - Adopt best practices





Prepare Solution – March '22 – December '22

- Bulk of the UB Project (30 scheduled working days)
- 10 Conversion Passes Required
 - Pull Data from MSI
 - Configure Data for Munis
 - Enter Data into Munis
 - 2-3 weeks per pass
- Review each pass for accuracy and configuration
- Misc. Training Days

Production Readiness – January '23 – February '23

- Validate system
 - Parallel Billing (6-8 working days)
 - Full billing cycle in Munis
 - Cross reference billing in MSI
 - Verify Usage, Charges, Penalties
 - Verify balance forwards
 - Confirm account setup
- End-User Training (4 working days)
 - In depth system training
 - Tailored to specific roles
- Pre-Go-Live Assistance



Production – March 2023

- Go-Live
 - Execute day to day function in Munis
 - Data now in Production environment
- Address any post go-live issues
- Complete post go-live activities



Questions