Call Meeting to Order: 6:30 p.m.
Roll Call
Approval of Minutes: October 21, 2019  Page 2

ACTION MAY BE TAKEN ON ANY OF THE FOLLOWING ITEMS

PUBLIC COMMENTS:

CONSENT AGENDA:
1. Acknowledgement of the following minutes:

NEW BUSINESS:
2. Resolution recommending award for 2020-2022 Tree Trimming Contract  Page 15

REPORTS:
3. RFMU WPPI Utilization Review Report  Page 36
4. Finance Report  Page 52
5. FERC Studies Report

ANNOUNCEMENTS:

ADJOURNMENT:

Council members may be in attendance for informational purposes only.
No official Council action will be taken.

Posted (City Hall/PSB/Library): 01/09/20
Published: 01/16/20
The regular meeting of the River Falls Utility Advisory Boards was called to order by Utility Advisory Board Chair Adam Myszewski at 6:30 p.m.

**Utility Advisory Board Present:**
Adam Myszewski, Scott Morrissette, Kevin Swanson, Mark Spafford, Kellen Wells-Mangold and Patrick Richter

**Utility Advisory Board Absent:** Tim Thum

**Staff Present:** Utility Director Kevin Westhuis; Utility Administrative Assistant Lanae Nelson; Water/Wastewater Superintendent Ron Groth; Assistant City Administrator Julie Bergstrom and Utility Program Coordinator Rhonda Davison

**Approval of Minutes:**
Regular Meeting Minutes: 09-16-2019
MSC Richter/Swanson approve minutes. Unanimous.

**CONSENT AGENDA:**
Acknowledgment of the following minutes:
- West Central Wisconsin Biosolids Facility Commission: 08-15-2019
- POWERful Choices Committee Meeting: 09-12-2019
MSC Morrissette/Swanson approve minutes. Unanimous.

**NEW BUSINESS:**
Resolution No. 2019-10 – Award for Wastewater Treatment Plant Aeration and Front-end Screening Contract
Utility Director Westhuis introduced Water/Wastewater Superintendent Ron Groth. Groth reviewed the need to have an updated aeration system and a new front-end screening system for the Wastewater Treatment Plant (WWTP). Groth recommended to award the bid contract to Wapasha Construction Company Inc. for the installation with construction services to Strand Associates Inc.

The current WWTP operations has four mechanical rotors in two oxidation ditches (two rotors per oxidation ditch). The WWTP is currently using one oxidation ditch which is reaching capacity with the increased loads. The design system that is being utilized is from 1979 and was meant to last 20 years. Strand Associates, Inc. reviewed the aeration system in 2018 and recommended changes and removing the mechanical rotors in the oxidation ditches to increase capacity. Strand Associates, Inc. determined that the best option for a new system is a fine bubble aeration, which would be an upgrade to the oxidation ditch aeration system. Also, in the recommendation is to install a new fine screen and moving grit classifier.

There were two bids submitted for the proposal. Groth recommended that Wapasha Construction Company Inc. be awarded the bid in the amount of $1,718,000 along with proposed construction services task order to Strand Associates Inc. in the amount of $63,300. In the 2019-2020 Utility Capital
Improvement Plan (CIP) there is $865,000 designated for engineering and contraction for the WWTP. The remaining cost for the project would be to use cash reserves, bonding or a combination of both.

There was some discussion by the board, Westhuis and Assistant City Administrator Julie Bergstrom highlighted potential energy savings and the need for the improvements. Wells-Mangold reviewed with Groth which WWTP Utilities have a system like this in the area; New Richmond and Rice Lake WWTP Utilities have a similar system. Morrissette asked about what the bond rating was, and Bergstrom confirmed that it is a double A3 for revenue. Westhuis added that it would be roughly a million-dollar bond. The board discussed further on the operations of the system. Spafford and Groth reviewed DNR giving the rating an F with the system and the WWTP has a proactive plan to change the rating by upgrading to an efficient system.

Myszewski asked for approval of the resolution. MS Morrissette/Richter moved to approve the resolution. As there was no further discussion, Myszewski asked for a vote. The resolution passed unanimously.

REPORTS:
How to read your RFMU Utility Bill
Utility Program Coordinator Rhonda Davison gave an overview of the RFMU Utility Bill. Davison reviewed the new customer account information process. Davison also explained the utility statement and discussed balances, rates, usage and charges with the City, Utility Services, State and County Sales taxes.

PSN Report
Davison gave an overview of the Payment Services Network (PSN) on the process of RFMU customers payment options for their utility bill.

Finance Report
Bergstrom gave a brief overview of the finance report; which was included in the packet.

FERC Studies Report
Westhuis gave overview for the cost of the Federal Energy Regulator Commission (FERC) studies as a part of the hydroelectric relicensing project in 2019. Westhuis is talking with the U.S. Army Corps of Engineers (USACE) and TRC Senior Consultant Lesley Brotkowski about having USACE pay for some of the studies.

Utility Dashboards
The 2019 September utility dashboards of Electric, Water, Wastewater Treatment Plan and POWERful Choices! were included in the UAB packet for review.

Monthly Utility Report
The 2019 September monthly utility reports were in the UAB packet for review.

ANNOUNCEMENTS:
Westhuis expressed the importance of the Wastewater Treatment Plant Aeration and Front-end Screening Contract and thanked the UAB for passing the aeration system resolution.

ADJOURNMENT:
MSC Morrissette/Swanson move to adjourn. Unanimous.
Myszewski announced meeting adjourned at 7:32 p.m.

Reported by: Utility Administrative Assistant Lanae Nelson
West Central Wisconsin Biosolids Facility
Commission Meeting
September 19, 2019

Meeting was called to order by Gary Newton at 8:30 am

Board members present: Gary Newton, Greg Engeset, John Bond, Steve Skinner and Ron Groth.

CONSENT AGENDA
Motion made and passed to approve bills in the amount of $188,542.39. M/S Greg/Steve
Motion made and passed to approve August meeting minutes. M/S Steve/Greg

Financial Report
Randy gave the financial report. Revenues exceeded expenses for August by $2665.20. Motion made and passed to approve the financial report. M/S Ron/John

Facility Report
Randy gave the facility report. Painter has started working. There was a review of pounds and gallons treated for the month. Ventilation on the wet air scrubber needs to be replaced.

Old Business
None

New Business
Reviewed employee health insurance premium for 2020. There is a 10.8% increase on employee health insurance premiums if we stay with Medica. Motion made and passed to stay with Medica insurance. M/S Ron/Greg

Randy is waiting on a new contract price on polymer for the upcoming year. Current polymer costs are $1.22/pound.

Discussion was held on the draft budget for 2020. $10,000 was added for engineering.

Adjournment
Motion made and passed to adjourn meeting at 10:40 am. M/S Steve/Ron
West Central Wisconsin Biosolids Facility  
Commission Meeting  
October 17, 2019

Meeting was called to order by Gary Newton at 8:30 am

Board members present: Gary Newton, Greg Engeset, John Bond, Steve Skinner and Ron Groth.

**CONSENT AGENDA**
Motion made and passed to approve bills in the amount of $138,348.11 M/S Greg/John
Motion made and passed to approve September 19, 2019 meeting minutes. M/S Steve/John

**Financial Report**
Randy gave the financial report. Motion made and passed to approve the financial report. M/S Steve/Greg

**Facility Report**
Randy gave the facility report. Painting at the plant has been completed. Electric has been run for new trucking parking. Working on Bioset lime auger. The storage building is full of end-product. The wet fall has made distribution difficult. Attorney has drafted a document to distribute to members to extend contracts for a 15-year term.

**Old Business**
Motion made and passed to except proposal for 2020 polymer contract from Polydyne for $1.22/pound same price as 2019. M/S Greg/John

A bill has been drafted by Representative Stafsholt to allow exemption for overweight centrate loads.

Discussion on future of trucking contract.

Discussion on Ellsworth taking extra loads of centrate.

Additional $20,000 added to 2020 draft budget under administrative engineering for study on non-member rates.

**New Business**
Motion made and passed to approve maintenance contract with Centrysis in the amount of $4500 for 2020. M/S Greg/John

John Bond nominated Greg for another term on the board. Election will be held at the annual meeting.
Employee compensation: Motion made and passed to go into closed session per **WI State Statue 19.85(1)(c)**, *Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction*. M/S Greg/John

Motion made and passed to go into open session. M/S Steve/Ron

Motion made and passed to increase all WCWBF employees’ wages by 2.5% effective January 1, 2020. M/S John/Ron

**Adjournment**

Motion made and passed to adjourn meeting at 10:45 am. M/S Greg/Steve
West Central Wisconsin Biosolids Facility  
Commission Meeting  
November 7th, 2019

Meeting was called to order by Gary Newton at 8:30 am

Board members present: Gary Newton, Greg Engeset, John Bond, Steve Skinner and Ron Groth.

CONSENT AGENDA
Motion made and passed to approve bills in the amount of $169,465.95 M/S Greg/John
Motion made and passed to approve October 17, 2019 meeting minutes. M/S John/Steve

Financial Report
Randy gave the financial report. 2019 operating income through October is $32,986.76. Motion made and passed to approve the financial report. M/S Steve/Ron

Facility Report
Randy gave the facility report. Some end-product was hauled but the storage area is almost full. Randy has been working with AT&T to reduce the phone bill for the facility.

Old Business

Town & Country Engineering was at the meeting to discuss updates to the facility plan. Various options were presented for a new sludge drying system. Options for odor control were presented. Odor control capital costs are estimated at 1 – 1.5 million.

Discussion was held on doing a pilot study to feed centrate to the Ellsworth WWTP. Estimated at feeding 10-20 gpm for the trial.

Town & Country expects to have the 20-year present worth costs for the December meeting.

Adjournment

Motion made and passed to adjourn meeting at 10:30 am. M/S Steve/John
Mike Noreen welcomed everyone to the Powerful Choices meeting. He also welcomed Leadership River Falls to the meeting. He invited the attendees to review the minutes from last month’s meeting and advised that he is always willing to take suggestions on topics and guest speakers for upcoming meetings. Kellen Wells-Mangold made a motion to approve the meeting minutes and Amy White seconded the motion. The minutes were approved unanimously. Mike invited everyone to get into groups to discuss how their organization can become greener. Each group should come up with a couple goals.

1. Groups shared their ideas for becoming greener.
   A. River Falls United Methodist Church
      1. Recycling receptacles throughout the church
      2. Share eco-tips with the congregation including providing tips in the monthly newsletter
   B. First Congregational United Church of Christ
      1. Expand the recycling program by purchasing more recycling bins (possibly through the UWRF surplus center)
      2. There is a need for insulation upgrades in an older section of the church
   C. Unitarian Universalist Society of River Falls
      1. Replace inefficient water heaters with on demand water heaters
2. Check light bulbs throughout the church and replace incandescent light bulbs with LED
D. Leadership River Falls
   1. Will use reusable water bottles at their meeting going forward.
E. UWRF – Resource Management Club
   1. Carpooling to events
   2. Look into compost bins/options
F. St. Bridget Catholic Community Church
   1. Recycling bins for each specific type of recyclable product with pictures
   2. Trash cans labeled “Landfill” to have people think about where their trash ends up
   3. Eco tips in bulletin

2. Amy Hess from Ciranda, which provides natural food ingredients to businesses, spoke about Sustain Hudson’s recycling efforts for downtown businesses in Hudson. She mentioned that Hudson will be getting some more bike racks. They will also be adding a charging station to the park. Local businesses will be offering reusable bags. And, some businesses will be participating in “Skip the Bag” where they will donate a small amount each time a customer opts to not use a plastic bag for their purchases. Those donations will go to Sustain Hudson to help continue their efforts.

3. Some things going on include: a movie at the University Center Kinnic Theater on Oct 10 from 5-7pm. The movie is The Sequel; what will follow our troubled civilization; Krista Spieler invited anyone to sign up to be notified for Hope for Creation events; CVTC will have an Open House Tues Oct 22 3:30-7pm at the River Falls Campus; Lauren Kominski invited anyone to submit ideas to Community Ed for the next book coming out. Those can include ideas for a class or interest in teaching a class; William Hill advised that he has information on renewable energy Hydros and Dams and wants everyone to know that the Utility Advisory Board is another avenue to explore when speaking about renewable energy. He has a pamphlet if anyone is interested.

Meeting minutes respectively submitted by Cindy Campbell
MINUTES
November 14, 2019
City Hall Training Room
12:00 p.m. – 1:00 p.m.

Committee members and guests present: Mike Noreen (RFMU), Cindy Campbell (City of RF), Nathan Croes (City of RF), Alan Symicek (UWRF), Shirley Jane Hobbs (Unitarian Universalists of RF), Sandy Johnson (Journey House), Chuck Eaton (RFSD), Martha Termaat (Unitarian Universalists of RF), Krista Spieler (RF United Methodist), Crystal Raleigh (City of RF), Matt Fitzgerald (UWRF), Jerry Waller, Zach Regnier (City of RF), Joel Palmquist, Mary Zimmerman (City of RF), Carl Meeker (UWRF), Tim Mathis (West Cap), Scott Kosleski (Carlson Electric), Lauren Kaminski (SDRF), Tara Albores (RFSD), Dave Ostendorf (First Congregational UCC), Tim Dilley (Carlson Electric Solar), Tad Jennings (RF Housing Authority), Anne McAlpine (RFHA), Don Richards (Turning Point), Sam Krahn (UWRF), Kellen Wells-Mangold (UWRF), Mike Stifter (City of RF), Rebecca F (UCC – Hope for Creation), Jean Hanson (Hope for Creation) William Hansen (Our Hometown Hydro), Veronica Justen (UWRF), Tony Menard (Focus on Energy), Nat Peplinski (Focus on Energy), Tom Westerhaus (Hope for Creation), Betsy Westerhaus (Hope for Creation), Bill Lobner (Focus on Energy), Bob Ferguson (First Congregational UCC), Gretchen Toman (UWRF), Some individuals may have been present at the meeting, but did not sign in.

Mike Noreen welcomed everyone to the Powerful Choices meeting. He invited the attendees to review the minutes from last month’s meeting. He also invited everyone to review the meeting minutes from the previous month when he sends the invite for the meeting each month. Erin Tomlinson made a motion to approve the meeting minutes and Matt Fitzgerald seconded the motion. The minutes were approved unanimously.

1. Solar for Good – a renewable energy grant package for non-profits
   A. Sam Dunaiski spoke about RENEW Wisconsin. RENEW Wisconsin is a nonprofit organization dedicated to the advancement of renewable energy.
   B. RENEW Wisconsin supports renewable energy policies, programs and education by advocating, collaborating and educating.
   C. The cost of solar is down 75% since 2009.
   D. RENEW Wisconsin’s Solar for Good initiative fosters the expansion of solar power for non-profit organizations. They help with material donations, online resources, and technical assistance.
   E. 5-75 kw can receive a grant of up to 75 solar panels and anything greater than 75 kw can receive a grant of up to 150 solar panels.
2. Solar for Schools – a renewable energy project for schools
   A. Sam also spoke on how RENEW Wisconsin supports schools in their decision to go solar.
   B. Solar for Schools works much in the same way as Solar for Good works as they can receive material donations, online resources and technical assistance throughout the process of installing solar panels.

3. Renewable River Falls
   A. Mike Noreen spoke on a successful bid to turn River Falls Municipal Buildings into being powered by 100% renewable energy.
   B. The City will purchase Renewable Energy Blocks to equal its energy consumption. This will cost about $12,000 a year but will prevent about 16,000 tons of CO2 emissions a year.
   C. This has been announced to the community through social media and will be celebrated during the River Dazzle Parade on November 29 with a trolley and banner. Everyone is welcome to join in on the trolley for the parade. A sign-up sheet was sent around.

4. Green Team Development – Sharing success
   A. Different Green Teams throughout the City shared their stories of implementing plans for their church or business.
   B. Some of those plans included adding recycling bins, replacing leaky toilet parts, replacing a hot water heater, using real plates, bowls, etc, instead of disposable items.

5. Other items of interest – there is a public conversation with leaders from Hope from Creation, City of River Falls, SDRF, UWRF, and CVTC at the RFHS commons November 14 at 7-9PM. Follow Hope for Creation’s Facebook page for more information on future events.

6. Next meeting is December 12th at the RFPL where there will be a discussion about meditation.

Meeting minutes respectively submitted by Cindy Campbell
MINUTES
December 12, 2019
City Hall Training Room
12:00 p.m. – 1:00 p.m.

Committee members and guests present: Mike Noreen (RFMU), Cindy Campbell (City of RF), Brandon Powers (UWRF), Dominque Turner (UWRF), Rebecca Ferguson (H4C), Robert Ferguson (1st Congregational Green Team), Tony Jilek (St. B’s), Tom Overland (RFPD), Garrett Leis (RFMU), Joel Palmquist (citizen), Scott Koslowski (Carlson Electric), Dennis Dadashev (City of RF), Veronica Justen (UWRF), Aleisha Miller (Miller ESCAPE), Zach Regnier (City of RF), Noura Kassem (UWRF), Shelly Smith (Our Neighbor’s Place), Don Richards (T Pt), Bill Lobner (Focus on Energy), Tara Albores (RFSD), Mark Klapatch (UWRF), Sam Wessel (City of RF), Alan Symicek (UWRF), Lauren Kaminski (RFSD – Comm Ed), Kiana Johnson (UWRF), Abby Holden (UWRF), Tim Dilley (Carlson Electric), Darlene Macbride (UMC), Jerry Harris (St. B’s), Mike Stifter (City of RF), Ken Thill (City of RF), Jill Coleman (UWRF), Nathan Croes (City of RF), Jon Smits (City of RF), (Some individuals may have been present at the meeting but did not sign in.

Mike Noreen welcomed everyone to the Powerful Choices meeting. He invited the attendees to have lunch which was provided by Whole Earth Co-op. He invited everyone to read the minutes from the last meeting on the screen. He also mentioned that there was a loss of a couple people in the last few weeks including: James Freeman who was involved in the community and Powerful Choices and died of cancer. And, Mike’s personal friend from Eau Claire that battled depression and died by suicide last Friday. Mike gave the phone number for the suicide hotline as 800-273-8255 or text 741741 and invited everyone to put those numbers in their phones.

1. Mindfulness & Sustainability – Tonya Schmitt of Mindful Solutions LLC.
   A. Tonya led the group through a mindfulness exercise. She asked everyone to put their hands out in front of them with bent arms and lift and relax their arms with their breathing. Raise the hands up to about heart height with the inhale and lower them to the lap with the exhale.
   B. Tonya went on to explain how mindfulness can help a person. What is trauma? Trauma is the perception of being trapped or powerless in a situation. Trauma is stored in the nervous system and is experienced rather than remembered. Trauma can range from catastrophic to chronic stress or even concern for government, family or the environment. When thinking about PTSD, a trigger can cause the person to re-experience the trauma rather than remembering the event.
C. How can I prevent or heal from trauma? Healing happens through the physical body. By letting the body complete it’s programmed response. Programming can be cleared from the nervous system.

D. You need a safe, sensory (mindful) experience. Mindfulness is the practice of paying attention in the present moment.

E. Practice. It is good to let the mind rest through mindfulness and practicing mindfulness. Examples include observing your breathing, connecting with your senses, and pausing between actions.

F. There is research showing the correlation between mindfulness and sustainability. https://theconversation.com/how-mindfulness-can-help-the-shift-towards-a-more-sustainable-society; https://www.frontiersin.org/articles/10.3389/fpsyg.2017.02306/full; and apa.org has an article about Mindfulness and Climate Change.

G. Tonya is involved in Mindfulness in Nature which is to be held at the Carpenter Nature Center, Abundant Yoga Community which brings yoga to those in need, received a grant for Community Move & Learn and is hoping to get a Big Idea Grant for Healing Earth Movement.

2. Green Teams Update
   A. First Congregation will be building a list for moving forward and will have an update next month.
   B. St Bridget’s has a social justice group that will be working towards becoming greener.
   C. Ezekial – On Jan 12th there will be a meeting to discuss solar and will be presenting at the annual meeting. They are looking for lessons learned from other entities that have went solar.
   D. United Methodist – is looking to increase their recycling, make it more visible and making sure they are recycling correctly.
   E. First Covenant – is working on a lighting retrofit

3. MyAccount – Mike explained the MyAccount website and showed how with an AMI meter, a customer can view their electric usage in monthly, weekly, daily and even 15-minute intervals.

4. LEED Platinum Sci-tech building – Noura Kassem
   A. LEED is Leadership in Energy and Environmental Design
   B. LEED certified buildings have lower use of energy, water and other resources.
   C. Noura would like UWRF to consider making the Sci-tech building a LEED certified building. The building is to be built in the next several years but is in the planning stages now. She is asking for letters of support to be sent to UWRF and for citizens of RF to sign the petition. She will send the petition link to Mike Noreen to distribute to the group. She will also provide an address of where the letters can be sent.

5. Other items of interest
   A. Public Works completed a lighting upgrade which saves about 17,700 Watts of electricity from the old lighting fixtures.
   B. Hope for Creation is hosting a meeting Jan 25 from 9:30-12:30 at RFHS which is about moving forward and figuring out what the next steps are. On Jan 22 “Decoding the Weather Machine” will be a free movie at the Falls Theater with a showtime of 7pm.

6. The next meeting is January 9, 2020
Meeting minutes respectively submitted by Cindy Campbell
MEMORANDUM

TO: Utility Advisory Board

FROM: Wayne Siverling, Electric Operations Superintendent

DATE: January 20, 2020

TITLE: Resolution Supporting Bid Award for 2020-2022 Tree Trimming Contract

RECOMMENDED ACTION
Adopt a resolution recommending the City Council authorize approval of an electric line clearance tree and brush trimming contract with Zielies Tree Service. This will be a three-year contract to complete line clearance vegetation management for the City’s electric utilities department.

BACKGROUND
River Falls Municipal Electrical Utilities is required to clear its service lines, both transmission and distribution, on a regularly scheduled basis. The State of Wisconsin Public Service Commission (WPSC) and the North American Electric Reliability Corporation (NERC) requires regular inspection and maintenance of electric systems. Vegetation must be trimmed for public safety and system reliability.

The Electrical and City’s Public Works departments reviewed the feasibility of combining the vegetation management contract with the tree trimming contract. It was reviewed by both and was determined that electric line clearance trimming is a different skill with different certifications and requirements. Therefore, not feasible to combine the contracts at this time.

DISCUSSION
RFMU is recommending a contract with Zielies Tree Service of Bruce, Wisconsin, to perform the City’s tree trimming in 2020-2022. In 2020, $60,000 is budgeted for distribution line trimming. In 2021, $60,000 is budgeted for distribution line trimming and $60,000 for the transmission line trimming ($120,000 total). Staff requested three-year pricing from bidders to complete the City’s
line clearance tree trimming. Because the City’s distribution system is divided into three areas, a three-year contract is used to complete the entire City’s trimming needs over that time period.

In 2017, the City contracted with Zielies Tree Service on a three-year contract to complete our line clearance trimming. With this year’s request for proposal, Zielies Tree Service was the only one that submitted a bid. Zielies Tree Service submitted pricing for 2020-2022 and the breakdown of the proposal is detailed in the table below:

<table>
<thead>
<tr>
<th>Zielies Tree Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stump Grinding</td>
<td>$4.00/inch</td>
</tr>
<tr>
<td>Foreman</td>
<td>$62.82/hr.</td>
</tr>
<tr>
<td>Trimmer 5/Journeyman</td>
<td>$53.92/hr.</td>
</tr>
<tr>
<td>Trimmer 4</td>
<td>$43.43/hr.</td>
</tr>
<tr>
<td>Trimmer 3</td>
<td>$38.28/hr.</td>
</tr>
<tr>
<td>Backyard track machine</td>
<td>$34.36/hr.</td>
</tr>
<tr>
<td>60’ Bucket Truck and 15” Chipper</td>
<td>$32.96/hr.</td>
</tr>
<tr>
<td>Mechanical Tree Trimmer</td>
<td>$57.74/hr.</td>
</tr>
<tr>
<td>Brush Mower</td>
<td>$47.62/hr.</td>
</tr>
<tr>
<td>Stump Chipping with Cleanup</td>
<td>$84.65/hr.</td>
</tr>
<tr>
<td>Stump Chipping W/O Cleanup</td>
<td>$81.65/hr.</td>
</tr>
<tr>
<td>Equip. for Large Wood Removal</td>
<td>$48.68/hr.</td>
</tr>
<tr>
<td>3/4 ton Pick-Up</td>
<td>$15.47/hr.</td>
</tr>
</tbody>
</table>

FINANCIAL CONSIDERATIONS
The 2020 budget includes $60,000 distribution clearance only. The table below shows the distribution system divided into three areas of the City. Trimming service is rotated through these three areas on a three-year rotation. The City’s 11 miles of transmission right-of-way assets get cleared every four years. Eleven miles of transmission assets are divided into two sections to maintain, and the trimming is performed yearly with the partial transmission clearance work every other year.

<table>
<thead>
<tr>
<th>Example Vegetation Management Rotation / Tree and Brush Trimming Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1 - (2020) Distribution area 1 only</td>
</tr>
<tr>
<td>Year 2 – (2021) Distribution area 2 and Transmission section 1</td>
</tr>
<tr>
<td>Year 3 - (2022) Distribution area 3 only</td>
</tr>
<tr>
<td>Year 4 - (2023) Distribution area 1 and Transmission section 2</td>
</tr>
<tr>
<td>Year 5 – (2024) Distribution area 2 only</td>
</tr>
<tr>
<td>Year 6 - (2025) Distribution area 3 and Transmission section 1</td>
</tr>
<tr>
<td>Year 7 - (2026) Distribution area 1 only</td>
</tr>
</tbody>
</table>

Zielies Tree Service proposal is less expensive and staff is confident in their abilities through the current contract that the City has with them. Zielies Tree Service is based in Bruce, Wisconsin,
and was established in 1987. The company has performed work in many Wisconsin cities, and has a strong focus on both safety and professional tree management practices. All employees are trained in electrical hazard awareness.

CONCLUSION
Staff advises that the Utility Advisory Board recommend to City Council, that River Falls Municipal Utility enter into an agreement with Zielies Tree Service to perform electrical line clearance of tree and brush trimming at a cost of $120,000. Staff recommends approval of the resolution authorizing the contract with Zielies Tree Service. A copy of the proposal and the contract with Zielies Tree Service is attached (Exhibit A). Work will begin in February 2020 pending approval of this contract.
RESOLUTION NO. 2020-XX
RESOLUTION RECOMMENDING APPROVAL BID AWARD FOR 2020-2022 TREE TRIMMING CONTRACT

WHEREAS, The State of Wisconsin Public Service Commission (WPSC) and the North American Electric Reliability Commission (NERC) requires electric line clearance, tree trimming, and vegetation management; and

WHEREAS, the City of River Falls Electric Utility’s current line clearance contract has expired; and

WHEREAS, Zielies Tree Service will provide the service under a three-year contract for the lowest operating cost of those proposed; and

WHEREAS, vegetation management will begin soon after approval of this resolution; and

NOW, THEREFORE, BE IT RESOLVED that the River Falls Utility Advisory Board recommends that the City Council, authorizes the City Administrator to finalize and sign a contract with Zielies Tree Service for the City’s electric line clearance and vegetation management needs $60,000 from account number 61072583-53400 (distribution tree trimming) and, $60,000 from account number 61071563-53400 (transmission tree trimming); a total of $120,000.

Dated this 20th day of January 2020

__________________________________
Adam Myszewski, Board Chair

ATTEST:

__________________________________
Amy White, City Clerk
LINE CLEARANCE CONTRACTED SERVICES 2020-2022

I. Scope of Work

This Line Clearance Service Agreement (“Contract”) by and between the City of River Falls-River Falls Municipal Utilities (“RFMU”) and Zielies Tree Service, Inc (“Contractor”) is intended for RFMU to retain a contractor to competitively and efficiently prune all trees, including right-of-way line clearance, tree/brush cutting, and removal work near transmission, distribution and secondary voltage lines in their respective service areas.

Contractor shall furnish all supervision, labor, tools, transportation, licenses, permits and other equipment and materials necessary to perform the work required under this contract, consisting of tree trimming and/or removal, brush and/or woody vegetation cutting at ground line, and the disposal of the debris resulting from such work to an approved landfill or burning site at the Contractor’s expense (collectively, “Work”).

It is the responsibility of Contractor to supply labor, equipment, materials, and supervision to complete the Work in a manner acceptable to RFMU to guard against interfering with the normal operations of RFMU’s electrical circuits.

II. Safety to Contractor’s Employees and the Public

Contractor shall always conduct Work in a manner as to safe-guard the public from injury to persons or property.

Contractor recognizes that RFMU is engaged in the distribution of electrical energy. Contractor shall always be aware of the nature and characteristic of electric circuits before Work is commenced in the vicinity thereof. Contractor understands that the electric circuits shall remain energized at all times during the execution of Work. Contractor is required to utilize all necessary and proper protective procedures and mechanical devices for the protection of its employees and the public. Contractor shall not interfere with the normal operation of such electrical circuits. All Contractor-caused electric service interruptions shall be repaired at Contractor’s sole cost and expense.

Contractor shall be responsible for the erection and maintenance of all barricades, lights, signs and other traffic control necessary for public safety and convenience in accordance with local requirements. In general, all hazards within the limits of the work area or on detour around the work area must be marked with appropriate signs, flashers, barricades, reflectors, etc., to protect the public, persons, and property. These safeguards shall be moved, changed, increased or removed as required during the progress of the Work to meet changing conditions.

III. Communication
Communication is the responsibility of Contractor. Communication must be established between the Contractor, its crew, and property owners prior to commencement of Work. All trees on private property, including easements, and public right-of-ways adjacent to the private property owner’s property are considered private property. Prior to trimming and/or removal, the Contractor must make a reasonable attempt to contact each property owner a minimum of twenty-four hours prior to commencement of Work, in accordance with Wis. Admin. Code PSC § 113.0510. Trees to be pruned on public right-of-way shall be cleared with the appropriate municipal agency.

IV. Personnel and Equipment

The parties intend to create, by this contract, an independent contractor relationship and not an employee/employer relationship. All Work performed by Contractor under this contract shall be as an independent contractor, with Contractor maintaining complete control over all its employees and equipment. Contractor shall be solely responsible for the payment of any and all taxes or fees relating to compensation received by Contractor under this Contract, including without limitation, all federal, state, and local income taxes, Social Security taxes, Unemployment Insurance taxes, and any other such taxes, whether foreign or domestic, and any business license or other fees arising from Contractor’s activities pursuant to this Contract. Contractor personnel shall have required training and qualifications, certifications, knowledge and practical experience to perform the required services in accordance with Section V. Standards. Contractor’s equipment shall be state-of-the-art and adequate to perform the work.

V. Standards

All Work performed shall be in accordance with the best recognized and approved forestry and/or tree arboricultural standards. In addition, all performed work and equipment used shall conform with the requirements, specifications, and standards of the Electrical Hazard Awareness Training (EHAP), the National Electrical Safety Code (NESC), the National Electrical Code (NEC), the Wisconsin State Electrical Code, Municipal Electric Utilities of Wisconsin Safety Manual, applicable practices and specifications of River Falls Municipal Utilities (RFMU), and the City of River Falls ordinances, and any amendments or revisions of said codes or practices. Furthermore, all performed work and equipment used shall comply with any applicable rules or orders issued by the Public Service Commission of Wisconsin (PSCW), the Wisconsin Department of Workforce Development (DWD), and any other governmental authorities having jurisdiction. This policy is to set forth the specifications and guidelines related to tree trimming, tree removal, and line clearance to provide for reasonable service continuity, safety to the public, and to guard against forest fire damage caused by supply conductors. All work shall be performed in a thorough and workmanlike manner and to the satisfaction of RFMU.

VI. Schedule

RFMU shall furnish Contractor with a map outlining location of work to be performed. The Contractor shall communicate and coordinate work to be performed by providing RFMU a preliminary time table consisting of utility location, preliminary dates, and costs with the proposal. Prior to performing Work, Contractor shall provide RFMU in writing an updated work schedule seven calendar days before the commencement of Work. Contractor work hours shall conform to RFMU’s normal work hours. Arrangements for Work performed beyond or different from normal work hours
shall be agreed to with RFMU. Contractor shall provide RFMU written weekly update outlining Work completed.

VII. Insurance

The Contractor shall indemnify and hold harmless, to the fullest extent allowed by law, the City of River Falls, Wisconsin, its agents, employees and representatives from all claims, demands, suits, actions, payments, liability, judgments and expenses (including court-ordered attorney’s fees), arising out of or resulting from the performance of the contract that results in bodily injury, sickness, disease, death, civil rights liability, or damage to or destruction of tangible property, including the loss of use resulting therefrom, that are caused in whole or in part by the Contractor, any subcontractor, or any agents or representatives, either directly or indirectly employed by them. Contractor’s insurance coverage must include, and the insurance certificate must indicate, waivers of subrogation on all policies in favor of the City of River Falls and RFMU, and all policies (except for workers compensation insurance) must include the City of River Falls and RFMU as additional insureds.

Contractor shall not commence Work until it has obtained all insurance required under this Section VIII and such insurance has been approved by the City of River Falls, nor shall the Contractor allow any subcontractor to commence work on its subcontract until all similar insurance required of the subcontractor has been so obtained and approved.

Minimum Requirements

A. Workers’ Compensation Insurance and Employer’s Liability Insurance: The Contractor shall take out and maintain during the Term of this Contract the applicable statutory Worker’s Compensation Insurance, and in the case of any work sublet, the Contractor shall require the subcontractor similarly to provide statutory Worker’s Compensation Insurance for the latter’s employees. Coverage shall be provided by an insurance company authorized to write such insurance in all states where the Contractor will have employees located in the performance of this contract, and the Contractor shall require each of his subcontractors similarly to maintain Employer’s Liability Insurance similarly to the Contractor.

Workers’ Compensation - Required limits:
Coverage A - Coverage will include Statutory requirements
Coverage B - Employers Liability
$500,000 Each Person
$500,000 Each Person by Disease
$500,000 Policy Limit - Disease

B. General Liability Insurance
1. The Contractor shall maintain during the term of this contract, Commercial General Liability Insurance, naming and protecting contractor and the City of River Falls against claims for damages resulting from (a) bodily injury, including wrongful death, and (b) property damage which may arise from operations under this Contract whether such operations be by contractor or by any subcontractor or anyone directly or indirectly employed by either of them. The insurance requirements are:
2. Coverage shall include Contractual Liability coverage insuring the contractual exposure as addressed in this Contract.

3. There shall be no exclusion or limitation for the Explosion (X), Collapse (C) and Underground (U) hazards.

4. Coverage shall also include Products/Completed Operations (CG2037 or equivalent)

5. City of River Falls shall be named as Additional insured (CG2010 or equivalent).

6. The Commercial General Liability coverage shall be endorsed with the Designated Construction Project(s) General Aggregate Limit endorsement (CG 2503 or equivalent).

C. Automobile Liability Insurance: The Contractor shall take out and maintain during the Term of this Contract such Automobile Liability Insurance as shall protect Contractor against claims for damages resulting from (a) bodily injury, including wrongful death, and (b) property damage which may arise from the operations of any owned, hired, or now-owned automobiles used by or for Contractor in any capacity in connection with the carrying out of this Contract. The minimum acceptable limits of liability to be provided by such Automobile Liability Insurance shall be as follows:

   Bodily Injury and Property Damage  $1,000,000 Combined Single Limit

D. Minimum Scope of Insurance: All Liability Insurance policies shall be written on an "Occurrence" basis only. All insurance coverage are to be placed with insurers authorized to do business in the State of Wisconsin and must be placed with an insurer that has A.M. Best's Rating of no less than A:VII unless specific approval has been granted by the City of River Falls.

E. Certificate of Insurance: All Certificates of Insurance shall be filed with the City of River Falls on the standard ACCORD CERTIFICATE OF INSURANCE form showing the specific limits of insurance, coverage modifications and endorsements required by the preceding Sections A, B, C, D and showing the City of River Falls is an additional insured where required. Such certificate shall specifically state that insurance policies are to be endorsed to require the insurer to provide the City of River Falls thirty days, notice of cancellation non-renewal or any material reduction of insurance coverage.
VIII. Indemnification

The Contractor hereby indemnifies and holds harmless RFMU and the City of River Falls, its elected and appointed officials, officers, employees, or agents from and against any and all liabilities, damages, costs, expenses, causes of action, claims, suits, proceedings and judgments arising out of, or are attributable to, the Contractor’s performance of the contract.

IX. Compensation Due to Contractor

RFMU shall pay the Contractor for all work based on hours worked in cutting, pruning and removing trees, brush and similar growth.

Contractor shall accept as full and complete compensation for the performance of all things required by the contract, such sums as shall be determined due to using the hourly rates for labor, and equipment set forth in the proposal, which is part of this contract.

Prior to compensation being paid, Contractor shall submit a written statement to RFMU showing the Work performed during the invoice period. The statement shall list the number and kind of hours worked, equipment used, and a map outlining the location of work performed. RFMU shall have the right to verify and otherwise investigate the contents of said statement before payment is due.

X. Emergency Service Restoration

It is the intent of the parties that insofar as possible, all work shall be done during the usual and ordinary working hours on regular workdays. It may, on rare occasions, be necessary for RFMU to require Contractor to work crews for any storm or emergency work and respond quickly for any “hot spot” trimming outside of normal business hours. At such times it may be necessary, because of safety and the urgency of service restoration, to deviate from the use of proper pruning techniques as defined. Contractor shall be compensated at regular rate as provided, unless an emergency service restoration rate has been established.

During a utility-declared emergency, utilities must restore service as quickly as possible. At such times it may be necessary, because of safety and the urgency of service restoration, to deviate from the use of proper pruning techniques. Following a utility-declared emergency, corrective pruning should be done by Contractor, as necessary.

XI. Assignability of Work by Contractor

The Contractor without the prior written consent of RFMU thereof shall make no assignment or transfer of this contract or any part. No work to be performed hereunder shall be subcontracted out by the Contractor without the prior written consent of RFMU.

XII. Scope of Contract

Both RFMU and Contractor agree that RFMU shall not be obligated to provide the Contractor with any specific amount of Work with respect to the care, trimming, cutting of trees, brush or similar growth during the Term of the Contract.
It is further agreed by both RFMU and Contractor that RFMU may, at its option, assign any or all of its tree or brush care, trimming, cutting and removal to its own personnel or in the event of default by the Contractor, to other parties engaged in this type of work.

XIII. Amount of Contract

The total amount of compensation under the Contract is subject to RFMU’s annual budgeted amount. This Contract shall be effective January 1, 2020 through December 31, 2022 (“Term”) as provided for below:

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stump grinding</td>
<td>$4.00 per inch</td>
</tr>
<tr>
<td>Foreman</td>
<td>$62.82 per hour</td>
</tr>
<tr>
<td>Trimmer 5/Journeyman</td>
<td>$53.92 per hour</td>
</tr>
<tr>
<td>Trimmer 4</td>
<td>$43.43 per hour</td>
</tr>
<tr>
<td>Trimmer 3</td>
<td>$38.28 per hour</td>
</tr>
<tr>
<td>Backyard track machine</td>
<td>$34.36 per hour</td>
</tr>
<tr>
<td>60’ bucket truck and 15” Chipper</td>
<td>$32.96 per hour</td>
</tr>
<tr>
<td>Mechanical all terrain tree trimmer</td>
<td>$57.74 per hour</td>
</tr>
<tr>
<td>Brush mower</td>
<td>$47.62 per hour</td>
</tr>
<tr>
<td>Stump chipping with chip cleanup</td>
<td>$84.65 per hour</td>
</tr>
<tr>
<td>Stump chipping without chip cleanup</td>
<td>$81.65 per hour</td>
</tr>
<tr>
<td>Equipment for large wood removal</td>
<td>$48.68 per hour</td>
</tr>
<tr>
<td>¾ ton Pick-Up</td>
<td>$15.47 per hour</td>
</tr>
</tbody>
</table>

XIV. Contract Renewal

Within 90 days of expiry, this contract may be renewed upon mutual agreement of both RFMU and the contractor for an additional three-year term. Current rates will be reviewed at this time and adjusted as agreed upon by both parties.

IN WITNESS WHEREOF, each of the parties hereto has caused this Contract to be duly executed by their authorized representatives.

Contractor ___ Zielies Tree Service, Inc___

RIVER FALLS MUNICIPAL UTILITIES

Justin Kobernick ____________________________
Print Name/Title ____________________________

__________________________
Signature

For additional information, please contact Wayne Siverling, Utility Operations Superintendent, at 715-426-3480.
Electric

2020-2022 Tree Trimming Contract

Vegetation Management / Right of Way Clearing
Zielies Tree Service

Electric Operations Superintendent Wayne Siverling
City of River Falls, WI
I. Zielies Tree Service
II. River Falls Tree Trimming Map
III. Transmission and Distribution Trimming
IV. Notification Process
• Company Established: 1987
• Located: Bruce, WI
• RFMU Electric Partnership: 2017
Tree Trimming
Tree Trimming

Utility Advisory Board, 01.20.2020
Transmission and Distribution Trimming

Frequency
- **Distribution lines**: Once every 3 years
- **Transmission lines**: Once every 4 years

Styles
- Hand Trimming
- Bucket Tree Trimming
- Backyard Bucket
- Track Brush Removal Equipment
Forms of Communication to Customers

- Letters
- Postcards
- Doorhanger Tags
- Social Media (Facebook and Website)
Trimming/Maintaining Areas

Distribution lines: Once every 3 years
Trimming/Maintaining Areas

Transmission lines: Once every 4 years
THANK YOU!

Electric Operations Superintendent Wayne Siverling

wsiverling@rfcity.org

715.426.3480
Customer Information System
Utilization Review

Presented to
River Falls Municipal Utilities
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INTRODUCTION

On October 22-23, 2019, River Falls Municipal Utilities (RFMU) engaged WPPI Energy (WPPI) to perform an analysis of how RFMU utilizes the NorthStar Customer Information System (CIS) to meet business goals and objectives in following areas:

- Customer records
- Customer service
- Meter and meter data management
- Rates and billing
- Customer payments
- Collections
- Financial reporting
- System interface/integrations
- System setup and security

A Utilization Review Team, made up of WPPI and River Falls staff, considered each of these functional areas, discussed and documented business processes and identified several opportunities for increased efficiency. The following report includes specific recommendations for utilizing NorthStar CIS and related interfaces to take advantage of these opportunities.

EXECUTIVE SUMMARY

The work of the Utilization Review Team was extremely valuable and productive, bringing to light several opportunities for utilizing your NorthStar CIS solution to streamline processes and increase efficiency. The recommended action items contained in this report are categorized in a way that matches NorthStar CIS functions and follows the typical flow of your business transactions. Recommendations within each functional area include a detailed description and an explanation of what is required to implement the recommendation. Examples may include process re-engineering, new system configuration, automation workflows, report development, training or development of system integrations.

Many of the following recommendations are technical and may relate to the specific job requirements of only one or two staff. These items are fairly easy to implement and altogether, the small changes can add up to significant efficiency gains for staff as a whole.

By contrast, some of the recommendations have greater impact, and could potentially lead to a full replacement of existing procedures. If implemented, these changes would require a significant time commitment from the Utilization Review Team. Examples include:

- Reconfigure customer billing components (categories and bill codes) to match standard best practices and regulatory requirements.
• Consolidate all meter, customer and premise data and use NorthStar as the standard system of record.
• Set up and design of account attributes and rate components based on the City Street Light Utility Ordinance.
• Complete all integration requirements for a successful launch of the MyAccount Customer Portal in 2020.
• Restructure identical general ledger account numbers in NorthStar and Munis software to allow for automated file transfer between the two systems.

Once the RFMU team has an opportunity to review this report, a follow up meeting will be scheduled. The goal of this meeting is to determine which recommendations RFMU wishes to implement, to establish priority for each item and to develop a reasonable plan and timeline for WPPI and RFMU staff to use as a guide over the next several months.

ACCOUNT GATEWAY

Account Gateway acts as NorthStar's central repository for customer information and account activity. Through it, you can perform many essential functions and access a great deal of information about an account or group of accounts. For instance, from within Account Gateway you can add new accounts, edit existing accounts, store premise specific information, review service details, view account activity, and access account balance and consumption history. You can also perform specialized tasks through a variety of optional programs.

Recommendations for utilizing Account Gateway include:

<table>
<thead>
<tr>
<th>ID</th>
<th>NorthStar Function</th>
<th>Implementation Requirements</th>
<th>Description of Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>AG1</td>
<td>Premise Information</td>
<td>Investigation</td>
<td>Review options for storing premise information in account gateway. The water department is interested in discussing what might be stored here for cross connection surveys and other premise data.</td>
</tr>
<tr>
<td>AG2</td>
<td>Backflow Device Information</td>
<td>Configuration</td>
<td>WPPI to expand and complete backflow device information screen to include all agreed upon data points.</td>
</tr>
<tr>
<td>AG3</td>
<td>Customer Letter Templates</td>
<td>Investigation/Training</td>
<td>Review procedures for sending customer letters and explore areas in NorthStar where mail merge templates can be used.</td>
</tr>
<tr>
<td>-----</td>
<td>----------------------------</td>
<td>-------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>AG4</td>
<td>At-A-Glance</td>
<td>Configuration</td>
<td>At-A-Glance is a quick summary of all customer information. Determine which AAG configuration would be most helpful for users while they are talking to customers in person or by phone.</td>
</tr>
<tr>
<td>AG5</td>
<td>Executive Information System</td>
<td>Configuration/Training</td>
<td>Consider whether additional staff would benefit from having access to EIS for viewing customer account summaries and reports. EIS is available to staff without a NorthStar login.</td>
</tr>
<tr>
<td>AG6</td>
<td>Account Types</td>
<td>Process Change/Configuration/Training</td>
<td>The Account Types configuration is a good option to use when generating new accounts. Using the Account Type templates prevents the user from having to enter all of the service details when adding new accounts, streamlining the account addition process greatly. It would also allow users to specify a range for the account number to avoid having to renumber every account.</td>
</tr>
<tr>
<td>AG7</td>
<td>Auto Pay Removals</td>
<td>Process Change/Training</td>
<td>Develop procedure for removing bank account information when closing auto pay services.</td>
</tr>
<tr>
<td>AG8</td>
<td>Street Light Tables</td>
<td>Configuration</td>
<td>Configure street light data in account gateway and enter rates according to the new tariff.</td>
</tr>
</tbody>
</table>
On accounts that own solar shares, the solar share history is not consistent between the electric usage and electric reading history screens.

Review options for tracking rebate programs at the account level. This allows for periodic reporting on the program.

**CUSTOMER CARE**

Customer Care is a place to track all customer service activity. Every customer call or onsite visit is logged and monitored here. Customer requests for billing information, payment options, customer programs, notifications of service interruptions and safety concerns are all examples of Care activities.

Recommendations for utilizing Care include:

<table>
<thead>
<tr>
<th>ID</th>
<th>NorthStar Function</th>
<th>Implementation Requirements</th>
<th>Description of Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA1</td>
<td>Logged Calls</td>
<td>Process Change</td>
<td>Staff expressed an interest in cleaning up account alerts. One way to do this is to consider using logged calls rather than alerts or account comments to track common customer service calls. Logged call entry allows for additional reporting options.</td>
</tr>
<tr>
<td>CA3</td>
<td>Service Order Formatting</td>
<td>Configuration</td>
<td>Staff would like to see the existing bill code on meter exchange service orders. WPPI to edit service order configuration.</td>
</tr>
</tbody>
</table>
Staff are interested in learning how to process move-in/out and other order types.

Location import during the mCare meter exchange is bringing in coordinates that are different from ESRI. Investigate why these don't match.

WPPI to provide training for mCare water meter exchanges. Timing will depend on coordination with Elster training.

**Meter Reading and Meter Data Management**

Meter Reading serves as an interface for importing raw consumption data measured by meters at each customer premise. Once raw data is collected, Meter Reading programs allow users to verify the completeness and accuracy of the data and edit any exceptions before customer bills are calculated.

Recommendations for utilizing Meter Reading include:

<table>
<thead>
<tr>
<th>ID</th>
<th>NorthStar Function</th>
<th>Implementation Requirements</th>
<th>Description of Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>MT1</td>
<td>Meter Data Storage and Testing</td>
<td>Configuration/Training</td>
<td>Consider using NorthStar to store meter location, purchase and installation costs, and testing data. CT/PT data can also be stored at the premise level.</td>
</tr>
<tr>
<td>MT2</td>
<td>Generate Service Orders</td>
<td>Process Change</td>
<td>When the Meter Reading Verification listing is utilized in NorthStar, the accounts are flagged within Meter Reading Entry, identifying the tests each read may have failed. From there, users can search based on the flags or any other applicable criteria and use the Generate Service Order functionality to create service orders for follow up on problematic reads.</td>
</tr>
<tr>
<td>MT3</td>
<td>Meter Reading Verification Tests</td>
<td>Training</td>
<td>Review all potential verification tests and determine whether each test should be included as a part of the default verification settings.</td>
</tr>
<tr>
<td>MT4</td>
<td>Meter Reading Verification</td>
<td>Configuration/Automation</td>
<td>The Automation Platform can be used to generate Meter Reading Verification listings and save the listings to a specified directory for review. This functionality is available in NorthStar’s Core Automation Suite.</td>
</tr>
<tr>
<td>MT5</td>
<td>Solar Garden Metering</td>
<td>Configuration/Training</td>
<td>Consider adjusting the virtual meter set up for accounts that own solar panels. This will eliminate manual calculation of solar credits.</td>
</tr>
</tbody>
</table>

**BILLING AND ADJUSTMENTS (JOURNALS)**

The Journals function handles all transactions that result in charges or credits to a customer bill. Processes include calculation, verification, creating transaction journals, bill print and posting to customer accounts. There are a variety of journal types and optional programs that can be used to bill or adjust account balances.

Recommendations for utilizing Journals include:
<table>
<thead>
<tr>
<th>ID</th>
<th>NorthStar Function</th>
<th>Implementation Requirements</th>
<th>Description of Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>BA1</td>
<td>Billing Journals by Route</td>
<td>Process Change</td>
<td>Monthly billing journals are currently created for 31 routes requiring users to process multiple verification reports. Consider combining routes into fewer journals for efficiency in verification checks before bills are completed.</td>
</tr>
<tr>
<td>BA2</td>
<td>Bill Print - Water Consumption</td>
<td>Configuration</td>
<td>Eliminate consumption blocks 4 and 5 that currently show on customer bills.</td>
</tr>
<tr>
<td>BA3</td>
<td>Bill Print - Water Meter Positions</td>
<td>Configuration</td>
<td>Examine possibility of restructuring water meter positions on the bill so that the print does not require two pages.</td>
</tr>
<tr>
<td>BA4</td>
<td>Storm Water Billing</td>
<td>Investigation/Configuration/Process Change/Training</td>
<td>Review the existing storm water fee ordinance and consider utilizing NorthStar to replace manual calculation of storm water rates added to utility bills.</td>
</tr>
<tr>
<td>BA5</td>
<td>Billing Journal - PCAC</td>
<td>Process Change</td>
<td>PCAC is calculated early, then applied to sales for the following month. Consideration should be given to line up PCAC as existing meter routes are converted to AMI.</td>
</tr>
<tr>
<td>BA6</td>
<td>Balance Transfer - Final Accounts</td>
<td>Process Change/Automation</td>
<td>Use Balance Transfer Journal to move balances on final accounts. The process can be run manually right after final billing to locate and move credit balances. It can also be run a specified number of days after the due date to move debit balances to active accounts.</td>
</tr>
</tbody>
</table>
Balance Transfer Journal can also be used to move misapplied payments, provided there is no deposit implication. Explore ways to set search criteria for transferrable account balances.

Certain billing procedures can be automated, including calculation, verification listing, journal print and post.

Consider setting up Payment History Rules in order to automatically search for commercial accounts eligible for deposit refund.

Consider using Miscellaneous Billing for cross connection inspection and re-inspection charges. Different codes can be used to track each charge type.

Consider using NorthStar to bill street light rates within the regular flat file bill print. WPPI has a standard format to allow this option.

### CASHIERING

The Cashiering program enables utility representatives to accept multiple forms of payments including cash, check, credit card, bank bill pay, energy assistance, etc. It also provides an Add Many feature that enables users to enter batches of checks to be processed at a single time.

Cashiering draws details directly from NorthStar’s billing module, creating a complete transaction history and updated account balance. You can also add miscellaneous items to the cash receipt entry at the time of payment. These miscellaneous entries include items that are not typically calculated by the journal calculation routines (i.e. billing/adjustments, overdue interest, late payment, extra charge, etc.).
Cash functions such as pre-authorized payments, NSF/returned checks, and lockbox are accessible in optional programs.

Recommendations for utilizing Cashiering include:

<table>
<thead>
<tr>
<th>ID</th>
<th>NorthStar Function</th>
<th>Implementation Requirements</th>
<th>Description of Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CR1</td>
<td>Energy Assistance</td>
<td>Training/Process Change</td>
<td>Modification to the Energy Assistance functions were completed by NorthStar Support. Training and minor process changes are required.</td>
</tr>
<tr>
<td>CR2</td>
<td>Promised Funds</td>
<td>Process Change/Training/Configuration</td>
<td>Consider using the Promised Funds function to track notification of promised funds from charitable organizations. Promised funds can be excluded from Credit Control level processing.</td>
</tr>
<tr>
<td>CR3</td>
<td>Miscellaneous Receipts</td>
<td>Investigation/Process Change/Configuration</td>
<td>NorthStar can be configured to handle a variety of cash receipts that flow through to a specific general ledger account. Consider options for consolidating receipt entry in one system.</td>
</tr>
<tr>
<td>CR4</td>
<td>Pre-Authorized Payments</td>
<td>Automation</td>
<td>The PAP Transfer process can be automated to transfer payments into cashiering on the correct payment dates. The process also includes sending an email to confirm the transfer is complete.</td>
</tr>
<tr>
<td>CR5</td>
<td>Web Payment Transfer</td>
<td>Automation</td>
<td>Automation Platform can be used to transfer all available web payments daily, at a specific time of day that coincides with merchant deposit cutoff times. An email can be sent to a user to identify the transfer has been completed and the batch is ready for processing. This will eliminate the need for someone to manually complete the transfer. The process can also be automated through to cash post.</td>
</tr>
</tbody>
</table>
COLLECTIONS

The Credit Control (Collections) function is used to retrieve accounts that are past due and allows you to generate reminder notices or disconnection orders. Multiple parameter sets can be defined in Credit Control resulting in different levels of customer notifications. It can also be used to transfer delinquent accounts to debt collection as well as pass through collection charges to the customer. All collection activities are stored and tracked in Credit Control.

Recommendations for utilizing Credit Control include:

<table>
<thead>
<tr>
<th>ID</th>
<th>NorthStar Function</th>
<th>Implementation Requirements</th>
<th>Description of Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CC1</td>
<td>Credit Control</td>
<td>Configuration/Process/Change/Training</td>
<td>Examine existing control parameters and utilize the re-assess process to update payment information. It was noted during the review that increasing dollar limits during Credit Control level processing may cause issues with credit control load in future months.</td>
</tr>
<tr>
<td>CC2</td>
<td>Credit Control - Finals</td>
<td>Configuration/Process/Change/Training</td>
<td>As with active account collections, the Control Table can be configured to define three distinct collection steps for finals, all of which are based on number of days past the due date. The final billing process will set notice dates based on these settings, and the Auto Load could be used for each step including transferring the accounts to a defined debt collector as part of the Level 3 process.</td>
</tr>
<tr>
<td>CC3</td>
<td>Remote Disconnect</td>
<td>Process/Change/Training</td>
<td>WPPI to provide training on remote disconnect/reconnect procedures for AMI meters.</td>
</tr>
<tr>
<td>CC4</td>
<td>Debt Collector</td>
<td>Process/Change/Configuration/Training</td>
<td>Consider options for using the debt collector function to track accounts submitted to third party collections, tax roll, or accounts written off.</td>
</tr>
<tr>
<td>CC5</td>
<td>Lien Processing</td>
<td>Configuration/Process/Change/Training</td>
<td>Import parcel numbers to database and use lien processing for tracking accounts submitted to tax roll.</td>
</tr>
</tbody>
</table>
Automation Platform can be used to run the Credit Control Load for active and final accounts. The process can be configured to run overnight, ensuring users are unaffected by system load and conflicts with payment processing. Credit resources can immediately begin exceptions and collections handling upon open of business day.

Staff reported receiving "margin" errors while processing certain letters. WPPI to investigate this issue.

**REPORTING**

NorthStar categorizes every transaction in a way that allows users to report data in any fashion they choose. From simple search options to specific management reports, users can configure and save report profiles to recall at any time. WPPI also provides a Reports Anywhere Studio (RAW) that allows users to create even more specific report parameters. RAW reports are typically used for data comparison or reports that need specific configuration to meet regulatory requirements.

Recommendations for utilizing reporting include:

<table>
<thead>
<tr>
<th>ID</th>
<th>NorthStar Function</th>
<th>Implementation Requirements</th>
<th>Description of Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>FR1</td>
<td>Cognos - All Journal Balance History</td>
<td>Investigation</td>
<td>Utilize this report for an easy comparison of NorthStar transaction dates to G/L posting dates. This report can help with reconciliation issues. Investigate whether Batch ID can be added to this report.</td>
</tr>
<tr>
<td>FR2</td>
<td>Financial Reports</td>
<td>Automation</td>
<td>Set automation for trial balance, aging, and deposit reports.</td>
</tr>
<tr>
<td>FR3</td>
<td>Standard Reports</td>
<td>Training</td>
<td>Review standard reports available in NorthStar and in Cognos RAW. Determine which reports can be utilized for internal and/or regulatory reporting.</td>
</tr>
</tbody>
</table>
**SYSTEM INTERFACE**

The Utilities function is used to interface with a number of other software programs typically used in a utility industry environment. An example of a common interface is General Ledger G/L. The G/L interface allows for automatic transaction transfer to external financial accounting software. As WPPI member/owners continue to research joint action opportunities like Outage Management Solutions, the Utilities function may be used to create these types of integrations.

Recommendations for utilizing Utilities include:

<table>
<thead>
<tr>
<th>ID</th>
<th>NorthStar Function</th>
<th>Implementation Requirements</th>
<th>Description of Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>UT1</td>
<td>G/L Posting Accounts</td>
<td>Investigation/ Configuration</td>
<td>Update all G/L posting account numbers in NorthStar to match numbers in Munis software. Manual adjustments are currently made to &quot;map&quot; the accounts before entry in Munis. Balance Sheet account numbers may need to be extended to 14 digits in Munis to allow for file upload to Munis.</td>
</tr>
<tr>
<td>UT2</td>
<td>G/L Interface</td>
<td>Automation (Future)</td>
<td>The GL Interface process can be automated from inception to completion. It can be run after hours in order to ensure it completes prior to open of next business day. The workflow can be designed to ensure it runs only after end of day/month end reports have been generated/ saved and will run through to archive only if the file create has completed successfully.</td>
</tr>
</tbody>
</table>

**SETUP AND SECURITY**

Security in NorthStar is handled by the Security Manager. The Security Manager controls the entire find, add, update, and delete privileges assigned to users and user groups. These privileges are assigned or denied by turning on or off the specific privileges that RFMU user and/or user groups possess.
NorthStar is very configurable with respect to specific user access within core functions. Restriction codes can be used at the process or field data level to “lock out” users from processing certain transactions.

Setup in NorthStar is typically handled during implementation. However, there could potentially be regulatory changes or directives than necessitate updates in system setup.

Recommendations for utilizing Setup and Program Security include:

<table>
<thead>
<tr>
<th>ID</th>
<th>NorthStar Function</th>
<th>Implementation Requirements</th>
<th>Description of Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>SE1</td>
<td>Control Tables</td>
<td>Training</td>
<td>Review control table parameters and determine whether any adjustments should be made to the default processes.</td>
</tr>
<tr>
<td>SE2</td>
<td>Alternate Tax Codes</td>
<td>Investigation/Configuration</td>
<td>Review alternate tax code setup. Examples of accounts requiring two exemption codes were discussed. Setup should be adjusted.</td>
</tr>
<tr>
<td>SE3</td>
<td>Category Codes</td>
<td>Investigation/Configuration</td>
<td>Existing category code structure is non-standard. Consider simplifying categories and related bill codes for more efficient regulatory reporting.</td>
</tr>
<tr>
<td>SE4</td>
<td>Service Types</td>
<td>Configuration</td>
<td>WPPI to assist with addition of a new street light service based on creation of street light utility.</td>
</tr>
<tr>
<td>SE5</td>
<td>Bill Codes</td>
<td>Configuration/Process Change</td>
<td>Bill codes are currently designed to replicate category codes segregated by county or township. Since an electric rate application is currently being reviewed by the Public Service Commission, it is a good time to consider updating bill code structure.</td>
</tr>
<tr>
<td>SE6</td>
<td>Security Manager</td>
<td>Process</td>
<td>Appoint one person responsible for communicating security requirements to WPPI. This person shall submit requests to WPPI for adding/deleting/adjusting access for each Utility/City employee.</td>
</tr>
</tbody>
</table>
Consider whether there are areas within NorthStar that specific employees should not be allowed to see. Restrictions can be set at the user level and/or specific functional level.

**PROJECT PLAN AND TIMELINE**

Thank you to the RFMU staff for coming to the table with an open mind and for being fully engaged in this process! It is difficult to challenge the way things have always been done, but together we have discovered many ways to make your daily tasks more efficient.

The Utilization Review Team will meet again in the near future. Action items for this meeting will be to determine which recommendations will be implemented, develop a priority list based on a variety of factors, estimate the level of effort needed within the next week/month/quarter/year, decide what effort is required including training requirements, and assign a representative to lead the implementation of each recommendation.

WPPI staff will continue to be available to assist throughout the implementation process. Your success is our success!
December 20, 2019

To: Utility Advisory Board
From: Tracy Biederman, Senior Accountant
Re: November 2019 Financial Statements

Electric fund: Year-to-date revenues are $12.8 million; Year-to-date expenses are $12.7 million.
  - Year to date payments for Hydro relicensing = $109,937;
    - TRC PO 190116 = $73,307
    - TRC PO 190329 = $19,448
    - Ayres PO 190229 = $17,182
  - Cash and investment reserves total $4.4 million.
    - Year-to-date sales total 116.0 million kWh, 1.4 million kWh lower than prior year

Water fund: Year-to-date revenues are $2.2 million; Year-to-date expenses are $1.7 million.
  - Cash and investment reserves total $2.5 million.
  - Year to date sales are 17.7 million gallons lower than prior year to date.
    - Irrigation sales factor 90% of the reduction, followed by commerical sales quantifying 18%.

Sewer fund: Year-to-date revenues are $3.4 million; Year-to-date expenses are $2.5 million.
  - Cash and investment reserves total $4.0 million.
  - Year to date revenues exceed total budgeted revenues for interest income and sewer connection fees.

Stormwater fund: Year-to-date revenues are $628,750; Year-to-date expenses are $511,500.
  - Cash and investments total $617,100.
  - Year to date revenues exceed budget.
  - Expenditures for period ending cumulate 91% of budgeted expenses.
<table>
<thead>
<tr>
<th>FUND</th>
<th>Description</th>
<th>Period Net Change</th>
<th>Account Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>610 Electric</td>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Assets</td>
<td>(171,751.45)</td>
<td>25,010,925.59</td>
</tr>
<tr>
<td></td>
<td>Cash and Investments</td>
<td>5,559.02</td>
<td>4,463,216.12</td>
</tr>
<tr>
<td></td>
<td>Accounts Receivable</td>
<td>(202,387.06)</td>
<td>1,092,338.92</td>
</tr>
<tr>
<td></td>
<td>Prepaid &amp; Inventory</td>
<td>47,177.43</td>
<td>1,032,498.53</td>
</tr>
<tr>
<td></td>
<td>Construction in Progress</td>
<td>(555,805.25)</td>
<td>881,852.04</td>
</tr>
<tr>
<td></td>
<td>Capital Assets</td>
<td>617,597.58</td>
<td>31,525,038.75</td>
</tr>
<tr>
<td></td>
<td>A/D Capital Assets</td>
<td>(83,893.17)</td>
<td>(14,536,032.77)</td>
</tr>
<tr>
<td></td>
<td>Deferred Resources</td>
<td>0.00</td>
<td>552,014.00</td>
</tr>
<tr>
<td></td>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Liabilities</td>
<td>97,582.77</td>
<td>(3,778,744.68)</td>
</tr>
<tr>
<td></td>
<td>Accounts Payable</td>
<td>103,236.64</td>
<td>(870,703.53)</td>
</tr>
<tr>
<td></td>
<td>Non-Current Liabilities</td>
<td>916.96</td>
<td>(182,018.49)</td>
</tr>
<tr>
<td></td>
<td>Debt Outstanding</td>
<td>(6,570.83)</td>
<td>(2,318,141.66)</td>
</tr>
<tr>
<td></td>
<td>Deferred Resources</td>
<td>0.00</td>
<td>(407,881.00)</td>
</tr>
<tr>
<td></td>
<td><strong>Fund Balance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Fund Balance</td>
<td>74,168.68</td>
<td>(21,232,180.91)</td>
</tr>
<tr>
<td></td>
<td>Fund Balance</td>
<td>74,168.68</td>
<td>(21,232,180.91)</td>
</tr>
<tr>
<td></td>
<td><strong>Total Liabilities + Fund Balance</strong></td>
<td>171,751.45</td>
<td>(25,010,925.59)</td>
</tr>
</tbody>
</table>
### Balance Sheet
**November 2019**

<table>
<thead>
<tr>
<th>FUND</th>
<th>Description</th>
<th>Period Net Change</th>
<th>Account Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>620 Water</td>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total Assets</strong></td>
<td>(58,245.19)</td>
<td>17,527,920.12</td>
</tr>
<tr>
<td></td>
<td>Cash and Investments</td>
<td>(31,614.78)</td>
<td>2,564,923.23</td>
</tr>
<tr>
<td></td>
<td>Accounts Receivable</td>
<td>(10,269.42)</td>
<td>141,196.10</td>
</tr>
<tr>
<td></td>
<td>Prepaid &amp; Inventory</td>
<td>10,220.76</td>
<td>67,025.53</td>
</tr>
<tr>
<td></td>
<td>Non-Current Assets</td>
<td>0.00</td>
<td>153,603.85</td>
</tr>
<tr>
<td></td>
<td>Construction in Progress</td>
<td>11,824.25</td>
<td>248,090.22</td>
</tr>
<tr>
<td></td>
<td>Capital Assets</td>
<td>0.00</td>
<td>20,904,194.40</td>
</tr>
<tr>
<td></td>
<td>A/D Fixed Assets</td>
<td>0.00</td>
<td>(62,711.23)</td>
</tr>
<tr>
<td></td>
<td>A/D Capital Assets</td>
<td>(38,406.00)</td>
<td>(6,695,868.98)</td>
</tr>
<tr>
<td></td>
<td>Deferred Resources</td>
<td>0.00</td>
<td>207,467.00</td>
</tr>
<tr>
<td></td>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total Liabilities</strong></td>
<td>53,862.76</td>
<td>(1,711,991.98)</td>
</tr>
<tr>
<td></td>
<td>Accounts Payable</td>
<td>29,956.23</td>
<td>(50,102.10)</td>
</tr>
<tr>
<td></td>
<td>Non-Current Liabilities</td>
<td>14.86</td>
<td>(14,585.55)</td>
</tr>
<tr>
<td></td>
<td>Debt Outstanding</td>
<td>23,891.67</td>
<td>(1,489,778.33)</td>
</tr>
<tr>
<td></td>
<td>Deferred Resources</td>
<td>0.00</td>
<td>(157,526.00)</td>
</tr>
<tr>
<td></td>
<td><strong>Fund Balance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total Fund Balance</strong></td>
<td>4,382.43</td>
<td>(15,815,928.14)</td>
</tr>
<tr>
<td></td>
<td>Fund Balance</td>
<td>4,382.43</td>
<td>(15,815,928.14)</td>
</tr>
<tr>
<td></td>
<td><strong>Total Liabilities + Fund Balance</strong></td>
<td>58,245.19</td>
<td>(17,527,920.12)</td>
</tr>
</tbody>
</table>
# Balance Sheet
November 2019

<table>
<thead>
<tr>
<th>FUND</th>
<th>Description</th>
<th>Period Net Change</th>
<th>Account Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>630 Waste Water</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Assets</td>
<td>29,697.80</td>
<td>28,489,886.85</td>
</tr>
<tr>
<td></td>
<td>Cash and Investments</td>
<td>84,154.09</td>
<td>4,088,825.82</td>
</tr>
<tr>
<td></td>
<td>Accounts Receivable</td>
<td>(1,562.36)</td>
<td>316,069.25</td>
</tr>
<tr>
<td></td>
<td>Prepaid &amp; Inventory</td>
<td>(123.68)</td>
<td>19,123.76</td>
</tr>
<tr>
<td></td>
<td>Non-Current Assets</td>
<td>608.36</td>
<td>432,595.29</td>
</tr>
<tr>
<td></td>
<td>Construction in Progress</td>
<td>5,805.00</td>
<td>933,240.41</td>
</tr>
<tr>
<td></td>
<td>Capital Assets</td>
<td>0.00</td>
<td>33,101,193.21</td>
</tr>
<tr>
<td></td>
<td>A/D Fixed Assets</td>
<td>0.00</td>
<td>113,314.18</td>
</tr>
<tr>
<td></td>
<td>A/D Capital Assets</td>
<td>(57,170.00)</td>
<td>(10,829,160.17)</td>
</tr>
<tr>
<td></td>
<td>Deferred Resources</td>
<td>(2,013.61)</td>
<td>314,685.10</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Liabilities</td>
<td>43,067.60</td>
<td>(7,031,036.65)</td>
</tr>
<tr>
<td></td>
<td>Accounts Payable</td>
<td>24,914.91</td>
<td>(61,380.22)</td>
</tr>
<tr>
<td></td>
<td>Non-Current Liabilities</td>
<td>1,976.00</td>
<td>(158,464.14)</td>
</tr>
<tr>
<td></td>
<td>Debt Outstanding</td>
<td>16,176.69</td>
<td>(6,658,232.29)</td>
</tr>
<tr>
<td></td>
<td>Deferred Resources</td>
<td>0.00</td>
<td>(152,960.00)</td>
</tr>
<tr>
<td><strong>Fund Balance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Fund Balance</td>
<td>(72,765.40)</td>
<td>(21,458,850.20)</td>
</tr>
<tr>
<td></td>
<td>Fund Balance</td>
<td>(72,765.40)</td>
<td>(21,458,850.20)</td>
</tr>
<tr>
<td><strong>Total Liabilities + Fund Balance</strong></td>
<td></td>
<td>(29,697.80)</td>
<td>(28,489,886.85)</td>
</tr>
</tbody>
</table>
Balance Sheet
November 2019

<table>
<thead>
<tr>
<th>FUND</th>
<th>Description</th>
<th>Period Net Change</th>
<th>Account Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>640 Storm Water</td>
<td>Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Assets</td>
<td>5,726.42</td>
<td>7,080,385.49</td>
</tr>
<tr>
<td></td>
<td>Cash and Investments</td>
<td>18,803.34</td>
<td>617,164.23</td>
</tr>
<tr>
<td></td>
<td>Accounts Receivable</td>
<td>512.17</td>
<td>51,353.51</td>
</tr>
<tr>
<td></td>
<td>Prepaid &amp; Inventory</td>
<td>0.00</td>
<td>916.00</td>
</tr>
<tr>
<td></td>
<td>Construction in Progress</td>
<td>0.00</td>
<td>64,350.00</td>
</tr>
<tr>
<td></td>
<td>Capital Assets</td>
<td>0.00</td>
<td>8,588,842.30</td>
</tr>
<tr>
<td></td>
<td>A/D Fixed Assets</td>
<td>(13,589.09)</td>
<td>(2,299,662.55)</td>
</tr>
<tr>
<td></td>
<td>Deferred Resources</td>
<td>0.00</td>
<td>57,422.00</td>
</tr>
<tr>
<td></td>
<td>Liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Liabilities</td>
<td>2,647.95</td>
<td>(97,160.53)</td>
</tr>
<tr>
<td></td>
<td>Accounts Payable</td>
<td>2,647.95</td>
<td>(61,042.53)</td>
</tr>
<tr>
<td></td>
<td>Deferred Resources</td>
<td>0.00</td>
<td>(36,118.00)</td>
</tr>
<tr>
<td></td>
<td>Fund Balance</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Fund Balance</td>
<td>(8,374.37)</td>
<td>(6,983,224.96)</td>
</tr>
<tr>
<td></td>
<td>Fund Balance</td>
<td>(8,374.37)</td>
<td>(6,983,224.96)</td>
</tr>
<tr>
<td></td>
<td>Total Liabilities + Fund Balance</td>
<td>(5,726.42)</td>
<td>(7,080,385.49)</td>
</tr>
<tr>
<td>610 - Electric</td>
<td>Current Year</td>
<td>%</td>
<td>Prior Y-T-D</td>
</tr>
<tr>
<td>---------------</td>
<td>--------------</td>
<td>---</td>
<td>------------</td>
</tr>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charges for Services</td>
<td>$14,049,952</td>
<td>$945,819</td>
<td>$12,069,509</td>
</tr>
<tr>
<td>Interest</td>
<td>$40,000</td>
<td>$7,013</td>
<td>$118,977</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$389,916</td>
<td>$30,069</td>
<td>$382,003</td>
</tr>
<tr>
<td>Other Financing</td>
<td>$50,000</td>
<td>$1,046</td>
<td>$278,770</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>$14,529,868</td>
<td>$983,947</td>
<td>$12,849,259</td>
</tr>
<tr>
<td><strong>Expense</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hydraulic Power Generation</td>
<td>$94,244</td>
<td>$14,836</td>
<td>$136,362</td>
</tr>
<tr>
<td>Purchased Power</td>
<td>$9,863,230</td>
<td>$682,759</td>
<td>$8,619,608</td>
</tr>
<tr>
<td>Transmission</td>
<td>$73,662</td>
<td>$397</td>
<td>$5,680</td>
</tr>
<tr>
<td>Distribution</td>
<td>$1,266,869</td>
<td>$67,038</td>
<td>$1,021,747</td>
</tr>
<tr>
<td>Customer Accounts</td>
<td>$593,404</td>
<td>$80,421</td>
<td>$585,500</td>
</tr>
<tr>
<td>Administrative &amp; General</td>
<td>$462,503</td>
<td>$32,935</td>
<td>$425,729</td>
</tr>
<tr>
<td>Other Operating Expenses</td>
<td>$989,700</td>
<td>$93,178</td>
<td>$965,194</td>
</tr>
<tr>
<td>Debt Service</td>
<td>$94,022</td>
<td>$5,859</td>
<td>$76,382</td>
</tr>
<tr>
<td>Transfers to Other Funds</td>
<td>$1,092,234</td>
<td>$80,693</td>
<td>$887,623</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td>$14,529,868</td>
<td>$1,058,116</td>
<td>$12,723,825</td>
</tr>
<tr>
<td><strong>Net Total 610 - Electric</strong></td>
<td>$0</td>
<td>$(74,169)</td>
<td>$125,434</td>
</tr>
</tbody>
</table>
## Financial Statement
### November 2019

<table>
<thead>
<tr>
<th>620 - Water</th>
<th>Current Year</th>
<th>%</th>
<th>Prior Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Assessments</td>
<td>$0</td>
<td>$3,304</td>
<td>$49,744</td>
</tr>
<tr>
<td>Charges for Services</td>
<td>$1,587,538</td>
<td>$124,595</td>
<td>$1,483,073</td>
</tr>
<tr>
<td>Interest</td>
<td>$21,540</td>
<td>$4,152</td>
<td>$53,410</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$146,167</td>
<td>$6,131</td>
<td>$124,066</td>
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<tr>
<td>Other Financing</td>
<td>$286,880</td>
<td>$7,098</td>
<td>$576,779</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>$2,042,125</td>
<td>$145,281</td>
<td>$2,287,012</td>
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<tr>
<td><strong>Expense</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transmission</td>
<td>$414,124</td>
<td>$30,923</td>
<td>$387,280</td>
</tr>
<tr>
<td>Pumping</td>
<td>$153,044</td>
<td>$10,245</td>
<td>$176,247</td>
</tr>
<tr>
<td>Water Treatment</td>
<td>$84,603</td>
<td>$7,341</td>
<td>$65,043</td>
</tr>
<tr>
<td>Customer Accounts</td>
<td>$107,893</td>
<td>$7,446</td>
<td>$92,499</td>
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<tr>
<td>Administrative &amp; General</td>
<td>$194,935</td>
<td>$13,524</td>
<td>$166,251</td>
</tr>
<tr>
<td>Other Operating Expenses</td>
<td>$429,426</td>
<td>$38,406</td>
<td>$399,508</td>
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<td>Debt Service</td>
<td>$58,462</td>
<td>$4,763</td>
<td>$53,265</td>
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<tr>
<td>Transfers to Other Funds</td>
<td>$599,638</td>
<td>$37,014</td>
<td>$407,154</td>
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<tr>
<td><strong>Total Expense</strong></td>
<td>$2,042,125</td>
<td>$149,663</td>
<td>$1,747,246</td>
</tr>
<tr>
<td><strong>Net Total 620 - Water</strong></td>
<td>$0</td>
<td>$(4,382)</td>
<td>$539,765</td>
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</table>
# Financial Statement

## November 2019

<table>
<thead>
<tr>
<th>630 - Waste Water</th>
<th>Budget</th>
<th>Month</th>
<th>Y-T-D</th>
<th>% Budgeted</th>
<th>Prior Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Assessments</td>
<td>$0</td>
<td>$2,553</td>
<td>$103,226</td>
<td>0%</td>
<td>$0</td>
</tr>
<tr>
<td>Charges for Services</td>
<td>$3,145,155</td>
<td>$267,094</td>
<td>$2,914,109</td>
<td>93%</td>
<td>$2,915,450</td>
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<tr>
<td>Interest</td>
<td>$37,200</td>
<td>$7,045</td>
<td>$103,648</td>
<td>279%</td>
<td>$70,851</td>
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<tr>
<td>Miscellaneous</td>
<td>$40,000</td>
<td>$2,174</td>
<td>$44,987</td>
<td>112%</td>
<td>$31,948</td>
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<tr>
<td>Other Financing</td>
<td>$119,280</td>
<td>$4,986</td>
<td>$324,190</td>
<td>272%</td>
<td>$109,641</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>$3,341,635</td>
<td>$283,852</td>
<td>$3,490,160</td>
<td>104%</td>
<td>$3,127,890</td>
</tr>
<tr>
<td><strong>Expense</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operation</td>
<td>$501,008</td>
<td>$31,356</td>
<td>$367,052</td>
<td>73%</td>
<td>$343,442</td>
</tr>
<tr>
<td>Maintenance</td>
<td>$856,903</td>
<td>$29,844</td>
<td>$470,149</td>
<td>55%</td>
<td>$521,504</td>
</tr>
<tr>
<td>Bio Solids</td>
<td>$344,150</td>
<td>$31,460</td>
<td>$372,463</td>
<td>108%</td>
<td>$330,181</td>
</tr>
<tr>
<td>Customer Accounts</td>
<td>$203,240</td>
<td>$7,766</td>
<td>$123,875</td>
<td>61%</td>
<td>$109,853</td>
</tr>
<tr>
<td>Administrative &amp; General</td>
<td>$309,434</td>
<td>$23,708</td>
<td>$259,681</td>
<td>84%</td>
<td>$250,433</td>
</tr>
<tr>
<td>Other Operating Expenses</td>
<td>$540,000</td>
<td>$57,170</td>
<td>$651,536</td>
<td>121%</td>
<td>$532,277</td>
</tr>
<tr>
<td>Debt Service</td>
<td>$156,314</td>
<td>$14,008</td>
<td>$160,757</td>
<td>103%</td>
<td>$180,044</td>
</tr>
<tr>
<td>Transfers to Other Funds</td>
<td>$430,586</td>
<td>$15,775</td>
<td>$173,525</td>
<td>40%</td>
<td>$182,448</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td>$3,341,635</td>
<td>$211,087</td>
<td>$2,579,038</td>
<td>77%</td>
<td>$2,450,182</td>
</tr>
<tr>
<td><strong>Net Total 630 - Waste Water</strong></td>
<td>$0</td>
<td>$72,765</td>
<td>$911,122</td>
<td>91%</td>
<td>$677,709</td>
</tr>
</tbody>
</table>
## Financial Statement
November 2019

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Month</th>
<th>Y-T-D</th>
<th>% Budgeted</th>
<th>Prior Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>640 - Storm Water</strong></td>
<td><strong>Revenue</strong></td>
<td><strong>Expense</strong></td>
<td><strong>Net Total 640 - Storm Water</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charges for Services</td>
<td>$561,000</td>
<td>$48,701</td>
<td>$530,155</td>
<td>95%</td>
<td>$519,571</td>
</tr>
<tr>
<td>Interest</td>
<td>$1,000</td>
<td>$873</td>
<td>$12,329</td>
<td>1233%</td>
<td>$7,875</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$1,550</td>
<td>$0</td>
<td>$140</td>
<td>9%</td>
<td>$12,492</td>
</tr>
<tr>
<td>Other Financing</td>
<td>$0</td>
<td>$0</td>
<td>$86,135</td>
<td>0%</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$563,550</strong></td>
<td><strong>$49,575</strong></td>
<td><strong>$628,759</strong></td>
<td><strong>112%</strong></td>
<td><strong>$539,938</strong></td>
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<tr>
<td>Personnel</td>
<td>$132,937</td>
<td>$11,346</td>
<td>$122,591</td>
<td>92%</td>
<td>$120,012</td>
</tr>
<tr>
<td>Benefits</td>
<td>$52,178</td>
<td>$4,487</td>
<td>$46,455</td>
<td>89%</td>
<td>$45,366</td>
</tr>
<tr>
<td>General Operating Supplies</td>
<td>$149,196</td>
<td>$7,247</td>
<td>$141,807</td>
<td>95%</td>
<td>$203,689</td>
</tr>
<tr>
<td>Depreciation</td>
<td>$172,625</td>
<td>$13,589</td>
<td>$149,480</td>
<td>87%</td>
<td>$160,598</td>
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<tr>
<td>Debt Service</td>
<td>$2,248</td>
<td>$0</td>
<td>$1,366</td>
<td>61%</td>
<td>$184</td>
</tr>
<tr>
<td>Transfers to Other Funds</td>
<td>$54,366</td>
<td>$4,531</td>
<td>$49,841</td>
<td>92%</td>
<td>$49,770</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td><strong>$563,550</strong></td>
<td><strong>$41,200</strong></td>
<td><strong>$511,540</strong></td>
<td><strong>91%</strong></td>
<td><strong>$579,618</strong></td>
</tr>
</tbody>
</table>

Net Total 640 - Storm Water: $0, 8,374, 117,219, 101%, $(39,680)
River Falls Municipal Utilities
Waste Water Treatment Plant

For October 2019

**Influent, Effluent and Biosolids (lbs.)**

<table>
<thead>
<tr>
<th></th>
<th>Pounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influent</td>
<td>102,647</td>
</tr>
<tr>
<td>Effluent</td>
<td>74,493</td>
</tr>
<tr>
<td>Biosolids</td>
<td>1,576</td>
</tr>
</tbody>
</table>

The Biochemical Oxygen Demand (BOD) Influent and BOD Effluent pounds represent pounds of oxygen needed for treatment.

**TSS Influent vs TSS Effluent (lbs.)**

<table>
<thead>
<tr>
<th></th>
<th>Pounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influent</td>
<td>68,847</td>
</tr>
<tr>
<td>Effluent</td>
<td>1,035</td>
</tr>
</tbody>
</table>

The TSS Influent and TSS Effluent represent the pounds of Total Suspended Solids entering the Waste Water Treatment Plant versus going out into the Kinnickinnic River.

**Yearly BOD and TSS Influent and Effluent in 000’s lbs.**

This graph represents the average monthly pounds of both BOD and TSS coming into the plant and being discharged at the plant’s outfall into the Kinnickinnic River for the year 2019.
### WWTP Facts

**Vocabulary:**

- **BOD:** Biochemical Oxygen Demand represents pounds of oxygen needed for treatment.
- **EFFLUENT:** Water and waste flowing out of the Waste Water Treatment Plant.
- **INFILTRATION:** to pass into or through (a substance) by filtering or permeating. Infiltration numbers are self-induced and not leak related.
- **INFLUENT:** Water and waste flowing into the Waste Water Treatment Plant.
- **TSS:** Total Suspended Solids are solid materials, including organic and inorganic, that are suspended in the water and have to be removed.

**Did You Know....**

- Excess bacteria removed from the Treatment Plant is called Bio-Solids which can be land spread or treated more to become a fertilizer or soil conditioner.

---

For more information please contact: Bill Swenson  
(715) 426-3531 or wswenson@rfcity.org
River Falls Municipal Utilities
Waste Water Treatment Plant

For November 2019

Influent, Effluent and Biosolids (lbs.)

The Biochemical Oxygen Demand (BOD) Influent and BOD Effluent pounds represent pounds of oxygen needed for treatment.

TSS Influent vs TSS Effluent (lbs.)

The TSS Influent and TSS Effluent represent the pounds of Total Suspended Solids entering the Waste Water Treatment Plant versus going out into the Kinnickinnic River.

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River Falls Municipal Utilities
Waste Water Treatment Plant

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For more information please contact: Bill Swenson
(715) 426-3531 or wswenson@rfcity.org
River Falls Municipal Utilities
Waste Water Treatment Plant

For December 2019

Influent, Effluent and Biosolids (lbs.)

The Biochemical Oxygen Demand (BOD) Influent and BOD Effluent pounds represent pounds of oxygen needed for treatment.

TSS Influent vs TSS Effluent (lbs.)

The TSS Influent and TSS Effluent represent the pounds of Total Suspended Solids entering the Waste Water Treatment Plant versus going out into the Kinnickinnic River.

Yearly BOD and TSS Influent and Effluent in 000’s lbs.

This graph represents the average monthly pounds of both BOD and TSS coming into the plant and being discharged at the plant’s outfall into the Kinnickinnic River for the year 2019.

65
River Falls Municipal Utilities
Waste Water Treatment Plant

WWTP Facts

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EFFLUENT: Water and waste flowing out of the Waste Water Treatment Plant.
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# Utility Incentives and Savings

**River Falls Municipal Utilities**

$133,123.40

2019 Total Incentives to Date

## Incentive Summary

<table>
<thead>
<tr>
<th>Summary</th>
<th>Residential - Last Mth</th>
<th>Business - Last Mth</th>
<th>Total - Last Mth</th>
<th>Residential - YTD</th>
<th>Business - YTD</th>
<th>Total - YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>kW</strong></td>
<td>12</td>
<td>0</td>
<td>12</td>
<td>50</td>
<td>34</td>
<td>84</td>
</tr>
<tr>
<td><strong>kWh - Lifecycle</strong></td>
<td>1,170,169</td>
<td>6,784</td>
<td>1,176,953</td>
<td>6,275,945</td>
<td>5,136,053</td>
<td>11,411,997</td>
</tr>
<tr>
<td><strong>Therms - Lifecycle</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>mmBtu - Lifecycle</strong></td>
<td>4,168</td>
<td>23</td>
<td>4,191</td>
<td>26,155</td>
<td>20,330</td>
<td>46,484</td>
</tr>
<tr>
<td><strong>kWh - First Year</strong></td>
<td>59,138</td>
<td>506</td>
<td>59,644</td>
<td>345,398</td>
<td>581,215</td>
<td>926,614</td>
</tr>
<tr>
<td><strong>Therms - First Year</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Incentives</strong></td>
<td>$5,863.12</td>
<td>$75.00</td>
<td>$5,938.12</td>
<td>$66,913.66</td>
<td>$66,209.74</td>
<td>$133,123.40</td>
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</tbody>
</table>

## Energy Efficiency

<table>
<thead>
<tr>
<th>Summary</th>
<th>Residential - Last Mth</th>
<th>Business - Last Mth</th>
<th>Total - Last Mth</th>
<th>Residential - YTD</th>
<th>Business - YTD</th>
<th>Total - YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>kW</strong></td>
<td>4</td>
<td>0</td>
<td>4</td>
<td>33</td>
<td>34</td>
<td>66</td>
</tr>
<tr>
<td><strong>kWh - Lifecycle</strong></td>
<td>594,719</td>
<td>6,784</td>
<td>601,503</td>
<td>4,894,190</td>
<td>5,136,053</td>
<td>10,030,242</td>
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<tr>
<td><strong>Therms - Lifecycle</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td><strong>mmBtu - Lifecycle</strong></td>
<td>2,204</td>
<td>23</td>
<td>2,227</td>
<td>21,440</td>
<td>20,330</td>
<td>41,770</td>
</tr>
<tr>
<td><strong>kWh - First Year</strong></td>
<td>36,120</td>
<td>506</td>
<td>36,626</td>
<td>290,128</td>
<td>581,215</td>
<td>871,343</td>
</tr>
<tr>
<td><strong>Therms - First Year</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Incentives</strong></td>
<td>$1,863.12</td>
<td>$75.00</td>
<td>$1,938.12</td>
<td>$53,465.32</td>
<td>$66,209.74</td>
<td>$119,675.06</td>
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</table>

## Renewables

<table>
<thead>
<tr>
<th>Summary</th>
<th>Residential - Last Mth</th>
<th>Business - Last Mth</th>
<th>Total - Last Mth</th>
<th>Residential - YTD</th>
<th>Business - YTD</th>
<th>Total - YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>kW</strong></td>
<td>8</td>
<td>0</td>
<td>8</td>
<td>17</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td><strong>kWh - Lifecycle</strong></td>
<td>575,450</td>
<td>0</td>
<td>575,450</td>
<td>1,381,755</td>
<td>0</td>
<td>1,381,755</td>
</tr>
<tr>
<td><strong>Therms - Lifecycle</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>mmBtu - Lifecycle</strong></td>
<td>1,963</td>
<td>0</td>
<td>1,963</td>
<td>4,715</td>
<td>0</td>
<td>4,715</td>
</tr>
<tr>
<td><strong>kWh - First Year</strong></td>
<td>23,018</td>
<td>0</td>
<td>23,018</td>
<td>55,270</td>
<td>0</td>
<td>55,270</td>
</tr>
<tr>
<td><strong>Therms - First Year</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Incentives</strong></td>
<td>$4,000.00</td>
<td>$0.00</td>
<td>$4,000.00</td>
<td>$13,448.34</td>
<td>$0.00</td>
<td>$13,448.34</td>
</tr>
</tbody>
</table>

11/01/2019
## Utility Incentives and Savings

River Falls Municipal Utilities

$176,339.46

2019 Total Incentives to Date

![](chart.png)

### Incentive Summary

<table>
<thead>
<tr>
<th>Summary</th>
<th>Residential - Last Mth</th>
<th>Business - Last Mth</th>
<th>Total - Last Mth</th>
<th>Residential - YTD</th>
<th>Business - YTD</th>
<th>Total - YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>kW</td>
<td>12</td>
<td>72</td>
<td>84</td>
<td>63</td>
<td>110</td>
<td>172</td>
</tr>
<tr>
<td>kWh - Lifecycle</td>
<td>1,044,825</td>
<td>6,840,368</td>
<td>7,885,193</td>
<td>7,433,018</td>
<td>12,251,890</td>
<td>19,684,908</td>
</tr>
<tr>
<td>Therms - Lifecycle</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>mmBtu - Lifecycle</td>
<td>3,655</td>
<td>24,319</td>
<td>27,974</td>
<td>30,193</td>
<td>45,589</td>
<td>75,782</td>
</tr>
<tr>
<td>kWh - First Year</td>
<td>48,669</td>
<td>324,057</td>
<td>372,726</td>
<td>400,842</td>
<td>923,800</td>
<td>1,324,643</td>
</tr>
<tr>
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### Energy Efficiency

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### Renewables

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12/04/2019
Utility Incentives and Savings
River Falls Municipal Utilities

$186,532.95
2019 Total Incentives to Date

Incentive Summary

<table>
<thead>
<tr>
<th>Summary</th>
<th>Residential - Last Mth</th>
<th>Business - Last Mth</th>
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Energy Efficiency

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Renewables

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01/01/2020
River Falls currently has a customer participation rate of 11.25%, well above our original goal of 10% and the national average of 2.5%. River Falls ranks 1st in Wisconsin and 5th in the nation for customer participation.

For more information please contact: Mike Noreen  
(715) 426-3467 or mnoreen@rfcity.org
River Falls currently has a customer participation rate of 11.25%, well above our original goal of 10% and the national average of 2.5%. River Falls ranks 1st in Wisconsin and 5th in the nation for customer participation.
December 2019 Renewable Energy Blocks

River Falls currently has a customer participation rate of 11.25%, well above our original goal of 10% and the national average of 2.5%. River Falls ranks 1st in Wisconsin and 3rd in the nation for customer participation.
October 2019

Electric Department

Projects

- Performed maintenance repairs through required system inspections
- Completed monthly substation inspections
- Continued weekly and monthly underground services:
  - 9 new services
- Monthly meter readings
- Serviced tree trimming around service wires and street light repairs
- Continued working on the old Power Plant Substation Transformer pad removal from the substation site
- Electric AMI meter installation:
  - Total of 191 residential meters installed
- 10+ disconnects for non-payments
- Sterling Ponds Aberdeen project:
  - Installed the transformer foundations
  - Continued to install the rest of the equipment
- The Depot / City Station apartment building project site:
  - Started transition from the overhead to the underground portion on this project
  - One feeder is completely done and two more left to do

Wayne Siverling,
Operations Superintendent

Dan Treichel,
Lead Journeyman Lineworker

Tim Wiste,
Lead Journeyman Lineworker

Jeff Ploeger,
Journeyman Lineworker

Pat Oja,
Journeyman Lineworker

Logan Snyder,
Journeyman Lineworker

Luke Baumann,
Journeyman Lineworker Apprentice

Garrett Leis,
Journeyman Lineworker Apprentice

Brian Hatch,
Electric Meter Technician

Virgil Johnson,
Electric Meter Technician

River Falls Municipal Utilities

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Monthly Report – October 2019

74
• Some of the overhead wires are ready to be taken down

Highview addition project:
• Installed equipment and then performed the terminations for the connections of the cables installed
• Energized this area and started removing the overhead at some point during the winter

UWRF project:
• Looked at next month to line up a contractor to do some directional boring with work this year yet to do
• The project will run into late next year

Hydroelectric dams:
• Offline for a bit due to high-water from rainfalls and falling leaves

**Overhead Installation with Bucket Trucks**

The Electric Department line crew are cutting in a deadened cross arm to start the transition from the overhead feeder to the underground feeder cable for the Deport project.
Working on The Depot Project
The Electric River Falls Municipal Utilities has been hard at work installing new utility services underground and new poles at The Depot project.

Fiberglass cabinet
Journeymen Lineworkers Pat and Jeff are installing the fiberglass cabinet equipment that will feed the Subway Restaurant and the pathway lights. They are terminating the connections for this project.
October 2019

Wastewater Treatment Facility

Projects

- Performed whole effluent toxicity testing
- Used Vac truck to excavate holes for the City’s wayfinding sign bases
- Performed emergency management functional drill
- Reviewed options for repairing the North Interceptor that is located north of Division Street bridge
- Gave a tour of the Wastewater Treatment Plant to Westside Elementary School 5th graders (3 classes)
- Opened sealed bids for WWTP aeration and front-end screening renovations
Projects

- All monthly water samples taken and proven safe
- Repaired valve intersection of Cascade Avenue and Valley View Drive
- Abandon 2” main connection on Spring and Hillcrest Streets
- Winterized hydrants
- Performed seasonal disconnects
- Prepared for water system AMI installations
- Finished required valve exercising for 2019
Departments helping each other
Water / Wastewater Operator Dean Seemuth helping the Public Works Street Department excavating for sign bases in the City.
Projects

Performed lateral inspections:
- 12 new homes

Performed 1 water lateral repair inspection

3 plan reviews:
- 1300 S. Main Apts.
- North Water/Sanitary loop
- North Water Tower

Mapped 210 AMI meters

Supplied various statistics to accounts:
- Depot Project
- Yearend valve operation numbers

Supplied new parcel and street data to Diggers Hotline:
- Highview Meadows 5th Addition
- Aberdeen project

Attended meetings / seminars:
- WI State Retirement meeting
- GIS Seminar

Republished ArcGIS online maps for phones

Worked with Electric Department on electric mapping

Worked with HURCO (valve operations software company) on resolving issues and to get the final data and mapping to field crew and account

Met with WPPI Representatives about City’s AMI meter mapping process

Sent Water main data to AWWA for their underground infrastructure study

Finished sanitary main attributes necessary for IT-Pipes TV software

Printed various maps:
- Pole testing results map books
- New area maps for USIC
### Projects

#### Residential Customers
An additional 18 residential customers voluntarily signed up for Green Blocks of renewable energy:
- Current customer participation is at 11.75%
- River Falls currently ranks #1 in WI and #5 in the nation in customer participation

#### Business and Industrial Customers
Participated in the WPPI Energy New Construction Design Assistance program training:
- Event was held at the St. Croix Valley Business Innovation Center
- Met with multiple contractors at the event

Delivered renewable energy incentive check to St. Bridget’s church for their solar energizing ceremony

Met with the Garage Bike’s and Brews to assist with energy efficiency product selection and applications

Met with Carlson Electric to introduce them to RFMU program and potential available buildings

Rocky Branch Elementary school purchased 4 more shares of community solar, bringing their total to 10 shares

#### Partnerships
Blue Bikes secured approximately 70 bikes for the 2020 Blue Bike season:
- Bikes are donated by Bikes4Kids
- The Blue Bike program will continue in 2020 and expand to Glen Park

#### Renew WI – Solar for Good:
- Met with Renew WI, Focus on Energy and local solar contractors to develop a solar program that is cost effective and streamlined for the customer
- River Falls Solar for Good program will be presented at the November POWERful Choices meeting

#### Holiday Lighting:
- RFMU accepted a bid from SavATree – Tree Service & Lawn Care to hang holiday lighting globes downtown
- Bid was for $12,000
- Public Works department will be responsible for wrapping the trunks

#### Presentations
- City Council – received the approval of the Renewable River Falls resolution
- UWRF Sustainability Conference (panel speaker)
- UWRF – Environmental Science
- Boy Scouts
**APPA Customer Connections Conference – Video Award**
River Falls Municipal Utilities was pleased to accept an Excellence in Video award from the American Public Power Association earlier this week in New Orleans.

The video was a compilation of four Facebook teasers to promote the City’s Electronic Recycling Event in April. It was produced by Josie Hayes, the City’s multimedia intern, and starred Kevin Westhuis, Utility Director, and Mike Noreen, conservation and efficiency coordinator.

**APPA Customer Connections Conference Presentation**
On Oct. 28, 2019, Utility Director Kevin Westhuis received the Excellence in Video award from Julio Torrado, Chair of the American Public Power Association’s Customer Connections Section, and Director of Human Resources & Communications at Keys Energy Services in Florida.
**New Construction Design Assistance Program**

On Oct. 3, 2019, Anchor Paper Co. – River Valley Converting received a check for $22,572 for participating in the New Construction Design Assistance program through River Falls Municipal Utilities (RFMU) in partnership with WPPI Energy. Anchor Paper Co. – River Valley Converting’s participation earned them energy efficiency incentives through both Focus on Energy and RFMU.

The New Construction Design Assistance program works with prospective building owners and developers, design professionals, and construction contractors to deliver high performance buildings that provide improved energy efficiency, peak load reduction, improved systems performance, and greater comfort.

**Pictured (left to right):**
Art Koch, Eugene Marier, Brent Ducklow & Todd Nerbonne (Anchor Paper/River Valley Converting)

**Pictured (left to right):**
Eugene Marier, Brooke Lee (Anchor Paper/River Valley Converting) and Kevin Westhuis (RFMU)
**Renewable Energy Grants for Non-Profits**

On Oct. 4, 2019, St. Bridget Catholic Church received a check in the amount of $48,382 through the 'Renewable Energy Grants for Non-Profits' program offered by RFMU, in partnership with WPPI Energy.

Renewable Energy Grant funding fosters and supports efforts by non-profit entities, such as churches, schools and municipal/government buildings, to install renewable energy projects to offset their energy use and promote their environmental commitment.

**Pictured (left to right):**

Mayor Dan Toland (City of River Falls), Craig Tarr (Energy Concepts), Tony Jilek (St. Bridget's Church), Father Harris (St. Bridget's Church), Paul Steiner (Steiner Electric), Sue Fritz (St. Bridget's Church), Mike Kinney (St. Bridget's Church) and Mike Noreen (River Falls Municipal Utilities)
New Construction Design Assistance Program
On Oct. 7, 2019, Culver’s received a check in the amount of $5,849 for participating in the New Construction Design Assistance program through RFMU in partnership with WPPI Energy. Culver’s participation earned them energy efficiency incentives through both Focus on Energy and RFMU.

The New Construction Design Assistance program works with prospective building owners and developers, design professionals, and construction contractors to deliver high performance buildings that provide improved energy efficiency, peak load reduction, improved systems performance, and greater comfort.

Pictured (left to right):
City Administrator Scot Simpson (City of River Falls), Conservation & Efficiency Coordinator Mike Noreen (River Falls Municipal Utilities), Manager Mike Jacobson (Culver’s River Falls, WI) and Owner Isaac Ryba (Culver’s River Falls, WI)
APPA 2019 Public Power Week - Public Power Helping Make Local Businesses Successful
As we celebrated American Public Power Association 2019 Public Power Week (Oct. 6-12), we promoted the event by buying local items from Dick’s Fresh Market – River Falls and the River Falls Farmers Market. We created baskets of local items that we purchased and delivered them to 7 local non-profits (Our Neighbor’s Place, Turningpoint, Options for Women – River Falls, Servant of the Shepherd, Kinnic Falls Alcohol-Drug Abuse Services, St. Croix Valley Sexual Assault Response Team and the River Falls Sunshine Fund).

I think it is also important that you get to meet the people from your local, non-profit, hometown Utility. These are the staff from River Falls Municipal Utilities that work on poles and wires, manage metering, and are there for all of your Utility related questions.

Think of these folks next time you flip a switch or reach into your cold refrigerator. We are proud to represent and care for your local hometown Utility.

Thank you for trusting us to serve you!

Utility Director Kevin Westhuis
2019 Public Power Week - Meter Department

ELECTRIC METER TECHNICIAN BRIAN

ELECTRIC METER TECHNICIAN VIRGIL

2019 Public Power Week - Customer Service Team

CUSTOMER SERVICE REPRESENTATIVE CINDY

CUSTOMER SERVICE REPRESENTATIVE ELLEN

CUSTOMER SERVICE REPRESENTATIVE WENDY
Monthly Report
November 2019
November 2019

Electric Department

Projects

Performed maintenance repairs through required system inspections

Completed monthly substation inspections

Continued weekly and monthly underground services:
  - 10 new services

Monthly meter readings

Serviced tree trimming around service wires and street light repairs

Continued working on the old Power Plant Substation Transformer pad removal from the substation site

Electric AMI meter installation:
  - Total of 209 residential meters installed

Project updates on the Depot / City Station, Highview Addition, Aberdeen / Sterling Ponds and UWRF:
  - Finished Highview Addition and Aberdeen / Sterling Ponds projects at this time
  - Few minor projects are left to complete at the Depot / City Station; finish transferring overhead service and some street lighting with the City’s fiber
  - Directional boring is being done at UWRF and will continue as long as weather permits
Removing Electric System on Clark Street
Wastewater Treatment Facility

**Projects**

- Summitted Discharge Permit application
- Removed old pumps and piping from RAS pump basement
- Cleaned grit out of east oxidation ditch
- Installed new effluent sampler

Ron Groth,  
Wastewater / Water Superintendent

Bill Swenson,  
Lead WWTP Operator

Paul Ahlborn,  
WWTP Lab Technician

Jacob McNabb,  
Water / Wastewater Operator
November 2019

Water / Sewer Department

Projects

All monthly water samples taken and proven safe

Worked on finishing up outside projects to get ready for winter; i.e. sewer cleaning

During winter months working on indoor projects; i.e. wells, boosters and lift stations

Winterized fire hydrants

Continued work preparations for AMI water system installations

Performed routine maintenance cleaning all sanitary sewer lift station wet wells to help keep pump from ragging problems

Repaired watermain digs and brought to grade with asphalt and or curb and gutter before snow plowing season gets started

Water towers have been set to the Winter run cycles:
  - This process keeps them warm to prevent freezing
Projects

- Performed lateral inspections:
  - 3 new homes

- Attended training:
  - Ethics
  - CPR and First Aid

- Worked on Tree Trimming maps and mailing list

- Sent the PSC the electric boundary

- Started work on the 2020 Sanitary manhole rehabilitation

- Mapped 226 AMI meters

- Re-published online maps for the field crew

- Printed various maps of:
  - Taxi
  - Dams
  - Updated extraterritorial and zoning

- 2 plan reviews:
  - Wildcat Terrace SIP
  - 1300 S. Main St. SIP
## Conservation and Efficiency

### Projects

#### Residential Customers
An additional 26 residential customers voluntarily signed up for Green Blocks of renewable energy:
- Current customer participation is at 11.93%
- River Falls currently ranks #1 in WI and #5 in the nation in customer participation

- Four customers signed up for the Home Performance Tests
- Two customers finalized weather projects

#### Focus on Energy incentives for residential was almost $8,000 in November

#### Business and Industrial Customers
Rocky Branch Elementary School completed their involvement in Focus on Energy’s 3-year Delivery Energy Efficiency Together (DEET) program:
- Incentives from energy savings was used to purchase a total of 10 panels of community solar

- Focus on Energy incentives for business was over $34,000 in November

- Multiple nonprofits are actively exploring renewable energy installations with the help of the City Staff

#### Public Service Commission
- Provided detailed justification for funding of POWERful Choices! in pending rate case

#### Low Income Programming
Made changes to funding levels for eligible customers:
- 150% of state levels, down from 200% in 2018-2019 heating season
- Reserve funds will go towards weatherization of multifamily units
- $5000 warded to ARC for Crisis and Bill Pay assistance
- $1000 awarded to Salvation Army for Crisis and Bill Pay assistance (funding justification was based on current level of assistance given to RFMU customers by respective organizations)

#### Renewable River Falls
With the approval of the Renewable River Falls resolution the City actively promoted the accomplishment:
- 40+ staff, stakeholders, and families participated in the River Dazzle parade as either walkers or riders including Councilmembers Morrissette, Downing, and Page and UAB Board member Wells-Mangold
- Participants received eco-friendly blue knit hats with Renewable River Falls branding in addition to lighted headbands and “necklaces”
- Rented a green colored vintage 1800’s style street car trolley from the Hudson Trolley Company that was used as the City’s float illuminated by over 30 strands of green lights
- Facilities Maintenance Worker Lead Ken Thill created an oversize light switch plate and put signage by a decorated tree in Veteran’s park; the switch will stay in place throughout the winter and residents are encouraged to “flip the switch” to renewable energy
- Staff participated in a trial run to turn on the “green” tree switch on Wed., Nov. 27; a photo and brief story appeared in the Star Observer
- Veterans Park pedestrian bridge and City buildings were decorated with green LED lights under the direction of Facilities Maintenance Supervisor Tom Schwalen
- Mei Mei’s Cookies & Creamery created 500 green sugar cookie dough balls for the parade handouts
- Holiday tree in City Hall was decorated in all green LED lights
- Was a great team effort by committee members Conservation & Efficiency Coordinator Mike Noreen, Utility Administrative Assistant Lanae Nelson, City’s Multimedia Intern Josie Hayes, and Communications Manager Mary Zimmerman with help from Utility Program Coordinator Rhonda Davison, WPPI Energy Service Representative Stacie Running, and Management Fellow Dennis Dadashev

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<thead>
<tr>
<th>Speaking engagements, committees, partnerships, trainings and education</th>
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</thead>
<tbody>
<tr>
<td>Represented the City of River Falls at the Partnering for Our Sustainable Community event</td>
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<tr>
<td>Attended UWRF Energy Conservation and Renewable Energy meeting</td>
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<tr>
<td>Spoke to UWRF Natural Resources Club</td>
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<tr>
<td>Attended UWRF Sustainability Working Group</td>
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<tr>
<td>Participated in the American Public Power Association’s (APPA) Demonstration in Energy Efficiency Developments (DEED) research grant selection teleconference</td>
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<tr>
<td>Represented in the WPPI Energy Member Services Advisory Group</td>
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<tr>
<td>Organized and participated in the Green Team Buckthorn removal day</td>
</tr>
</tbody>
</table>
December 2019

Electric Department

Projects

- Performed maintenance repairs through required system inspections
- Completed monthly substation inspections
- Continued weekly and monthly underground services:
  - 2 new services
- Monthly meter readings
- Continued installation of AMI meters and performed required outbound testing of old meters
- Serviced tree trimming around service wires and street light repairs
- Continued working on the old Power Plant Substation Transformer pad removal from the substation site
- Worked on 2019 electric inventory count
- Project updates on the Depot / City Station and UWRF:
  - Depot / City Station: completed the overhead to underground and the City fiber on the poles are remaining to be worked on; once completed the poles can be removed
  - UWRF: conduit and some of the wire were pulled into the directional bored conduit
- Working on pole replacements from PSC required inspections:
  - 30 poles need to be replaced and majority of the poles will be in an assemble area to do the replacement

Wayne Silverling,
Operations Superintendent

Dan Treichel,
Lead Journeyman Lineworker

Tim Wiste,
Lead Journeyman Lineworker

Jeff Ploeger,
Journeyman Lineworker

Pat Oja,
Journeyman Lineworker

Logan Snyder,
Journeyman Lineworker

Luke Baumann,
Journeyman Lineworker Apprentice

Garrett Leis,
Journeyman Lineworker Apprentice

Brian Hatch,
Electric Meter Technician

Virgil Johnson,
Electric Meter Technician

River Falls Municipal Utilities

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Monthly Report – December 2019

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Projects

- Renewed Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) lab certification
- Continued to demo old RAS pumps and piping on the basement of screening building
- Performed quarterly mercury and TKN sampling
- Performed soil borings for Woodridge lift removal
Projects

All monthly water samples taken and proven safe

2 service line repairs due to old galvanized pipes on customer side:
  • 523 West Walnut Street replaced old galvanized line and lead gooseneck
  • 104 South Eighth Street was coper service on the utilities side so no replacement was required

Company came in to upgrade on an existing hydrant that was hit and broken on the intersection of Cascade Avenue and Birchcrest Lane:
  • Completed on Dec. 26
  • Discovered another broken hydrant on intersection of Main Street and Cascade Avenue on Dec. 30

Worked on year end inventory for the end of the year reports

Postponing letters advising customers to run water to keep shallow lines from freezing due to warmer weather as the frost line is shallow so far this winter

Electric well house heater mounted on the ceiling gat Well #5 stopped working and was replaced

Cleaned wet wells at the sanitary sewer lift stations was performed

Started installations of the AMI water system meters
## Projects

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
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<tbody>
<tr>
<td>Performed lateral inspections:</td>
<td></td>
</tr>
<tr>
<td>• 4 new homes</td>
<td></td>
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<tr>
<td>Water service repair inspections:</td>
<td></td>
</tr>
<tr>
<td>• 2 performed (one included RFMU side of curb stop)</td>
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<tr>
<td>Mapped 14 electric AMI meters</td>
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<tr>
<td>Continued work on 2020 Manhole Rehabilitation Project</td>
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<tr>
<td>Continued work on electric work order mapping</td>
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<tr>
<td>Worked on ESRI Pro training tutorial</td>
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<tr>
<td>Attended 2 review meetings:</td>
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<tr>
<td>• 1300 South Main Street</td>
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<tr>
<td>• New Police Department building in the Whitetail Corporate Park</td>
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</tbody>
</table>
### Projects

| Renewable River Falls | Customer participation in the Green Block program growing; River Falls continues to climb the rankings:  
|                       | • We’ve been #1 in the state for the past few years, but we have gone from #5 to #3 in the nation in customer participation |
|                       | Solar Power:  
|                       | • In 2019 12 customers put solar power on their roofs  
|                       | Developed improved solar workflow diagram for customers and staff  
| Reduced antiquated 2-meter system to a single meter on solar installations:  
|                       | • Whole Earth Grocery  
|                       | • United Church of Christ |
| Low Income Programming | Partnered with Assistance Resource Center and Salvation Army to further assist River Falls residents in need |
| Residential, Business & Industrial | $186,533 in incentives from Focus on Energy was returned to River Falls customers  
| | • RFMU paid approximately $53,000 to participate in the Focus on Energy program  
| | • POWERful Choices! met the goal of receiving $2 back from Focus on Energy for every $1 invested |
| Speaking engagements, committees, partnerships, trainings, and education | • Green Team – 2019 recap  
| | • CRP training  
| | • DEED webinar: Developing a Demand Side Management Program Using Blockchain  
| | • POWERful Choices! - Chair |