

2021 Annual Report

Public Service: Stronger Together

In 2021, NEW Water celebrated its 90th year of service to Northeast Wisconsin. I am proud of the quality service we continue to provide so that the families, businesses, and visitors to Northeast Wisconsin can do the dishes, flush the toilet, and run their businesses whenever they want.

With this Annual Report, I offer a snapshot of NEW Water's accomplishments, highlights, and challenges.

As the pandemic continued around the world in 2021, the wave also hit Northeast Wisconsin. We implemented numerous safety measures to continue to keep our staff safe so they could go home to their families each day.

Wastewater made national news for the COVID-19 in wastewater study, which ramped up in 2021, providing data to decision-makers to detect community levels of the virus. A COVID-19 in wastewater dashboard went live, showing data from wastewater facilities around Wisconsin, including ours in both Green Bay and De Pere.

Outside our facility fences, we have become more intentional about partnering for water on pollution prevention strategies. By doing so, we can achieve greater cost savings, and more effectively protect public health and our shared waters.

In 2021, we launched our NEW Watershed Program, an approach to achieving permit compliance at a lower cost, with greater environmental gain. We also engaged our customers in our long-term Facility Plan, to ensure the continuation of reliable service for the community. We partnered with municipalities to address clear water getting into our shared sanitary sewer system, otherwise known as Inflow & Infiltration, as well as "unflushables," or everything that should not be put into the pipes.

Our staff once again led NEW Water to achieve 100% permit compliance in 2021, and continued to embrace our cultural attributes of Safety, Team, Environment, and Respect. I want to thank our Team for their dedication, innovation, and commitment to our utility, and our community.

Thomas W. Sigmund, P.E.
Executive Director



Kathryn Hasselblad

President

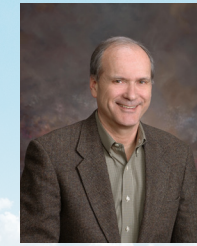
Term Ends: 12/31/26



James Blumreich

Secretary

Term Ends: 12/31/24



Tom Meinz

Vice President

Term Ends: 12/31/23



Mark Tumpach

Vice President

Term Ends: 12/31/25



Lee Hoffmann

Vice President

Term Ends: 12/31/22

Commission

NEW Water Leadership

Executive Team



Patrick Wescott

Director of Operations



Nathan Qualls

*Director of Technical
Services*



Trisha Brown

*Human Resources
Manager*



Brian Vander Loop

*Director of Business
Services*



Jeff Smudde

*Director of
Environmental
Programs*



19

years of achieving **100% permit compliance** at the Green Bay Facility



14,073,403,000

gallons of clean water returned to the Fox River from NEW Water's Green Bay and De Pere Facilities



22,538

megawatt hours (MWH) of electricity produced at the Green Bay Facility

COVID-19 in Wastewater

Protecting Public Health

In 2021, NEW Water continued to participate in the Wisconsin COVID-19 in wastewater study, by sending in samples on a weekly basis from both the Green Bay and De Pere Facilities. The project is a collaboration between the Wisconsin Department of Health Services, Wisconsin State Lab of Hygiene, and the University of Wisconsin-Milwaukee. This monitoring allows health and community leaders to detect levels of COVID-19 in a community.

“If you had told me five years ago that wastewater could help monitor a pandemic, I would have told you it was science fiction,” said Executive Director, Tom Sigmund. “Scientific knowledge has advanced significantly, and we are proud to be a part of it.”

Brown County Health Department and area health officials have lauded NEW Water for participation in the study, citing the importance of the data for local decision-makers. NEW Water staff had the vision to begin collecting samples in April 2020, before the project even existed.



NEW Water's involvement in the Wisconsin COVID-19 Wastewater Surveillance Program has been critical for the success of this effort. Early in the pandemic, they were one of the first wastewater agencies to send us samples so we could optimize methods. Having the two NEW Water plants in addition to our Milwaukee samples gave us a range of sample types so we could be sure our methods would work more broadly. Throughout this pandemic, they have been great partners.

~ Dr. Sandra McLellan, of the University of Wisconsin-Milwaukee School of Freshwater Sciences





Innovating to Save Costs and Prevent Pollution

NEW Water is committed to saving costs for customers. In 2021, due to staff diligence on proactively managing energy usage and costs, NEW Water produced about 40% of its energy needs for the Green Bay Facility. Staff proactively seek grants to offset costs, as well as subsidized loans through the state of Wisconsin, saving our community anywhere from thousands to millions of dollars per initiative. Additionally, pollution prevention initiatives upstream not only save costs, but better protect the environment and public health.

In 2021, NEW Water joined forces with municipal partners to address pollution prevention of materials in the shared sewer system, which they report has reduced the number of maintenance calls due to blocked or damaged equipment. Additional innovative measures from staff included the installation of infrared heaters on final clarifiers to prevent ice buildup, avoid potential equipment shutdown, and save maintenance costs; installation of backup engines to ensure continued reliable service; completion of a tertiary filter initiative to address aging infrastructure and capacity needs, which also resulted in cost savings and better water quality. Staff also completed a Lean Project (inset photo of the Team) for unit projections for billing and budgeting purposes, creating additional work efficiencies.

NEW Watershed Program Launched

In 2021, NEW Water launched the NEW Watershed Program, an approach to achieve permit compliance more cost-effectively, for greater environmental gain. A virtual public launch event featured support from U.S. Senator Tammy Baldwin, U.S. Representative Mike Gallagher, Wisconsin Senator Robert L. Cowles, and Matt Claucherty from the Wisconsin Department of Natural Resources (DNR).

The program will be conducted in Ashwaubenon Creek and Dutchman Creek (ACDC) watersheds to improve water quality by reducing sediment and phosphorus runoff from entering area waterways. NEW Water's NEW Watershed Program in ACDC is a large-scale, Adaptive Management Program modeled on the success of NEW Water's Silver Creek Adaptive Management Pilot Project, that began in 2014.



“ The NEW Watershed Program works with each landowner to understand their concerns and find a way to work together to meet their goals, for their land, while also meeting water quality program goals. Agriculture, utilities, industry, and urban centers can all co-exist if we are thoughtful and open to understanding the watershed we all share.

~ Erin Houghton, NEW Water's Watershed Programs Manager

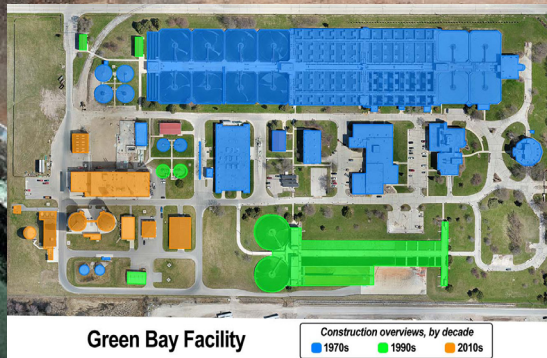
Facility Plan

In 2021, NEW Water continued to engage and educate community partners on long-term planning efforts, so that our community can continue to do their dishes, flush the toilet, and operate their businesses whenever they want. NEW Water began planning efforts in 2019 to evaluate the liquids portion of NEW Water processes, to ensure continuous operations to the community. As much of this critical infrastructure has reached the end of its useful life, “do nothing” was not an option.

A Facility Plan is a comprehensive study to assess the condition of a sewerage system, and evaluate what is needed to ensure nonstop wastewater conveyance and treatment services for the community it serves. This significant study will result in a comprehensive plan document, the result of many hours of work, analysis, and assessments by a large team with many areas of expertise in clean water services.

In Wisconsin, a Facility Plan is submitted to the DNR for final approval. This plan will serve to guide the implementation of significant capital projects for years to come. By submitting a Facility Plan, projects can qualify for Clean Water Fund loans through the State of Wisconsin Revolving Fund, at 55% of the market rate.

NEW Water is developing a Strategic Financial Plan in conjunction with the Facility Plan to help mitigate large rate increases in any given year. Costs are reviewed during the annual budgeting process. Additionally, individual projects identified in the Facility Plan require public bidding of construction projects prior to Commission approval. The NEW Water Team is working to prioritize projects based on criticality, and plan them over the course of coming years to manage the financial impact.



Safety is Our Most Important Value

With Safety as our most important value, the NEW Water Team takes a proactive approach to protect the safety of our staff and the community we serve. Cybersecurity has also become a top priority, with additional measures put into place to protect our assets, equipment, and enhance education and training with staff.

In 2021, NEW Water partnered on a tabletop exercise with Brown County Emergency Management to simulate an emergency involving first responders and essential community service partners. Training such as this provides NEW Water and partners an opportunity to enhance risk mitigation and be better prepared for emergency situations.

“Confined space entry” presents significant safety concerns and the need for protocols and special certification. To ensure smooth operations of processes and equipment, certified members of the NEW Water Team enter confined spaces, following the protocols set by the U.S. Occupational Safety and Health Administration. In this photo, a mechanic is welding inside the vapor condenser. The condenser takes the vapors from the dryer, condenses the gas, and the condensation drips down the drain, sending it through the liquids process.



169

recognized safety hazards identified and fixed to ensure safety of our staff

222

manholes visually inspected to ensure reliable service

202.23

vertical feet of manholes rehabilitated by cleaning, sealing, and applying cementitious substrate and epoxy coating

3,649

Digger's Hotline calls handled, to help ensure safe digging in our service area






WORLD WATER DAY 2021

Breaking Tradition!

This is the moment Nancy Quirk realized she was the recipient of the NEW Watershed Champion Award





TOSS YOUR FLOSS

Done with your floss? **DON'T FLUSH IT!** Throw it away. Floss wraps around other "Unflushables" in the sanitary sewer system (like wipes, sanitary products, grease, and more), damaging equipment, causing homeowner backups, and costly repairs. #LoveYourPipes and toss the floss!

ONLY FLUSH THE 3Ps!
(Pee, Poo, and Toilet Paper)

www.newwater.us/loveyourpipes

This graphic image depicts actual "unflushables" (wipes, paper towels, sanitary products, etc.) clogging pipes.

Engaging Our Community

While COVID-19 safety protocols and restrictions remained in place in 2021, community outreach continued in a digital and virtual format. Community outreach included engagement with elected officials, municipal and industrial partners, and "live" interactive presentations with valued stakeholders. Media coverage included "Please stop flushing floss," "New program seeks to improve impaired waterways of Green Bay," and "NEW Water celebrates nine decades of water treatment."

Our annual STEAM Superheroes Camp with the Boys & Girls Club of Greater Green Bay recruited new "Defenders of the Bay," who learned what they can do to protect our water against pollutants such as "Sinister Sediment." This camp helps educate area youth in important STEAM (Science Technology, Engineering, (Communication) Arts, and Mathematics) skills to protect area water.

In 2021, our website visitors increased 15% over 2020. As part of our pollution prevention initiatives to save costs and to more effectively protect public health and the environment, we launched Public Service Announcements, earning 120,000 impressions on social media.

Power of Partnerships: #StrongerTogether

At NEW Water, we believe in the power of partnerships to protect our most valuable resource, water. In 2021, our partners at Brown County Hazardous Waste prevented 257,302 pounds of hazardous materials, including pharmaceuticals, pesticides, and mercury, from entering the NEW Water system and the environment. Through our annual Significant Industrial User Awards Program, we honored 31 area industries for doing their part to protect Wisconsin's waterways.

We celebrated World Water Day in March by honoring our partner in water, the Green Bay Water Utility with a NEW Watershed Champion Award, for their outstanding work to remove lead service lines from our community. Through a grant, NEW Water participated in the East River Resilience Collaborative, a community effort to tackle flooding and water quality problems.

Also in 2021, a unique circular reclaimed water system went online at the Green Bay Packaging Paper Mill, in partnership with NEW Water. We celebrated the water reuse project with a "live" virtual launch event with Green Bay Packaging, Brown County, and the City of Green Bay.



"This investment sends a strong message to the community that Green Bay Packaging is committed to Brown County and protecting our water quality."

~ Troy Streckenbach, Brown County Executive

OPERATING REVENUES

	2021	2020
User fees - municipal waste	\$38,809,201	\$38,278,154
User fees - mill waste	2,264,402	1,562,381
Capital revenue - mills	2,129,745	1,700,712
Other revenues	1,482,668	1,589,989

Total operating revenues **44,686,016** **43,131,235**

OPERATING EXPENSES

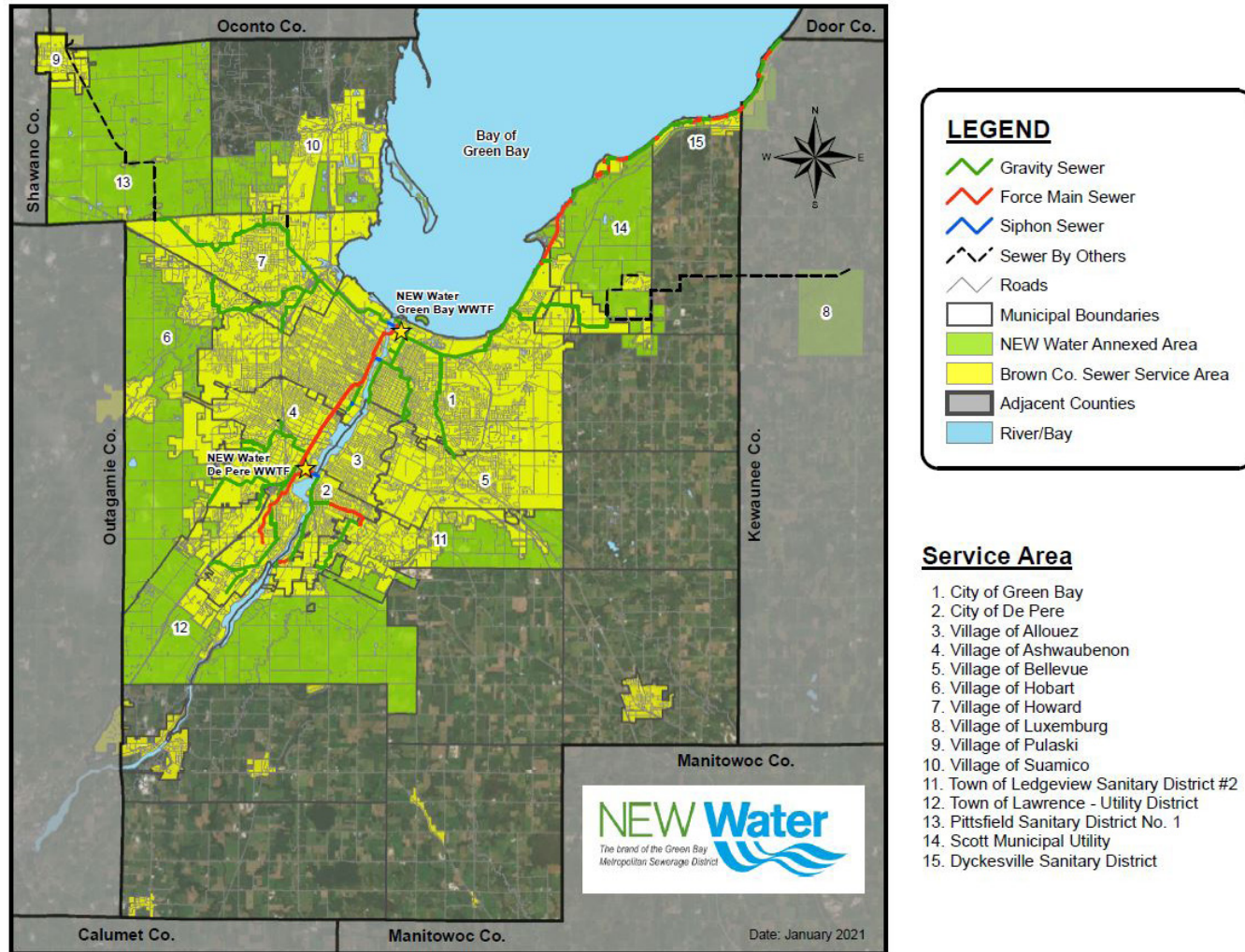
Salaries and wages	8,863,613	8,671,108
Fringe benefits	2,268,607	3,093,475
Employee development	76,804	73,573
Travel and meetings	13,291	6,580
Power	1,868,549	2,006,817
Natural gas and fuel oil	425,079	639,829
Chemicals	1,371,956	1,510,964
Maintenance - plant	2,347,948	2,121,706
Maintenance - interceptors	261,065	409,836
Contracted services	3,559,300	3,253,768
Insurance	385,373	314,697
Solid waste disposal	382,096	459,300
Office related expenses	606,443	604,568
Supplementary expenses	571,794	506,648

Subtotal **23,001,916** **23,726,870**

Depreciation 13,891,830 13,648,659

Total operating expenses **36,893,746** **37,375,529**

Operating income **\$7,792,270** **\$5,755,707**



The financial statement is for information purposes only and is not intended to represent full financial disclosures. Complete financial statements and related notes are available on NEW Water's website or available upon request.

Our Most Valuable Asset: Our Staff

New Hires

Marta Pelishek - Lab Analyst I

Kate Verbeten - Environmental Compliance Specialist

Alexander Reckelberg - Maintenance Mechanic

Austin Charniak - Operator II

Megan Obry - Operator II

Reece Glish - Operator II

Jak Nelson - Lab Analyst II

Gabriel Elsen - Operator II

Jason Murillo Gutierrez - Lab Analyst I

Austin Collins - Maintenance Mechanic

Nathan Berceau - Operator II

Retirements

William Wydeven - Maintenance Planner/Scheduler

Christopher Thompson - Field Services Technician

Robert Bocik - Operator II

Job Changes

Scott Dequaine - Lab Analyst I to Lab Analyst II

Colin Clark - Field Services Technician to Lab Analyst I

Billie Komorowski - Operator II to Operator III

Corbin Magnin - Operator III to Operations Trainer

Matt Schmidt - Operations Trainer to Field Services Team Leader

Dalton Aderholdt - Mechanic Apprentice to Maintenance Mechanic

Duane Fish - Field Services Team Leader to Field Services Technician

Sam Maroszek - Operator II to Operator III

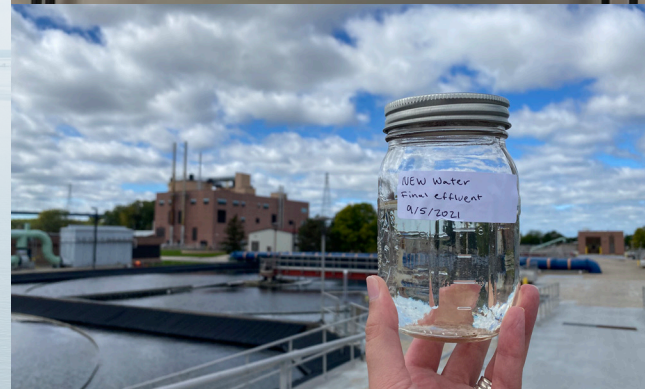
Dave Hoppe - Operator III to Field Services Technician

Reece Glish - Treatment Intern to Operator II

Chris Sarns - Operator II to Operator III

Alex Moon - Operator II to Operator III

Codey Beekman - Operator II to Operator III



***In 2021, NEW Water celebrated 90 years
of serving the community!***



Nods for NEW Water

Emerging Utility Leaders Program. Congratulations to the 2021 program graduates Corbin Magnin and Erin Collar.

NEW Water Peer Awards. In 2021, the **Peer Excellence Award** went to Kevin Schuettpeitz, for excellence in adhering to NEW Water's cultural attributes of Safety, Respect, Team, and Environment. The **Jack Day Award** went to Matt Grassel for honoring the spirit and commitment of visionary Dr. Harold "Jack" Day, former NEW Water Commission President.

Shining Star Award. Brown County United Way awarded Tricia Garrison for leading a special Employee Giving Campaign for the Emergency Response Fund that helped fill community needs for those hardest hit by the pandemic.

National Environmental Achievement Award. In 2021, NEW Water's "Thank You, Farmers!" video won national honors from the National Association of Clean Water Agencies for Public Information & Education.

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Protecting our most valuable resource, water

www.newwater.us

