



NEW Water Update

Municipal & Industrial Partner Meeting

March 17, 2022



Today's Agenda

- Welcome / Overview – Tom Sigmund, Executive Director
 - *Facility Plan update, PFAS update, 2023 Budget update*
- Capital Fixed Charge Study – Brian Vander Loop, Director of Business Services
- End-of-Pipe Impacts – Pat Wescott, Director of Operations
- Inflow & Infiltration Update – Nate Qualls, Director of Technical Services
- Unflushables Pilot Project Report-Out – Sharon Thieszen, Field Services Manager & Tricia Garrison, Public Affairs & Education Manager



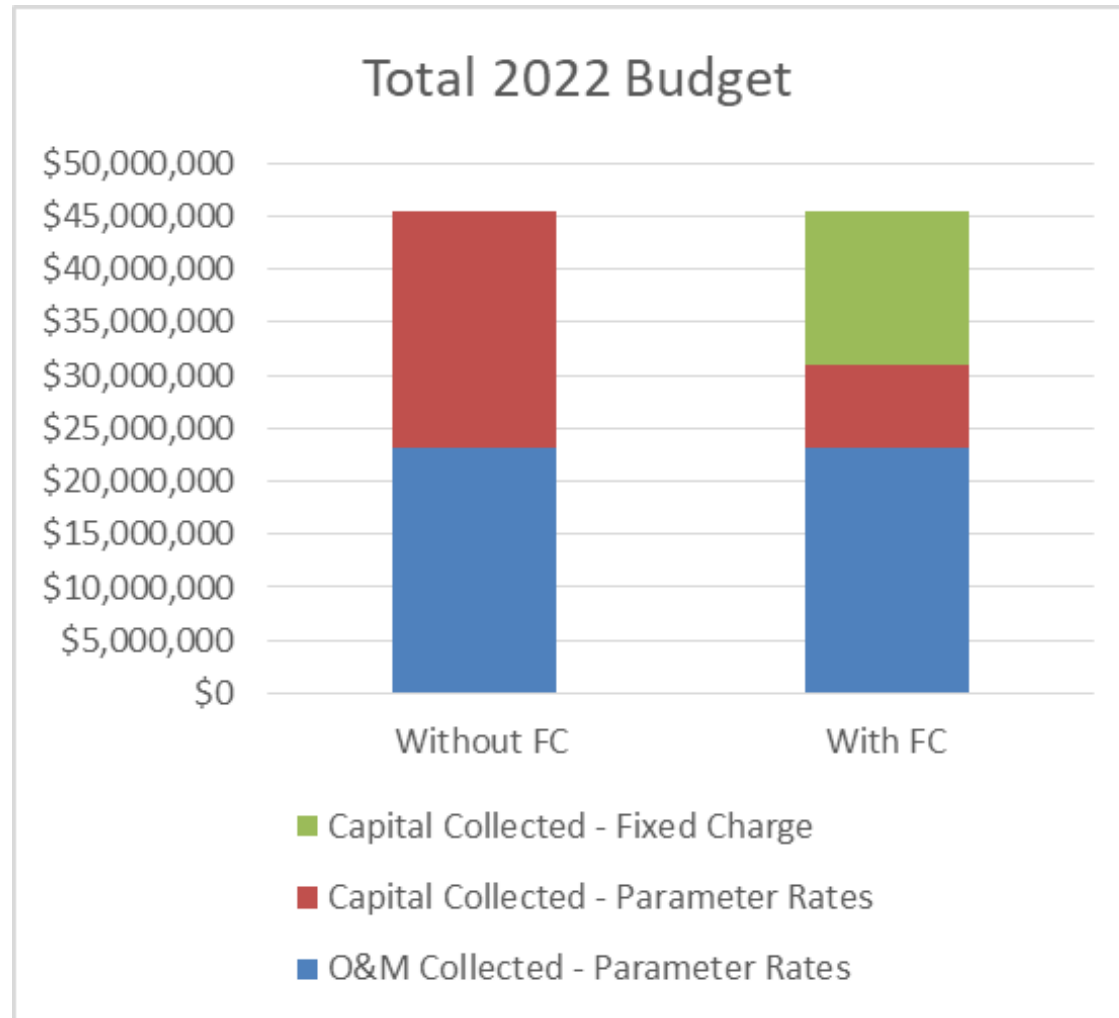
Capital Fixed Charge Study



Background

- Through the adopted 2013 Budget
 - 100 percent of O&M and Capital expenses were collected from system users through the parameter rates (Volume, Biochemical Oxygen Demand, Suspended Solids, Phosphorus, and Total Kjeldahl Nitrogen)
 - Customer charges were based upon actual discharged parameter units x rate
- Capital Fixed Charge started with adopted 2014 Budget
 - Not a new or additional charge, but merely a different way to collect a portion of the Total Budget Requirement
 - Stabilize a portion of NEW Water's Budget
 - Distributed to customers based upon their budgeted parameter units
 - NEW Water collects the same budgeted revenue, with or without the Capital Fixed Charge

Background - Continued



Background – Continued

- Capital Fixed Charge modifications

Budget Year	Amount of Fixed Charge*	How Fixed Charge Distributed/Collected
Pre 2014	No fixed charge	All capital collected via parameter rates based on actual system use
2014	15% of total budget 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Capital Fixed Charge Study

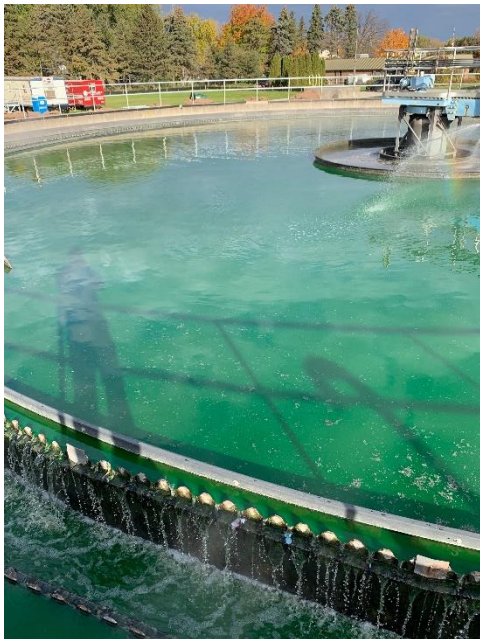
- Review five alternatives that utilizes actual parameter units
- At a minimum, one alternative will analyze a year-end true-up
- Analyze revising Capital Fixed Charge from 65% to 100%
 - Impacts to NEW Water and Customers
- Study to start Thursday April 21st
- Three meetings; kick-off meeting with two workshops
- Customer stakeholder participation
- Recommendations presented to Commission at either September or October meetings
- Potential exists for incorporation into 2023 Budget

End-of-Pipe Impacts

St. Patrick's Day in November?



- November 3, 2021 – citizen complaint made to the Wisconsin Department of Natural Resources; De Pere Facility effluent color
- NEW Water's response
- November 17, 2021 – similar situation occurs again



End of Pipe Impacts

Why is this important?

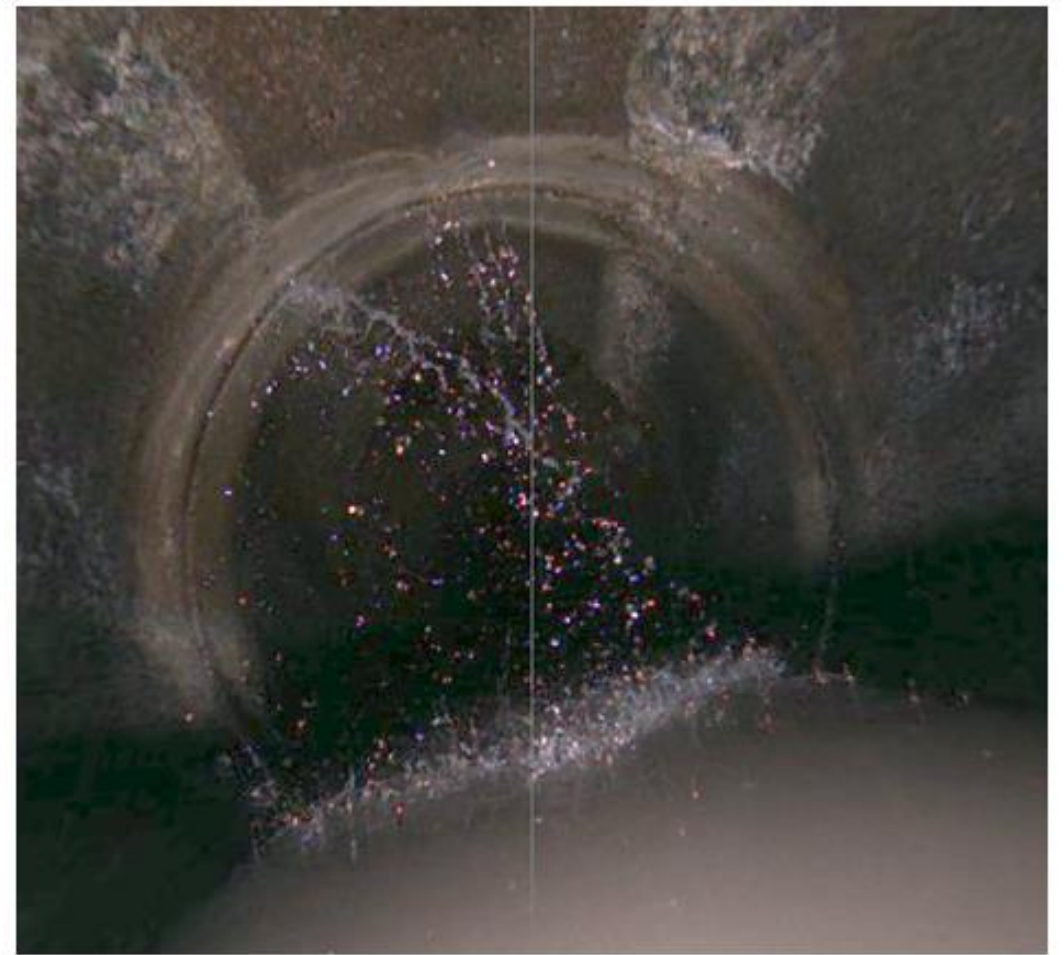
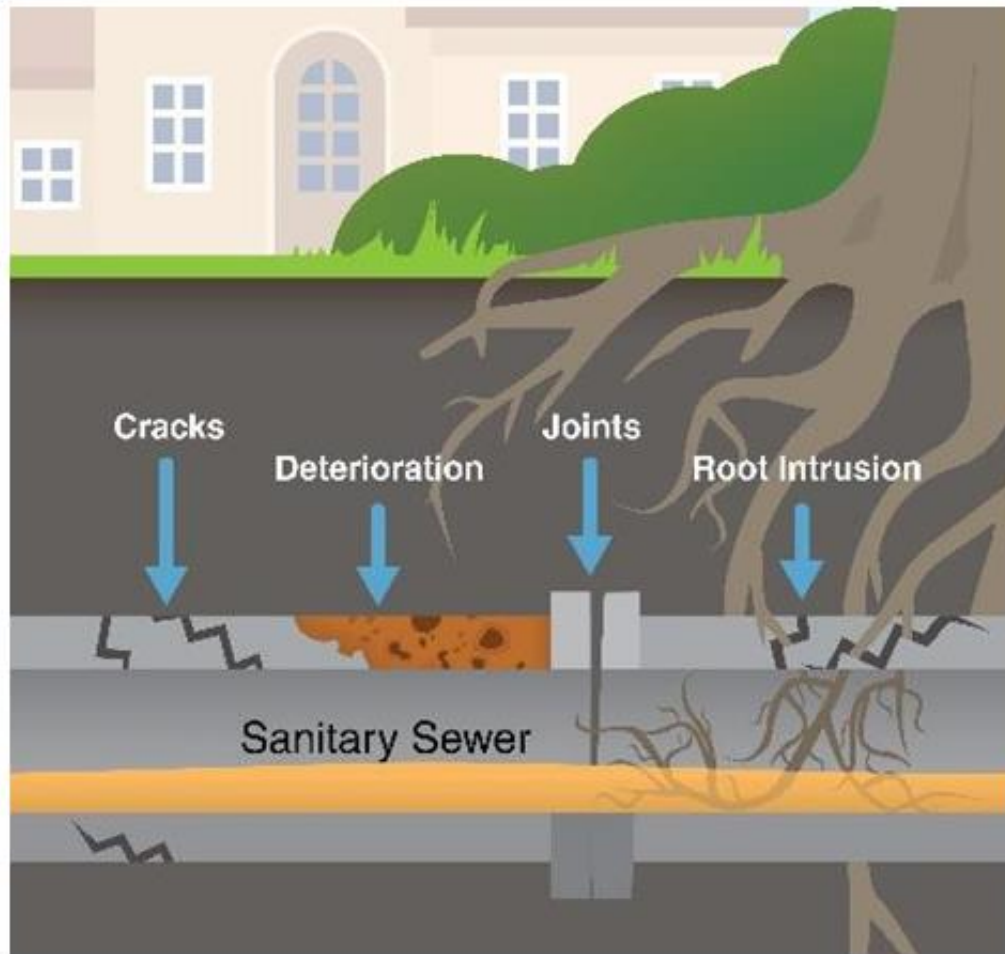
- Environment – by partnering, we can better protect the environment, and public health
- Safety – of our staff, and your staff
- Treatment – if our process is compromised, so is our service to the community
- Transparency - with our shared community, regulators, media, etc.



*** Please give us a “heads up” if you are made aware of or observe something out of the ordinary happening in the sewer system**

➤ *This way, we can better plan, serve, and protect our precious shared waters!*

Inflow & Infiltration Update





Inflow & Infiltration Update

- Working with Brown & Caldwell to develop a Regional I&I Reduction Program
 - Assessment of Current I&I Conditions
 - Evaluation of Existing NEW Water and Customer I&I Practices
 - I&I Workshop with Customer Municipalities
 - Development of Regional I&I Reduction Program Alternatives
- Stakeholder Advisory Group
 - Formed to discuss I&I issue
 - Providing input on Regional I&I Reduction Program with Brown & Caldwell
 - Consists of 7 municipal partners



Regional I&I Reduction Program Elements

Education Assistance

- Public outreach and education
- Marketing

Technical Assistance

- Flow monitoring
- Design standards and approaches

Financial Assistance

- Extent NEW Water will be paying for activities

Flow Limits

- Setting limits and identifying excess flow

Enforcement

- Enforcing flows that exceed limits



I&I Program Alternatives

ALTERNATIVE 1	ALTERNATIVE 2	ALTERNATIVE 3
<ul style="list-style-type: none">• Limited NEW Water involvement with implementation• Activities focused on info collection and dissemination• Municipal customers informed on I&I topics and current I&I status compared to established flow limit	<ul style="list-style-type: none">• Moderate NEW Water involvement with implementation• Required actions by municipal customers if exceed certain flow limits	<ul style="list-style-type: none">• Significant NEW Water involvement with implementation• Required actions by municipal customers if exceed established flow limits• Mandatory requirements and stricter enforcement policy for non-compliance



Stakeholder Feedback

Most municipal customers are doing some I&I mitigation work

Most are interested in standard policies, ordinances, SOPs, flow monitoring

Most are interested in NEW Water providing public information/outreach

Most want to collaborate with others on I&I mitigation techniques and lessons learned

Many know that private property is a large contributor of I&I but is challenging to address

Some are worried about NEW Water rate increases to support the I&I program

Some are not interested in mandatory flow compliance

Some are concerned about the equitable use of funds



Inflow & Infiltration Update

- Upcoming Steps
 - Commission update on March 23
 - Stakeholder Advisory Group meeting to discuss Region I&I Reduction Program Alternatives
 - Additional engagement with municipal customers
 - Provide a recommendation for program framework

“Unflushables”

Pilot Project Report Out



The Plea: “Something’s gotta give!”



***Can Outreach
Change
Behavior?***

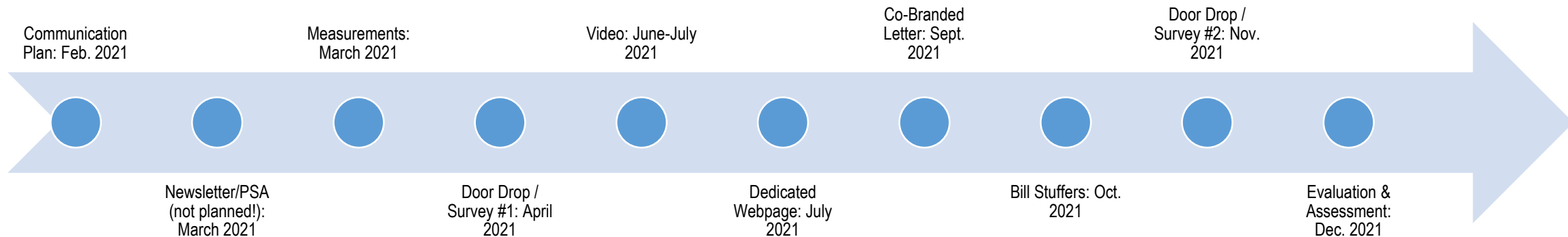
HEARTS

MINDS

The Plan

- Measure
- Educate
- Measure

➤ *Assess – did it work?*





The Exciting Saga of Lift Station #4

Watch the video:

https://www.youtube.com/watch?v=OrNT4AIS6Gg&feature=emb_logo



The Data is In! Qualitative & Quantitative

- *“Please do something to stop companies from labeling these things ‘flushable’ ”*
- *1 x / week to less than 1 x / month ... and counting (!) of no problems*



Looking to partner?
Get in touch!

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*Thank you for partnering to
protect our most valuable
resource, water*

Stay tuned to NEW Water news

Sign up for our E-newsletter, follow us on social media, get in touch

www.newwater.us

