

Appendix M. Example Communication with Customer

BLACK & VEATCH | Appendix M M-1

Facility Plan Outreach Summary

Draft v1, 3/18/2022

NEW Water has proactively engaged stakeholders in the Facility Plan, throughout the process, and will continue to do so as projects are implemented over coming years.

As a wholesale provider of services to 15 municipal customers, as well as a regulator through its Pretreatment Program to Significant Industrial Users, NEW Water holds quarterly meetings with these important stakeholders. The quarterly meetings provide an interactive opportunity for stakeholders to engage with the NEW Water Team to learn about what's new with the utility, to seek clarity, and express their respective concerns. The Facility Plan has been a regular and frequently discussed topic at these meetings since 2019, and most recently in February and March, 2022, both of which can be found on the NEW Water website [here](#). The Facility Plan also has been featured in NEW Water's quarterly e-newsletter, "The Wave," in a newsletter targeting Wisconsin elected officials, "NEW Water in the Community," as well as in NEW Water's "Save the Bay" updates to Congressman Mike Gallagher. A dedicated website page for the Facility Plan has been produced and published, and will continue to be updated as projects are implemented in coming years, [see the page here](#). NEW Water has done numerous presentations on the Facility Plan, including to the NEW Water Commission, Wisconsin elected officials, and municipal customer's boards (see a recent memo outlining the NEW Water presentation, from the Village of Howard [here](#)). Additional outreach is currently underway, and will continue in coming years as NEW Water strives to engage valued stakeholders on the journey to protecting our most valuable resource, water.



Meeting: Village Board
Meeting Date: 03/14/2022
Agenda Item: 11a

Mission Statement

We provide our residents with a safe, friendly, attractive and active community.

VILLAGE BOARD MEETING STAFF REPORT

REPORT TO: Burt R. McIntyre, President
Village Board of Trustees

REPORT FROM: Geoffrey S. Farr, PE, Director of Public Works

AGENDA ITEM: Presentation of NEW Water Facility Plan

POLICY ISSUE

Facility maintenance is important for water treatment reliability that supports health, safety and economic development.

BACKGROUND INFORMATION

As part of community outreach, NEW Water Executive Director Thomas Sigmund and Director of Technical Services Nathan Qualls will present the Wastewater Treatment Facility Plan for the next 10 years and 20 years. The plans and upgrades are necessary to ensure that smooth reliable wastewater treatment operations continue in the future.

NEW Water serves all of the sewerred communities in Brown County, including industrial and commercial businesses and residential homes serving over 250,000 people. Fortunately, this large and complicated wastewater treatment operation is at work day and night, and causes little to no concern in our daily lives. However, the treatment plants are aging and Brown County is growing. As you can imagine, just like the potable water supply, wastewater treatment is very important to maintain to minimize chances of failure that would up-end our daily lives. Obviously, treatment and conveyance system improvements will have rate impacts.

The facility plan addresses projects that are needed to ensure that the treatment system is reliable, does not cause basement backups or sewer overflows into the environment, and supports development and economic growth for our communities and businesses. They will present a concept plan that will outline needed projects for the next 10 and 20 years. The Facility Plan is not a project approval. Each project will be designated, analyzed and approved individually as they move forward in the future. The Facility Plan is required by the DNR to ensure that the scope of projects is complete, well thought out and is a coordinated package.

While NEW Water charges each municipality the same rates for sewage treatment, each municipality charges its customers, homeowners and businesses different rates based upon its own collection system costs and the wastewater treatment cost. These differences make rate comparisons very difficult on an apples-to-apples basis. However, according to NEW Water the Brown County-wide average family pays \$23 a month for the wastewater treatment (NEW Water) portion of their sewer bill. With the basis of \$23/month in 2022, the 2023 annual increase of 5.5 to 7% will result in an increase of \$1.27 to \$1.60 per month so that the monthly treatment portion of costs could be be \$24.60. This is likely to occur each of the next 10 years such that the 2034 average family bill treatment portion of the bill might be \$39 a month.

In 2021 Howard's total sewer cost for all sewage operations including wastewater treatment was approximately \$4,500,000. NEW Water's treatment cost portion was approximately \$3,100,000 or 69% of Howard's costs. Howard's current average home sewage bill is approximately \$32.20 per month.

After the presentation, Thomas and Nathan will answer questions that the Board has about their planned projects.

PRIOR ACTION/REVIEW

None

RECOMMENDED ACTION

No action is required.

ATTACHED INFORMATION

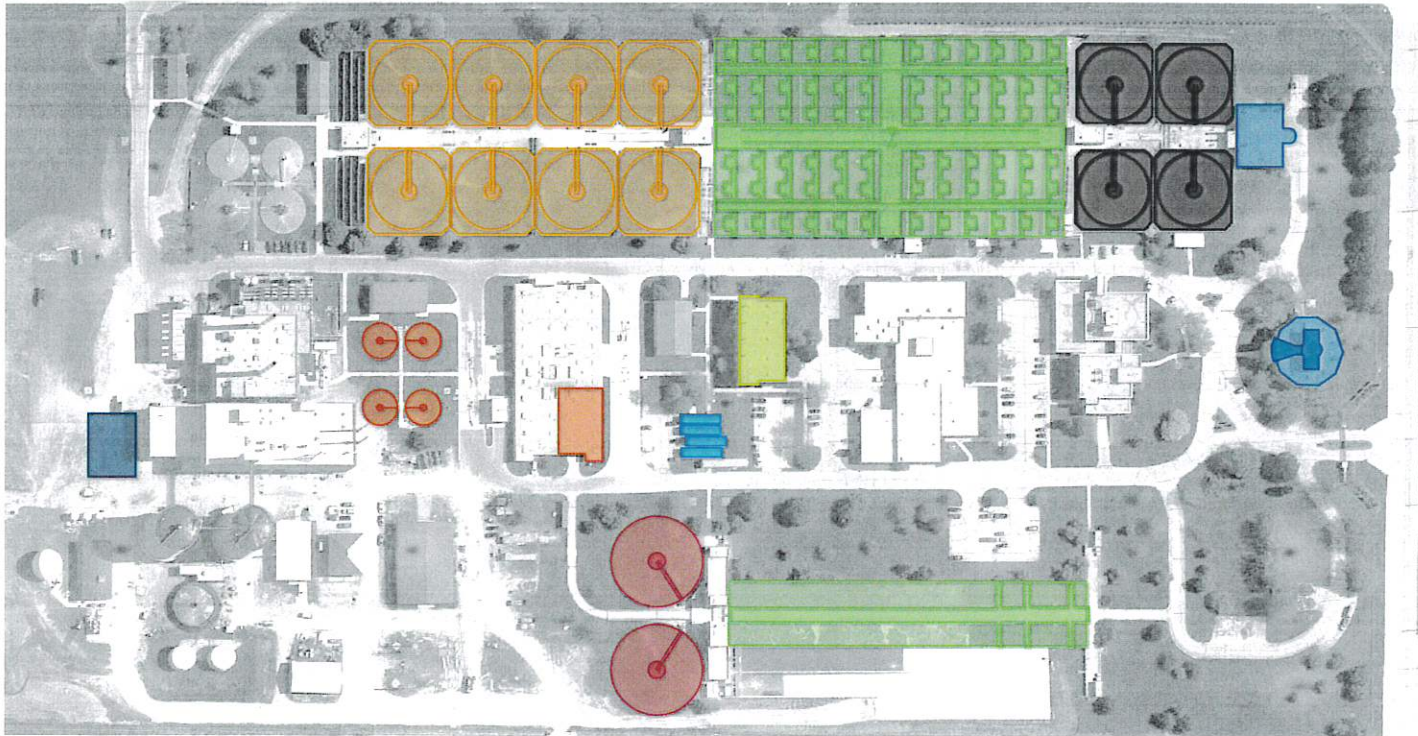
- I. Plant improvement details. (Pipeline conveyance impartments not shown or identified)

COPIES FORWARDED TO:

- I. None

FACILITY PLAN NEAR-TERM IMPROVEMENTS SUMMARY

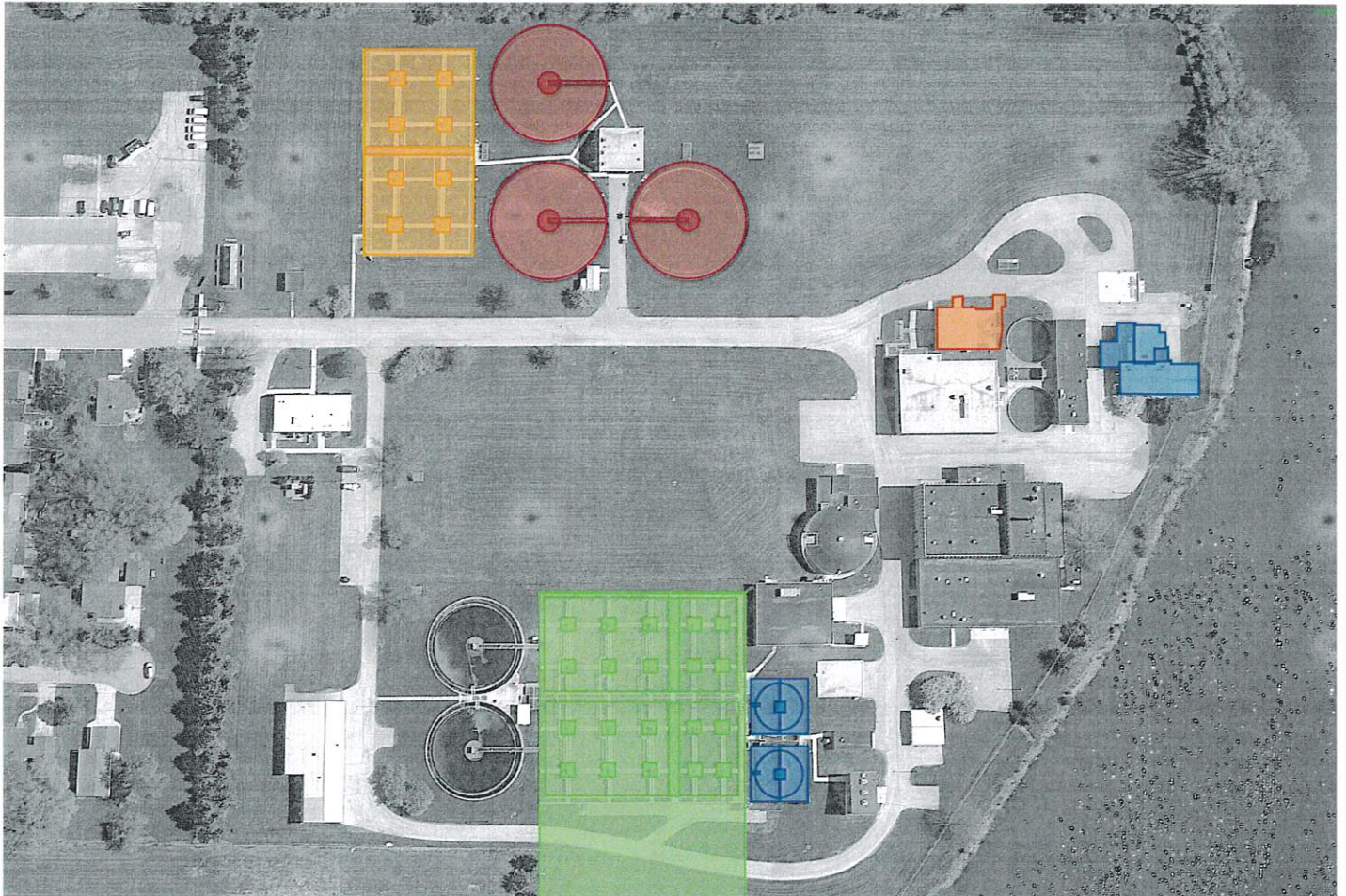
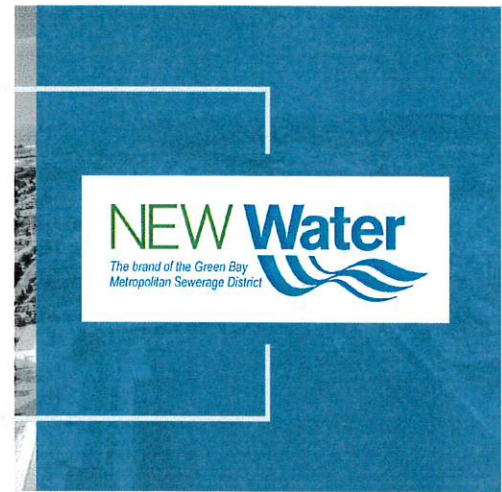
AT THE GREEN BAY FACILITY



PROJECT	DRIVERS	CAPITAL COST RANGE (2021\$)	TARGET COMPLETION YEAR
■ Thickening Improvements	Capacity, O&M, Asset Renewal	\$14-21M	2022
■ Primary Sludge Degritting	O&M, Asset Renewal	\$8-10M	2023
■ Primary Clarifier Rehabilitation	Asset Renewal, Capacity	\$14-20M	2024
■ GBF North Final Clarifiers	Asset Renewal, O&M	\$21-31M	2024
■ Biosolids Handling and Storage	Capacity, O&M	\$13-19M	2025
■ GBF Headworks and Pumping	Capacity, O&M, Asset Renewal	\$30-44M	2025
■ GBF Aeration Basin Improvements	O&M, Regulatory, Energy	\$4-6M	2029
■ GBF Blowers	Asset Renewal, O&M, Energy	\$22-33M	2029
■ GBF South Final Clarifiers	Asset Renewal, O&M	\$8-11M	2029
■ Sludge Screening	O&M	\$9-13M	2030

FACILITY PLAN NEAR-TERM IMPROVEMENTS SUMMARY

AT THE DE PERE FACILITY



PROJECT	DRIVERS	CAPITAL COST RANGE (2021\$)	TARGET COMPLETION YEAR
■ DPF Pumping and Headworks	Capacity, O&M, Asset Renewal	\$21-31M	2024
■ DPF Final Clarifier and RAS	Capacity, Asset Renewal, O&M	\$8-11M	2025
■ DPF Aeration Basin Improvements	Capacity, O&M, Regulatory, Energy	\$24-34M	2026
■ DPF Equalization	Capacity, O&M	\$8-12M	2027
■ DPF UV Disinfection	Capacity, O&M	\$3-4M	2027