



February 12, 2017

TO ALL UTILITY COMMISSION MEMBERS:

GERRY WARNER
BOB MULLEN
DAN CASEY
PAT BECKER

This is to inform you that there will be a Utility Commission Meeting on *February 21, 2018 at 2:00 p.m.* in the Administrator's office at the Civic Center.

AMENDED AGENDA

1. Call to order
2. Adoption of agenda
3. Approval of previous commission meeting minutes (January 3, 2018)
4. Approval of bills and disbursements – January 2018
5. Public Comment
6. Letter of Appreciation to Jerry Frey
7. E 4th Street Project Update
8. Miscellaneous Projects
9. 3RD Quarter 2017 Financial Report
10. Communication Plan
11. Staff Reports
12. Communications and miscellaneous correspondence
13. Closed Session per Wis. Stat. 19.85(1)(g)(c)
 - a. E. 4th Street Utilities/Infrastructure
 - b. Additional Staff Compensation
 - c. Electric Superintendent Agreement
14. Adjourn

Mike Darrow
Utility Manager

A majority of the members of the New Richmond City Council may be present at the above meeting.

Pursuant to State ex rel. Badke v. Greendale Village Board, 173 Wis. 2d 553, 494 N.W. 2nd 408 (1993) such attendance may be considered a meeting of the City Council and must be noticed as such, although the Council will not take action at this meeting.

NEW RICHMOND UTILITY COMMISSION MINUTES

January 3, 2018

The regular meeting of the New Richmond Utility Commission was held on January 3, 2018 at 3:30 p.m. at the Civic Center.

Pat Becker called the meeting to order at 3:30 p.m.

Members Present: Bob Mullen, Gerry Warner, Dan Casey, and Pat Becker.

Others Present: Hazel Cain, Vicki Cain, and Daniel Fitzer

A motion was made by Bob Mullen to approve the agenda, seconded by Gerry Warner, and carried.

A motion was made by Dan Casey to approve the minutes of the October 30, 2017 meeting, seconded by Gerry Warner, and carried.

A motion was made by Bob Mullen to approve October, November and December 2017 bills and disbursements, seconded by Gerry Warner, and carried.

Public Comment:

Hazel Cain who resides at 743 E 4th Street, stated she woke to sewage backup in her basement Thanksgiving morning. Hazel called New Richmond Utilities, and staff members promptly responded. She received correspondence from Nick Vivian, the City attorney, concerning the damage. Hazel stated her insurance noted the blockage happened on City property, and therefore would not be her responsibility. Mike Darrow gave background information on what occurred. Mike stated the issue would be brought into closed session, and he would contact residents affected the next day with the Utility Commissions recommendation. Dan Fitzer, 730 E 4th Street was concerned with the contamination in his basement. He has removed the carpeting from the basement floor, but all debris still remains in the basement. Nick Vivian recommended calling the cleaning company to schedule an appointment. Mike Darrow will contact Dan after the closed session meeting with the Utility Commission.

Capital Improvement Plan 2018 -2022:

Each Utility commission member received a binder with various types of Utility projects. The members are asked to review the projects over the next 60 days and rank them. There is a sample ranking sheet in each binder. Staff has marked the projects with red, yellow or green. Red indicating critical items, yellow important, and green not as critical. In March these will be reviewed with the City projects.

2018 Staffing Update:

Rae Ann Ailts updated the commission on staffing for 2018.

- Andrew Miller has accepted the full time Public Works Position (shared position with City & Utility).
- Full time Management Analyst Position – new hire is scheduled to begin on January 15th.
- Full time Journeyman Lineman – An offer has been made and verbally accepted.

Water Model:

Jeremiah Wendt gave background information on the water model. Although the City has a water model, it hasn't been updated since 2006. The amount of development that has occurred since that time has rendered the model obsolete. It has not been used or updated for several years. Staff proposed entering a contract with SEH, not to exceed \$18,900.00 to update the existing water model. The cost would be funded through the water utility's capital savings, with expected completion by

May 2018. Bob Mullen moved to enter into a contract with SEH to update the City's water model, not exceed \$18,900.00, seconded by Gerry Warner, and carried.

Department Reports

Bob Meyer, Water Superintendent:

- There have been a couple minor issues with frozen pipes. Anytime Fitness had issues with a sprinkler line.
- Pat Howell is out on FLMA. Adam Jackson has been doing meter reading in his absence.
- Inventory count has been completed and submitted to Rae Ann Ailts. Dave Pufall is working on curb stop inventory updates.
- Grinder pumps were inspected by Quality Flow.
- Water disconnects took place today.
- Frost is 37" – 43". Water running notices will be sent out.

Steve Skinner, Lead Wastewater Treatment Plant Operator:

- Steve thanked Mike Darrow and Pat Becker for attending the West Central Biosolids meeting.
- The plant control touch panels have been replaced. The WWTP and Water telemetry systems now have a back up if SCADA system desk top computer were to fail.
- The total suspend solids oven used for lab analysis of wastewater has been replaced.
- Standby generator project for Well #3 location is complete and ready for service.
- Jeremiah extended a thank you to Steve Skinner and Bob Meyer for working on New Year's Day to deal with an incident.

Tom Rickard, Electric Superintendent:

- The 2017 projects were completed in mid-December.
- Currently staff is working on end of year inventory.
- Tree trimming will be starting.
- Cernohous Avenue lighting will be finished in the near future.
- System inspections will be taking place. During the winter months, twenty percent of the city is inspected annually.
- The current cold weather is not causing issues with the electric system.
- Staff is waiting to install a new 1500 KV transformer at Phillips Plastics.

Jeremiah Wendt, Director of Public Works:

We are in full winter mode. Staff will be working on the following items:

- Removal of old Dairy Queen building. Riverbank restoration to take place and site returned to turf.
- The 125th Street project with Richmond Township.
- Trail connections along County Road A corridor.

Rae Ann Ailts, Finance Director:

- Thanked staff for work on the tax roll process. The dollar amount submitted to Tax Roll was slightly higher in 2017 than prior year, but the number of accounts submitted decreased.
- Field Audit is scheduled for January 15th, with full audit to occur the week of March 19th.
- Projects for 2018 include Financial Policy & Planning Forecasting, and additional areas of software to improve our delivery to customers

Weston Arndt, WPPI Energy Services Rep:

Cooperative Advertising

WPPI Energy pays for one print ad per member per month. A sample was presented during the meeting.

Commitment to Community

New Richmond Utilities collects an average of \$16 per meter per year through the Commitment to Community Program Rider. This is required under 1999 Wisconsin Act 9 and 2005 Wisconsin Act 141. Half of this is allocated to low income programs, and the other half on energy Efficiency. Municipalities and Cooperatives have the option of running their own programs, or participating in statewide programs. With both of the programs, New Richmond continues to benefit by opting into the statewide programs. On the low-income side, more dollars can be allocated to bill pay assistance, while not needing annual audits.

Roughly \$35,000 per year is sent to participate in Focus on Energy, the statewide energy efficiency program. In 2017, roughly \$56,000 of incentives have been returned to New Richmond. Summary data for the year was provided in a handout. Highlights include 145 residents participating in the Simple Energy Efficiency program, 18 home performance weatherization improvements, and several commercial, industrial, school, and government improvements resulting in 1.4 million kWh of first year energy savings.

In 2018 we plan on emphasizing our outreach to promote participation in Focus on Energy.

Wholesale Power Costs

2018 Estimated Average Power Cost: \$77.11 per MWh

2017 actual power costs are coming in above the budgeted estimates. We anticipate an increase for 2018 of 1.3% from the 2017 budget. However, this ends up being 0.2% lower than actual 2017 average power cost.

2019: 1.0%
2020: 1.6%
2021: -0.6%
2022: -0.6%

There will be no change in the seasonal wholesale rate design, so we again expect to see PCAC credits in 8 months, with higher charges for June, July, August, and September.

Customer Work

Working with Phillips-Medisize and WITC to explore an energy intern to assist with energy projects at the New Richmond plant.

Mike Darrow, Utility Manager:

- A big thank you extended to Bob Meyer and Pat Howell for prompt and professional handling of incident occurring on Thanksgiving Day.
- Thank you extended to Jon Evans for the professional handling of a local restaurant water issue.

Motion was made by Dan Casey to move into closed session per State Statute 19.85 (1)(g) and State Statute 19.85 (1)(c), seconded by Gerry Warner, and carried.

Motion was made by Dan Casey, seconded by Bob Mullen, and carried to approve recommendation as discussed in closed session.

There being no further business, a motion was made by Bob Mullen to adjourn, seconded by Gerry Warner, and carried. The meeting adjourned at 5:20 p.m.

Pat Becker, President

Gerry Warner, Secretary

New Richmond Utilities

JANUARY 2018 Check Register

Check #	Date	Amount	Vendor Name	Description
001847	1/8/2018	53,730.77	CITY OF NEW RICHMOND	PAYROLL 1/5/18
001848	1/8/2018	12,318.27	US BANK CORPORATE PAYMENT SYSTEM	ELECTRIC DEPT PCARD INV
001849	1/9/2018	1,000.00	CITY OF NEW RICHMOND	TAX EQUIVALENT ADDITIONAL
001850	1/9/2018	3,960.00	TJADER & HIGHSTROM	JOINT CTY RD K SUBDIVISION
001851	1/12/2018	35,208.00	LOCAL GOVERNMENT INVESTMENT POOL	DEC WATER IMPACT & SAC COLLECT
001852	1/11/2018	903.47	SUPER AMERICA	DEC FUEL BILL
001853	1/12/2018	23,355.56	CITY OF NEW RICHMOND	MONTHLY BILL
001854	1/12/2018	6,353.05	CITY OF NEW RICHMOND	INSURANCE
001855	1/12/2018	5,000.00	CITY OF NEW RICHMOND	RENT
001856	1/12/2018	7,789.45	CITY OF NEW RICHMOND	RECYCLING
001857	1/12/2018	23,943.05	CITY OF NEW RICHMOND	STORM WATER
001858	1/12/2018	1,500.00	CITY OF NEW RICHMOND	WELLNESS CONTRIBUTION
001859	1/12/2018	623.87	DAKOTA SUPPLY GROUP INC	GROUND CONN, TAPE ELECTRICAL
001860	1/12/2018	711.00	HYDRODESIGNS	CROSS CONNECT INSPECTION SVC
001861	1/12/2018	256.80	MIKE DARROW	REIMBURSE DARROW WPPI MTG
001862	1/12/2018	5,514.14	NEW RICHMOND UTILITIES	DEC CTC COLLECTIONS
001863	1/12/2018	11,554.00	TJADER & HIGHSTROM	DIRECTIONAL BORE IND'L PARK
001864	1/12/2018	25.00	WISCONSIN STATE LAB OF HYGIENE	FLUORIDE
001865	1/19/2018	11,209.58	WI DEPT OF REVENUE	DEC17 SALES TAX
001866	1/16/2018	88,420.00	LOCAL GOVERNMENT INVESTMENT POOL	JAN17 INVESTMENTS LGIP#7,9,11
001867	1/16/2018	51,125.00	LOCAL GOVERNMENT INVESTMENT POOL	JAN17 INVESTMENT LGIP#5,8,10
001868	1/29/2018	619,572.11	WISCONSIN PUBLIC POWER INC	DEC PURCHASED POWER
001869	1/19/2018	51,778.67	CITY OF NEW RICHMOND	PAYROLL 1-19-18
001870	1/26/2018	4,021.62	CITY OF NEW RICHMOND	MONTHLY BILL
001871	1/26/2018	463.25	CITY OF NEW RICHMOND	BEN EXTRAS, MO FSA, HRA, COBRA
001872	1/26/2018	750.33	CITY OF NEW RICHMOND	EMPLOYER HSA CONTRIBUTION
001873	1/26/2018	20,611.69	CITY OF NEW RICHMOND	HEALTH INSURANCE
001874	1/26/2018	37.16	CITY OF NEW RICHMOND	LIFE INSURANCE
001875	1/26/2018	383.61	CITY OF NEW RICHMOND	LONG TERM DISABILITY
001876	1/26/2018	352.22	CITY OF NEW RICHMOND	SHORT TERM DISABILITY
001877	1/26/2018	46,440.00	CITY OF NEW RICHMOND	TAX EQUIVALENT
001878	1/26/2018	190.00	COMMERCIAL TESTING LABORATORY	COLIFORM BACT
001879	1/26/2018	1,635.20	DIGGERS HOTLINE, INC.	TICKETS
001880	1/26/2018	1,994.39	HAWKINS, INC	AZONE
001881	1/26/2018	7,424.62	MUNICIPAL ELECTRIC UTIL OF WI	2018 FISCAL YEAR MEMBER DUES
001882	1/26/2018	2,990.00	QUALITY FLOW SYSTEMS, INC.	PUMP-GRINDER CORE REPLACEMENT
001883	1/30/2018	250.48	CITY OF NEW RICHMOND	ADDITIONAL MONTHLY BILL
001884	1/30/2018	2,094.55	INFOSEND, INC	DECEMBER BILLING & POSTAGE
035059	1/19/2018	-230.25	VOID CK - ALEX G MEYER	CR REF ACCT# 725800-24
035151	1/19/2018	-16.44	VOID CK - PATIENCE A JENSEN	CR REF ACCT# 417100-24
035315	1/19/2018	-1.43	VOIDE CK - PATIENCE A JENSEN	CR REF ACCT# 417100-23
035418	1/22/2018	-50.00	VOID CK - DNR	EXAM-G HERMANSEN
035420	1/22/2018	0.00	VOID CK - DNR	EXAMS- ADAM JACKSON
035421	1/8/2018	183.96	BALDWIN TELCOMM	DEC PHONE BILL
035422	1/9/2018	730.65	DERRICK CONSTRUCTION COMPANY	REFUND OVERPAYMENT OF INV
035423	1/11/2018	24,446.56	WEST CENTRAL WIS BIOSOLIDS FAC	NOVEMBER BIOSOLIDS
035424	1/12/2018	955.28	AMERIPRIDE LINEN & UNIFORM SERVICES	WWTP UNIFORM SERVICE
035425	1/12/2018	26,819.16	ENERGIS HIGH VOLTAGE RESOURCES	HIGHVIEW SUB 5 YR MAINTENANCE
035426	1/12/2018	6,528.00	FRESCO INC	SHAKESPEARE SINGLE ARMS

035427	1/12/2018	650.00	FUSION METAL PRODUCTS INC	WELL#3 BACKUP GENERATOR
035428	1/12/2018	874.89	KWIK TRIP	DEC FUEL
035429	1/12/2018	75.00	LEAGUE OF MINNESOTA CITIES	WEB AD ELECTRIC LINEMAN
035430	1/12/2018	270.00	SIMON ELECTRIC CONST CO INC	SVC CALL - ASSOCIATE EYE CLINI
035431	1/12/2018	17.74	SPEE-DEE DELIVERY SERVICE INC	ONCALL SHIPMENT
035432	1/12/2018	1,965.76	TOTAL ENERGY SYSTEMS	WELL#6 ENGINE REPAIR
035433	1/12/2018	246.44	VERIZON WIRELESS	DEC CELL PHONE BILL
035434	1/12/2018	1,199.04	WESCO RECEIVABLES CORP	ABB-PIN 923A498G03
035435	1/12/2018	192.15	ZEP SALES & SERVICE	TOWEL 2 PLY
035436	1/17/2018	299.04	FRONTIER COMMUNICATIONS	DEC PHONE BILL
035437	1/19/2018	0.00	ALEX G MEYER	VOID CR REF CK ACCT#725800-24
035438	1/19/2018	0.00	PATIENCE A JENSEN	VD CR REF ACCT417100-24 REISSU
035439	1/19/2018	17.87	PATIENCE A JENSEN	REISSUE CR REF ACCT# 417100-23
035440	1/19/2018	7,921.26	ENGINEER PROPULSION SYSTEM	REFUND OVERPYMT LINE EXTENSION
035441	1/22/2018	0.00	DNR	EXAM-G HERMANSEN
035442	1/22/2018	0.00	DNR	VOID INVOICE ADAM JACKSON
035443	1/26/2018	27.50	BOARDMAN & CLARK LLP	PROF SERVICE - MIKE DARROW
035444	1/26/2018	180.51	BRIAN COX	CR REF ACCT# 1512000-20
035445	1/26/2018	446.61	CORE & MAIN LP	METER COUPLING
035446	1/26/2018	596.39	DANIEL P & COURTNEY SANDQUIST	CR REF ACCT#613700-27
035447	1/26/2018	320.26	DAVID OLSON	CR REF ACCT# 1607900-22
035448	1/26/2018	18,990.96	FRESCO INC	FORGED ALUMINUM BASE
035449	1/26/2018	38.49	GIRARD'S BUSINESS SOLUTIONS	INK CARTRIDGE
035450	1/26/2018	43.49	JASON HALLE	CR REF ACCT# 1506300-26
035451	1/26/2018	2.02	JENNY & JEREMY BRATHOL	CR REF ACCT# 1639600-22
035452	1/26/2018	758.52	JERRY'S TRUCK & TRAILER REPAIR	OIL CHANGE
035453	1/26/2018	116.40	MARY LOU ANDERSON	CR REF ACCT# 1484100-20
035454	1/26/2018	7,425.00	MSA PROFESSIONAL SERVICES INC	PROF SVC OCT 29 - DEC 30
035455	1/26/2018	93.00	MY RECEPTIONIST, INC	RECEPTIONIST SVC JAN 10-FEB 6
035456	1/26/2018	103.21	RONALD E JOHNSON	CR REF ACCT# 700000-26
035457	1/26/2018	423.84	RYAN E & AMBER M GRAJKOWSKI	CR REF ACCT# 312700-21
035458	1/26/2018	1,319.07	SHORT ELLIOTT HENDRICKSON INC	S TANK TELECOM, RIVER WALK TR
035459	1/26/2018	413.59	TEREX SERVICES	ALTEC REPAIR
035460	1/26/2018	200.00	TOM RICKARD	SAFETY BOOTS
035461	1/26/2018	65.25	TRAVIS J LONG	CR REF ACCT# 1090100-21
035462	1/26/2018	27,684.02	WEST CENTRAL WIS BIOSOLIDS FAC	DECEMBER BIOSOLIDS
035463	1/26/2018	300.00	WISCONSIN CENTRAL LTD	WIRE CROSSING
035464	1/26/2018	2,995.06	XCEL ENERGY	DEC GAS BILL
035465	1/26/2018	150.00	XCEL ENERGY	POLE ATTACHMENT RENT
035466	1/30/2018	86.84	J.H. LARSON COMPANY	WIRE THHN 14 BLACK

Total **\$ 1,241,365.62**

Total Checks & Wires



1425 Corporate Center Drive
Sun Prairie, WI 53590
P: 608.834.4500 F: 608.837.0274
www.wppienergy.org

February 5, 2018

Mr. Gerald Frey
569 W Fifth St
New Richmond, WI 54017

Dear Jerry:

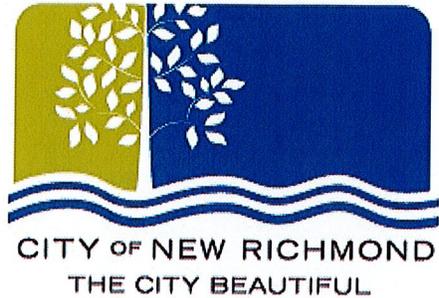
We understand that you recently retired from the utility commission. I am writing to express WPPI Energy's appreciation of your valuable service to New Richmond Utilities and support of public power over the years both as a commissioner, and past Council member and former mayor. WPPI Energy is grateful for your contributions and we wish you the very best.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike Peters", is written over a horizontal line.

Mike Peters
President/CEO

cc: Mike Darrow



156 East First Street
New Richmond, WI 54017
Ph 715-246-4268 Fax 715-246-7129
www.newrichmondwi.gov

MEMORANDUM

TO: Utility Commission

FROM: Jeremiah J. Wendt, PE, Director of Public Works

DATE: January 30, 2018

SUBJECT: E 4th Street Project Update

Background

At the January 2018 Utility Commission meeting, the Commission directed staff to further investigate the concept and costs of reconstructing the sewer on E 4th Street between Rounds Ave and Park Ave in 2018. Staff has worked with consultant SEH on the development of a design/construction services contract as well as a more detailed cost estimate, based on preliminary assumptions for the project.

The construction cost estimate confirmed the initial assumption that the construction cost would be in the range of \$150,000-\$175,000. Engineering design and construction services costs would be an additional \$50,000. However this amount can be reduced to approximately \$33,000 based on the City providing construction inspection services as we have done successfully on several other projects in the past few years.

Recommendation

Based on the information above, the total cost for the project should be in the range of \$180,000-\$210,000. The source of these funds would be the sewer and water utility's savings for main replacement, as well as impact fees. More detailed costs will be available once the facility is designed, but at this point staff is recommending moving forward with the design phase and approving the proposed agreement with SEH for the design phase only at a cost not to exceed \$17,904.



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MEMORANDUM

TO: Utility Commission
FROM: Jeremiah J. Wendt, PE, Director of Public Works
DATE: January 30, 2018
SUBJECT: Miscellaneous Projects

Background

As part of the discussion of the E 4th Street sewer backup at the January 2018 Utility Commission meeting, the Commission directed staff to try to think of other areas of potential vulnerability within the City's water and sewer system. The Commission could then consider these areas for potential improvement to avoid future complications from emergency situations.

While the City's water and sewer system has operated reliably by comparison to many municipalities, it is made up of components that have been installed and added on to over the last 100 years. These installations and additions have been made under diverse circumstances in regulatory requirements, staff philosophy, available technology, and quality of workmanship. The inevitable result is that the system, while generally reliable, is not 100% foolproof.

Further, it should be noted that as the system continues to age, and usage continues to change, it never will be entirely foolproof. However, we should strive to mitigate risks and provide a system that operates as reliably as possible. With this in mind, staff developed the following list of issues within the system that should be addressed.

- Lift Stations
 - The pumps in the Greaton Lift station have single vane impellers, more prone to clogging than the vortex impellers that the City has made our standard more recently. These pumps should be replaced in 2018 at an estimated cost of \$13,000.
 - The controls for the two lift stations on North Shore drive are original to those lift stations, dating back several decades. The corrosive environment on the wet well side, as well as the age of the controls makes maintenance or failure seem imminent. Staff is recommending that these controls be replaced in 2018 at an estimated cost of \$32,000.

- The Utility operates a small grinder station serving six homes off of St. Andrews Place. The grinder station is not currently connected to the SCADA system, so any alarms at the station are conveyed audibly by a beacon light on the control panel. Staff is recommending upfitting the control panel with a SCADA connection in 2018, at an approximate cost of \$5,000.
 - The above \$50,000 in Lift Station Upgrades would be paid for from the Sewer Utility's Savings for Lift Stations.
- Water System
 - The valves on both the north and south ends of the alley between Minnesota Ave and Dakota Ave from W 1st Street to W 2nd Street are non-functional and in need of replacement. This alley is being proposed to the Public Works Committee and City Council for reconstruction in 2018. As part of the reconstruction, these valves should be replaced at an approximate cost of \$30,000 to the water utility savings for watermain replacement.
 - The watermain on E 8th Street east of Riley Avenue is 2-inch diameter and has experienced several leaks in recent years. Replacement of this watermain is in the Capital Improvement Plan for 2019 at an estimated cost of \$100,000 to the water utility. Additional costs may be incurred as the watermain should be looped from Starr Avenue to Park Avenue, which will also involve additional street reconstruction.
 - A leak recently developed in the watermain on E 11th Street near Starr Avenue. Currently the watermain is being left in service, but will need to be excavated and repaired in the spring. The cost should be in the range of \$10,000-20,000, which will be borne by the operating fund.
 - The area near Tower #1 experiences periodic water quality issues that seem to stem from drastic transitions from very cold to very warm weather. Staff feels that there may be ice build-up that sluffs off into the bowl and stirs up sediment in the tower. Installation of a mixer in the tower may help alleviate this issue, and staff plan to investigate costs and timing further in 2018.
- Sewer System
 - The sewer service for 342 N 2nd Street runs through the neighboring house before entering the City's sewer system. There is currently no sewer main adjacent to this house to which it could connect. In order to run sewer main to serve the house, approximately 350 feet of new sewer would have to be constructed at a cost of at least \$50,000. The Utility Commission should consider whether it is the Utility's responsibility to install this sewer before coming up with a plan moving forward.
 - The sewer main on S Knowles Avenue, televised in 2016, is experiencing Infiltration at joints in the clay pipe. Staff plans to contract to have this line grouted in 2018, and this has been included in the operating budget.

Recommendation

Staff recommends moving forward with the miscellaneous projects with the sources of funds and timelines noted above.

Supplemental Letter Agreement

In accordance with the Master Agreement for Professional Services (Master Agreement) between City of New Richmond ("Client"), and Short Elliott Hendrickson Inc. (Consultant), effective November 1, 2000, this Supplemental Letter Agreement dated January 30, 2018 authorizes and describes the scope, schedule, and payment conditions for Consultant's work on the Project described as: **Design Services for E. 4th Street & Utility Improvements.**

Client's Authorized Representative: Jeremiah Wendt, Director of Public Works

Address: 156 East First Street
New Richmond, WI 54017

Telephone: 715.246.4268 **e-mail:** jwendt@newrichmondwi.gov

Project Manager: David F. Simons, P.E.

Address: 156 High Street, Suite 300
New Richmond, WI 54017

Telephone: 715.861.4870 **e-mail:** dsimons@sehinc.com

Scope: The Basic Services to be provided by Consultant as set forth herein is provided subject to the Master Agreement and any Exhibits attached to this Agreement.

General design tasks include project management, utility locates, topographic survey, final design, project specifications, quantities, cost estimates, bidding documents, bid advertising and opening, DNR sewer and water permits if needed, and preparation of construction plans. This proposal assumes that the project is part of the 125th Street project, and is designed, bid and constructed concurrently with that project. Specific scope of work and assumptions are listed below.

Base Scope of Work – E. 4th Street Utility Improvements

The project is located on E. 4th Street between Rounds Avenue and Park Avenue. This block has experienced sanitary sewer backups in the past, and the primary purpose of the project is to solve the backup problem.

The existing sanitary sewer flows west on E. 4th Street and is only 3' – 4' deep in the street. Televising tapes of the sanitary sewer show that roots have become problematic and may have contributed to the backups. The sanitary sewer services appear to be in the 3:00 o'clock and 9:00 o'clock positions, and the services to the homes are likely very flat. In addition, the force main from the Greaton Lift Station pumps into the manhole on the east end of the sanitary sewer, just west of Rounds Avenue. The combination of these factors has led to sanitary sewer backups in this block.

The project will consist of removal of the existing shallow sanitary sewer and installation of a new deeper sanitary sewer line which will flow east instead of west. A deeper sanitary sewer is reportedly located in Rounds Avenue, and the new sanitary sewer will be turned around and connected to this sewer, this will allow the new sanitary sewer to be installed at a deeper depth. The sanitary sewer services will be replaced in the street and corrected to enter the sewer main at a more vertical angle, which will help minimize backups. In addition, the existing force main from the Greaton Lift Station will be extended from Rounds to Park Avenue, and connected to the existing gravity main which runs north in Park Avenue.

In addition to replacing the sanitary sewer on E. 4th Street, the existing water main will also be replaced from Rounds to Park Avenue. Water services in this area reportedly have lead goose-necks, so the services will be

replaced out to and including the curb box. Valves and hydrants will be replaced. Some storm sewer will likely have to be removed and replaced in order to facilitate the sanitary sewer and water replacements. The extent of utility work will require the bituminous pavement to be removed and replaced. Curb and gutter will remain in place, except for any curb segments that have to be removed and replaced to facilitate water service replacement.

Assumptions:

- Assumes project is designed, bid and constructed concurrent with and part of the 125th Street project.
- Assumes project is designed, bid, constructed and closed out in the 2018 calendar year.
- Does not include construction engineering services (separate proposal to be submitted at a later time)
- Does not include permit fees (City to pay any permit fees directly)
- Advertising costs not included (City to pay directly)
- No public informational meetings will be required
- Soils exploration will not be needed for this project
- No boundary surveys, easements, right-of-way plats or acquisition services will be required
- No wetland delineations, wetland permitting or storm water permitting will be required
- Water and storm sewer will be reinstalled in the same locations as existing

Schedule: Work will begin immediately upon receipt of a signed contract, and a completion schedule will be developed jointly with the City.

Fees: The total design fee for the specific Base Scope of Work listed herein is estimated to be **\$17,904**, including expenses and equipment. This amount will be considered a not-to-exceed fee for the specific base scope of work listed herein.

The payment method, basis, frequency and other special conditions are set forth in the Master Agreement. Work will be billed hourly in accordance with Exhibit A-1 of the Master Agreement. Additional items requested by the City which are outside the base scope of work as specifically listed herein shall be invoiced on a time and materials basis, plus expenses, over and above the base price as listed above.

Other Terms and Conditions: Other or additional terms contrary to the General Conditions that apply solely to this project as specifically agreed to by signature of the Parties and set forth herein: None.

Short Elliott Hendrickson Inc.

City of New Richmond

By: David F. Simons
David F. Simons, PE
Title: Office Manager | Principal

By: _____
Title: _____

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To: Utility Commission

From: Rae Ann Ailts, Finance Director

Date: February 6, 2018

RE: 3rd Quarter 2017 Financial Report

Background

Staff will present the 3rd Quarter Financial Report for the Electric, Water and Waste Water Funds. Fourth Quarter 2017 will be presented in April 2018 upon completion of the 2017 audit.



TO: Utility Commission

FROM: Mike Darrow, Utility Manager/City Administrator
Noah Wiedenfeld, Management Analyst
Rae Ann Ailts, Finance Director

DATE: February 20, 2018

RE: Communication Plan

Background

Staff will provide an overview of the attached Communication Plan for the City of New Richmond. The overview will highlight why and how the document was created, current communication practices, evaluation of service delivery and future recommendations.



Telling the New Richmond Story

**A Communication Plan for the
City of New Richmond**

January 2018



RECOGNITION

Special thanks to the following staff members for their involvement with the development of this document:

Lori Brinkman
Matt Brown
Pat Howell
Maureen Levesque
Jason Noel
Debbie Powers
Jim VanderWyst
Noah Wiedenfeld

BACKGROUND

Strategic communication is more important today than ever before. Businesses, non-profit organizations, and public sector organizations are all very interested in seeking ways to not only reach and engage with a larger audience, but to also improve customer service and strengthen their respective organizational brand.

Specifically for the City of New Richmond, high-quality customer service is critical in order to best serve the citizens of our community. Over the years, there have been several changes in the way that we communicate with the public. For example, more citizens want to make payments and easily find information online, social media has become an increasingly important communication method as compared to the traditional weekly newspaper, and there are greater expectations from citizens for transparency, efficiency, and quality services. The heart of great customer service is great communication.

HOW THIS DOCUMENT WAS CREATED

A working group consisting of representatives from various departments met on three occasions in the fall of 2017. Additionally, they reviewed draft materials and shared ideas and feedback via e-mail communication. The draft plan was presented to department supervisors for additional feedback, and then shared with all City employees. Implementation will begin in January 2018.

COMMUNICATION BASICS

With whom do we communicate? What are their wants and expectations?

One of the unique challenges and opportunities for the City of New Richmond in regards to communication is the fact that City staff interact with such a wide array of external stakeholders. The working group brainstormed several stakeholder examples not with the intent of developing an all-inclusive list, but for the purpose of better recognizing and understanding who we communicate with on a daily basis and what their needs are. Examples include: voters, business owners, library patrons, utility customers, sales representatives and vendors, campground visitors, taxpayers, contractors, civic and non-profit organizations, other municipalities, educational institutions, emergency services agencies and first responders, state and federal agencies, pet owners, online visitors (via the website, social media, etc.), students, and site selectors. This extensive list doesn't even begin to include other differences such as age (e.g. older adults visiting the senior center versus children attending the library's summer reading program), length of residency (e.g. a new family versus a lifelong resident), primary language spoken, etc. nor does it identify internal means of communication between City staff members, such as daily emails, department meetings, etc.

Regardless of the stakeholder or the "hat" which they might wear at any given time, the working group identified several common stakeholder desires and expectations, including but not limited to the following: accurate and prompt information, staff who are knowledgeable and have a respectful demeanor, staff who are approachable and willing to listen, direction as to how to complete a task, access to clear and easy-to-understand information, and timely action to address a problem or concern with a satisfactory outcome. These expectations were later used to help develop the communication principles and objectives identified later in this document.



Photo Above: Citizens share concerns and ask questions at one of several public open house meetings held prior to the reconstruction of North Shore Drive in 2016.

CURRENT PERFORMANCE

How do we currently communicate? What are our strengths and weaknesses?

Communication professionals may debate in academic literature about how many types, forms, or categories of communication in fact exist. However, for the purpose of this document, the working group focused on three general categories – verbal, written/visual, non-verbal – and discussed some of the City of New Richmond’s current practices in order to identify strengths and possible opportunities for improvement.

First, using the three categories, the working group identified several means by which the City of New Richmond communicates.

<p>Verbal One-on-one meetings, phone conversations, presentations, public meetings</p> <p>Written/Visual Email, text messages, social media posts, newspaper articles, letters, website, memos, door hangers, signage, bills and bill inserts, e-newsletters, PowerPoints</p> <p>Non-verbal Dress, body language, posture, attentiveness, facial expressions, tone</p>

The working group then proceeded to identify some corresponding strengths and weaknesses.

Strengths	Weaknesses
<ul style="list-style-type: none"> Letters Mailed to Citizens In-Person Customer Service Public Open Houses Active Participation in the Community Social Media Presence Relationship with Local Media 	<ul style="list-style-type: none"> Phone System Identification for Employees Clothing for Employees in the Field City Website (Ease of Use) Consistent Branding Self-Awareness of Non-Verbal Cues

COMMUNICATION PRINCIPLES

What guiding values serve as the foundation for how we communicate?

- We serve our community.
- We show respect to everyone.
- We are open to feedback and new ideas.
- We embrace transparency.
- We listen and empathize with others.
- We are responsive to citizens' needs.



COMMUNICATION OBJECTIVES

What do we hope to accomplish through effective communication?

- Increase community engagement.
- Reinforce credibility and trust.
- Promote and enhance active listening skills.
- Develop a consistent message and culture.



GUIDELINES

What best practices should be followed?



Meetings

- Reserve meeting space in advance.
- Arrive early and come prepared.
- Make introductions if not everyone knows one another.
- Start and end meetings on-time, and have a clear purpose or agenda.
- Clearly identify next action steps moving forward.

Phone Conversations

- Listen carefully and be empathetic.
- Use a consistent greeting for external calls (e.g. Good morning, City of New Richmond, this is Mike, how may I help you?)
- Keep voicemail messages short. State your name and phone number at the beginning and again at the end of the message. Propose a time or times when the recipient can call back, to avoid "phone tag."
- Return missed phone calls within 24 hours.

Email

- Use a clear, direct subject line so the reader knows the topic.
- Refrain from using "reply all" unless you believe it's very important for all recipients to receive the email.
- Use a signature block that is consistent with all other City employees, including font, type size, color, and order of information.
- Use a professional greeting (e.g. Hi Mike) and closing (e.g. Thank you)
- Limit the use of exclamation points, CAPS LOCK, colored text, etc.
- Be conscious of tone to avoid any misunderstandings or misinterpretations.
- Respond to all email messages within 48 hours.

Press Releases

- Use official letterhead.
- Address the most essential facts in the first paragraph.
- When sending to the media, use a personal greeting line and do not show the distribution list.
- Clearly identify the contact information for the primary media contact, either at the top or bottom of the page in a larger, bold text.

Letters

- Use official letterhead and follow a basic business letter format, including a signature.
- Receive approval from the City Administrator before mailing the letter.

Social Media

- Use first person plural (We) rather than “The City...”
- Photos are worth a thousand words. One high quality photo is better than a lot of text. Posts should be kept short – 2 to 3 sentences is ideal. Longer text, such as a press release, should instead refer readers to a hyperlink.
- Recognize that most readers are viewing social media platforms from their mobile device, and do not want to read multiple pages of content.
- Cross-posting on multiple platforms should only be done occasionally, not as the norm. Separate platforms are designed with separate uses in mind.
- Sharing updates, job postings, event information, or promotions for other organizations or businesses is strongly discouraged if the City is not a partner or otherwise connected to the event, so as not to become an advertising venue. Exceptions include large community-wide events, such as the annual Fun Fest celebration or Park Art Fair.
- Profile and cover photos should be updated on a quarterly basis.
- Do not post photos of children without parental permission. Schools also have strict media guidelines and discourage sharing of photos of students.
- Bursts – posting several updates within minutes of each other – are one of the most significant factors in unfollowing, and thus should be avoided.
- Hashtags are shown to decrease engagement on Facebook, and should instead be used solely on Twitter.
- Tagging businesses or organizations (e.g. sharing a photo from a ribbon cutting ceremony) is encouraged to increase engagement.
- There should not be separate Facebook pages for events or programs (e.g. Public Power Week, National Night Out) or places (e.g. Mary Park). Instead, an event should be created on the main Facebook account.
- Social media posts should include original, high resolution photographs (minimum 500 kb) with a horizontal layout. Photos should be interesting and unique; photos from the back of a room showing the backs of peoples’ heads or a person speaking at a podium should be avoided.
- In general, no more than three posts should be made on Facebook per day. Posts should be spread out so that they are at least two hours apart.
- Social media posts are subject to open records requests, and thus, a record should be kept of incoming and outgoing information.
- The creation of new social media accounts (e.g. a new Facebook page for New Richmond Utilities) is strongly discouraged beyond the existing accounts for the Friday Memorial Library, New Richmond Fire & Rescue, New Richmond Police Department, and the City of New Richmond. Also, sharing posts on behalf of other City accounts should only be done rarely.
- Administrative oversight of social media accounts, including access to password and log-in information and the actual posting of and replying to messages, should only be performed by two key staff members (one primary, one assistant).

Memos

- All public meeting agenda items should have a corresponding memo.
- All memos should use consistent letter head, font, and format.
- Memos should include clear, concise, and logical content including relevant background information, timeline, funding sources, and next steps or a recommendation.

Website

- Provide a similar experience for users, whether they are using a mobile device or a desktop computer.
- Design clear, simple navigation that is easy to use. You can have a lot of information available on the website, but if doesn't matter if users can't find their way around it.
- Ensure that all web content is accessible for people with disabilities.

PowerPoints

- All public meeting presentations should use a consistent background, font, colors, etc. unless it's determined that for strategic purposes it would be more advantageous to use something different.
- There should generally be no more than three bullet points per slide. Content should be limited, and the presenter should not read the slides word-for-word, but rather use the slides as a complementary outline.

Nonverbal

- Be present during all internal and external meetings. There are many distractions and stressors that can cause us to lose focus. Laptops, cell phones, and other technology should only be used if doing so relates to the agenda item being discussed. A meeting attendee's body language and posture should show that he or she is interested and engaged.
- Facial expressions, tone, eye contact, posture, and body language is arguably even more important than verbal communication. Subconscious actions such as crossing one's arms, standing while others are sitting, or sitting at the head of the table can convey messages relating to power, satisfaction, trust, confidence, etc. While there aren't necessarily universal best practices for some of these nonverbal communication skills, being aware of and practicing these skills is a best practice in and of itself.



EVALUATION

How do we measure progress and success?

One of the challenges with customer service in local government is developing ways to quantifiably measure performance. Municipalities frequently rely on anecdotal information to gauge whether or not they are meeting the needs of citizens and providing good customer service. However, evaluating customer service based on the number of recent complaints received over the phone or small town hearsay is not a proactive approach to improvement.



Municipalities can however look to many private sector businesses for examples of how to utilize metrics and key performance indicators to improve customer service. This isn't to suggest that local government doesn't use metrics or comparisons. For example, the City of New Richmond monitors police and fire call volumes, new construction values, building permits, visits to the library, attendance at events, etc. and makes several comparisons with surrounding municipalities. But attempting to quantitatively evaluate how well a staff member delivered a presentation, spoke with a citizen over the phone, answered a question from a citizen in the field, wrote an email response, or assisted a citizen during an emergency situation can be difficult in some circumstances given the sometimes subjective nature of customer service. Nonetheless, here are a few customer service performance indicators that could be utilized by the City of New Richmond:

- Regular customer service satisfaction surveys
- Average response time (e.g. how long does it take to reply to a phone call or email, how long does it take for a first responder to arrive on scene)
- Average resolution time (e.g. how long does it take from the response to when the issue is addressed/problem is solved, length of time to process an application)

Additionally, valuable information could be collected through peer feedback and reviewing performance to determine whether or not we are succeeding in regards to our "1 call, 2 clicks" goal (by which citizens find the information they're looking for via one phone call or two clicks on the City website).

RECOMMENDATIONS

What are the strategies and implementation plan?



Recommendation 1. Adopt consistent branding for visual and written means of communication, including but not limited to email signatures, memos, and PowerPoint presentations.

Why: A strong brand is built on clear positioning, a great story, and consistent action by its storytellers. The public image of the City of New Richmond is created and reinforced through consistent language and visuals.

Action Steps: A small staff committee should be assembled in January 2018 to review the existing visual and written means of communication, and recommend any changes that should be made. Templates should be developed for all staff to utilize moving forward.

Requirements: Branding takes buy-in from staff. Not everyone likes change and not everyone is going to like or agree upon a preferred layout or design, but for the betterment of the City, current inconsistencies should be eliminated.

Recommendation 2. The City Clerk's Office shall oversee all external communications including press releases, mailings, social media, public meeting notices, etc. External communications should be streamlined and orchestrated through this team for planning purposes, greater consistency, and a more strategic and proactive approach to communication.

Why: Communications with a consistent look, feel, and voice are critically important. Also, with each department having so many projects and updates to be shared with the community (e.g. updates for social media, letters about street and utility projects, press releases, meeting notices) it makes sense to have one primary team responsible for coordinating and overseeing these efforts.

Action Steps: The City Clerk's Office shall prepare a process and "master calendar" of sorts to coordinate all future communications. This does not mean that this team will be producing all materials, but rather that they will coordinate when each material is published to ensure that guidelines, deadlines, and goals are met and open meeting requirements are followed.

Requirements: This recommendation will require buy-in from staff and a willingness to plan ahead in regards to when materials are published or posted.

Recommendation 3. All employees who attend public meetings and events (e.g. open houses, Chamber of Commerce Business after Five) should wear a professional name badge. All employees should also have a visible form of employee identification during normal business hours.

Why: Name badges can create a more professional appearance and help create a culture that is focused on serving the public.

Action Steps: A small committee should be established to review various styles and designs of name badges, and recommend one design to be purchased.

Requirements: There is a fairly minimal cost for name badges. Staff must also be committed to wearing their name badge at these public functions.

Recommendation 4. All employees should receive a copy of the City of New Richmond's communication principles (found on page 5 of this document) to be laminated and placed at every desk and inside every City vehicle.

Why: Prominently displaying these principles will contribute to creating a culture and a brand that is committed to high-quality customer service.

Action Steps: Staff will print, laminate, and cut-out copies of the communication principles and give them to each department supervisor to distribute.

Requirements: There is a fairly minimal cost for the printing and laminating. Like several of these other recommendations, this once again requires staff buy-in.

Recommendation 5. Identify improvements that should be made to the City website, with a goal of implementing a substantial redesign in 2019.

Why: It's common practice to update a website every 3-4 years. The existing website is not accommodating for mobile devices or people with disabilities.

Action Steps: A small focus group of citizens should provide open and honest feedback about what features they like or don't like about the existing website. A small committee of City staff should also discuss improvements along with reviewing websites from other municipalities. Changes or improvements that are identified should be included in the FY 2019 budget.

Requirements: This will be a more time-consuming project that takes several meetings. There will also be a cost associated with upgrading the website. However, a strong website is necessary in order to provide high-quality customer service and also contribute to our overall brand and image.

Recommendation 6. Recognize staff for going above and beyond in providing high-quality customer service.

Why: Organizations that recognize their employees enjoy greater employee engagement, improved employee morale, better customer service, and greater staff retention rates.

Action Steps: Create a small staff committee with representatives from various departments to develop the right employee recognition program that best fits our staff. The goal would be to create a regular program or provide supervisors with resources that they can use to recognize staff.

Requirements: Depending on the ideas that are generated, there can be some varying costs associated with implementing a customer service recognition program. Funds are designated in the FY 2018 operating budget for wellness and employee training/events that could potentially be utilized for these efforts.

Recommendation 7. Improve identification for employees working in the field.

Why: There are several contractors working throughout the city at any given time who might easily be mistaken for City employees. Providing clothing, apparel, or vehicle identification that clearly indicates the individual is a City employee can improve staff morale and assist with improving the overall brand and public image of the City of New Richmond. Additional clothing (e.g. polo, tee shirt, sweatshirt, etc.) could be made available for office staff to purchase to wear at various events.

Action Steps: Input should be provided by employees who work in the field as to what type of clothing they would wear, and what it might look like. A variety of apparel for office staff could be offered, but staff should likely still weigh in to narrow down some of the options for consistency.

Requirements: This would represent an investment by the City of New Richmond to purchase clothing, vinyl decals for vehicles, etc.

Recommendation 8. Regularly survey particular interest groups in order to collect feedback and identify areas in which we can improve customer service.

Why: Targeted, well-written surveys are a simple tool that can be used to collect more quantifiable data in regards to our customer service performance. Sending the survey to specific audiences (e.g. local contractors, citizens who live near a recent street and utility project, citizens with dog park members, etc.) can generate more valuable data rather than using mass surveys.

Action Steps: Each department supervisor should be tasked with identifying particular interest groups from whom they would be interested in gathering feedback. The City's Management Analyst will follow-up and help develop the actual surveys that will be sent out.

Requirements: There's a minor cost for postage, envelopes, and printing surveys. Online surveys, such as Google Forms, can be used at no cost. Staff time will be needed to prepare the questions and collect and interpret responses.

Recommendation 9. Implement a "Mystery Customer" Evaluation Program to provide feedback on their customer service experience.

Why: Many businesses will use some type of a "mystery shopper" program to solicit feedback. Some communities organize "first impressions" visits to get feedback from citizens who have never been to their community before. The intent is to collect objective, measurable feedback about one's experience.

Action Steps: Admittedly, this recommendation is a more difficult program to implement correctly. The mystery customers would need to be carefully selected, and ideally would not be affiliated with employees or elected officials. Feedback should be received from department supervisors before proceeding too far with this.

Requirements: Staff buy-in would be critical, as this type of program might come across as intimidating for some staff members.

Recommendation 10. Develop a consistent message and plan of action for upcoming events that are anticipated to generate a lot of phone calls, emails, etc. from the general public.

Why: Several different staff members answer phones or otherwise communicate with the public during any given day. Events like snowstorms and street detours can cause citizens to become very frustrated or upset at times. Having a plan in place in regards to who the incoming calls are transferred to, and what the response should be, is critical to providing high quality customer service.

Action Steps: A small group of staff members should identify and review some of these possible scenarios and what our current responses would be. The group should then identify what the best course of action should be, taking into consideration the goal of providing a “one call, two-clicks” policy, with input provided from the applicable department supervisor as needed.

Requirements: Staff buy-in is once again critical. Once a consistent message and plan of action is prepared, it should be regularly reviewed with staff to ensure that everyone is “on the same page” and prepared for if and when a particular event takes place.