

## NOTICE

A meeting of the City of Municipal Services Committee will be held on the date and time stated below. Notice is further given that members of the City Council, Park & Recreation Board, or Plan Commission may be in attendance. Requests for persons with disabilities who need assistance to participate in this meeting should be made by calling City Hall at (608)-882-2266 with as much notice as possible.

City of Evansville **Municipal Services Committee**  
Regular Meeting  
City Hall, 31 S Madison St., Evansville, WI 53536  
Tuesday, January 30, 2024, 5:00 pm

## AGENDA

1. Call to Order
2. Roll Call
3. Motion to Approve Agenda
4. Motion to Waive the reading of the Minutes from the November 28, 2023, meeting and approve them as printed.
5. Civility Reminder
6. Citizen appearances
7. New Business
  - A. Quarterly review and discussion of staff approved sewer adjustments (Jan, Apr, Jul, Oct) (Placeholder): 11-1190-04-Request for several months water softener issue.
  - B. Disconnection/Tax Roll Update (Placeholder):
    - a. Discussion and approval of balance write offs.  
25-6360-14-\$231.81 Deceased  
25-1105-04 \$5681.23-Back Billing can't be tax rolled.
  - C. Discussion and possible action on Customer complaint Riley Rd
  - D. Discussion and motion to recommend to Finance and Labor Relations revised Water Plant Operator Position Description.
  - E. Energy Independence Team
8. Administrative Staff Report
  - A. Parks & Recreation Report? (or placeholder)
  - B. NorthStar Update (Placeholder)
9. City Engineer Report

- A. Subdivision and Development Updates
  - B. Roadway Construction Updates
  - C. Lake Leota Dam Project Updates (Placeholder)
10. WPPI Energy Service Manager Report
11. Old Business
- A. Aquatic Center, Splash pad, and Park Improvement Updates (Placeholder)
12. Upcoming Meetings
- A. Tuesday, February 20, 2024, at 5:00pm
13. Motion to Adjourn

*-James Brooks, Committee Chair*

City of Evansville **Municipal Services Committee**  
Regular Meeting  
City Hall, 31 S Madison St., Evansville, WI 53536  
Tuesday, November 28, 2023, 5:00 pm

**MINUTES**

1. **Call to Order:** 5:00PM
2. **Roll Call:** Committee Chair Jim Brooks, Alder. Joy Morrison, Alder. Ben Ladick  
**Also in Attendance:** Donna Hammett, Scott Kriebs, Diane Duggan, Kerry Lindroth, Jason Sergeant, Nick Bubolz.
3. **Motion to Approve Agenda:** Morrison/Ladick 3-0
4. **Motion to Waive the reading of the Minutes from the October 31, 2023, meeting and approve them as printed:** Morrison/Ladick 3-0 with correction on #2
5. **Civility Reminder**
6. **Citizen appearances:** None
7. **New Business**
  - A. **Quarterly review and discussion of staff approved sewer adjustments (Jan, Apr, Jul, Oct) (Placeholder):** Brief discussion on a customer request for a sewer adjustment for several months of a water softener problem. No decision was reached and will revisit at the December Meeting.
  - B. **Disconnection/Tax Roll Update (Placeholder):** Disconnections were moved to November 30<sup>th</sup>, due to timing issue. Hammett gave a report on the Utility accounts that were placed on tax roll, totaling \$35,506.89 on 116 accounts. These numbers were partially due to the utility bills not being placed on tax roll last year.
  - C. **Discussion on Municipal Services Campus.** Sergeant wanted the committee to be aware that Public Works will need to have a new building within the next 12 to 24 months. The current facility is in poor condition. The Committee of the Whole will be on Saturday December 2, 2023, at the Public Works building. The idea would be to have the MSC to head up the discussion for a new facility during this meeting. The design was originally discussed and drafted in 2018. Sergeant stated that a fast fix would be Building #1 would be the administrative building with offices for W&L and PW. There would be a new PW garage built and connected to Building #2. When Brooks asked about the 2 staff at city hall in the plan at building # 1, Sergeant shared his concern of customers having to go to more than one building for services. Hammett reported that since Covid, there have been less customers coming into City Hall to make payments. Hammett would like the Utility Billing Clerks be in the same building as the crew to help facilitate better communication with the crew.
  - D. **Discussion on Ice Rink for winter:** Kriebs shared that the Ice Rink was discussed at Park Board and it was decided to move the Ice Rink to the lake this year. The decision was

made on the discussion with staff about the staff time and efforts at the Countryside Park last year. Anderson will keep the gates open at the lower park for residents to drive in to use the ice rink. Morrison asked about the dam and wondered if it will rope it off, Kriebs stated that it will be roped if needed.

## **8. Administrative Staff Report**

- A. Parks & Recreation Report? (or placeholder):** The hill road will remain closed, but the road from N Madison St will be open.
- B. NorthStar Update (Placeholder):** Hammett shared that herself and Miller have been meeting with WPPI. There have been discussions to go over changes that will occur from current processes and what will occur with NorthStar for disconnections, budgets, etc. In January, WPPI will be taking our data and will be doing a mock billing in NorthStar, to go live in February. There was also discussion on the Outage Management Program for 2024.

## **9. City Engineer Report**

- A. Subdivision and Development Updates:** Bubolz reported that there are a few punch list items that remain that will not be finished this year. The Standpipe development has had some issues with utilities, TDS, ATT etc. Settlers Grove developers continue to talk with staff.
- B. Roadway Construction Updates:** While the sidewalk to the Post Office has been completed, there are a few other items that will be finished next year. There has been an application submitted for the sidewalk at the railroad crossing, hoping that this will speed up the process.

Work for the Almeron/Walker Street road project has started, with the goal to have bids out in February.

- C. Lake Leota Dam Project Updates (Placeholder):** Has been submitted to the DNR and the State Historic Preservation.

## **10. WPPI Energy Service Manager Report:** Jacobson submitted notes for Hammett to read:

- Continue to work with the Evansville School District regarding their energy efficiency plans. Most of this hinges on the school referendum vote.
- Working with Lindroth about a Power Quality issues the school started to report on. Might be due to the circuit that it's currently on. When the new one is up and running, we will see if it fixes the problem with the intermittent power dips. Per Lindroth, things are running normal at this time.
- Working with Nicki Wagner at Creekside Place for some lighting upgrades they are doing. Connecting her with Focus on Energy first. Looking to see if there is any other funding options are available.
- Delivered the Food Drive items and a check with Hammett, Miller and Lindroth to the Care Closet. Collected 305 lbs. of food and a \$250.00 check to the Care Closet.
- Working with Scott Anderson at the school for some questions he had from his Green Team regarding the school's GEO Thermal. Found some older documents for his class

to review.

**A. CTC Funds:** Total fund left \$2408.39. Customer Service and Branding Fund:

- **Food Drive- (Bill Credit):** Hammett requested \$625.00 for those who participated in the food drive. (\$25.00 bill credit for 25 Customer).
- **Crisis Care Kits:** Hammett requested \$250.00 for Crisis Care Kits to donate to the PD, Fire Department and EMS.
- The remaining fund to be used for the purchase of Holiday lights to give away at next year's Old Fashioned Christmas, and to purchase night lights.

**11. Old Business**

- A. Aquatic Center, Splash pad, and Park Improvement Updates (Placeholder):** Were about 4 weeks behind a few weeks ago but are moving forward and almost caught back up. There have been some issues with Stormwater, for various reasons.

**12. Upcoming Meetings**

- A. Tuesday, December 19, 2023, at 5:00pm:** Morrison noted that she will not be at this meeting.

**13. Motion to Adjourn:** Morrison/Ladick, Adjourned 6:04PM











**CITY OF EVANSVILLE  
Consent to Disclose Form**

City Hall  
31 S. Madison St  
PO Box 529  
Evansville, WI 53536

Requesting Entity Name: Evansville Water and Light

Contact Person: Marisa Miller or Donna Hammett

Mailing Address: 31 S Madison St, PO Box 529, Evansville, WI 53536

Phone: 608-882-2266 Fax: 608-882-2282 Email: marisa.miller@ci.evansville.wi.gov or donna.hammett@ci.evansville.wi.gov

**INFORMATION REQUESTED**

The person or entity identified above requests customer information, including billing and usage data related to:  electric;  water;  sewer; or  all services provided by the utility. Such information includes your account balance, payment history and total use per billing period. The information provided by the utility may include any other information regarding your account contained in utility records.

**Customer Explanation/Need for review:**

Rose had a faulty water softener and caused high water usage from June - September 2023. Rose averages 300cf monthly.  
June 2023 - 1700 cf  
July 2023 - 2100 cf  
August 2023 - 2200 cf  
September 2023 - 1900cf Total 7900  
October usage is back to 300 cf. Rose called to receive partial or full sewer credit for the excessive water usage. I told her I would submit her case to MSC

**CUSTOMER'S CONSENT**

Your information is treated as private by the utility and can only be disclosed as permitted by Wis. Stat. § 196.137. You are not required to authorize the disclosure of your customer information, and your decision not to authorize the disclosure will not affect your utility service.

By signing this form you acknowledge and agree that you are the customer(s) of record for this account and that you authorize the utility to disclose your customer information to the requesting entity listed on this form. This consent is valid until you terminate your service, or withdraw consent by sending a written request with your name and service address to the utility at the address specified at the top of this form. You may terminate this consent at any time.

Please complete this form and return it to the utility by mail, email, or fax as listed above:

CUSTOMER NAME: Rose McGaw ACCOUNT NUMBER: 11-1190-04

SERVICE ADDRESS: 135 Countryside Dr

SIGNATURE OF CUSTOMER(S): Rose McGaw DATE: \_\_\_\_\_

SIGNATURE OF CUSTOMER(S): \_\_\_\_\_ DATE: \_\_\_\_\_

**Office Personnel Only**

On the date \_\_\_ / \_\_\_ / \_\_\_ the \_\_\_\_\_ reviewed this account information and determined: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Attest: \_\_\_\_\_

EVANSVILLE WATER & LIGHT

Customer History - ANN. CUSTOMER HISTORY 8.5 X 11 SELECT COLUMNS

Report Dates: 06/01/2023 - 11/30/2023

11-1190-04 MC GAW, ROSE 135 COUNTRYSIDE DR

Account Summary:

| Period         | WTR USA       | SW USE        | Billings        | Payments          | Billing Adjustments | Other | Balance |
|----------------|---------------|---------------|-----------------|-------------------|---------------------|-------|---------|
| 05/31/2023     |               |               |                 |                   |                     |       | 33.57   |
| 06/30/2023     | 65.07         | 122.40        | 297.11          | 155.00 -          |                     |       | 175.68  |
| 07/31/2023     | 78.27         | 151.20        | 356.01          | 155.00 -          |                     |       | 376.69  |
| 08/31/2023     | 81.57         | 158.40        | 379.11          | 200.00 -          |                     |       | 555.80  |
| 09/30/2023     | 71.67         | 136.80        | 340.09          | 400.00 -          |                     |       | 495.89  |
| 10/31/2023     | 11.97         | 21.60         | 152.09          | 350.00 -          |                     |       | 297.98  |
| 11/30/2023     | 11.97         | 21.60         | 129.04          | 155.00 -          |                     |       | 272.02  |
| <b>Totals:</b> | <b>320.52</b> | <b>612.00</b> | <b>1,653.45</b> | <b>1,415.00 -</b> |                     |       |         |

Metered Services:

Non-Metered Services:

WTR USAGE Current Rate Number: 10201 WATER USAGE - RESIDENTIAL SW USE Current Rate Number: 13201 SEWER USAGE - RESIDENTIAL

| Period         | Usage        | Amount        | Status | Period         | Usage        | Amount        | Status         |
|----------------|--------------|---------------|--------|----------------|--------------|---------------|----------------|
| 06/30/2023     | 1,700        | 65.07         |        | 06/30/2023     | 1,700        | 122.40        | - OVER 1400 CF |
| 07/31/2023     | 2,100        | 78.27         |        | 07/31/2023     | 2,100        | 151.20        | - OVER 1800 CF |
| 08/31/2023     | 2,200        | 81.57         |        | 08/31/2023     | 2,200        | 158.40        | - OVER 1900 CF |
| 09/30/2023     | 1,900        | 71.67         |        | 09/30/2023     | 1,900        | 136.80        | - OVER 1600 CF |
| 10/31/2023     | 300          | 11.97         |        | 10/31/2023     | 300          | 21.60         | Normal usage   |
| 11/30/2023     | 300          | 11.97         |        | 11/30/2023     | 300          | 21.60         | Normal usage   |
| <b>Totals:</b> | <b>8,500</b> | <b>320.52</b> |        | <b>Totals:</b> | <b>8,500</b> | <b>612.00</b> |                |

Average Per Month 300 CF  
Total usage - 6700 CF 75% \$361.80

7A



6718 N Riley Rd: Powerline vs. Tree

**Timeline:**

**12/06/2022 08:36 AM - marisa**

Spoke with Kevin re: tree with branches on power line. I sent a work order to the shop for them to check it out.

**09/19/2023 10:28 AM - Leah Hurtley**

Kevin called concerned that after two linemen came to inspect his tree/concerns after they received a service order. Kevin was told they would be added to a list to get the branches cleaned up at no charge. He heard nothing until a storm came through and the branches took the wires down. Then he received a bill from the third party. He doesn't feel this is right and said that a larger lineman and shorter line worker were together and said he wouldn't be responsible for a bill. He would like some clarification. Now he is stuck with a bill that he was told he would not get. I referred him to Donna.

**9/19/2023 10:30 AM - Donna**

Called the customer about the bill he got for the tree/power issue, he is going to bring in a copy of the bill and I am going to try and get to the bottom of it.

**1/09/2023 11:19 AM - marisa**

received a note to call Kerry with updates about this account, however I don't have information. I do not know if Donna received a copy of the bill that was discussed back in September. I'm going to get an updated report and call Kerry when I have more information.

**11/09/2023 04:19 PM - Donna**

The line in questions is a secondary line and we are not responsible for moving it. The bill the customer got was from the electrician I believe, which we have nothing to do with. I believe that Chase and Mike went out and looked and talked to the customer.

**12/01/2023 04:23 PM - Donna**

The customer is still unhappy about this issue, Kerry will be talking to Scott and one of them will be contacting the customer. Marisa and I will follow up to make sure that this gets done.

**12/01/2023 04:50 PM - Leah Hurtley**

Email sent to customer today: Hello Kevin,

It was nice seeing you today. After returning to the office and reviewing the notes on your account, I realized that this has been an ongoing issue for a year right down to the day. As on December 1, 2022, Marisa took your original call and created a service order for the W&L team. I was able to speak with Kerry, Marisa, and Donna today. Kerry mentioned him and Scott will be discussing this issue and will come to some sort of resolution Monday or Tuesday of this next week. In the

meantime, you mentioned other means of resolution in this matter. Your options mentioned were as follows:

- 1) Attend a Municipal Services Meeting or contact a committee member
- 2) Contact City Officials/Staff:
  - Scott Kreibs, Municipal Services Director: Phone Number: 608-882-2288 Email: s.kreibs@ci.evansville.wi.gov
  - Jason Sergeant, Administration: Phone Number: 608-882-2285 email: jason.sergeant@ci.evansville.wi.gov
  - Dianne Duggan, Mayor: Phone Number: 608-436-9419 Email: dianne.duggan@ci.evansville.wi.gov
- 3) File a Complaint with the Public Service Commission.

If you have any questions/concerns beforehand Donna and Marisa, cc'd on this email will help facilitate between staff and crew. Sorry again and thank you for your extreme patience in this matter.

Leah Hurtley, Clerk

City of Evansville

**12/05/2023 02:36 PM - Donna**

Spoke to Scott, he will be talking with the customer. Will get details from Scott after he talks to him.

**12/05/2023 03:56 PM - Donna**

Email from Scott:

Called Kevin at 1451 on December 5th call ended at 1515.

I stated that is his tree that fell, and that tree is not our responsibility. He agrees with that.

He thinks he made a call to see what his options were for removing the tree last April or May. He is upset that after his phone call nobody followed up with him. He thinks he should be entitled to some compensation, not all, but some for the repairs because of our lack of follow-through. I told him I would look into it more and see what I find. Also told him we did not want to set a precedence of paying for service repairs. He understood that and reiterated that we should pay for some of the cost.



**WATER PLANT OPERATOR  
POSITION DESCRIPTION**

**DRAFT**

**General Statement of Duties:**

Performs operations, maintenance, and construction for water utility. Performs necessary monitoring and reporting for water utility and assists utilities and public works services in their operations within the Municipal Services Department.

**Distinguishing Features of the Position:**

This position reports to the Water Plant Operator in Charge. This position may require specialized training, continuing education and certification. Strict monitoring, testing and reporting schedules may be required. This position is hourly and non-represented.

**Examples of work (illustrative only):**

**Infrastructure and System Operations, Maintenance and Repair:**

- Monitor wells and pumps for proper distribution pressure and quantities.
- Monitor customer usage by checking meter accuracy and checking for cross connections.
- Maintain records on physical plant and the location of mains and services.
- Monitor and maintain storage reservoirs in good condition.
- Perform regular maintenance on pumps, motors and standby equipment.
- Work with engineers, developers, contractors, and superintendent on installation of new facilities.
- Make repairs and replacements to valves, hydrants, mains and services as needed.
- Perform regular maintenance programs such as hydrant flushing and valve operations.

**Water Quality:**

- Set and monitor chemical feed pumps.
- Perform regular tests for water quality.
- Submit regular reports to Wisconsin DNR on water operations.
- Maintain programs on private well abandonment and public well protection.
- Perform water utility locates

**Miscellaneous:**

- Complete written reports on hours worked and expenses.
- Provide neat, pleasant and helpful appearance to customers.
- Be familiar and comply with work rules as needed and instruct other employees in safe work habits.
- Complete accident reports and review safety requirements as needed.
- Use personal protective equipment.
- Maintain CPR and First Aid Certification.
- Respond to call-outs for no power or other emergencies.
- Maintain records and initiate addition for equipment and materials.
- Review and recommend training.
- Assist electric, stormwater, and wastewater utilities with locates
- Works cooperatively with public Municipal Services and other Department staff

- Other duties as may be assigned including on-call duty.

**Required Knowledge, Skills, and Abilities:**

- Certification by the State of Wisconsin as a Water Plant Operator with in (1) on year of hire.
- Operator shall have CDL and the ability to operate equipment such as backhoe, end loader, skid loader, dump truck and air tools.
- Ability to use small tools, including power tools and pumps.
- Ability to manipulate stairs and ladders.
- Skilled in communication and mathematics.
- Possess general knowledge of codes and standards for water utility.
- Completed training, continuing education and knowledge in CPR, AED operations and first-aid.

**Work Environment:**

Working outside in the elements such as heat, cold, rain and sun. Potential for high levels of pollen, dust and other irritants typical with outdoor conditions and large maintenance garages. Potential to work at night running snow plows during blizzard like conditions. Standing, walking, working and driving around or within moving traffic. Working in a large maintenance shop with running equipment, loud noise, and hazardous or flammable chemicals. Work in confined spaces including but not limited to well or pump house, catch basins, excavation sites and the water tower.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to use hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee is occasionally required to walk, sit, and talk or hear. The employee may be required to lift, pull and/or move 50 pounds for extended periods. Must occasionally lift, pull and/or move 100 pounds with mechanical and/or physical assistance. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus. Must be capable of periodic heavy stretching and pulling for extended periods of time.

**Selection guidelines:**

Formal applications, rating of education and experience, or an interview and reference check. Job related tests may be required.

**Compensation:**

The City of Evansville's Pay Philosophy categorizes this position in a pay grade of 7.

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The position description of the Water Plant Operator does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. No individual City official has authority to enter into an oral or written promise or contract of employment with any individual or group of employees. Any employment contract must be approved by a majority of the Common Council.

Revised February 15, 2006

Reviewed by Municipal Services Committee 1/27/2015 and 12/19/2023

Approved by Finance & Labor Relations Committee 2/05/2015. Revised by Finance & Labor Relations Committee 08/03/2023 and 01/04/2024