

NOTICE

A meeting of the 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, October 29th, 2024, 5:00pm

AGENDA

1. Call to Order
2. Roll Call
3. Motion to Approve Agenda
4. Motion to Waive the reading of the Minutes from the September 24, 2024, meeting and Approve as printed.
5. Civility Reminder
6. Citizen Appearances
7. New Business
 - A. Motion to Recommend to Common Council to Approve Land Division Application LD-2024-11, a preliminary plat for the Settler's Grove Subdivision
8. Electric and Water Utility
 - A. Monthly Usage and Outage Reports
 - B. Billing Adjustments and Disconnects
 - C. Capital and Major Project Updates
 1. EVA East Bay Upgrades Complete
 - D. Pole Inspections Update
 - E. LSL Survey Update
 - F. WPPI Energy Service Manager Report
 1. Ease Program
 2. CTC Funds
 - G. Daupler Dispatch Service
 - H. Customer Survey
9. Public Works

- A.** Wastewater Utility Updates
 - B.** Stormwater Utility Updates
 - C.** City Engineer Report
 - D.** Capital and Major Project Updates
- 10.** Parks & Recreation Report
- 11.** Old Business
- 12.** Upcoming Meetings
- A.** Tuesday, November 26th, 2024, at 5:00pm
- 13.** Adjourn

-James Brooks, Committee Chair

City of Evansville **Municipal Services Committee**
 Regular Meeting
 City Hall, 31 S Madison St., Evansville, WI 53536
 Tuesday, September 24th, 2024, 5:00pm

MINUTES

1. **Call to Order:** 5:00 pm
2. **Roll Call:** Committee Chair Jim Brooks, Alder Cory Neeley, Alder Lita Droster
Also, in Attendance: Scott Kriebs, Jason Sergeant, Dianne Duggan, Brian Berquist, Julie Roberts, Colette Spranger, Mary Ann Zelmanski, John Brandon, Kerry Lindroth
3. **Motion to Approve Agenda:** Neeley/Droster 3-0
4. **Motion to Waive the reading of the Minutes from the August 27th, 2024, meeting and approve as printed.** Neeley/Droster 3-0

5. **Civility Reminder**

6. **Citizen Appearances:**

Mary Ann Zelmanski, 129 Walker St, Zelmanski had questions about some of the road work and a late fee received on a utility bill. She stated her bill was placed in the drop box a week ahead of the due date, however, received a late fee. When questioning staff Zelmanski claimed she was told the drop box was not checked every day. Duggan inquired if it was waived, Zelmanski stated no. Zelmanski stated she asked staff about credit for running the water due to the work being done and the brown water, it was explained that the PSC doesn't allow water usage credits because the water is metered, but that sewer credit can be issued. Zelmanski was unaware of this and would like to talk to someone more about her bill. Zelmanski was referred to Evansville Water & Light's Energy Services Manager from WPPI.

Jon Brandon, 460 Almeron St, Brandon expressed concern of a letter received from the city about replacement of a lead service lateral. Brandon specifically the wording of disconnection in 90 days if not replacement. Berquist from Town & Country explained the process and the meaning of the letter along with the ordinance that supports the letter. After a lengthy discussion, Brandon left the meeting.

7. **New Business**

- A. **Discussion and Motion to Recommend to Common Council, the Third Amendment to Water Tower and Ground Space Lease Agreement with United States Cellular Operating Company LLC d/b/a US Cellular.** Neeley/Droster 3-0
- B. **Discussion and Motion to Recommend to Common Council: Land Division Application LD-2024-12 for a 2 lot CSM on parcel 6-27-862:** Culvers is continuing their application, discussion on charge for MSC for upgrades that are needed for project. Neeley/Droster 3-0
- C. **Discussion and Motion to Recommend to Common Council: Land Division Application LD-2024-13 for a CSM to combine parcels 6-27-661 and 6-27-541:** This is a double lot that is split into two parcels, one has a house on it and the other has a garage on it. The applicant would like to tear down the garage and build a new one, to do this the parcels need to be combined. Spranger went through the history of the property. Neeley/Droster 3-0.

D. **Discussion and Motion to Recommend to Common Council: Land Division Application LD-2024-14 for a zero-lot line CSM on parcel 6-27-316.638.** Neeley/Droster 3-0.

E. **Discussion and Motion to Recommend to Common Council: Land Division Application LD-2024-15 for a zero-lot line CSM on parcel 6-27-559.5067.** Neeley/Droster 3-0.

F. **Budget Summary Discussion-** Kriebs went over the proposed Municipal Services budget, the park budget is seeking an increase for maintenance items, such as replacing sand at each of the parks. The cemetery budget seeks an increase for rising costs and a dump truck replacement. Public works is seeking an increase for rising costs of deicing materials and communication services. Proposed capital plan includes replacement of flatbed dump truck that is over 10 years old, new plow truck, equipment accessories, need to outfit a truck with a plow, and, a new skid steer. Stormwater requests \$40,000 for ditch repairs, \$20,000 for the finishing the creek wall, and a rough mower shared cost to replace the current one. Wastewater increased due to cost, continuation of Lift Station upgrades, a new UTV to replace the old one at WWTP and a Lift Station generator. Water requests include GPS mapping of water values, painting of hydrant, and replacement of the outdated Water Scada System. Electric increases include adding trip savers to help reliability for \$15,000; \$20,000 for pole tagging and inspections; \$95,000 for tree trimming (pending rate case); \$10,000 for Forester to complete GIS mapping; and \$14,000 for safety. Electric capital plan requests include Hwy 14 Bullard Rd to Butts Corners overhead to underground and UTL Sub Station expansion. Forester has cost estimates for the project at \$691,000.

G. **Motion to Recommend to Council Unit Price Contract-** Neeley/Droster 3-0

8. Electric and Water Utility

A. **Monthly Usage and Outage Reports-** only a few outages due mostly to animals.

B. Billing Adjustments and Disconnects

1. **Outbound Calling-** Committee gave the ok to use Voice Shot.

2. **Sewer Credit- Motion to approve sewer adjustment of \$506.74 Neeley/Droster 3-0.**

C. Capital and Major Project Updates

1. **Motion to Accept the Lowest Bidder for EVA East Bay Repairs-** work has already began, and it is in the budget. Neeley/Droster 3-0.

D. **Pole Inspections Update-**This will be starting in the next few days, this should take a couple of days, and Kriebs will have the data within a couple of weeks.

E. **WPPI Energy Service Manager Report-** Jacobson absent, Kriebs gave report.

WPPI Annual Meeting was attended. Brooks stated that the WPPI board refinanced a \$40 million line of credit Friday morning.

9. Public Works

A. Wastewater Utility Updates

~~1. Sewer Credit move to B2~~

2. CMAR- Reviewed report, seems to be in good standing. The city will continue the Chlorine Reduction Program.

B. Stormwater Utility Updates-The Dam is done and it looks great.

C. City Engineer Report- Concrete work is beginning on Almeron. Town & County has identified about 15 lead service laterals that have yet to be replaced. Berquist will reach out to staff to set up a meeting with residents to get them more information. It was discussed that there are currently no public funds to help, but the lead services must be replaced. The state is requiring all municipalities to submit a list of all the lead services in the city. Future funding for such projects is unknown.

D. Capital and Major Project Updates- Construction will begin in Windmill Ridge Rd, it is a 6-lot extension of the Windmill Ridge.

10. Parks & Recreation Report-work is moving in a forward direction for all the parks.

11. Old Business

12. Upcoming Meetings

A. Tuesday, October 29th, 2024, at 5:00pm

13. Adjourn: 6:50pm

Intentionally left blank for:

7A: Plat Map for LD-2024-11

Effective	Count	M O N T H T O Consumption	D A T E kw	Amount	Count	Y E A R T O Consumption	D A T E kw	Amount
This Year:	10	-3533	0.0	-31.09	73	-28681	0.0	225.17
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								
Stat code: E-PG10 E PAR GEN CREDIT PGS1 ON KWH								
This Year:	10	-3533	0.0	-794.95	73	-28681	0.0	-6453.43
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								
RG2GO Bill Total:	0	-3533	0.0	-826.04	0	-28681	0.0	-6228.26
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								
Bill Code: RG20 RES 1 PHASE ON PEAK								
Stat code: E-MIN2 E ADDITIONAL METER CHARGE								
This Year:	3	0	0.0	33.00	26	0	0.0	264.00
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								
Stat code: E-MR21 E CUSTOMER CHARGE RG2-1								
This Year:	78	0	0.0	852.87	619	0	0.0	6777.84
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								
Stat code: E-ONKH E ON PEAK KWH								
This Year:	77	21432	0.0	4822.37	615	142200	0.0	31996.52
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								
Stat code: E-PCAC E POWER COST ADJUSTMENT								
This Year:	76	21432	0.0	188.56	610	142200	0.0	-1068.41
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								
Stat code: SMU1 YARD LIGHT 175 MV UT								
This Year:	1	0	0.0	7.50	8	0	0.0	60.00
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								
RG20 Bill Total:	82	21432	0.0	5904.30	653	142200	0.0	38029.95
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								
Profile 1 :	4415	6432103	18130.4	928067.40	35328	44707116	140151.7	5741891.51
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								
Grand Totals :	4415	6432103	18130.4	928067.40	35328	44707116	140151.7	5741891.51
Last Year:	0	0	0.0	0.00	0	0	0.0	0.00
Variance :								

Year	Date	MIN PUMPAGE		Date	MAX PUMPAGE		Ground Water Gallons (000)	Water Pump Difference		TOTAL SALES	RUR						TOTAL SALES	
		Gallons (000)	Gallons (000)		Gallons (000)	Gallons (000)		WTR Sold	WTR Pumped		COMM	COMM	IND	MUNI	RES	FAM		MUTI
2024	SEPT	9/7/2024	52	9/5/2024	95	Well#1	2,083	14,466	2,900	11,566	175,273	3,219	46,303	199,337	1,049,565	57,756	14,817	1,546,270
	SEPT	9/11/2024	101	9/5/2024	316	Well#2	5,465											
	SEPT	9/15/2024	135	9/11/2024	364	Well#3	6,918											

Donna's report:

Tax Roll Letters have gone out. Total of 481 letters sent.

Total \$91,942.62

2023 Total \$160,662.19

Disconnection October 23,2024

20 Services were disconnected.

Wisconsin Lead Service Line Inventory Technical Assistance Program

WATER SERVICE LINE INVENTORY DEVELOPMENT AND IMPROVEMENT PLAN

Evansville Waterworks, PWSID: 15400473

September 30, 2024

Overview

Your water system must develop and maintain an inventory of all service line materials within your service area, as required under the U.S. Environmental Protection Agency's (EPA) Lead and Copper Rule Revisions (LCRR). Your initial service line inventory must be submitted to the Wisconsin Department of Natural Resources (DNR) by **October 16, 2024**.

As part of the DNR's service line inventory technical assistance program, Jacobs Engineering prepared an inventory of the service line materials at your water system to meet the initial LCRR inventory requirements. This plan summarizes the initial inventory development and offers guidance for your system to identify and track information on service line material during normal operations.

The following key topics are covered in this document, providing essential information and guidance for maintaining and submitting your initial inventory:

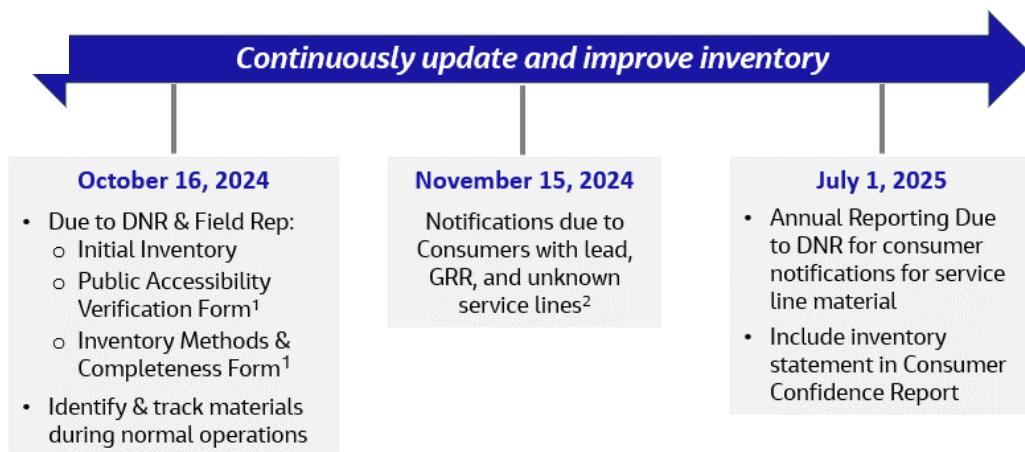
- Section 1. LCRR Background – Initial Inventory Requirements and Definitions
- Section 2. Initial Service Line Inventory for Your Water System
- Section 3. Identifying and Tracking Service Line Materials During Normal Operations
- Section 4. Next Steps for Compliance

Additionally, this plan includes the following attachments for your use:

- Attachment A – Your Water System's Initial Service Line Inventory
- Attachment B – Procedure for Visual Identification of Service Line Material
- Attachment C – Field Identification Form to Collect Service Line Material
- Attachment D – Map of Water System Services
- Attachment E – Addresses Requiring Consumer Notifications

There are additional actions your water system must take to comply with the initial LCRR inventory requirements, which are summarized in the graphic below and further detailed in **Section 4 Next Steps for Compliance**. More information on the DNR's inventory requirements is available here: <https://dnr.wisconsin.gov/topic/DrinkingWater/LSLInventoryRequirements.html>.

LCRR Regulatory Timeline for Initial Inventory



¹ Forms are available at <https://dnr.wisconsin.gov/topic/DrinkingWater/LSLInventoryRequirements.html>; Systems may submit information requested by these forms in a different format.

² Must notify new customers at the time-of-service initiation.

Section 1. LCRR Background - Initial Inventory Requirements and Definitions

The initial service line materials inventory (inventory) requirements under the LCRR are summarized below to assist your water system in understanding the new requirements (EPA, 2021; 2022; 2023a; 2024a; 2024b). The remaining sections in this plan will cover these requirements in more detail.

The DNR's Service Line Inventory Requirements for LCRR website contains relevant documents and forms that water systems are encouraged to reference for the most current requirements: <https://dnr.wisconsin.gov/topic/DrinkingWater/LSLInventoryRequirements.html>.

The inventory includes the entirety of the service line from the water main or a well to the building inlet/structure, for all service lines regardless of ownership status. The service line may be owned entirely by the water system or customer, or in some cases, ownership may be split between the water system and the customer. **Figure 1a** provides a visual representation for the typical service line ownership of a single-family home in a city or village and **Figure 1b** provides a visual representation for the typical service line ownership in a mobile home in a park. The ownership terms represented in the DNR materials inventory template can be defined as follows:

- **Street-Side:** The portion of the water service line that is typically owned by the water system, which usually includes the service line from the water main, or a well, to a curb stop or shut off valve.
- **Property-Side:** The portion of the water service line that is typically *not* owned by the water system, which usually includes the service line from a curb stop or shut off valve to the interior of the building or structure.

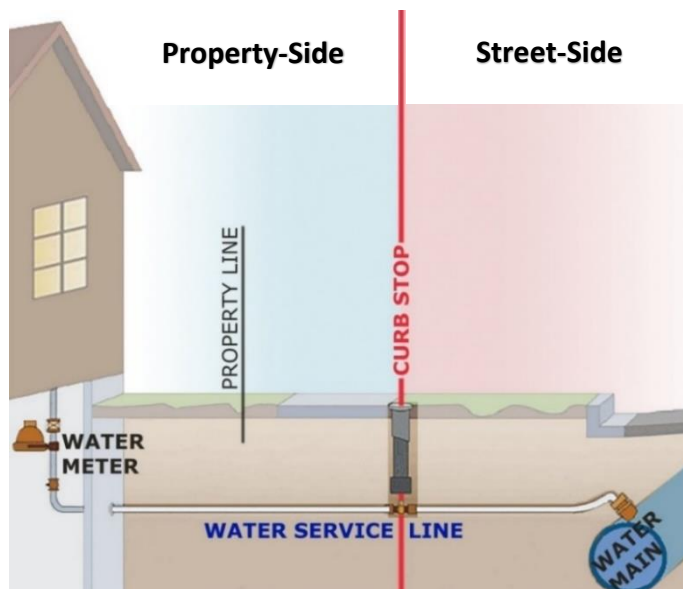


Figure 1a –Single Family Home Service Line Ownership Responsibilities. Source: <https://dnr.wisconsin.gov/aid/documents/EIF/LeadServiceLineFunding.html>

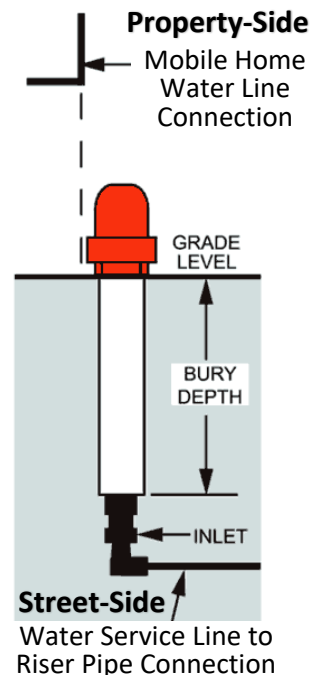


Figure 1b –Mobile Home Park Service Line Ownership

The inventory must include all service lines regardless of the actual or intended use of the service line. This includes:

- Non-potable service lines such as fire suppression or those designated for emergency.
- Service lines connected to vacant or abandoned lots or buildings, even if they are unoccupied and water service is turned off.
- Service lines connecting multiple units or buildings on a property.

1.1 Service Line Material Classification

Each service line, or portion of the service line where ownership is split, must be characterized as lead, galvanized requiring replacement (GRR), lead status unknown (unknown), or non-lead (or the actual material) as detailed in **Table 1**. In addition, a *single classification* for the entire service line is required when ownership is split as shown in **Table 2**.

Table 1. Service Line Material Classifications

Material	Description
Lead	Any portion of pipe that is made of lead, which connects the water main (or well) to the building inlet.
GRR	A galvanized service line that is or was at any time downstream of a lead service line; or is currently downstream of an unknown service line.
Non-lead	A service line that is determined through an evidence-based record, method, or technique not to be lead or GRR.
Unknown	A service line where the material is not known to be lead, GRR, or a non-lead service line, such as where there is no documented evidence supporting material classification.

Note: Lead goosenecks, pigtails, and connectors are not classified as a lead service line under the LCRR. However, forthcoming federal requirements may require water systems to track lead connectors in their inventories and systems are encouraged to track this information as available.

Table 2. Classifying Service Line Materials When Ownership Is Split

Street-Side Portion	Property-Side Portion	Classification for Entire Service Line
Lead	Lead	Lead
	GRR	
	Non-lead	
	Unknown	
Non-lead and never previously lead	Lead	Lead
	Non-lead, material other than galvanized	Non-lead
	Non-lead, specifically galvanized pipe material	
Unknown	Unknown	
Non-lead, but system is unable to demonstrate it was not previously Lead	GRR	GRR
Unknown	Lead	Lead
	GRR	GRR
	Non-lead	Unknown
	Unknown	

1.2 Information to Identify Service Line Material

To prepare the initial inventory, water systems are required to review all available record types and information sources that fall into the categories summarized in **Figure 2** (EPA, 2021). The specific data and records reviewed to create your water system's initial inventory are described in **Section 2 Initial Service Line Inventory**.

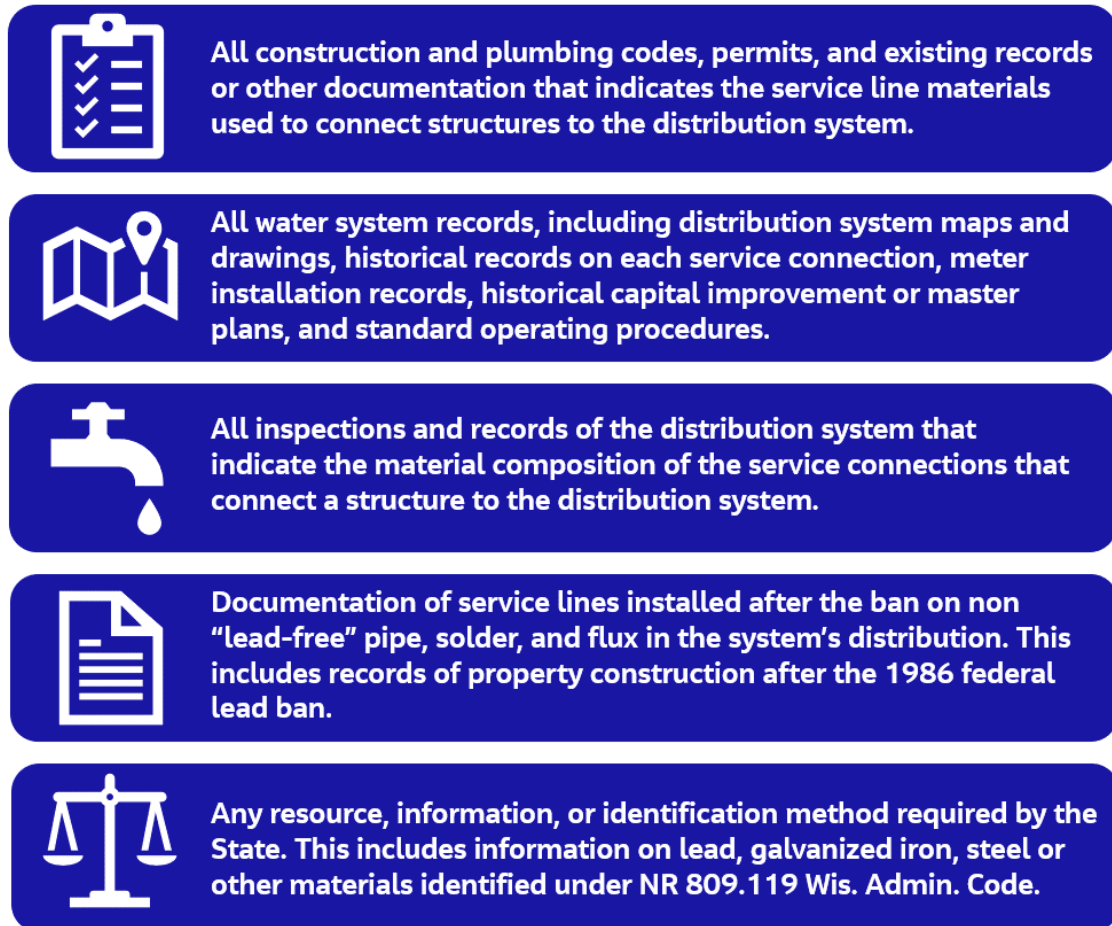


Figure 2 – LCRR Records Review Requirements for Initial Inventory.

Systems must also identify and track information on service line materials as they are encountered during normal operations, which is further detailed in **Section 3 Identifying Service Line Materials During Normal Operations**. In addition, there are other actions your water system must take to comply with the initial LCRR inventory requirements as outlined in **Section 4 Next Steps for Compliance**, including a detailed checklist (**Table 5**).

Section 2. Initial Service Line Inventory for Your Water System

As part of the DNR's service line inventory technical assistance program, Jacobs Engineering (Jacobs) prepared an initial LCRR inventory for your water system that is provided in **Attachment A**. Your inventory was prepared using the DNR's template and in accordance with federal and state-specific requirements (DNR, 2024; EPA, 2021). **Attachment D** provides a map identifying the locations of all the service lines inventoried for your water system. **Attachment E** provides a list of locations that require consumer notification that their water service is lead, galvanized requiring replacement, or lead status unknown.

Your initial inventory was developed based on reviewing historical records specified in the LCRR (outlined in **Figure 2** above) to determine service line materials using information available from your water system. Jacobs coordinated with your system, and performed a site visit, to collect the available information and records to create your initial inventory. The specific records and data reviewed to develop the initial inventory for your water system is summarized in **Table 3**.

Based on the initial inventory provided as part of this plan, **Table 4** summarizes the service line material classifications for your system as a preliminary overview of your inventory status. Each time you submit your inventory, the DNR will prepare a summary of your service line classifications for reporting to EPA.

It is important to note that your water system is responsible for reviewing the inventory for accuracy and completeness and submitting to the DNR by the October 16, 2024, deadline, as well as updating and maintaining the inventory.

You are also required to identify and track information on service line materials as they are encountered during normal operations as detailed in the following section. **Specific compliance actions your water system must address to comply with the initial LCRR inventory requirements are provided in *Section 4 Next Steps for Compliance*.**

Table 3. Summary of Water System Records Reviewed to Develop Your Initial Inventory

Record Title	Record Description
2003 Abey-Koth Subdivision	Construction Drawings or Records and System Maps
2003 Berg, Woodworth and Petterson Subdivision	Construction Drawings or Records and System Maps
2003 Lincoln, Highland, School, Madison	Construction Drawings or Records and System Maps
2003 South Gate Subdivision	Construction Drawings or Records and System Maps
2004 Water Street Improvements	Construction Drawings or Records and System Maps
2005 E. Main USH 14	Construction Drawings or Records and System Maps
2005 Westfield Meadows Construction Drawing	Construction Drawings or Records and System Maps
2006 Union and Main Street	Construction Drawings or Records and System Maps
2006 Union St. Sanitary improvements	Construction Drawings or Records and System Maps
2008 CTH-M Utility	Construction Drawings or Records and System Maps
2008 Madison St	Construction Drawings or Records and System Maps
2008 Main Street Utility improvements	Construction Drawings or Records and System Maps
2010 Church and Maple Street Plans	Construction Drawings or Records and System Maps
2010 W. Main and 4th Utilities	Construction Drawings or Records and System Maps
2011 Bridge work	Construction Drawings or Records and System Maps
Booster Pump Station Plan	Construction Drawings or Records and System Maps
Water Main Map	Construction Drawings or Records and System Maps
Water System Map	Construction Drawings or Records and System Maps
Tap Cards	Installation, Maintenance or Replacement Permits or Records
Evansville Property Side Inventory	Materials Inventory

Note: The information on this page should be used to complete the DNR's [LCRR Inventory Methods & Completeness Form](#) (See **Table 5**).

Table 4. Preliminary Summary of Service Line Material Classifications

<i>Service Line Material Classification</i>	<i>Street-side portion</i>	<i>Property-side portion</i>	<i>Classification for Entire Service Line</i>
Lead	237	105	261
Galvanized Requiring Replacement (GRR)	0	243	127
Lead Status Unknown	580	631	691
Non-lead	1379	1217	1117
<i>Total Number of Service Connections: 2196</i>			

Note: There are consumer notice requirements for service lines classified as lead, GRR, and unknown that are described in *Section 4 Next Steps for Compliance*.

Section 3. Identifying and Tracking Service Line Materials During Normal Operations

As part of the initial LCRR inventory requirements, water systems must identify and track information on service line material as they are encountered during the course of normal operations. You should treat the inventory as a living dataset that is continuously updated over time. Your water system can have service lines categorized as unknown in the initial inventory submission; however, the number of unknowns in the inventory should be reduced over time, as you gather new information through normal day-to-day operations and with any proactive material identification activities in which your water system is engaged.

It is strongly recommended that systems take action to reduce the number of unknowns in the inventory and begin tracking service line material as they are encountered during normal operations before the LCRR compliance date.

The graphic and information provided below presents strategies for all water system types to continuously update and validate your inventory during the course of routine day-to-day maintenance operations.

Routine Maintenance Activities Where Your System Could Collect Service Line Information

Inventory activities should be considered as something that can be worked into the day-to-day activities of your system rather than treated as an independent effort.

Opportunities for information collection include (if applicable):

- Water meter reading or repair
- Service line and/or water main repair or replacement
- Any maintenance inside or on properties
- Backflow prevention or cross connection control inspections
- Other system or capital improvement projects

Your system should consider developing a standard process now to document how your staff or contractors will collect and use field data to update your inventory.

3.1 Procedures for Collecting Service Line Material Information

Capturing information on service lines collected during normal operations will enable your system to continuously update and improve your inventory by identifying unknown materials for which no records were found and verifying the accuracy of records-based material classification. As additional data is collected, you should continue to track and update material type and the source of information used to classify each service line in your inventory spreadsheet (**Attachment A**) or database.

To assist your water system with implementing a process to identify and track service line materials during normal operations, the following documents are provided for your use:

Attachment B – Procedure for visual identification of service line material

This document provides guidance for visual identification of your service line materials that can be used when service lines are encountered during day-to-day operations and routine activities.

Attachment C – Field Identification Form to collect service line material

- **This can be used as a template to gather and track relevant service line inventory information for your water system.**
- **The form is intended to record all inspection and verification information when service line materials are accessible and exposed during normal day-to-day investigation or verification activities.**
- **For accuracy and best practice, you can attach photographs to this form whenever possible as a visual record of the field inspection.**

Attachment D – Map of Water System Services

- **Water systems should further prioritize the oldest unknown material services first and work their way to newer unknown service lines**
- **Utilize available records such as well construction reports, city/county/state construction permits, occupancy permits, contractor invoices or similar documents to identify the year of water service line installation and materials.**

3.2 Additional Ways to Identify Unknown Service Line Materials

In addition to identifying and tracking service line information during normal operations, water systems are encouraged to consider performing service line investigations to further reduce the number of unknowns. The unknowns for your water system were summarized in **Table 4** above for reference.

There are several investigation methods and strategies for prioritizing service line investigations that your system can proactively implement to reduce the number of unknowns. Examples are described below that your system can consider. Additional information is available in EPA's inventory guidance (EPA, 2022; 2023a). Note that DNR approval may be required, and water systems are encouraged to contact DNR before implementation of additional methods.

- **Prioritize service line investigations** based on:
 - Service line materials identified as '*unknown- may contain lead or galvanized*' (installed before the federal lead ban in 1986). See **Attachment D** for a map that identifies the service lines that fall into this category.
 - Vulnerable or environmental justice populations; and
 - Occupied buildings (rather than unoccupied structures).
- **Select investigation methods**, including:
 - Visual identification of service line material by resident,
 - Mechanical or vacuum excavation, and
 - Water quality sampling.

Section 4. Next Steps for Compliance

You must submit your initial inventory to the DNR and your field representative by **October 16, 2024**, and address the additional requirements outlined below. Jacobs will not submit your inventory for you. If you find new service line information after the Jacobs site visit, you are encouraged to update your inventory to maintain its accuracy. You can make updates directly in your inventory spreadsheet (**Attachment A**) and submit your updated inventory directly to the DNR through email by the October 16, 2024, deadline.

In addition to submitting your inventory by October 16, 2024, you must also do both of the following:

- Make your inventory publicly accessible and provide verification to the DNR that your inventory has been made publicly accessible by filling out, signing and emailing the [Public Accessibility Verification Form](#) to DNRDGLeadCopperInventories@wisconsin.gov, and copying your DNR field representative.
- Fill out, sign and email the [Inventory Methods and Completeness Verification](#) form to DNRDGLeadCopperInventories@wisconsin.gov, and copy your DNR field representative.
- By November 15, 2024, send consumer notices to all consumers with lead, GRR, or unknown service line materials (**Attachment E**).

Submit your Initial Inventory and forms to DNR by email to DNRDGLeadCopperInventories@wisconsin.gov and your field representative by **October 16, 2024.**

Jacobs will NOT submit your inventory for you.

For more information on the DNR's inventory requirements, visit:

<https://dnr.wisconsin.gov/topic/DrinkingWater/LSLInventoryRequirements.html>

For additional questions, contact the DNR by email at:

DNRDGLeadCopperInventories@wisconsin.gov

Table 5 below is a compliance checklist outlining the initial LCRR inventory requirements that your water system must complete and their associated deadlines. It is intended to assist your system with addressing the necessary compliance requirements.

In addition, the EPA is in the process of promulgating another federal rule, referred to as the Lead and Copper Rule Improvements (LCRI). While the LCRI is not expected to change the initial inventory requirements, there may be more stringent inventory requirements to be aware of in the future (EPA, 2023b).

Table 5. Checklist of LCRR Requirements for Initial Inventory (Adapted from EPA, 2024a and DNR, 2024).

Due Date	Requirement	Description and Resources
October 16, 2024	<input type="checkbox"/> Initial Inventory	<ul style="list-style-type: none"> Submit to mail to: dnrdleadcopperinventories@wisconsin.gov and copy your DNR field rep. Initial inventory in DNR template provided in Attachment A. Make sure to review for accuracy before submission.
	<input type="checkbox"/> Inventory Available to Public	<ul style="list-style-type: none"> Make your inventory publicly accessible as detailed in DNR's Public Accessibility Verification Form referenced below. Examples of a publicly accessible inventory can include, but are not limited to: Displaying at a community center or water system office; Providing upon request through email, mail, etc.; Include notice in water bill; Post on website
	<input type="checkbox"/> Public Accessibility Verification Form ^a	<ul style="list-style-type: none"> Complete public accessibility verification and inventory methods and completeness forms and submit via email with the Initial Inventory. Refer to Table 3 for summary of records reviewed for your water system to assist with the methods and completeness form. Both forms are available on DNR's website: https://dnr.wisconsin.gov/topic/DrinkingWater/LSLInventoryRequirements.html
	<input type="checkbox"/> Inventory Methods & Completeness Form ^a	
	<input type="checkbox"/> Identify & track materials during normal operations ^b	<ul style="list-style-type: none"> Begin identifying and tracking service line materials as they are encountered during normal operations and update inventory (Attachments B & C). See Section 3 for more details.
November 15, 2024	<input type="checkbox"/> Initial Consumer Service Line Notice ^c	<ul style="list-style-type: none"> Provide written notice to consumers with lead, GRR, or unknown service line material within 30 days of submitting the initial inventory (Attachment E). EPA has provided templates that you can use to notify consumers of their service line material, which are accessible online: www.epa.gov/dwreginfo/lead-and-copper-rule-implementation-tools (EPA, 2024b).
Annually, beginning July 1, 2025	<input type="checkbox"/> Consumer Service Line Notice Delivery	Demonstrate that you delivered the consumer notifications and provide a copy of the notification and information materials to the DNR annually for the previous calendar year. Submit verification to dnrdleadcopperinventories@wisconsin.gov and copy your DNR field rep.
	<input type="checkbox"/> Consumer Confidence Report	Include a statement that the inventory has been prepared and provide instructions on how the public can access it.
Annually	<input type="checkbox"/> Updated Inventory	Submit updated inventories to the DNR until all lead and GRR service lines have been removed and all unknowns are confirmed to be non-lead.
	<input type="checkbox"/> Consumer Service Line Notice ^c	Provide written notice to consumers with lead, GRR, or unknown service line materials.

^a Systems may submit information requested in these forms in a different format.

^b Systems are encouraged to begin tracking service line material information as soon as possible.

^c Notices must also be provided to new customers at the time-of-service initiation.

References

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- U.S. Environmental Protection Agency. 2022. Guidance for Developing and Maintaining a Service Line Inventory. Retrieved from https://www.epa.gov/system/files/documents/2022-08/Inventory%20Guidance_August%202022_508%20compliant.pdf
- U.S. Environmental Protection Agency. 2023a. Developing and Maintaining a Service Line Inventory: Small Entity Compliance Guide. Retrieved from https://www.epa.gov/system/files/documents/2023-06/Final%20Small%20System%20Entity%20Inventory%20Guide_508.pdf
- U.S. Environmental Protection Agency. 2023b. National Primary Drinking Water Regulations for Lead and Copper: Improvements (LCRI). 88 FR 84878. (December 6, 2023) Federal Register <https://www.federalregister.gov/documents/2023/12/06/2023-26148/national-primary-drinking-water-regulations-for-lead-and-copper-improvements-lcri>
- U.S. Environmental Protection Agency. 2024a. LCRR Implementation Fact Sheet. Retrieved from https://www.epa.gov/system/files/documents/2024-04/revised-508_lcr-compliance-fact-sheet_4.17.24.pdf
- U.S. Environmental Protection Agency. 2024b. LCRR Frequently Asked Questions (FAQs). Retrieved from https://www.epa.gov/system/files/documents/2024-04/lead-and-copper-rule-revisions-frequently-asked-questions_4102024_508.pdf
- Wisconsin Department of Natural Resources (DNR). 2024. Service Line Inventory Requirements for LCRR. Retrieved from <https://dnr.wisconsin.gov/topic/DrinkingWater/LSLInventoryRequirements.html>

Attachment A – Your Water System’s Initial Service Line Inventory

Please refer to the spreadsheet file attached in the Jacobs email transmittal of your inventory.

Attachment B – Procedure for Visual Identification of Service Line Material

Lead Service Lines and Drinking Water Best Management Practices

LEAD IN WATER: WHAT YOU SHOULD KNOW

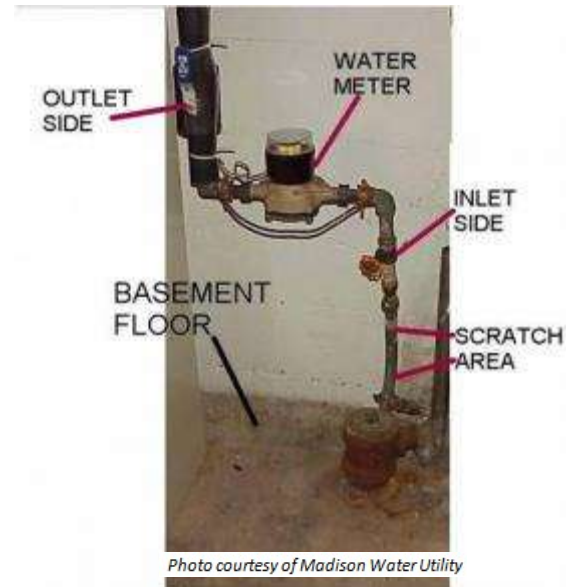
The amount of lead in water will vary based on the plumbing in a building, how much water is used, and how often it is used. Homes and business buildings built before 1951 were likely constructed with service lines made of lead, which connect the building plumbing to water mains under the street. Lead can also be found in interior plumbing pipes, solder and some plumbing fixtures.

IDENTIFYING A LEAD SERVICE PIPE

Tools needed: flathead screwdriver, refrigerator magnet

Lead pipes are dull gray in color and are soft enough to be easily scratched with a house key. A magnet will not stick to a lead pipe. A licensed plumber can determine if your service line and/or plumbing are made of lead and can replace them for you at your cost.

- Locate the water service pipe coming into the building (usually in the basement). An "inlet valve" and the water meter are installed on the pipe after the point of entry.
- Identify a test area on the pipe between the point where it comes into the building and the inlet valve.
- If the pipe is covered or wrapped, expose a small area of metal.
- Use the flat edge of a screwdriver or other tool to scratch through any corrosion that might have built up on the outside of the pipe.



Lead Pipe

If the scratched area is shiny and silver, your service line is lead. A magnet will not stick to a lead pipe.



Copper Pipe

If the scratched area is copper in color, like a penny, your service line is copper. A magnet will not stick to copper pipe.



Lead Service Lines and Drinking Water Best Management Practices

Galvanized Steel Pipe

If the scratched area remains a dull gray, and a magnet will stick to the surface, your service line is galvanized steel.



Photo courtesy of Madison Water Utility

STEPS TO REDUCE THE RISK OF LEAD IN YOUR DRINKING WATER

Lead can also be found in interior pipes and some plumbing fixtures. If you don't know whether your tap water contains lead, you should have the water tested by a certified lab. Proper sampling is required to obtain a valid result. (Note: A single test for lead level in drinking water may not be representative of the level at all times or of the average level over time.)

You can visit the DNR's website for a list of certified laboratories and to get lead sampling procedure information at: dnr.wi.gov/topic/drinkingwater/lead.html.

If your lead water service is lead, was lead and has recently been replaced or if there are other sources of lead in your internal plumbing and fixtures, following are steps you can take to reduce your exposure. Infants, small children under the age of six and women who are pregnant or breastfeeding are at special risk.

1. **Flush your plumbing.** Before using tap water for drinking, cooking, or preparing infant formula, flush your plumbing by running the cold water three minutes or longer until the water is noticeably cold. This process replaces water in the house plumbing and service line with water from the water main. Do this if the water has been standing unused in your pipes for more than six hours, such as overnight or during the work day. It is safe to shower, wash laundry and flush the toilet if you have a lead service line. These activities help flush the pipes. After any water utility work or household plumbing work, it is also important that you flush your household plumbing. Physical disturbance of the lead service line or lead piping by activities such as water main replacement, service line leaks, home plumbing repair, water meter replacement or main breaks may release lead into the water.
2. **Only drink and cook with cold water from the cold water tap.** Never drink or cook with water directly from the hot water tap. Hot water can dissolve lead from pipes and other substances that build up in the water heater. Boiling does not remove lead but can actually increase its concentration. Households with children under the age of six, or women who are pregnant or breastfeeding, should consider using bottled water or filtered tap water for formula, concentrated juices, cooking and drinking.
3. **Remove the screen and aerator from faucets, rinse out any debris, and re-attach.** Do this once a month. This will reduce the possibility that small particles that may contain lead could build up at your faucet.

Lead Service Lines and Drinking Water
Best Management Practices

Other steps to consider:

- Purchase a home filtration system. Home drinking water filtration systems or pour-through filters can reduce or eliminate lead. Look for products certified by NSF/ANSI under Standard 53 for removal of lead and follow manufacturer's guidelines on installation and maintenance.
- Replace your lead service line or interior plumbing. A licensed plumber can help you assess the cost and feasibility of replacing your lead service line or interior plumbing. If you decide to do this, please call your local water utility for more information.
- Have your water tested for lead. Please consult the WDNR's website for accredited laboratories at: dnr.wi.gov/topic/labCert/certified-lab-lists.
- All children should be screened for lead poisoning, particularly if they live in a home built before 1978 with recent or ongoing renovation or if they have a sibling or playmate who has lead poisoning.

Attachment C – Field Identification Form to Collect Service Line Material

SERVICE LINE INVENTORY Field Identification Form

This form is a suggested tool to collect all identification information when service line materials are accessible and exposed during normal day-to-day operations. The field identification form, if used, should be treated as an official record for each service line. Required fields to complete during the field identification are shown in **BOLD** text and the remaining fields are optional fields to continue improving your inventory. For accuracy and best practices, whenever possible, you can attach photographs to this form as a visual record of the field identification. For steps to visually identify the material, you may refer to this link:

<https://dnr.wisconsin.gov/sites/default/files/topic/DrinkingWater/LeadServiceLineBMPs.pdf>

GENERAL INFORMATION (REQUIRED)	GENERAL INFORMATION (OPTIONAL)
Water System Name	Site ID
Identification Date	Account No.
Address of Service Line	Photo Confirmation Taken? <input type="checkbox"/> Yes <input type="checkbox"/> No

Name of Person Completing the Form

STREET-SIDE SERVICE LINE MATERIAL INFORMATION (REQUIRED)

Was this portion of the service line visually identified? Yes No

<input type="checkbox"/> Lead	<input type="checkbox"/> Copper
<input type="checkbox"/> Galvanized	<input type="checkbox"/> Plastic
<input type="checkbox"/> Unknown – may contain lead or galvanized	<input type="checkbox"/> Ductile Iron
<input type="checkbox"/> Unknown – does not contain lead or galvanized	<input type="checkbox"/> Cast Iron
<input type="checkbox"/> Other: <i>Specify</i> _____	

STREET-SIDE SERVICE LINE MATERIAL INFORMATION (OPTIONAL)

Diameter (inches):

Lead Connector currently present? Yes No Not Known

PROPERTY-SIDE SERVICE LINE MATERIAL INFORMATION (REQUIRED)

Was this portion of the service line visually identified? Yes No

<input type="checkbox"/> Lead	<input type="checkbox"/> Copper
<input type="checkbox"/> Galvanized	<input type="checkbox"/> Plastic
<input type="checkbox"/> Unknown – may contain lead or galvanized	<input type="checkbox"/> Ductile Iron
<input type="checkbox"/> Unknown – does not contain lead or galvanized	<input type="checkbox"/> Cast Iron
<input type="checkbox"/> Other: <i>Specify</i> _____	

PROPERTY-SIDE SERVICE LINE MATERIAL INFORMATION (OPTIONAL)

Diameter (inches): _____

Lead Connector currently present? Yes No Not Known

METHOD OF SERVICE LINE VERIFICATION (REQUIRED)

- | | |
|---|--|
| <input type="checkbox"/> Visual inspection at the meter | <input type="checkbox"/> Mechanical or hydro-vacuum excavation |
| <input type="checkbox"/> Visual inspection during install or repair | <input type="checkbox"/> Cross-connection survey |
| <input type="checkbox"/> Other: <i>Specify</i> _____ | |

BUILDING TYPE (OPTIONAL)

- | | |
|--|--|
| <input type="checkbox"/> Single-Family Residential | <input type="checkbox"/> School or Childcare |
| <input type="checkbox"/> Multi-Family Residential | <input type="checkbox"/> Residential & In-Home Childcare |
| <input type="checkbox"/> Non-Residential | <input type="checkbox"/> Mixed Residential and Non-Residential |
| <input type="checkbox"/> Other: <i>Specify</i> _____ | |

BUILDING PLUMBING MATERIAL (OPTIONAL)

- | | |
|--|--|
| <input type="checkbox"/> Copper with lead solder | <input type="checkbox"/> Unknown |
| <input type="checkbox"/> Copper, no lead solder | <input type="checkbox"/> Not Accessible |
| <input type="checkbox"/> Galvanized | <input type="checkbox"/> Other: <i>Specify</i> _____ |

COMPLETE ONLY IF REPLACING THE STREET-SIDE SERVICE LINE (OPTIONAL)

Previous street-side service line material?

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> Lead | <input type="checkbox"/> Copper |
| <input type="checkbox"/> Galvanized | <input type="checkbox"/> Plastic |
| <input type="checkbox"/> Unknown – may contain lead or galvanized | <input type="checkbox"/> Ductile Iron |
| <input type="checkbox"/> Unknown – does not contain lead or galvanized | <input type="checkbox"/> Cast Iron |
| <input type="checkbox"/> Other: <i>Specify</i> _____ | |

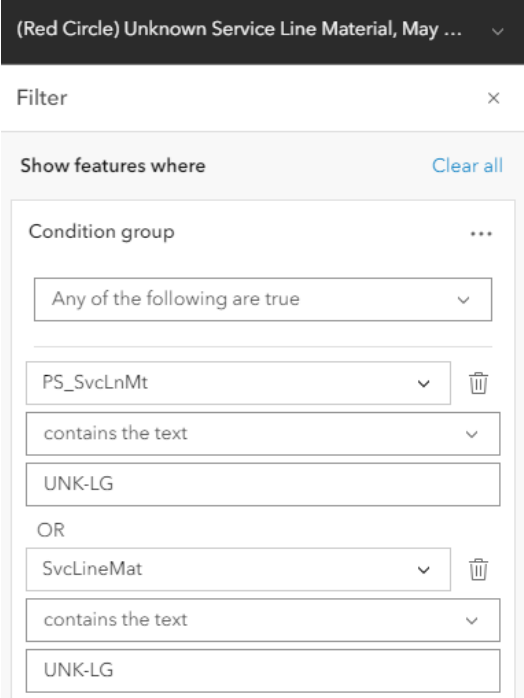
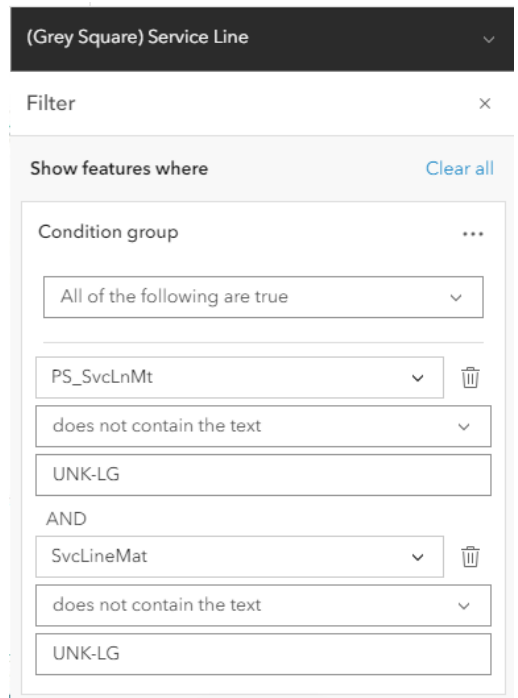
Was a Lead Connector present? Yes No Not Known

Attachment D – Map of Water System Services

Map of Water System Services

A GIS shapefile was transmitted with this Inventory Improvement Plan in lieu of a printed map attachment. The shapefile is a copy of your initial service line inventory, geolocated to an approximate point to represent each service line. Point locations were approximated to the parcel served and do not reflect an accurate or surveyed location of the service line. The attribute table aligns with the Wisconsin Department of Natural Resource's Excel spreadsheet template but is not a comprehensive copy of all columns in the template. Please refer to the initial service line inventory provided in Attachment A in Excel format for your comprehensive service line inventory.

To prioritize future service line investigations to reduce unknowns in your inventory, Jacobs recommends the below expression for symbolizing the points to observe where there are unknown services (shown as red circles) that may contain lead or galvanized iron:

<p><u>Red Circle:</u> "Unknown Service Line Material, May Contain Lead or Galvanized"</p> <p>ArcGIS Desktop or Pro Definition Query: PS_SvcLnMtrl LIKE '%UNK-LG%' Or SvcLineMaterial LIKE '%UNK-LG%'</p> <p>AGOL Filter:</p>  <p>The screenshot shows the AGOL Filter interface for the 'Red Circle' filter. The filter name is '(Red Circle) Unknown Service Line Material, May ...'. The filter expression is 'Any of the following are true'. It consists of two conditions: 'PS_SvcLnMt contains the text UNK-LG' and 'SvcLineMat contains the text UNK-LG', connected by an OR operator.</p>	<p><u>Grey Square:</u> "Service Line"</p> <p>ArcGIS Desktop or Pro Definition Query: PS_SvcLnMtrl NOT LIKE '%UNK-LG%' And SvcLineMaterial NOT LIKE '%UNK-LG%'</p> <p>AGOL Filter:</p>  <p>The screenshot shows the AGOL Filter interface for the 'Grey Square' filter. The filter name is '(Grey Square) Service Line'. The filter expression is 'All of the following are true'. It consists of two conditions: 'PS_SvcLnMt does not contain the text UNK-LG' and 'SvcLineMat does not contain the text UNK-LG', connected by an AND operator.</p>
--	---

Below is a summary of the attribute fields, their aliases, and their domains:

SiteID (SITE ID)

SS_SvcLnDt (STREET SIDE SERVICE LINE INSTALL DATE (YYYY))

LocationID (LOCATION IDENTIFIER)

PWSID (Public Works System ID)

GseNck_Present (GOOSENECK CURRENTLY PRESENT?)

- Y (YES - WITH CERTAINTY)
- N (NO - WITH CERTAINTY)
- UNK (UNKNOWN)

SvcLineMaterial (CURRENT STREET SIDE SERVICE LINE MATERIAL)

- L (CONFIRMED LEAD)
- C (CONFIRMED COPPER)
- G (CONFIRMED GALVANIZED)
- DI (CONFIRMED DUCTILE IRON)
- CI-L (CONFIRMED LINED CAST IRON)
- CI-U (CONFIRMED UNLINED CAST IRON)
- UNK-LG (UNKNOWN - MAY CONTAIN LEAD OR GALVANIZED)
- UNK-NOLG (UNKNOWN - DEFINITELY DOES NOT CONTAIN LEAD OR GALVANIZED)
- P (CONFIRMED PVC/HDPE)

PreviousLead (WAS STREET SIDE SERVICE LINE MATERIAL EVER PREVIOUSLY LEAD?)

- Y (YES - WITH CERTAINTY)
- N (NO - WITH CERTAINTY)
- UNK (UNKNOWN)

PS_SvcLnMtrl (CURRENT PROPERTY SIDE SERVICE LINE MATERIAL)

- L (CONFIRMED LEAD)
- C (CONFIRMED COPPER)
- G (CONFIRMED GALVANIZED)
- DI (CONFIRMED DUCTILE IRON)
- CI-L (CONFIRMED LINED CAST IRON)
- CI-U (CONFIRMED UNLINED CAST IRON)
- UNK-LG (UNKNOWN - MAY CONTAIN LEAD OR GALVANIZED)
- UNK-NOLG (UNKNOWN - DEFINITELY DOES NOT CONTAIN LEAD OR GALVANIZED)
- P (CONFIRMED PVC/HDPE)

Bldg_Type (BUILDING TYPE)

- SF (SINGLE-FAMILY RESIDENTIAL)
- MF (MULTI-FAMILY RESIDENTIAL)
- NONRES (NONRESIDENTIAL)

SSM Class (BASIS OF STREET SIDE MATERIAL CLASSIFICATION)

- Previous eval (*Previous Materials Evaluation*)
- Installation record (*Installation record (e.g., tap card)*)
- Installed after lead ban (*Installation date after lead ban (1986)*)
- Diameter > 2 inches (*Service line diameter is > 2 inches*)
- SL repair/replace record (*Service line repair or replacement record*)
- Other - describe in notes (*Other*)
- No records (may contain lead) (*No records (may contain lead)*)

PSM Class (BASIS OF PROPERTY SIDE MATERIAL CLASSIFICATION)

- Previous eval (*Previous Materials Evaluation*)
- Installation record (*Installation record (e.g., tap card)*)
- Installed after lead ban (*Installation date after lead ban (1986)*)
- Diameter > 2 inches (*Service line diameter is > 2 inches*)
- SL repair/replace record (*Service line repair or replacement record*)
- Other - describe in notes (*Other*)
- No records (may contain lead) (*No records (may contain lead)*)

PS SvcLnDt (PROPERTY SIDE SERVICE LINE INSTALL DATE (YYYY))

Notes (NOTES MATERIAL CLASSIFICATION)

SS ServiceLineSize (Street Side Service Line Size (Inches))

PS ServiceLineSize (Property Side Service Line Size (Inches))

Attachment E – Addresses Requiring Consumer Notifications

SITE ID	LOCATIONAL IDENTIFIER	CLASSIFICATION FOR ENTIRE SERVICE LINE
	230 E MAIN STREET	Lead Status Unknown
	189 E MAIN STREET	Lead Status Unknown
	8 W MAIN STREET	Lead Status Unknown
	14 W MAIN STREET	Lead Status Unknown
	6 E MAIN STREET	Lead Status Unknown
	468 S MADISON STREET	Lead Status Unknown
	456 S MADISON STREET	Lead Status Unknown
	459 S MADISON STREET	Lead Status Unknown
	448 S MADISON STREET	Lead Status Unknown
	429 S MADISON STREET	Lead Status Unknown
	422 S MADISON STREET	Lead Status Unknown
	411 S MADISON STREET	Lead Status Unknown
	408 S MADISON STREET	Lead Status Unknown
	32 W MAIN STREET	Lead Status Unknown
	19 W MAIN STREET	Lead Status Unknown
	17 W MAIN STREET	Lead Status Unknown
	15 W MAIN STREET	Lead Status Unknown
	11 W MAIN STREET	Lead Status Unknown
9 W Main St	9 W Main St	Lead Status Unknown
	1 N MADISON STREET	Lead Status Unknown
	8 RAILROAD STREET	Lead Status Unknown
	368 UNION STREET	Lead Status Unknown
7 W Main St	7 W Main St	Lead Status Unknown
	150 UNION STREET	Lead Status Unknown
	284 E MAIN STREET	Lead Status Unknown
	288 E MAIN STREET	Lead Status Unknown
	292 E MAIN STREET	Lead Status Unknown
	302 E MAIN STREET	Lead Status Unknown
	306 E MAIN STREET	Lead Status Unknown
	278 E MAIN STREET	Lead Status Unknown
	310 E MAIN STREET	Lead Status Unknown
	319 E MAIN STREET	Lead Status Unknown
	322 E MAIN STREET	Lead Status Unknown
	325 E MAIN STREET	Lead Status Unknown
	329 E MAIN STREET	Lead Status Unknown
	332 E MAIN STREET	Lead Status Unknown
	339 E MAIN STREET	Lead Status Unknown
	344 E MAIN STREET	Lead Status Unknown
	445 E MAIN STREET	Lead Status Unknown
	457 E MAIN STREET	Lead Status Unknown
	405 E MAIN STREET	Lead Status Unknown

	411 E MAIN STREET	Lead Status Unknown
	417 E MAIN STREET	Lead Status Unknown
	402 E MAIN STREET	Lead Status Unknown
	423 E MAIN STREET	Lead Status Unknown
	431 E MAIN STREET	Lead Status Unknown
	439 E MAIN STREET	Lead Status Unknown
	520 E MAIN STREET	Lead Status Unknown
	20 COUNTRYSIDE DRIVE	Lead Status Unknown
	515 E MAIN STREET	Lead Status Unknown
	250 E MAIN STREET	Lead Status Unknown
	260 E MAIN STREET	Lead Status Unknown
	270 E MAIN STREET	Lead Status Unknown
	369 UNION STREET	Lead Status Unknown
	319 UNION STREET	Lead Status Unknown
350 N Hwy 14	340 UNION STREET	Lead Status Unknown
	339 LINCOLN STREET	Lead Status Unknown
	306 LINCOLN STREET	Lead Status Unknown
	239 LINCOLN STREET	Lead Status Unknown
	315 LINCOLN STREET	Lead Status Unknown
	327 LINCOLN STREET	Lead Status Unknown
	421 LINCOLN STREET	Lead Status Unknown
	432 LINCOLN STREET	Lead Status Unknown
	433 LINCOLN STREET	Lead Status Unknown
	443 LINCOLN STREET	Lead Status Unknown
	222 LINCOLN STREET	Lead Status Unknown
	115 HIGHLAND STREET	Lead
	124 HIGHLAND STREET	Lead
	130 HIGHLAND STREET	Lead
	116 N FIRST STREET	Lead Status Unknown
	128 N FIRST STREET	Lead
	33 N FIRST STREET	Lead Status Unknown
	123 N FIRST STREET	Lead
	437 HIGGINS DRIVE	Lead Status Unknown
	126 GROVE STREET	Lead Status Unknown
	308 GROVE STREET	Lead Status Unknown
	129 W MAIN STREET	Lead
	137 W MAIN STREET	Lead
	138 W MAIN STREET	Lead
	130 LIBERTY LANE	Lead Status Unknown
	103 W MAIN STREET	Lead Status Unknown
	104 W MAIN STREET	GRR
	111 W MAIN STREET	Lead
	234 W LIBERTY STREET	Lead
	226 W LIBERTY STREET	Lead
	252 W LIBERTY STREET	GRR
	246 W LIBERTY STREET	GRR
	240 W LIBERTY STREET	GRR

239 W LIBERTY STREET	GRR
210 W LIBERTY STREET	Lead
144 W LIBERTY STREET	GRR
143 W LIBERTY STREET	Lead
136 W LIBERTY STREET	GRR
132 W LIBERTY STREET	Lead
126 W LIBERTY STREET	Lead
122 W LIBERTY STREET	Lead
112 W LIBERTY STREET	GRR
421 W LIBERTY STREET	Lead Status Unknown
427 W LIBERTY STREET	Lead Status Unknown
433 W LIBERTY STREET	Lead Status Unknown
445 W LIBERTY STREET	Lead Status Unknown
310 HIGGINS DRIVE	Lead Status Unknown
411 W LIBERTY STREET	Lead Status Unknown
442 W MAIN STREET	Lead Status Unknown
458 W MAIN STREET	Lead Status Unknown
465 W MAIN STREET	Lead Status Unknown
52 N MADISON STREET	Lead
268 W LIBERTY STREET	Lead
214 W LIBERTY STREET	Lead
204 W LIBERTY STREET	GRR
220 KINSEY COURT	Lead Status Unknown
39 W LIBERTY STREET	Lead
35 W LIBERTY STREET	Lead
34 W LIBERTY STREET	GRR
143 W MAIN STREET	GRR
323 GROVE STREET	Lead Status Unknown
420 HIGGINS DRIVE	Lead Status Unknown
125 GROVE STREET	Lead Status Unknown
339 W LIBERTY STREET	Lead
263 GARFIELD AVENUE	Lead Status Unknown
133 GROVE STREET	Lead Status Unknown
421 HIGGINS DRIVE	Lead Status Unknown
439 HIGGINS DRIVE	Lead Status Unknown
313 HIGGINS DRIVE	Lead Status Unknown
314 HIGGINS DRIVE	Lead Status Unknown
414 FOWLER CIRCLE	Lead Status Unknown
333 W LIBERTY STREET	Lead
327 W LIBERTY STREET	Lead
315 W LIBERTY STREET	Lead
259 W LIBERTY STREET	Lead
251 W LIBERTY STREET	Lead Status Unknown
353 W LIBERTY STREET	Lead
451 W LIBERTY STREET	Lead Status Unknown
231 W LIBERTY STREET	Lead
225 W LIBERTY STREET	GRR

	213 W LIBERTY STREET	GRR
	209 W LIBERTY STREET	GRR
	107 W LIBERTY STREET	GRR
	40 W LIBERTY STREET	GRR
	29 W LIBERTY STREET	GRR
	26 W LIBERTY STREET	GRR
	21 W LIBERTY STREET	Lead
	10 W LIBERTY STREET	Lead
	135 W LIBERTY STREET	Lead
	129 W LIBERTY STREET	GRR
	131 LIBERTY LANE	Lead Status Unknown
	211 KINSEY COURT	Lead Status Unknown
	117 W MAIN STREET	Lead
	120 W MAIN STREET	Lead
	128 W MAIN STREET	Lead
	132 W MAIN STREET	Lead
	210 KINSEY COURT	Lead Status Unknown
	403 W MAIN STREET	Lead Status Unknown
	433 W MAIN STREET	Lead Status Unknown
	493 W MAIN STREET	Lead Status Unknown
	35 N MADISON STREET	Lead
	38 N MADISON STREET	Lead
	47 N MADISON STREET	Lead
	470 GARFIELD AVENUE	Lead Status Unknown
	7821 N SOUTH FIFTH STREET	Lead Status Unknown
	7809 N SOUTH FIFTH STREET	Lead Status Unknown
	7727 N SOUTH FIFTH STREET	Lead Status Unknown
	5427 W FAIR STREET	Lead Status Unknown
	5417 W FAIR STREET	Lead Status Unknown
	5401 W FAIR STREET	Lead Status Unknown
	5325 W FAIR STREET	Lead Status Unknown
	5315 W FAIR STREET	Lead Status Unknown
	205 W CHURCH STREET	GRR
	113 W CHURCH STREET	GRR
	5 W CHURCH STREET	Lead Status Unknown
2 & 4 Grove St	4 GROVE STREET	Lead Status Unknown
	14 GARFIELD AVENUE	Lead
	3 W LIBERTY STREET	Lead
	250 W MAIN STREET	Lead
	257 W MAIN STREET	Lead
	262 W MAIN STREET	Lead
	244 W MAIN STREET	Lead
	249 W MAIN STREET	Lead
	263 W MAIN STREET	Lead
	268 W MAIN STREET	Lead
	302 W MAIN STREET	Lead
	303 W MAIN STREET	Lead

	306 W MAIN STREET	Lead
	309 W MAIN STREET	Lead
	243 W MAIN STREET	Lead
	237 W MAIN STREET	Lead
	236 W MAIN STREET	Lead
	228 W MAIN STREET	Lead
	223 W MAIN STREET	Lead
	217 W MAIN STREET	Lead
	227 W MAIN STREET	Lead
	208 W MAIN STREET	Lead
	216 W MAIN STREET	Lead
	209 W MAIN STREET	Lead
	204 W MAIN STREET	Lead
	203 W MAIN STREET	Lead
	16 W MAIN STREET	GRR
	1 W MAIN STREET	Lead
	18 W MAIN STREET	Lead Status Unknown
	20 W MAIN STREET	Lead Status Unknown
	38 W MAIN STREET	GRR
	2 E MAIN STREET	Lead Status Unknown
	16 E MAIN STREET	Lead Status Unknown
12 & 14 E Main St	12 E MAIN STREET	Lead Status Unknown
	10 E MAIN STREET	Lead Status Unknown
	24 E MAIN STREET	Lead Status Unknown
	128 E MAIN STREET	GRR
	347 W MAIN STREET	Lead
	354 W MAIN STREET	Lead
	334 W MAIN STREET	Lead
	335 W MAIN STREET	Lead
	340 W MAIN STREET	Lead
	341 W MAIN STREET	Lead
320 & 322 W Main St	322 W MAIN STREET	Lead
	325 W MAIN STREET	Lead
	318 W MAIN STREET	Lead
	319 W MAIN STREET	Lead
	328 W MAIN STREET	Lead Status Unknown
	436 HIGGINS DRIVE	Lead Status Unknown
	434 HIGGINS DRIVE	Lead Status Unknown
	432 HIGGINS DRIVE	Lead Status Unknown
	429 HIGGINS DRIVE	Lead Status Unknown
	425 HIGGINS DRIVE	Lead Status Unknown
	413 FOWLER CIRCLE	Lead Status Unknown
	412 FOWLER CIRCLE	Lead Status Unknown
	411 FOWLER CIRCLE	Lead Status Unknown
	219 W LIBERTY STREET	GRR
	486 W MAIN STREET	Lead Status Unknown
	439 W LIBERTY STREET	Lead Status Unknown

9 W LIBERTY STREET	Lead Status Unknown
240 KINSEY COURT	Lead Status Unknown
453 W MAIN STREET	Lead Status Unknown
120 GROVE STREET	Lead Status Unknown
245 W LIBERTY STREET	Lead
43 N MADISON STREET	Lead
457 W MAIN STREET	Lead Status Unknown
469 W MAIN STREET	Lead Status Unknown
475 W MAIN STREET	Lead Status Unknown
477 W MAIN STREET	Lead Status Unknown
487 W MAIN STREET	Lead Status Unknown
114 W MAIN STREET	Lead
429 W MAIN STREET	Lead Status Unknown
432 W MAIN STREET	Lead Status Unknown
456 W MAIN STREET	Lead Status Unknown
468 W MAIN STREET	Lead Status Unknown
476 W MAIN STREET	Lead Status Unknown
496 W MAIN STREET	Lead Status Unknown
529 W MAIN STREET	Lead Status Unknown
345 W LIBERTY STREET	Lead
60 N MADISON STREET	Lead
48 N MADISON STREET	Lead
53 N MADISON STREET	Lead
56 N MADISON STREET	Lead
21 GARFIELD AVENUE	Lead
44 GARFIELD AVENUE	Lead
104 GARFIELD AVENUE	Lead
119 GARFIELD AVENUE	Lead Status Unknown
227 GARFIELD AVENUE	Lead Status Unknown
110 GARFIELD AVENUE	Lead
126 GARFIELD AVENUE	Lead
136 GARFIELD AVENUE	GRR
215 GARFIELD AVENUE	Lead Status Unknown
216 GARFIELD AVENUE	Lead
222 GARFIELD AVENUE	Lead Status Unknown
233 GARFIELD AVENUE	Lead Status Unknown
26 GARFIELD AVENUE	Lead
27 GARFIELD AVENUE	Lead
12 J LINDEMANN DRIVE	Lead Status Unknown
310 GARFIELD AVENUE	Lead Status Unknown
321 GARFIELD AVENUE	Lead Status Unknown
329 GARFIELD AVENUE	Lead Status Unknown
336 GARFIELD AVENUE	Lead Status Unknown
337 GARFIELD AVENUE	Lead Status Unknown
460 W CHURCH STREET	Lead Status Unknown
470 W CHURCH STREET	Lead Status Unknown
477 W CHURCH STREET	Lead Status Unknown

	480 W CHURCH STREET	Lead Status Unknown
	489 W CHURCH STREET	Lead Status Unknown
	459 W CHURCH STREET	Lead Status Unknown
	430 W CHURCH STREET	Lead Status Unknown
	418 W CHURCH STREET	Lead Status Unknown
	257 W CHURCH STREET	Lead
	242 W CHURCH STREET	GRR
	213 W CHURCH STREET	GRR
	210 W CHURCH STREET	Lead
	204 W CHURCH STREET	GRR
	143 W CHURCH STREET	Lead
	138 W CHURCH STREET	Lead Status Unknown
	128 W CHURCH STREET	GRR
	127 W CHURCH STREET	GRR
	112 W CHURCH STREET	GRR
	101 W CHURCH STREET	GRR
	42 W CHURCH STREET	Lead Status Unknown
	39 W CHURCH STREET	GRR
21 W Church St	31 W CHURCH STREET	Lead
	22 W CHURCH STREET	GRR
	10 W CHURCH STREET	Lead Status Unknown
	15 GROVE STREET	Lead Status Unknown
	32 GROVE STREET	Lead Status Unknown
	133 ENTERPRISE STREET	GRR
	230 GARFIELD AVENUE	Lead Status Unknown
	309 GARFIELD AVENUE	Lead Status Unknown
	464 W CHURCH STREET	Lead Status Unknown
	467 W CHURCH STREET	Lead Status Unknown
	490 W CHURCH STREET	Lead Status Unknown
	442 W CHURCH STREET	Lead Status Unknown
	426 W CHURCH STREET	Lead Status Unknown
	412 W CHURCH STREET	Lead Status Unknown
	262 W CHURCH STREET	GRR
	246 W CHURCH STREET	Lead Status Unknown
	236 W CHURCH STREET	GRR
	230 W CHURCH STREET	Lead
	227 W CHURCH STREET	Lead
	224 W CHURCH STREET	GRR
	214 W CHURCH STREET	GRR
	144 W CHURCH STREET	Lead Status Unknown
	137 W CHURCH STREET	Lead
31 & 31 1/2 W Church St	31 W CHURCH STREET	Lead
	27 GROVE STREET	Lead
	42 GROVE STREET	Lead
28 Garfield Ave	30 GARFIELD AVENUE	Lead Status Unknown
	30 GARFIELD AVENUE	Lead
39 Garfield Ave	35 GARFIELD AVENUE	Lead Status Unknown

	36 GARFIELD AVENUE	GRR
	116 GARFIELD AVENUE	GRR
	120 GARFIELD AVENUE	Lead Status Unknown
	125 GARFIELD AVENUE	GRR
	131 GARFIELD AVENUE	Lead
	255 GARFIELD AVENUE	Lead Status Unknown
	303 GARFIELD AVENUE	Lead Status Unknown
	304 GARFIELD AVENUE	Lead Status Unknown
	344 GARFIELD AVENUE	Lead Status Unknown
	389 GARFIELD AVENUE	Lead Status Unknown
	576 GARFIELD AVENUE	Lead
637 Garfield Ave	637 Garfield Ave	Lead
	495 W CHURCH STREET	Lead Status Unknown
	427 W CHURCH STREET	Lead Status Unknown
	239 W CHURCH STREET	Lead
	263 W CHURCH STREET	GRR
	245 W CHURCH STREET	Lead
	209 W CHURCH STREET	Lead
	134 W CHURCH STREET	GRR
	129 W CHURCH STREET	Lead Status Unknown
	120 W CHURCH STREET	Lead Status Unknown
	30 W CHURCH STREET	Lead Status Unknown
	19 W CHURCH STREET	Lead
	11 W CHURCH STREET	Lead Status Unknown
	48 GROVE STREET	GRR
	104 GROVE STREET	GRR
	111 GROVE STREET	Lead
	112 GROVE STREET	Lead
	116 GROVE STREET	Lead
	119 GROVE STREET	Lead
	132 GARFIELD AVENUE	GRR
	21 S MADISON STREET	Lead
	319 S SECOND STREET	GRR
	322 S SECOND STREET	GRR
	328 S SECOND STREET	GRR
	335 S SECOND STREET	Lead
	336 S SECOND STREET	GRR
	344 S SECOND STREET	GRR
	401 S SECOND STREET	GRR
	409 S SECOND STREET	GRR
	245 FRANKLIN STREET	Lead Status Unknown
	257 FRANKLIN STREET	Lead
	262 FRANKLIN STREET	GRR
	267 FRANKLIN STREET	Lead
	279 FRANKLIN STREET	Lead
	280 FRANKLIN STREET	Lead
	299 FRANKLIN STREET	Lead

	307 FRANKLIN STREET	GRR
	313 FRANKLIN STREET	Lead Status Unknown
	122 N THIRD STREET	Lead Status Unknown
	140 N THIRD STREET	Lead Status Unknown
	220 N THIRD STREET	Lead Status Unknown
	239 FRANKLIN STREET	Lead Status Unknown
	233 FRANKLIN STREET	Lead Status Unknown
	343 ALMERON STREET	Lead Status Unknown
	317 ALMERON STREET	Lead Status Unknown
	312 ALMERON STREET	Lead Status Unknown
	438 ALMERON STREET	Lead Status Unknown
	422 ALMERON STREET	Lead Status Unknown
	202 FAIR STREET	Lead Status Unknown
	33 N SECOND STREET	Lead
	54 N SECOND STREET	Lead
	106 N SECOND STREET	Lead
	114 N SECOND STREET	Lead
	126 N SECOND STREET	Lead
	127 N SECOND STREET	Lead
	437 S SECOND STREET	Lead
513 S 2nd St	511 S SECOND STREET	Lead Status Unknown
	525 S SECOND STREET	Lead Status Unknown
	316 FRANKLIN STREET	Lead Status Unknown
	268 FRANKLIN STREET	Lead
	274 FRANKLIN STREET	Lead
	275 FRANKLIN STREET	GRR
	284 FRANKLIN STREET	GRR
	121 N THIRD STREET	Lead Status Unknown
	123 N THIRD STREET	Lead Status Unknown
	219 N THIRD STREET	Lead Status Unknown
	222 N THIRD STREET	Lead Status Unknown
	231 FAIR STREET	Lead Status Unknown
	53 N SECOND STREET	Lead
	124 S SECOND STREET	Lead
	230 S THIRD STREET	Lead Status Unknown
	302 S SECOND STREET	GRR
	305 S SECOND STREET	GRR
	235 S SECOND STREET	GRR
	308 S SECOND STREET	Lead
	309 S SECOND STREET	Lead
	318 S SECOND STREET	GRR
	130 E CHURCH STREET	GRR
	115 CLIFTON STREET	Lead Status Unknown
	230 CLIFTON STREET	Lead Status Unknown
	15 MILL STREET	Lead Status Unknown
	31 MILL STREET	Lead
	39 MILL STREET	Lead Status Unknown

	40 MILL STREET	Lead
	20 RAILROAD STREET	Lead
	121 CRAWFORD STREET	Lead Status Unknown
	129 CRAWFORD STREET	Lead Status Unknown
	324 FRANKLIN STREET	Lead Status Unknown
	263 FRANKLIN STREET	Lead Status Unknown
	287 FRANKLIN STREET	Lead Status Unknown
	293 FRANKLIN STREET	Lead
	339 FRANKLIN STREET	Lead Status Unknown
	460 ALMERON STREET	Lead
	415 ALMERON STREET	Lead
	331 ALMERON STREET	Lead
	326 ALMERON STREET	Lead
	310 ALMERON STREET	Lead
	225 FAIR STREET	Lead Status Unknown
	15 N SECOND STREET	Lead
	25 N SECOND STREET	Lead
	40 N SECOND STREET	Lead
	43 N SECOND STREET	Lead
46 & 48 N 2nd St	46 N SECOND STREET	Lead
	115 N SECOND STREET	Lead
	24 S SECOND STREET	Lead
	25 S SECOND STREET	Lead
	113 S SECOND STREET	GRR
	116 S SECOND STREET	Lead
	214 S SECOND STREET	Lead Status Unknown
	423 S SECOND STREET	Lead
	429 S SECOND STREET	Lead
	420 S SECOND STREET	Lead Status Unknown
	441 S SECOND STREET	Lead Status Unknown
	511 S SECOND STREET	Lead Status Unknown
	455 S FIRST STREET	Lead Status Unknown
	202 S MADISON STREET	Lead Status Unknown
	1 MILL STREET	Lead Status Unknown
	148 E CHURCH STREET	Lead Status Unknown
	442 ALMERON STREET	Lead
	447 ALMERON STREET	Lead Status Unknown
	454 ALMERON STREET	Lead Status Unknown
	430 ALMERON STREET	Lead Status Unknown
	421 ALMERON STREET	Lead Status Unknown
	414 ALMERON STREET	Lead
	409 ALMERON STREET	Lead
	403 ALMERON STREET	Lead Status Unknown
	350 ALMERON STREET	Lead Status Unknown
	349 ALMERON STREET	Lead Status Unknown
	337 ALMERON STREET	Lead Status Unknown
	311 ALMERON STREET	Lead

15 CEMETERY ROAD	Lead Status Unknown
16 N SECOND STREET	Lead
20 N SECOND STREET	Lead Status Unknown
34 N SECOND STREET	Lead
105 N SECOND STREET	Lead
119 N SECOND STREET	Lead
213 S SECOND STREET	Lead
221 S SECOND STREET	GRR
410 S SECOND STREET	Lead Status Unknown
415 S SECOND STREET	Lead
101 CLIFTON STREET	Lead Status Unknown
22 JACKSON STREET	Lead
453 S SECOND STREET	Lead Status Unknown
125 CLIFTON STREET	Lead Status Unknown
139 CLIFTON STREET	Lead Status Unknown
453 MEADOW LANE	Lead Status Unknown
434 MEADOW LANE	Lead Status Unknown
19 MILL STREET	Lead Status Unknown
20 MILL STREET	Lead
200 MAPLE STREET	Lead Status Unknown
23 MILL STREET	Lead
28 MILL STREET	Lead
21 JACKSON STREET	GRR
435 ALMERON STREET	Lead
429 ALMERON STREET	Lead Status Unknown
410 ALMERON STREET	Lead
402 ALMERON STREET	Lead
338 ALMERON STREET	Lead Status Unknown
325 ALMERON STREET	Lead Status Unknown
318 ALMERON STREET	Lead
170 E CHURCH STREET	Lead Status Unknown
126 MAPLE STREET	Lead
133 MAPLE STREET	Lead Status Unknown
110 E CHURCH STREET	Lead Status Unknown
120 N SECOND STREET	Lead Status Unknown
17 S SECOND STREET	Lead Status Unknown
227 S SECOND STREET	GRR
121 MAPLE STREET	Lead
140 MAPLE STREET	Lead
103 MAPLE STREET	Lead Status Unknown
125 MAPLE STREET	Lead
413 MEADOW LANE	Lead Status Unknown
424 MEADOW LANE	Lead Status Unknown
225 CLIFTON STREET	Lead Status Unknown
31 MAPLE STREET	Lead
332 ALMERON STREET	Lead Status Unknown
128 CRAWFORD STREET	Lead Status Unknown

12 N SECOND STREET	Lead
124 N FIRST STREET	Lead
475 BADGER DRIVE	Lead Status Unknown
462 BADGER DRIVE	Lead Status Unknown
449 BADGER DRIVE	Lead Status Unknown
442 BADGER DRIVE	Lead Status Unknown
440 BADGER DRIVE	Lead Status Unknown
19 S THIRD STREET	Lead Status Unknown
481 BADGER DRIVE	Lead Status Unknown
474 BADGER DRIVE	Lead Status Unknown
461 BADGER DRIVE	Lead Status Unknown
450 BADGER DRIVE	Lead Status Unknown
437 BADGER DRIVE	Lead Status Unknown
428 BADGER DRIVE	Lead Status Unknown
423 BADGER DRIVE	Lead Status Unknown
419 BADGER DRIVE	Lead Status Unknown
407 BADGER DRIVE	Lead Status Unknown
103 S THIRD STREET	Lead
114 S THIRD STREET	Lead Status Unknown
233 S THIRD STREET	Lead Status Unknown
311 W LIBERTY STREET	Lead Status Unknown
19 S FOURTH STREET	Lead
105 S FOURTH STREET	Lead Status Unknown
125 S FOURTH STREET	Lead Status Unknown
420 S FOURTH STREET	Lead Status Unknown
61 S FIFTH STREET	Lead Status Unknown
41 N FIFTH STREET	Lead Status Unknown
101 N FIFTH STREET	Lead Status Unknown
105 N FIFTH STREET	Lead Status Unknown
109 N FIFTH STREET	Lead Status Unknown
31 N FIFTH STREET	Lead Status Unknown
141 S FIFTH STREET	Lead Status Unknown
221 S FIFTH STREET	Lead Status Unknown
321 S FIFTH STREET	Lead Status Unknown
401 S FIFTH STREET	Lead Status Unknown
515 S FIFTH STREET	Lead Status Unknown
563 S FIFTH STREET	Lead Status Unknown
571 S FIFTH STREET	Lead Status Unknown
520 S FIFTH STREET	Lead Status Unknown
500 S FIFTH STREET	Lead Status Unknown
22 MONTGOMERY COURT	Lead
34 MONTGOMERY COURT	Lead
20 N FIRST STREET	Lead
17 N FIRST STREET	Lead Status Unknown
25 S FOURTH STREET	Lead Status Unknown
229 S FOURTH STREET	Lead Status Unknown
143 N FIFTH STREET	Lead Status Unknown

	21 S FIFTH STREET	Lead Status Unknown
	41 S FIFTH STREET	Lead Status Unknown
& 15 N 5th St	11 N FIFTH STREET	Lead Status Unknown
	121 S FIFTH STREET	Lead Status Unknown
	161 S FIFTH STREET	Lead Status Unknown
	220 S FIFTH STREET	Lead Status Unknown
	335 S FIFTH STREET	Lead Status Unknown
	349 S FIFTH STREET	Lead Status Unknown
	475 S FIFTH STREET	Lead Status Unknown
	525 S FIFTH STREET	Lead Status Unknown
	535 S FIFTH STREET	Lead Status Unknown
	555 S FIFTH STREET	Lead Status Unknown
	430 S FIFTH STREET	Lead Status Unknown
	410 S FIFTH STREET	Lead Status Unknown
	18 MONTGOMERY COURT	Lead
	21 MONTGOMERY COURT	Lead
	25 MONTGOMERY COURT	Lead
	42 MONTGOMERY COURT	Lead
	478 BADGER DRIVE	Lead Status Unknown
	431 BADGER DRIVE	Lead Status Unknown
	422 BADGER DRIVE	Lead Status Unknown
	406 BADGER DRIVE	Lead Status Unknown
	485 BADGER DRIVE	Lead Status Unknown
	492 BADGER DRIVE	Lead Status Unknown
	20 S THIRD STREET	Lead Status Unknown
	117 S THIRD STREET	Lead
	223 S THIRD STREET	Lead Status Unknown
	23 S FOURTH STREET	Lead
	33 S FOURTH STREET	Lead
	109 S FOURTH STREET	Lead
	128 S FOURTH STREET	Lead
	133 S FOURTH STREET	Lead Status Unknown
202 S 4th St	353 W LIBERTY STREET	Lead Status Unknown
	317 S FOURTH STREET	Lead Status Unknown
	51 N FIFTH STREET	Lead Status Unknown
	123 N FIFTH STREET	Lead Status Unknown
	181 S FIFTH STREET	Lead Status Unknown
	302 S FIFTH STREET	Lead Status Unknown
	303 S FIFTH STREET	Lead Status Unknown
	317 S FIFTH STREET	Lead Status Unknown
	505 S FIFTH STREET	Lead Status Unknown
	579 S FIFTH STREET	Lead Status Unknown
	470 S FIFTH STREET	Lead Status Unknown
	213 MAPLE STREET	Lead Status Unknown
	214 MAPLE STREET	Lead Status Unknown
	217 MAPLE STREET	Lead
	113 N FIFTH STREET	Lead Status Unknown

17 & 19 S 5th St	17 & 19 S 5th St	Lead Status Unknown
	260 S FIFTH STREET	Lead Status Unknown
	240 S FIFTH STREET	Lead Status Unknown
	241 S FIFTH STREET	Lead Status Unknown
	465 S FIFTH STREET	Lead Status Unknown
	461 S FIFTH STREET	Lead Status Unknown
	451 S FIFTH STREET	Lead Status Unknown
	431 S FIFTH STREET	Lead Status Unknown
	425 S FIFTH STREET	Lead Status Unknown
	421 S FIFTH STREET	Lead Status Unknown
	411 S FIFTH STREET	Lead Status Unknown
	407 S FIFTH STREET	Lead Status Unknown
	306 S FIFTH STREET	Lead Status Unknown
	312 S FIFTH STREET	Lead Status Unknown
	328 S FIFTH STREET	Lead Status Unknown
	462 S FIFTH STREET	Lead Status Unknown
	460 S FIFTH STREET	Lead Status Unknown
	134 N MADISON STREET	Lead Status Unknown
	113 S THIRD STREET	Lead
	33 S THIRD STREET	Lead
	131 S THIRD STREET	GRR
	123 S 3RD STREET	GRR
	122 S THIRD STREET	Lead
	26 N FIRST STREET	Lead
South	134 ENTERPRISE STREET	Lead Status Unknown
	535 S MADISON STREET	Lead Status Unknown
	4937 W WALKER STREET	Lead Status Unknown
8	5503 W FAIR STREET	Lead Status Unknown
	4955 W WALKER STREET	Lead Status Unknown
	4915 W WALKER STREET	Lead Status Unknown
	4905 W WALKER STREET	Lead Status Unknown
7	5503 W FAIR STREET	Lead Status Unknown
	15 ANTES DRIVE	Lead Status Unknown
	428 UNION STREET	Lead Status Unknown
	32 CEMETERY ROAD	Lead Status Unknown
534 Golden Grove Dr	534 Golden Grove Dr	Lead Status Unknown
31 Moonshine Dr	31 Moonshine Dr	Lead Status Unknown
513 Lemon Arbor Dr	513 Lemon Arbor Dr	Lead Status Unknown
514 Lemon Arbor Dr	514 Lemon Arbor Dr	Lead Status Unknown
510 Lemon Arbor Dr	510 Lemon Arbor Dr	Lead Status Unknown
507 Lemon Arbor Dr	507 Lemon Arbor Dr	Lead Status Unknown
506 Lemon Arbor Dr	506 Lemon Arbor Dr	Lead Status Unknown
504 Lemon Arbor Dr	504 Lemon Arbor Dr	Lead Status Unknown
17 Garrison Dr	17 Garrison Dr	Lead Status Unknown
526 Golden Grove Dr	526 Golden Grove Dr	Lead Status Unknown
530 Golden Grove Dr	530 Golden Grove Dr	Lead Status Unknown
522 Golden Grove Dr	522 Golden Grove Dr	Lead Status Unknown

538 Lemon Arbor Dr	538 Lemon Arbor Dr	Lead Status Unknown
501 Lemon Arbor Dr	501 Lemon Arbor Dr	Lead Status Unknown
	23 S THIRD STREET	GRR
9	5503 W FAIR STREET	GRR
	175 UNION STREET	Lead Status Unknown
327 Water St	315 WATER STREET	Lead Status Unknown
	23 N FIRST STREET	GRR
225 S Union	225 S Union	Lead Status Unknown
	50 UNION STREET	Lead Status Unknown
	153 UNION STREET	Lead Status Unknown
	315 WATER STREET	Lead Status Unknown
	118 HIGHLAND STREET	GRR
	145 HIGHLAND STREET	GRR
	179 E MAIN STREET	Lead Status Unknown
	599 WATER STREET	Lead Status Unknown
	45 N FIRST STREET	Lead
	132 N FIRST STREET	GRR
	39 N FIRST STREET	GRR
	44 N FIRST STREET	GRR
	29 N FIRST STREET	GRR
	51 N FIRST STREET	GRR
	11 N MADISON STREET	Lead
	14 N MADISON STREET	Lead
	15 N MADISON STREET	GRR
	25 N MADISON STREET	Lead
	102 N MADISON STREET	Lead
	133 N MADISON STREET	Lead Status Unknown
	34 N MADISON STREET	Lead Status Unknown
	607 GARFIELD AVENUE	Lead Status Unknown
	316 LONGFIELD STREET	Lead
	320 LONGFIELD STREET	Lead Status Unknown
	327 LONGFIELD STREET	Lead Status Unknown
	403 LONGFIELD STREET	GRR
	409 LONGFIELD STREET	Lead Status Unknown
	415 LONGFIELD STREET	Lead Status Unknown
	424 LONGFIELD STREET	Lead
	455 LONGFIELD STREET	Lead Status Unknown
	456 LONGFIELD STREET	Lead
	441 LONGFIELD STREET	Lead Status Unknown
	415 CHERRY STREET	Lead Status Unknown
	309 CHERRY STREET	Lead Status Unknown
	447 CHERRY STREET	Lead Status Unknown
	26 WATER STREET	Lead
	102 WATER STREET	Lead
	112 WATER STREET	Lead
	546 WATER STREET	Lead Status Unknown
	421 LONGFIELD STREET	Lead Status Unknown

	304 LONGFIELD STREET	Lead Status Unknown
	312 CHERRY STREET	Lead Status Unknown
	317 CHERRY STREET	Lead Status Unknown
	320 CHERRY STREET	Lead Status Unknown
	133 EAGER COURT	Lead Status Unknown
	132 EAGER COURT	Lead Status Unknown
	134 EAGER COURT	Lead Status Unknown
	138 EAGER COURT	Lead Status Unknown
	140 EAGER COURT	Lead Status Unknown
	155 COUNTRYSIDE DRIVE	Lead Status Unknown
850 Brown School Rd	850 Brown School Rd	Lead Status Unknown
770 Brown School Rd	770 Brown School Rd	Lead Status Unknown
772 Brown School Rd	772 Brown School Rd	Lead Status Unknown
	482 WATER STREET	Lead Status Unknown
	509 GOLD COAST LANE	Lead Status Unknown
	514 GOLD COAST LANE	Lead Status Unknown
	129 SHERMAN AVENUE	Lead Status Unknown
	141 EAGER COURT	Lead Status Unknown
	597 WATER STREET	Lead Status Unknown
	598 WATER STREET	Lead Status Unknown
	546 GOLD COAST LANE	Lead Status Unknown
	120 SHERMAN AVENUE	Lead Status Unknown
	125 SHERMAN AVENUE	Lead Status Unknown
	136 EAGER COURT	Lead Status Unknown
30 Countryside Dr	20 COUNTRYSIDE DRIVE	Lead Status Unknown
	635 E COUNTRYSIDE DRIVE	Lead Status Unknown
	730 BROWN SCHOOL ROAD	Lead Status Unknown
	740 BROWN SCHOOL ROAD	Lead Status Unknown
760 B Brown School Rd	760 B Brown School Rd	Lead Status Unknown
	96 CAMPION DRIVE	Lead Status Unknown
	311 LONGFIELD STREET	Lead Status Unknown
	325 LONGFIELD STREET	Lead Status Unknown
	328 LONGFIELD STREET	GRR
	335 LONGFIELD STREET	GRR
	416 LONGFIELD STREET	Lead Status Unknown
	422 LONGFIELD STREET	Lead Status Unknown
	432 LONGFIELD STREET	Lead
	433 LONGFIELD STREET	GRR
	446 LONGFIELD STREET	Lead
	449 LONGFIELD STREET	Lead Status Unknown
	451 LONGFIELD STREET	Lead Status Unknown
	450 LONGFIELD STREET	Lead Status Unknown
	325 CHERRY STREET	GRR
	341 CHERRY STREET	Lead Status Unknown
	401 CHERRY STREET	Lead Status Unknown
	421 CHERRY STREET	Lead
	433 CHERRY STREET	Lead Status Unknown

	432 CHERRY STREET	Lead Status Unknown
	436 CHERRY STREET	Lead Status Unknown
	446 CHERRY STREET	Lead Status Unknown
	12 WATER STREET	Lead
	33 WATER STREET	Lead Status Unknown
	115 WATER STREET	Lead Status Unknown
	116 WATER STREET	Lead
	273 WATER STREET	Lead Status Unknown
	320 WATER STREET	Lead Status Unknown
402 Water St	402 Water St	Lead Status Unknown
	118 CAMPION DRIVE	Lead Status Unknown
	404 LONGFIELD STREET	Lead Status Unknown
	304 CHERRY STREET	Lead Status Unknown
	331 CHERRY STREET	GRR
	337 CHERRY STREET	Lead Status Unknown
	342 CHERRY STREET	Lead
	338 CHERRY STREET	Lead Status Unknown
	427 CHERRY STREET	Lead Status Unknown
	441 CHERRY STREET	Lead Status Unknown
	453 CHERRY STREET	Lead Status Unknown
	460 CHERRY STREET	Lead Status Unknown
	412 CHERRY STREET	Lead Status Unknown
	420 CHERRY STREET	Lead Status Unknown
	424 CHERRY STREET	Lead Status Unknown
	17 WATER STREET	GRR
	20 WATER STREET	Lead
	27 WATER STREET	Lead
	122 WATER STREET	Lead Status Unknown
	126 WATER STREET	Lead Status Unknown
	135 WATER STREET	Lead
	204 WATER STREET	Lead Status Unknown
	425 WATER STREET	Lead Status Unknown
157 Union St	153 UNION STREET	Lead Status Unknown
4	5503 W FAIR STREET	Lead Status Unknown
	490 LINCOLN COURT	Lead Status Unknown
	470 LINCOLN COURT	Lead Status Unknown
2	5503 W FAIR STREET	Lead Status Unknown
542 Lemon Arbor Dr	542 Lemon Arbor Dr	Lead Status Unknown
8 N County Rd M	8 N County Rd M	Lead Status Unknown
3	5503 W FAIR STREET	Lead Status Unknown
	482 LINCOLN COURT	Lead Status Unknown
21 Garrison Dr	21 Garrison Dr	Lead Status Unknown
511 Golden Grove Dr	511 Golden Grove Dr	Lead Status Unknown
518 Golden Grove Dr	518 Golden Grove Dr	Lead Status Unknown
524 Plum Tree Dr	524 Plum Tree Dr	Lead Status Unknown
516 Plum Tree Dr	516 Plum Tree Dr	Lead Status Unknown
536 Plum Tree Dr	536 Plum Tree Dr	Lead Status Unknown

540 Plum Tree Dr	540 Plum Tree Dr	Lead Status Unknown
547 Plum Tree Dr	547 Plum Tree Dr	Lead Status Unknown
38 Moonshine Dr	38 Moonshine Dr	Lead Status Unknown
27 Moonshine Dr	27 Moonshine Dr	Lead Status Unknown
15 Moonshine Dr	15 Moonshine Dr	Lead Status Unknown
11 Moonshine Dr	11 Moonshine Dr	Lead Status Unknown
561 Lemon Arbor Dr	561 Lemon Arbor Dr	Lead Status Unknown
569 Lemon Arbor Dr	569 Lemon Arbor Dr	Lead Status Unknown
565 Lemon Arbor Dr	565 Lemon Arbor Dr	Lead Status Unknown
546 Lemon Arbor Dr	546 Lemon Arbor Dr	Lead Status Unknown
545 Lemon Arbor Dr	545 Lemon Arbor Dr	Lead Status Unknown
28 Co Hwy M	28 Co Hwy M	Lead Status Unknown
520 Plum Tree Dr	520 Plum Tree Dr	Lead Status Unknown
550 Plum Tree Dr	550 Plum Tree Dr	Lead Status Unknown
35 Moonshine Dr	35 Moonshine Dr	Lead Status Unknown
170A	170A	Lead Status Unknown
550 Lemon Arbor Dr	550 Lemon Arbor Dr	Lead Status Unknown
541 Lemon Arbor Dr	541 Lemon Arbor Dr	Lead Status Unknown
15 Old 92	15 Old 92	Lead Status Unknown
	540 S FIFTH STREET	Lead Status Unknown
	100 COLLEGE DRIVE	Lead Status Unknown
	476 LINCOLN COURT	Lead Status Unknown
65 Union St	65 Union St	Lead Status Unknown
25 Garrison Dr	25 Garrison Dr	Lead Status Unknown
29 Garrison Dr	29 Garrison Dr	Lead Status Unknown
523 Golden Grove Dr	523 Golden Grove Dr	Lead Status Unknown
519 Golden Grove Dr	519 Golden Grove Dr	Lead Status Unknown
515 Golden Grove Dr	515 Golden Grove Dr	Lead Status Unknown
503 Golden Grove Dr	503 Golden Grove Dr	Lead Status Unknown
507 Golden Grove Dr	507 Golden Grove Dr	Lead Status Unknown
512 Golden Grove Dr	512 Golden Grove Dr	Lead Status Unknown
532 Plum Tree Dr	532 Plum Tree Dr	Lead Status Unknown
556 Plum Tree Dr	556 Plum Tree Dr	Lead Status Unknown
539 Plum Tree Dr	539 Plum Tree Dr	Lead Status Unknown
39 Moonshine Dr	39 Moonshine Dr	Lead Status Unknown
34 Moonshine Dr	34 Moonshine Dr	Lead Status Unknown
22 Moonshine Dr	22 Moonshine Dr	Lead Status Unknown
16 Moonshine Dr	16 Moonshine Dr	Lead Status Unknown
10 Moonshine Dr	10 Moonshine Dr	Lead Status Unknown
	326 S FIRST STREET	Lead Status Unknown
	330 S FIRST STREET	GRR
	307 S FIRST STREET	Lead Status Unknown
	24 S FIRST STREET	GRR
	222 S FIRST STREET	Lead
	300 S FIRST STREET	Lead Status Unknown
	306 S FIRST STREET	Lead
	412 S FIRST STREET	Lead

424 S FIRST STREET	GRR
444 S FIRST STREET	Lead Status Unknown
450 S FIRST STREET	Lead Status Unknown
449 S FIRST STREET	Lead Status Unknown
125 WALKER STREET	Lead Status Unknown
129 WALKER STREET	Lead Status Unknown
105 WALKER STREET	Lead Status Unknown
19 WALKER STREET	Lead Status Unknown
31 SHERMAN COURT	Lead Status Unknown
440 W LIBERTY STREET	Lead Status Unknown
479 W LIBERTY STREET	Lead Status Unknown
487 W LIBERTY STREET	Lead Status Unknown
7 N FOURTH STREET	Lead
20 N FOURTH STREET	Lead
31 N FOURTH STREET	Lead Status Unknown
43 N FOURTH STREET	Lead
48 N FOURTH STREET	Lead
23 N FOURTH STREET	GRR
38 N FOURTH STREET	Lead Status Unknown
53 N FOURTH STREET	Lead Status Unknown
419 S FIRST STREET	GRR
433 S FIRST STREET	GRR
101 WALKER STREET	Lead Status Unknown
103 WALKER STREET	Lead Status Unknown
10 WALKER STREET	Lead Status Unknown
14 SHERMAN COURT	Lead Status Unknown
20 SHERMAN COURT	GRR
50 SHERMAN COURT	Lead Status Unknown
11 SHERMAN COURT	Lead Status Unknown
30 S PRENTICE STREET	Lead Status Unknown
111 S PRENTICE STREET	Lead Status Unknown
130 S PRENTICE STREET	Lead Status Unknown
473 W LIBERTY STREET	Lead Status Unknown
483 W LIBERTY STREET	Lead Status Unknown
201 N FOURTH STREET	Lead Status Unknown
272 N FOURTH STREET	Lead Status Unknown
20 S FIRST STREET	Lead
118 S FIRST STREET	Lead Status Unknown
203 S FIRST STREET	Lead Status Unknown
209 S FIRST STREET	Lead Status Unknown
443 S FIRST STREET	GRR
432 S FIRST STREET	Lead Status Unknown
438 S FIRST STREET	Lead Status Unknown
127 WALKER STREET	Lead Status Unknown
133 WALKER STREET	Lead Status Unknown
135 WALKER STREET	Lead Status Unknown
39 WALKER STREET	Lead Status Unknown

	40 SHERMAN COURT	Lead Status Unknown
	4 SHERMAN COURT	Lead Status Unknown
	50 N PRENTICE STREET	Lead Status Unknown
	19 S PRENTICE STREET	Lead Status Unknown
	460 W LIBERTY STREET	Lead Status Unknown
	461 W LIBERTY STREET	Lead Status Unknown
	491 W LIBERTY STREET	Lead Status Unknown
	495 W LIBERTY STREET	Lead Status Unknown
	265 N FOURTH STREET	GRR
	288 N FOURTH STREET	GRR
	103 N FOURTH STREET	Lead
	110 N FOURTH STREET	Lead
	111 N FOURTH STREET	Lead
	114 N FOURTH STREET	Lead
	122 N FOURTH STREET	Lead
	16 S FIRST STREET	Lead Status Unknown
	23 S FIRST STREET	GRR
	109 S FIRST STREET	GRR
	112 S FIRST STREET	Lead Status Unknown
	213 S FIRST STREET	GRR
	230 S FIRST STREET	Lead Status Unknown
	127 N FOURTH STREET	Lead
	228 LINCOLN STREET	GRR
	328 LINCOLN STREET	GRR
	333 LINCOLN STREET	GRR
	334 LINCOLN STREET	GRR
	240 LINCOLN STREET	GRR
	246 LINCOLN STREET	GRR
	408 S FIRST STREET	Lead
	348 S FIRST STREET	Lead
	341 S FIRST STREET	Lead
	409 S FIRST STREET	Lead
	131 WALKER STREET	Lead Status Unknown
	110 WALKER STREET	Lead Status Unknown
20 S Madison	20 S Madison	Lead Status Unknown
	104 S MADISON STREET	Lead Status Unknown
	109 S MADISON STREET	GRR
	115 S MADISON STREET	Lead
	122 S MADISON STREET	Lead Status Unknown
	114 S MADISON STREET	Lead Status Unknown
	133 S MADISON STREET	GRR
	134 S MADISON STREET	Lead Status Unknown
	212 S MADISON STREET	Lead
	223 S MADISON STREET	Lead
	229 S MADISON STREET	Lead
	213 S MADISON STREET	Lead
	230 S MADISON STREET	Lead Status Unknown

	237 S MADISON STREET	Lead
	305 S MADISON STREET	Lead
	323 S MADISON STREET	Lead
	329 S MADISON STREET	GRR
	337 S MADISON STREET	GRR
	345 S MADISON STREET	Lead
	348 S MADISON STREET	GRR
	351 S MADISON STREET	GRR
	309 S MADISON STREET	Lead
	312 S MADISON STREET	GRR
	313 S MADISON STREET	GRR
	322 S MADISON STREET	Lead
	402 S MADISON STREET	Lead
	405 S MADISON STREET	Lead
	627 WINDSOR LANE	Lead Status Unknown
	10 N WATER STREET	Lead Status Unknown
	625 WINDSOR LANE	Lead Status Unknown
	621 WINDSOR LANE	Lead Status Unknown
	619 WINDSOR LANE	Lead Status Unknown
	613 WINDSOR LANE	Lead Status Unknown
	609 WINDSOR LANE	Lead Status Unknown
	413 S MADISON STREET	Lead Status Unknown
	430 S MADISON STREET	Lead Status Unknown
	435 S MADISON STREET	Lead Status Unknown
	464 S MADISON STREET	Lead Status Unknown
	425 S MADISON STREET	GRR
	515 S MADISON STREET	Lead Status Unknown
	520 S MADISON STREET	Lead Status Unknown
	27 N WATER STREET	Lead Status Unknown
	17 N WATER STREET	Lead Status Unknown
	5 N WATER STREET	Lead Status Unknown
	208 N FOURTH STREET	Lead Status Unknown
	215 N FOURTH STREET	Lead Status Unknown
	221 N FOURTH STREET	Lead Status Unknown
	774 BROWN SCHOOL ROAD	Lead Status Unknown
760 A Brown School Rd	760 A Brown School Rd	Lead Status Unknown
	801 BROWN SCHOOL ROAD	Lead Status Unknown
	845 BROWN SCHOOL ROAD	Lead Status Unknown
	781 BROWN SCHOOL ROAD	Lead Status Unknown
709 Brown School Rd	709 Brown School Rd	Lead Status Unknown
	720 BROWN SCHOOL ROAD	Lead Status Unknown
750 A Brown School Rd	750 A Brown School Rd	Lead Status Unknown
750 B Brown School Rd	750 B Brown School Rd	Lead Status Unknown
766 B Brown School Rd	766 B Brown School Rd	Lead Status Unknown
756 C Brown School Rd	756 BROWN SCHOOL ROAD UNIT C	Lead Status Unknown
756 D Brown School Rd	756 D Brown School Rd	Lead Status Unknown

750 C Brown School Rd	750 C Brown School Rd	Lead Status Unknown
750 D Brown School Rd	750 D Brown School Rd	Lead Status Unknown
766 C Brown School Rd	766 C Brown School Rd	Lead Status Unknown
766 D Brown School Rd	766 D Brown School Rd	Lead Status Unknown
	8 S MADISON STREET	Lead
	137 EAGER COURT	Lead Status Unknown
788 Brown School Rd	788 Brown School Rd	Lead Status Unknown
766 A Brown School Rd	766 BROWN SCHOOL ROAD UNIT A	Lead Status Unknown
790 Brown School Rd	790 Brown School Rd	Lead Status Unknown
	9 J LINDEMANN DRIVE	Lead Status Unknown
	780 BROWN SCHOOL ROAD	Lead Status Unknown
	800 BROWN SCHOOL ROAD	Lead Status Unknown
756 B Brown School Rd	756 B Brown School Rd	Lead Status Unknown
796 Brown School Rd	794 BROWN SCHOOL ROAD	Lead Status Unknown
	794 BROWN SCHOOL ROAD	Lead Status Unknown
	115 SHERMAN AVENUE	Lead Status Unknown
	715 BROWN SCHOOL ROAD	Lead Status Unknown
	782 BROWN SCHOOL ROAD	Lead Status Unknown
	802 BROWN SCHOOL ROAD	Lead Status Unknown
	95 COUNTRYSIDE DRIVE	Lead Status Unknown
	645 E COUNTRYSIDE DRIVE	Lead Status Unknown
852 Brown School Rd	852 Brown School Rd	Lead Status Unknown
851, 853, 855, 857, 859, 861, 863 Brown School Rd	845 BROWN SCHOOL ROAD	Lead Status Unknown
764 A Brown School Rd	764 A Brown School Rd	Lead Status Unknown
764 B Brown School Rd	764 B Brown School Rd	Lead Status Unknown
	13 S MADISON STREET	Lead
	30 S MADISON STREET	Lead
	31 S MADISON STREET	Lead
	34 S MADISON STREET	Lead
	501 S MADISON STREET	Lead Status Unknown
	315 WATER STREET	Lead Status Unknown
	603 E MAIN STREET	Lead Status Unknown
	517 GOLD COAST LANE	Lead Status Unknown
	135 EAGER COURT	Lead Status Unknown
	244 EAGER COURT	Lead Status Unknown
756 A Brown School Rd	756 A Brown School Rd	Lead Status Unknown
	784 BROWN SCHOOL ROAD	Lead Status Unknown
	778 BROWN SCHOOL ROAD	Lead Status Unknown
	776 BROWN SCHOOL ROAD	Lead Status Unknown
	11 S MADISON STREET	Lead Status Unknown
	16 S MADISON STREET	Lead
24 S Madison	24 S Madison	Lead
	525 S MADISON STREET	Lead Status Unknown
43 Moonshine Dr	43 Moonshine Dr	Lead Status Unknown
	14 RAILROAD STREET	Lead

	117 S SECOND STREET	Lead
	315 FRANKLIN STREET	Lead Status Unknown
	618 PORTER ROAD	GRR
	222 S MADISON STREET	GRR
	18 E MAIN STREET	Lead Status Unknown
	417 HIGGINS DRIVE	Lead Status Unknown
	420 W MAIN STREET	Lead Status Unknown
	317 LONGFIELD STREET	Lead
North	134 ENTERPRISE STREET	Lead Status Unknown
	412 BADGER DRIVE	Lead Status Unknown
	328 S MADISON STREET	GRR
	131 HIGHLAND STREET	Lead Status Unknown
	30 N FOURTH STREET	Lead
	23 PARK DRIVE	Lead Status Unknown
	15 GARFIELD AVENUE	Lead
1973 Enterprise St	133 ENTERPRISE STREET	GRR
705 Brown School Rd	705 Brown School Rd	Lead Status Unknown
	251 W CHURCH STREET	GRR
	424 HIGGINS DRIVE	Lead Status Unknown
	220 W LIBERTY STREET	GRR
	231 KINSEY COURT	Lead Status Unknown
#1-4	44 N MADISON STREET	GRR
	415 FOWLER CIRCLE	Lead Status Unknown
	409 CHERRY STREET	Lead Status Unknown
	344 LONGFIELD STREET	Lead Status Unknown
	506 GOLD COAST LANE	Lead Status Unknown
	340 WATER STREET	Lead Status Unknown
	139 EAGER COURT	Lead Status Unknown
	256 W MAIN STREET	Lead
	115 S FIRST STREET	Lead Status Unknown
	170 S UNION STREET	Lead Status Unknown
1	5503 W FAIR STREET	Lead Status Unknown
537 Lemon Arbor Dr	537 Lemon Arbor Dr	Lead Status Unknown
	315 S SECOND STREET	GRR
	233 W CHURCH STREET	GRR
	104 W LIBERTY STREET	GRR
	212 E MAIN STREET	Lead Status Unknown
	157 E MAIN STREET	Lead Status Unknown
	510 S MADISON STREET	Lead Status Unknown
	129 N MADISON STREET	Lead Status Unknown
	140 N MADISON STREET	Lead Status Unknown
	206 N MADISON STREET	Lead Status Unknown
	214 N MADISON STREET	Lead Status Unknown
	9 WALKER STREET	Lead Status Unknown
	302 S MADISON STREET	Lead Status Unknown
	107 N MADISON STREET	Lead Status Unknown
	117 N MADISON STREET	Lead Status Unknown

120 N MADISON STREET	Lead Status Unknown
220 N MADISON STREET	Lead Status Unknown
32 MAPLE STREET	Lead Status Unknown
39 W MAIN STREET	GRR
44 W MAIN STREET	Lead
26 MAPLE STREET	Lead Status Unknown
18 MAPLE STREET	Lead Status Unknown

EASE

(Energy Assistance Support Emails)



The EASE service helps interested members identify and email income-qualified customers with information on available energy assistance programs.

Overview

WPPI's research revealed a key insight: income-qualified customers desire communication from utilities, particularly regarding energy assistance programs.

Customers want to receive reminders and information about such programs, especially from their local utility. However, while many prefer email communication, few learn about energy assistance through this channel.

Let us help

The EASE program addresses this disparity. Capitalizing on research insights, EASE helps member utilities engage income-qualified customers while also encouraging energy assistance participation.

Implemented through the email marketing platform Constant Contact, staff at WPPI can email reminders and program information to past energy assistance participants.

Win-win for customers and utilities

In its inaugural year, EASE conducted a participant survey to assess its impact. The results were undeniably positive: 85% of customers said the emails reminded and/or motivated them to apply for the program.

With an average customer benefit of over \$600 in Wisconsin, EASE not only has the potential to build customer loyalty and support but also delivers a valuable local economic benefit.

Align your utility with WHEAP

The Wisconsin Home Energy Assistance Program (WHEAP) is popular. In WPPI's latest survey, the organization had a net promoter score of 88 (compared to Amazon, which has an NPS of 62).

The survey also found that 78% of EASE participants found the application process "easy" or "extremely easy."

Aligning your utility with this great program may help increase customer satisfaction while also reducing costs for those who are income-qualified.

Member Costs

The service is free, though a subscription to Constant Contact is required.

CONTACT



Anna Stieve
Senior Energy Services Manager
astieve@wppienergy.org
608-825-1758

WE ALL DESERVE A
**HELPING
HAND**



Life can throw us unexpected challenges. That's why we want to remind you to [apply](#) again this year for the [Wisconsin Home Energy Assistance Program](#) (WHEAP) - supporting families that need help with heating and electric costs. Last year, the average WHEAP participant received \$666* toward their heating and electric bills!

Apply for Relief Today!

WHEAP is now accepting applications for this upcoming heating season. Applying is quick and easy, taking as little as 10 minutes to get started. You can apply online at energybenefit.wi.gov or call **800-506-5596** to apply over the phone.

Remember, even if you can manage your bills now, applying for WHEAP can provide your family with relief and grant access to emergency programs in the future.

What's Needed to Apply? Try to collect as much of the needed information as you can before applying. Items include:

- Social Security number (or government issued ID number)
- Income information (wages, social security, etc.)
- Name of your energy utilities and fuel type(s)
- Account numbers (as shown on your utility bill)
- Landlord information

Still have questions? You can find complete information and resources on [our website](#). Or call **800-506-5596** for assistance with the application process.

Take the first step toward relief and apply today!

Qualifying for WHEAP Opens the Door to More

 **Heating Assistance:** A payment is sent directly to the utility to help with heating costs between

October 1 and May 15. This is available for all types of heating systems.

📄 **Electric Assistance:** A payment is sent directly to the utility to cover a portion of non-heating electric costs on your bill between October 1 and May 15.

📄 **Crisis Assistance:** If you're facing a heating emergency, WHEAP has your back. Customers can get help if they have no heat, received a disconnect notice, or are running low on fuel and can't afford more.

📄 **Furnace Assistance:** If you own your home and your heating system breaks down between October 1 and May 15, the WHEAP Furnace Program can help with repairs or (in some cases) a new furnace.

📄 **Energy Efficiency & Weatherization Upgrades:** Lower your bills and save energy while making your home warmer in the winter and cooler in the summer. Some common services include adding insulation, sealing air leaks, and upgrading lighting or water heaters.

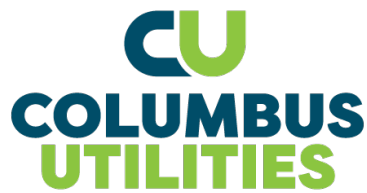
[Explore the many assistance programs that are available to qualifying families.](#)

Application materials are available in Spanish and other languages via Google Translate on the top of the [WHEAP website](#).

Los materiales de solicitud están disponibles en español y otros idiomas a través de Google Translate en la parte superior [del sitio web de WHEAP](#).

*Average benefit for qualifying residents during the 2022-2023 heating season. Benefit is based on household size, income, utility costs, and overall need.





Unexpected challenges can disrupt our lives. That's why we urge you to [apply for the Wisconsin Home Energy Assistance Program \(WHEAP\) this year.](#) WHEAP is there to lend a helping hand to families struggling with heating and electric costs and more. Last year, the average WHEAP household received \$666* towards heating and electric bills!

If you have already applied for WHEAP . . . great job! Next, consider telling a friend or family member about how easy it is. [Discover the array of programs available to eligible families.](#)

Qualifying for WHEAP Gets You More

Did you know that applying for WHEAP opens the door to more? If you haven't applied yet, [do so today!](#) When you **apply** and qualify for WHEAP, you are eligible for all the following programs and benefits:

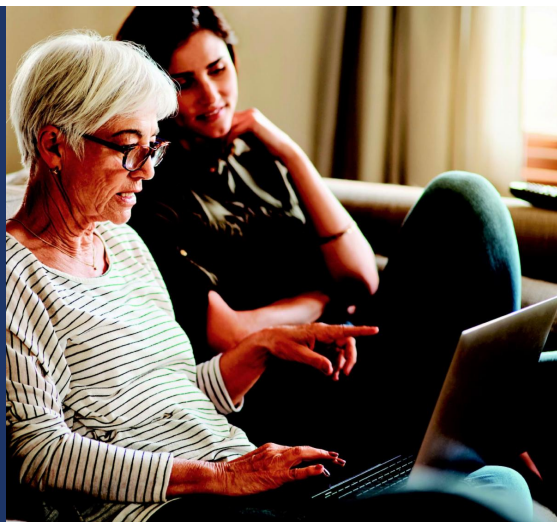
? **Heating Assistance:** A direct payment is sent to your utility for heating costs from October 1 to May 15. Help applies to all heating systems.

? **Electric Assistance:** A direct payment to cover non-heating electric costs between October 1 and May 15 is sent to your electric utility.

? **Crisis Assistance:** When facing a heating emergency like no heat, disconnect notices, or low fuel, WHEAP will be there to support you.

? **Furnace Assistance:** Homeowners dealing with a heating system breakdown between October 1 and May 15 can receive aid for repairs and, in some cases, a new furnace. If you are experiencing a no-heat situation, contact your local [Furnace/Water Repair Agency](#) or the statewide Customer Care Center (1-800-506-5596) immediately.

? **Energy Efficiency & Weatherization Upgrades:** Enhance energy savings and comfort in your home by upgrading insulation, sealing air leaks, and improving lighting or water heaters—for free! Contact your local [Weatherization Agency](#) if you're interested in learning more.



"I recommend WHEAP to people all the time I know people, especially those of us on fixed incomes, struggle to keep current with energy costs especially during the winter. Many of my neighbors think they won't qualify but that wasn't the case for me, and it was easy to do. I strongly encourage that people just apply."

— Anne T., northern WI resident

What You Need to Apply

To make applying quick and easy, be sure to gather the following information:

- Social security number or government-issued ID number
- Income details (wages, social security, etc.)
- Names of your energy utilities and fuel type(s)
- Account numbers (as listed on your utility bills)
- Landlord information, if applicable

Still have questions? Find detailed information and resources on [our website](#). Or call 800-506-5596 if you have questions or need help with the application process.

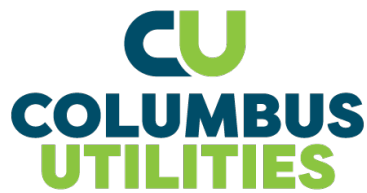
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*Average benefit for qualifying residents during the 2022-2023 heating season. Benefit is based on household size, income, utility costs, and overall need.





If your energy bills are causing you stress, there is still time to [apply for the Wisconsin Home Energy Assistance Program \(WHEAP\)](#) this year. WHEAP provides relief to families for heating and electric costs. Last year, the average WHEAP household received \$666* towards heating and electric bills!

If you've already applied for WHEAP, excellent job! You're the perfect person to help spread the word to friends and family.

Open the Door to More

When you qualify for WHEAP, you gain access to the following [programs and advantages](#):

? Heating Assistance ? Electric Assistance ? Crisis Assistance

? Furnace Assistance ? Energy Efficiency & Weatherization Upgrades

What is Crisis Assistance?

Crisis Assistance may be available if you have no heat, are nearly out of fuel, or your electricity has been or will soon be shut off. Contact the local WHEAP agency at 800-506-5596 to help with emergencies that occur any time of day.

In order to receive Crisis Assistance benefits, you have to apply for WHEAP



first so **apply today** even if you don't need help right now.

It's Easy! Apply for Relief Today!

WHEAP accepts applications until May 15, so act soon! Applying can take as little as 10 minutes. [Apply online at energybenefit.wi.gov](https://energybenefit.wi.gov) or call 800-506-5596 to apply over the phone.

"It's been a huge help in the winter when you're getting your larger bills and that's when they usually come through with payment. As a senior pretty much living on social security, it's been really a big help."

– Barbara R., longtime WI resident

Take the first step towards relief and apply today!

Have You Already Applied but Still Need Help?

If you have already received Energy Assistance, but still need support give us a call. We can help set up a payment plan that works for you.

(920) 623-5912 • M-Th, 7:00 am – 4:30 pm; Fri, 7:00 am - 11:00 am

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Columbus Utilities | 950 Maple Avenue, Columbus, WI 53925

[Unsubscribe kdavis@wppienergy.org](mailto:kdavis@wppienergy.org)

[Update Profile](#) | [Constant Contact Data Notice](#)



Energy Assistance Support Emails

Summary Report: 2023-24

PROGRAM OVERVIEW:

The Energy Assistance Support Emails (EASE) program capitalizes on research insights to help member utilities engage income-qualified customers and support energy assistance participation. Through EASE, members send reminders and program information directly to past energy assistance participants via email. Managed via WPPI's Constant Contact partner portal, EASE is a cost and hassle-free initiative for members, though a Constant Contact subscription is required.



EMAIL ANALYTICS

Email Date	Emails Sent	Opens	Open Rate	Clicks	Click Rate
October 25, 2023	2,578	1,698	66%	463	18%
January 23, 2023	2,951	1,882	64%	301	10%
March 19, 2023	3,403	2,104	59%	278	8%
May 2, 2023 (survey invite email)	3,378	2,246	66%	382	11%
Totals for All Emails	12,310	7,930	64%	1,424	12%

12,310

Emails Sent

64%

Open Rate

12%

Click Rate

SURVEY SUMMARY

311

Number of participants who completed the survey

14%

Of customers who opened the email completed the survey

OF THOSE WHO COMPLETED THE SURVEY....

80%

find our emails very or extremely helpful.

85%

thought the email motivated them to apply for this year's program.

Top three ways they prefer to receive information about Energy Assistance in the future

79% Email

56% Utility bill statement/insert

39% Mailing

78%

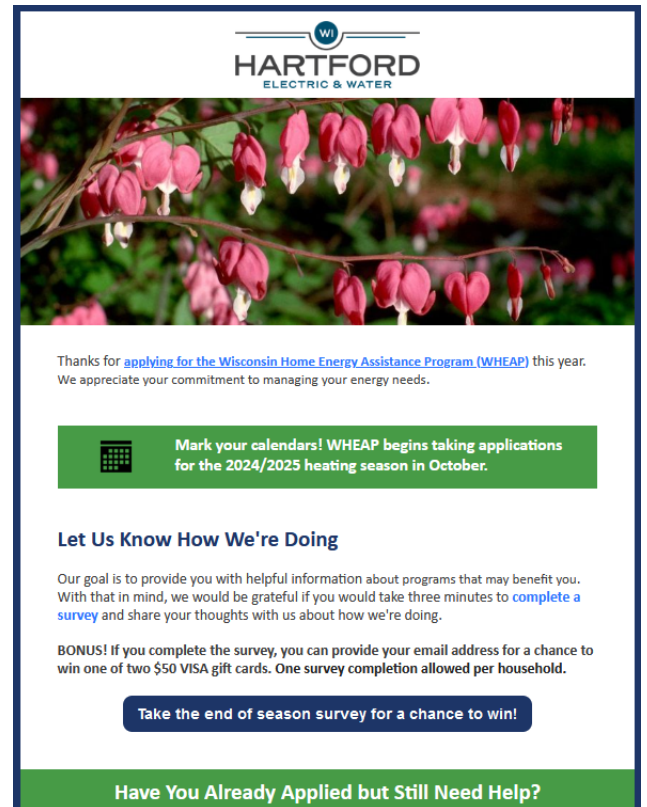
Found the application process easy.

94%

Applied and received some energy assistance.

97% (!)

Plan to apply for Energy Assistance next year.



SURVEY OPEN-ENDED RESPONSES

187

Number of participants who provided a response

60%

Of customers who took the survey gave a response

85%

said they were thankful for the program and help.

"I am so very grateful for this program. Easy to apply and communications to say application time is open, helps a ton too. Thank you all so much."

"Thank you for making me feel like a 'person' in need and not some 'loser'. It's greatly appreciated!!!"

"Other than WHEAP energy assistance, I had never taken 'hand-outs', so I was reluctant. But everyone was so helpful, & the process was so quick, I'd recommend it to everyone! Kudos!"

"I am very grateful and happy with your program. I have no complaints at all, only gratitude."

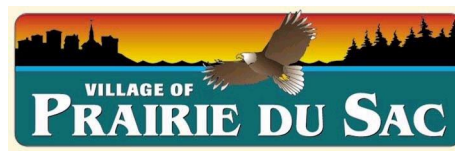
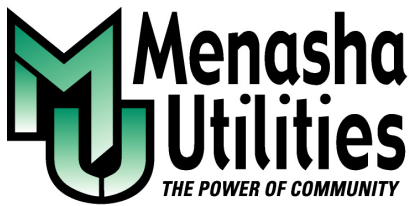
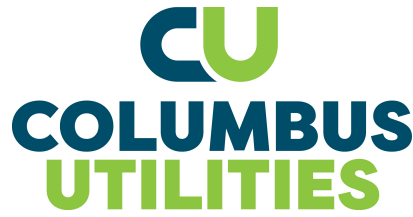
"I was behind in my payment and worried they were going to shut off my electricity and the WHEAP team prevented that. I'm beyond grateful for the assistance that I received and will apply in the future."

"Thank you for the new furnace!"

"This is a great program that gives people the opportunity of having a comfortable house."

"The program offering is a game changer for many and like myself make all the difference in offsetting bills to help stretch dollars to pay for other necessities."


PARTICIPATING MEMBER UTILITIES



*Juneau managed their own EASE campaign. Their results are not included in this summary report.



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- ▣ **Heating Assistance:** A direct payment is sent to your utility for heating costs from October 1 to May 15. Help applies to all heating systems.
- ▣ **Electric Assistance:** A direct payment to cover non-heating electric costs between October 1 and May 15 is sent to your electric utility.
- ▣ **Crisis Assistance:** When facing a heating emergency like no heat, disconnect notices, or low fuel, WHEAP will be there to support you.
- ▣ **Furnace Assistance:** Homeowners dealing with a heating system breakdown between October 1 and May 15 can receive aid for repairs and, in some cases, a new furnace. If you are experiencing a no-heat situation, contact your local [Furnace/Water Repair Agency](#) or the statewide Customer Care Center (1-800-506-5596) immediately.




If your energy bills are causing you stress, there is still time to [apply for the Wisconsin Home Energy Assistance Program \(WHEAP\)](#) this year. WHEAP provides relief to families grappling with heating and electric costs, and much more. Last year, the average WHEAP household received \$666* towards heating and electric bills!

If you've already applied for WHEAP, excellent job! You're the perfect person to help spread the word to friends and family about how easy it is to apply for the many available programs and benefits.

Open the Door to More

Remember that applying for WHEAP opens the door to many other benefits. Even if you're currently managing your bills, applying for WHEAP can provide future relief and access to emergency programs if needed. Remember, applying is always free.

When you qualify for WHEAP, you get access to the following [programs and advantages:](#)

- 🔥 Heating Assistance
- 💡 Electric Assistance
- 🚒 Crisis Assistance
- 🔧 Furnace Assistance
- 🌿 Energy Efficiency & Weatherization Upgrades

What is Crisis Assistance?

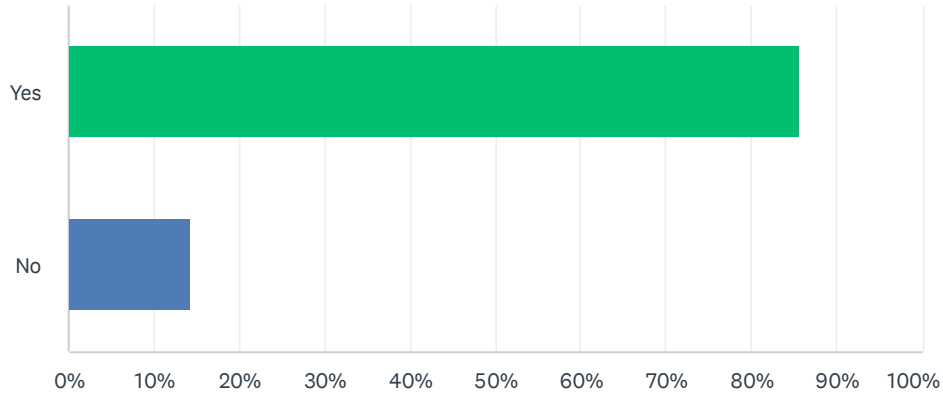


Crisis Assistance may be available if you have no heat, are nearly out of fuel, or your electricity has been or will soon be shut off. Contact the local WHEAP agency at 800-506-5596 [or other local agency number] to help with emergencies that occur any time of day.

Non-emergency services are also available and may include information on how to reduce energy costs, counseling on budgeting and money management, referrals to a fuel supplier, and so on.

In 2023/2024 you received emails from us informing you of the Wisconsin Home Energy Assistance Program (WHEAP) and other available benefits (weatherization, furnace replacement, etc.). Do you remember receiving these emails?

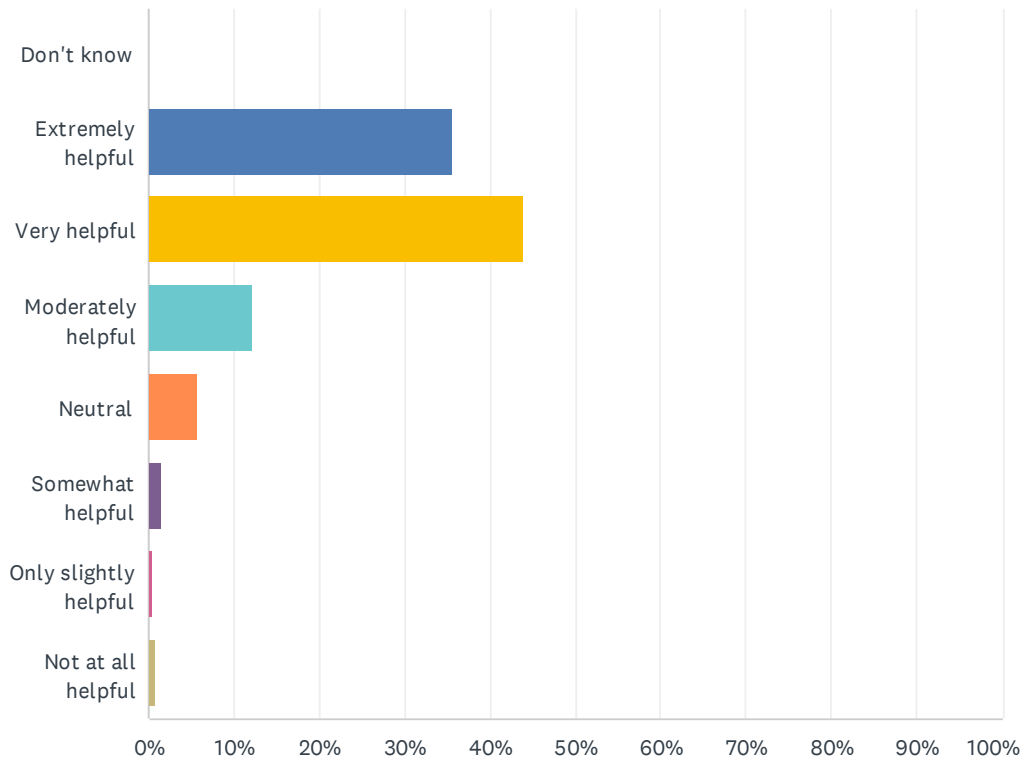
Answered: 310 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	85.81%	266
No	14.19%	44
TOTAL		310

How helpful did you find these emails?

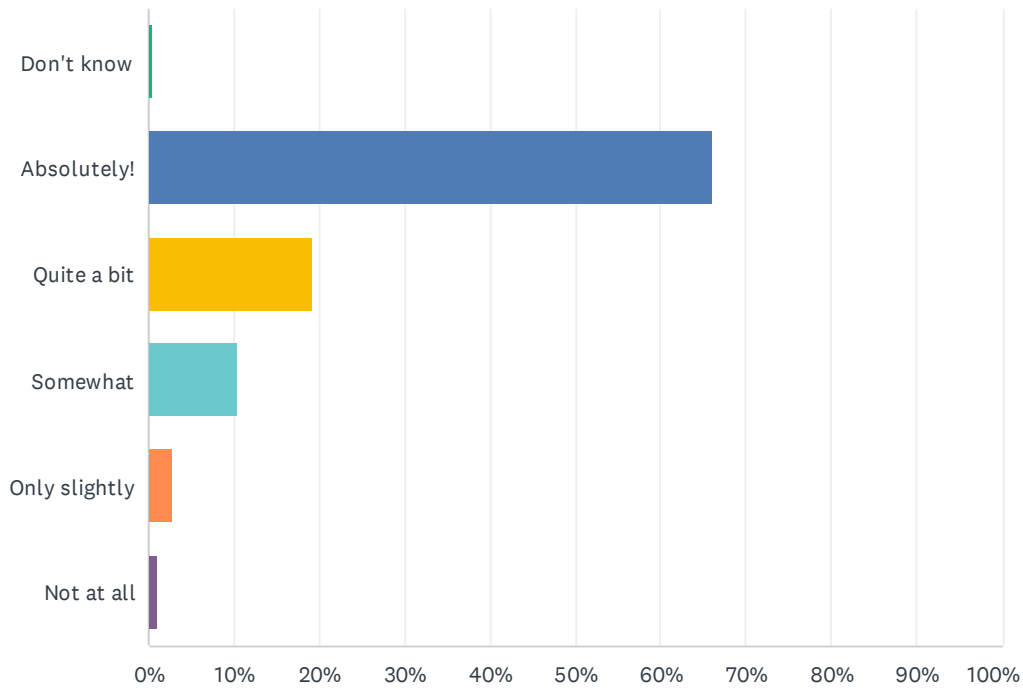
Answered: 264 Skipped: 47



ANSWER CHOICES	RESPONSES	
Don't know	0.00%	0
Extremely helpful	35.61%	94
Very helpful	43.94%	116
Moderately helpful	12.12%	32
Neutral	5.68%	15
Somewhat helpful	1.52%	4
Only slightly helpful	0.38%	1
Not at all helpful	0.76%	2
TOTAL		264

Did these emails help remind/motivate you to apply for the program?

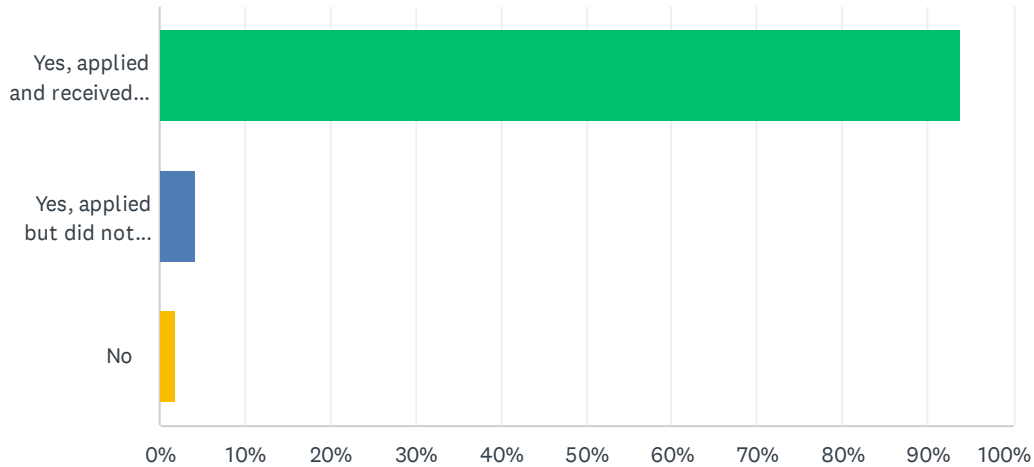
Answered: 260 Skipped: 51



ANSWER CHOICES	RESPONSES	
Don't know	0.38%	1
Absolutely!	66.15%	172
Quite a bit	19.23%	50
Somewhat	10.38%	27
Only slightly	2.69%	7
Not at all	1.15%	3
TOTAL		260

In the last 12 months, did you apply for Energy Assistance (WHEAP) funds?

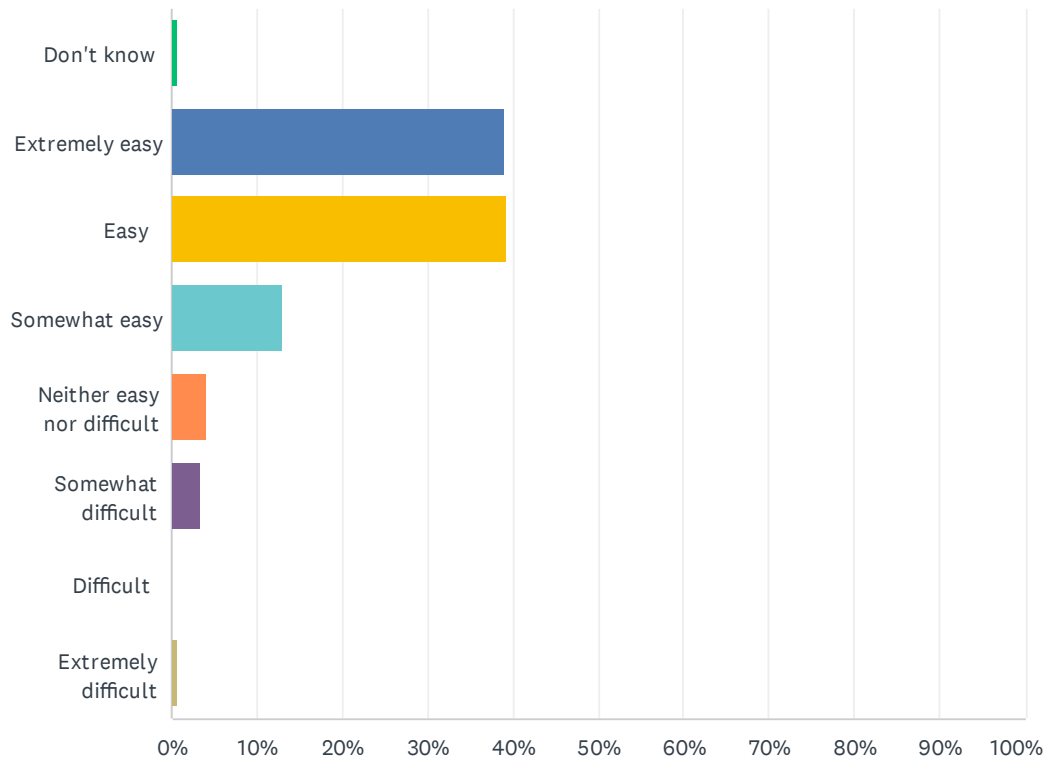
Answered: 306 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes, applied and received assistance	93.79%	287
Yes, applied but did not receive assistance	4.25%	13
No	1.96%	6
TOTAL		306

How easy was the process of applying?

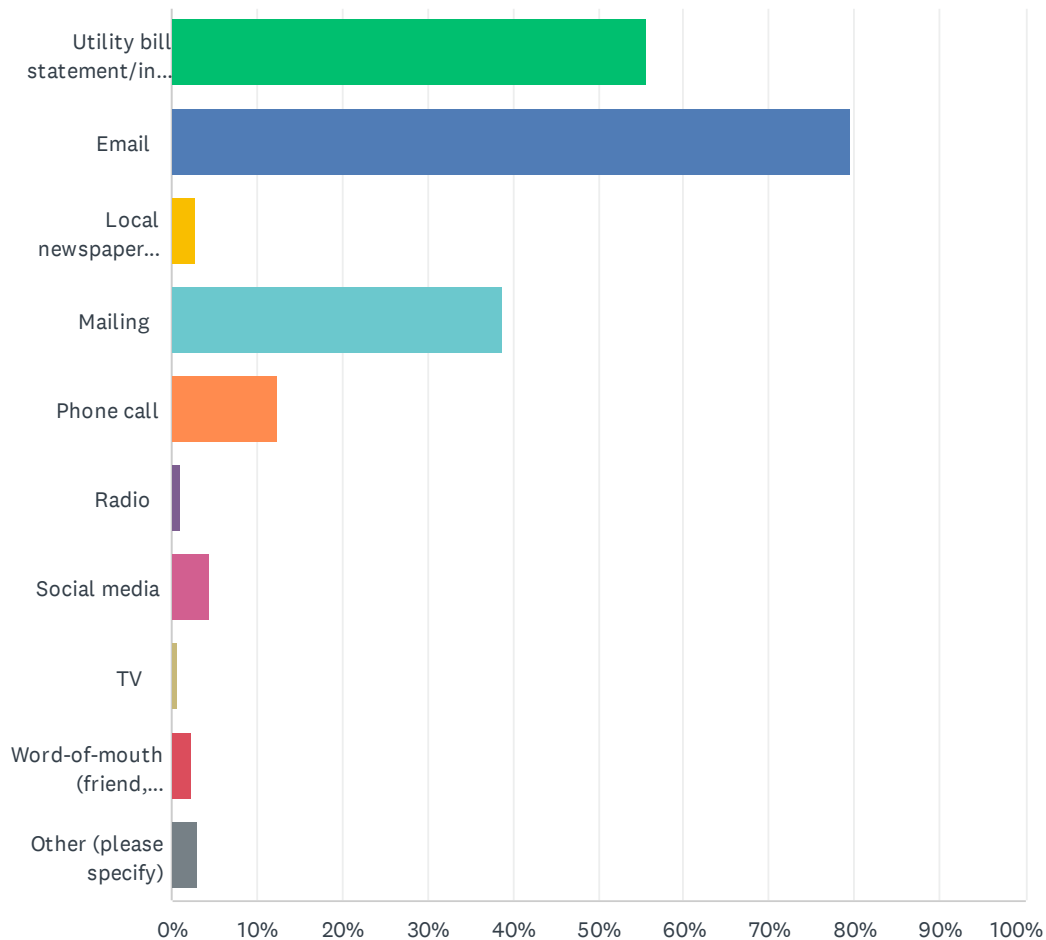
Answered: 300 Skipped: 11



ANSWER CHOICES	RESPONSES
Don't know	0.67% 2
Extremely easy	39.00% 117
Easy	39.33% 118
Somewhat easy	13.00% 39
Neither easy nor difficult	4.00% 12
Somewhat difficult	3.33% 10
Difficult	0.00% 0
Extremely difficult	0.67% 2
TOTAL	300

How would you prefer to get information about the Energy Assistance Program in the future? (Select all that apply)

Answered: 297 Skipped: 14

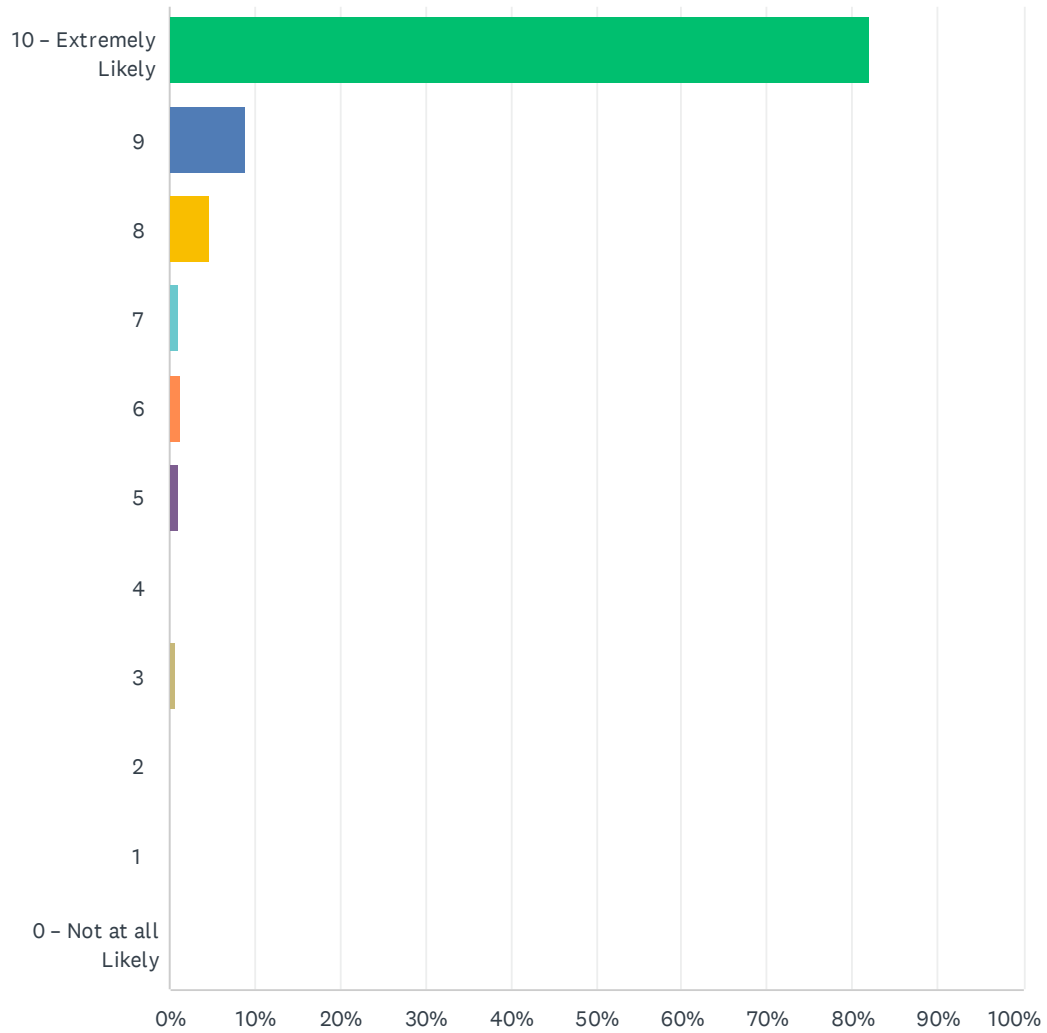


Energy Assistance Program Survey

ANSWER CHOICES	RESPONSES	
Utility bill statement/insert	55.56%	165
Email	79.46%	236
Local newspaper article	2.69%	8
Mailing	38.72%	115
Phone call	12.46%	37
Radio	1.01%	3
Social media	4.38%	13
TV	0.67%	2
Word-of-mouth (friend, family, co-worker, landlord, etc.)	2.36%	7
Other (please specify)	3.03%	9
Total Respondents: 297		

How likely would you be to recommend the Energy Assistance Program to a friend or family member?

Answered: 292 Skipped: 19

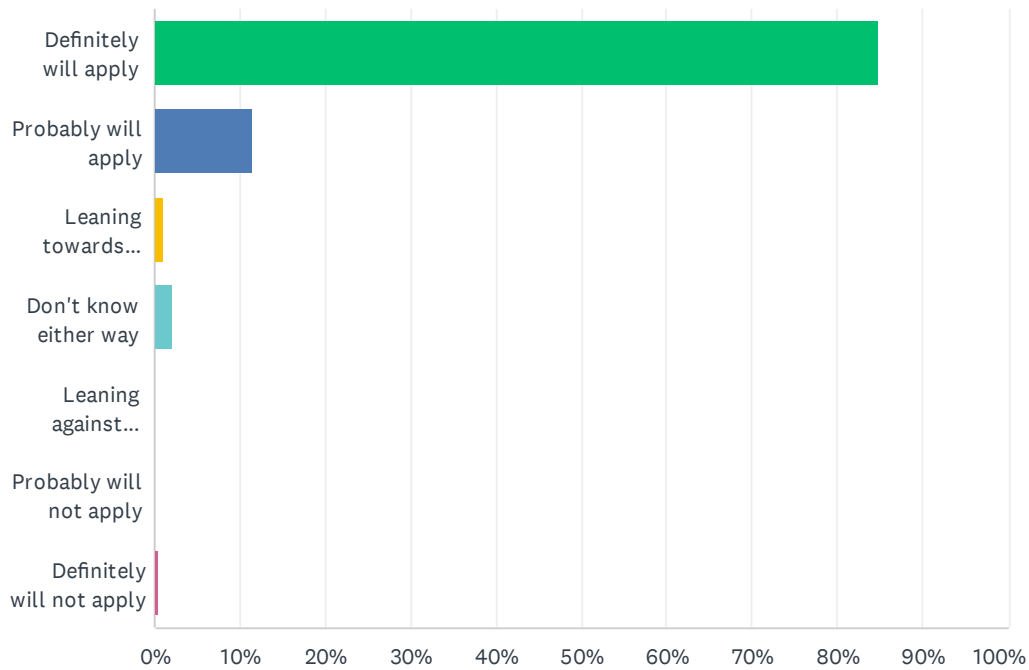


Energy Assistance Program Survey

ANSWER CHOICES	RESPONSES	
10 – Extremely Likely	82.19%	240
9	8.90%	26
8	4.79%	14
7	1.03%	3
6	1.37%	4
5	1.03%	3
4	0.00%	0
3	0.68%	2
2	0.00%	0
1	0.00%	0
0 – Not at all Likely	0.00%	0
TOTAL		292

How likely are you to apply for Energy Assistance next year?

Answered: 285 Skipped: 26



ANSWER CHOICES	RESPONSES	
Definitely will apply	84.91%	242
Probably will apply	11.58%	33
Leaning towards applying	1.05%	3
Don't know either way	2.11%	6
Leaning against applying	0.00%	0
Probably will not apply	0.00%	0
Definitely will not apply	0.35%	1
TOTAL		285



City of Evansville

Water & Light

www.evansvillewi.gov
31 S Madison St
PO Box 529
Evansville, WI 53536
Phone (608) 882-2266
Fax (608) 882-2282

09-27-2024

Wisconsin Department of Administration
Division of Energy, Housing, and Community Resources
Attn: Jeff Heino
101 E. Wilson St., 9th floor
Madison, Wisconsin, 53703

Dear Mr. Heino:

Through this letter, [Utility Name] authorizes the Wisconsin Department of Administration to release Wisconsin Home Energy Assistance Program (WHEAP) participant customer information to WPPI Energy for the purposes of communicating current and future Energy Assistance opportunities to those customers. WHEAP participant customer information includes the following: customer name, residential service address, utility account number, email address, household energy burden and past benefit payments. This authorization of release applies to customer information for both past and future WHEAP participants. WPPI Energy will not release customer information and will use customer information exclusively to support utility customer communications and support WHEAP.

Sincerely,

Scott Kriebs
Municipal Services Director
City of Evansville

What is a Response Management System?

Many utilities and other service providers use multiple software systems today. None of them manage the response process from end-to-end. A Response Management System (RMS) does.

Common challenges addressed by an RMS

1. Getting called in for an after-hours “emergency” that could have waited until the next day
2. Receiving the wrong address from the call taker
3. Receiving incomplete information about a request that results in delays
4. Spending 45 minutes on the phone trying to pull together a crew
5. Missing an after-hours call that should have been addressed right away
6. Getting repeat calls on the same issue when you need to focus on resolving it
7. Having to manually enter incident details after the job is done at 3 a.m., when all you want to do is get back to sleep



TIP SHEET: RESPONSE MANAGEMENT SYSTEM

Key components of an RMS

A Response Management System (RMS) is designed to resolve pain points that can occur throughout the process of responding to a service request or emergency. Key components include:

Inputs: The system takes data from many sources, including customer email, texts, calls, website form submissions, and infrastructure sensors and alarms. It helps call centers ensure they are getting the right data that crew members need.

Triage: It then figures out what that data is saying. It parses through the data to determine what the issue is about. It also categorizes the issue by severity – does it need to be addressed right away, or can it be put into a normal queue.

Dispatch: High priority issues are dispatched right away. You can add schedules, roles, skills, seniority rules, escalation trees, and other information to the system so it knows whom to call when, automating callouts and escalations.

The system also sends the information to the crew members, including the address and directions. No need to write anything down.

Engagement: The response management system includes a portal for customers to track the progress of their requests, and to provide additional helpful information, such as photos and notes.

Documentation: The system can be set up to automatically capture certain information, such as crew acknowledgements, calls that happen with the customer, arrival times, and departure times. All notes can be synced to a work order system, eliminating the need to manually enter that data at the end of a job.

How is an RMS different from other systems?

Most utilities and other service providers are familiar with software – billing systems, geographic information systems, outage management systems, work order or computerized maintenance management systems, customer request management systems, and more.

An RMS aggregates information from different sources to improve the response process for everyone involved.

Customers can submit requests through a request system, but those systems typically lack robust capabilities after the initial information gathering phase.

Automated callout systems can get teams together, but they lack data analysis and customer engagement and communication capabilities.

Billing and GIS systems contain information that can be useful during response, but don't have actual response functions built in.

An RMS contains functionality across the entire process – from initial input to final documentation

So, what is an RMS?

An RMS is a software system that:

- Helps customer service teams gather the right information
- Helps operations teams make sense of the data coming in
- Makes operations crews work easier
- Keeps customers updated and engaged

It makes response easier for crews, customers, managers, and other stakeholders.

Learn more about how Daupler RMS can solve pain points in your response process. Call **888-201-5652**, email us at **question@daupler.com**, or complete a demo form on **daupler.com**.



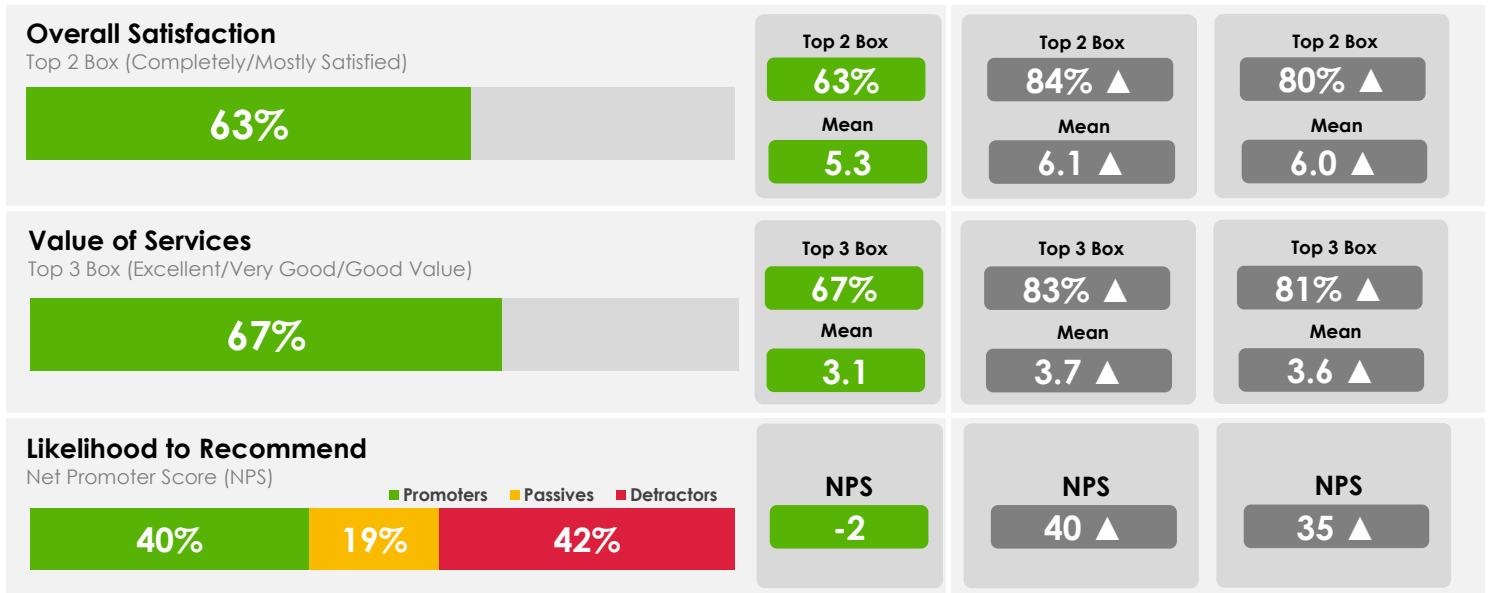
Evansville Water & Light

2024 Residential Customer Feedback Research
 Margin of error = +/-8.4% for individual utility scores

Customer Surveys Completed

Evansville Water & Light	n=132
Medium Utilities: 2K - 5K Customers	n=2215
All Participating WPPI Utilities	n=8252

Comparative Measures (Weighted Index Scores)



Statistical Testing: Score is significantly ▲ higher or ▼ lower than utility's score at 95% confidence level

Utility Performance Ratings	T2B Importance	T2B Performance	Performance Gap	
Provides reliable energy	94%	66%	-28%	
Is trustworthy	90%	53%	-37%	
Delivers helpful customer service	89%	52%	-37%	
Effectively communicates during energy emergencies	89%	44%	-45%	
Proactively shares information (e.g., future rate increases, infrastructure improvements, technology upgrades)	77%	42%	-35%	
Is environmentally responsible	69%	41%	-28%	
Provides easy-to-use, self-service options for customers online (on their website)	52%	39%	-13%	
Works hard to keep energy costs affordable	88%	39%	-49%	
Offers resources to help customers manage energy costs	55%	37%	-18%	
Provides easy-to-use, self-service options for customers through a mobile app	27%	21%	-6%	

T2B Importance: Percentage of customers who rated item as very or extremely Important









T2B Performance: Percentage of customers who were mostly or completely satisfied with utility's performance in that area












Performance Gap: T2B Performance - T2B Importance (Negative % = Areas of Opportunity for Improvement)












Evansville Water & Light

2024 Residential Customer Feedback Research

Margin of error = +/-8.4% for individual utility scores

Desired Service Options			% of customers selecting
	Online	Mobile App	
Report and track power outages	65%	52%	
Receive notifications about power outages in your area	61%	58%	
Pay your bill	57%	42%	
View your historical energy usage	56%	39%	
Find information about utility rate options	52%	31%	
Find information about energy saving programs and services	51%	29%	
Contact utility staff	46%	31%	
Start, stop or transfer your service	37%	24%	

Program Offerings			% of customers selecting
	%		
Time-of-use pricing options	48%		
Rooftop solar options	45%		
Home energy assessments	43%		
Green energy programs (purchase renewable energy)	39%		
Energy assistance programs	36%		
Smart home technologies	36%		
Community solar (purchase shares of solar energy)	35%		
Community energy-saving challenges	31%		
Electric vehicle programs (resources to help promote their use)	23%		
Battery storage technology	21%		
Pay-as-you-go (prepay) billing options	17%		

Communication Preferences			% of customers selecting
	%		
Email	61%		
Bill inserts	46%		
Printed newsletter or direct mail	42%		
Utility's website	32%		
Text message	31%		
Utility's mobile app	24%		
Account management tool (e.g., My Account or other)	21%		
Social media	14%		
Newspaper	5%		
Radio	3%		
Internet ads	2%		

Residential Survey Plan

- Provides Reliable Power-Peers at 94%, we are 66% -28% gap
 - How can we improve reliability
 - Squirrel Guard
 - Better fuse coordination
 - More in field isolation- trip savers, reclosures
 - Tree trimming
 - OH to URD
 - Better standards?
- Trustworthiness- Peers 90%, we are 53%-37% gap
 - How can we improve?
 -
- Helpful Customer Service-Peers 89%, we are 52%-37% gap
 - How can we improve?
 -
- Effectively Communicates During Power outages- Peers 89%, we are 44%-45% gap
 - Moving answering service to Daupler
 - Customer when calls in outage can elect to get notifications of progress and power restored.
 - Open point
 - Public facing outage map
 - Anything else
- Environmentally Responsible- Peers 69%, we are 41%-28% gap
 - Marketing
 - Better recycling
- Self-Serve Options-Peers 52%, we are 39%-13% gap
 - Better website access to forms and information
- Works Hard to Keep Energy Costs Affordable-Peers 88%, we are 39%-49% gap
 - Marketing on what we do to keep costs controlled
- Offers Resources to Help Customers Manage Energy Costs-Peers 55%, we are 37%-18% gap
 - Better communication with the customers as to what our resources already are.
- Provides Easy-To-Use, Self-Service Options for Customers Through a Mobile App- Peers 27% , we are 21%-6% gap
 - We have the My Account app