Class AB



WATER, ELECTRIC, OR JOINT UTILITY ANNUAL REPORT

OF

CITY OF WAUKESHA WATER UTILITY

PO BOX 1648 WAUKESHA, WI 53187-1648

For the Year Ended: DECEMBER 31, 2019

TO

PULIC SERVICE COMMISSION OF WISCONSIN

P.O. Box 7854 Madison, WI 53707-7854 (608) 266-3766

This form is required under Wis. Stat. § 196.07. Failure to file the form by the statutory filing date can result in the imposition of a penalty under Wis. Stat. § 196.66. The penalty which can be imposed by this section of the statutes is a forfeiture of not less than \$25 nor more than \$5,000 for each violation. Each day subsequent to the filing date constitutes a separate and distinct violation. The filed form is available to the public and personally identifiable information may be used for purposes other than those related to public utility regulation.

Water Service Started Date: 06/01/1907

DNR Public Water System ID: 26802380

Safe Drinking Water Information System (SDWIS) Total Population Served: 70718

I JOSEPH P. CIURRO, CPA ADMINISTRATIVE SERVICES MANAGER of CITY OF WAUKESHA WATER UTILITY, certify that I am the person responsible for accounts; that I have examined the following report and, to the best of my knowledge, information and belief, it is a correct statement of the business and affairs of said utility for the period covered by the report in respect to each and every matter set forth therein.

Date Signed: 6/1/2020

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Identification and Ownership - Contacts

Utility employee in charge of correspondence concerning this report

Name: JOSEPH P. CIURRO, CPA

Title: ADMINISTRATIVE SERVICES MANAGER

Mailing Address: P.O. BOX 1648

WAUKESHA, WI 53187-1648

Phone: (262) 409-4420

Email Address: jciurro@waukesha-water.com

Accounting firm or consultant preparing this report (if applicable)

Name:

Title:

Mailing Address:

Phone:

Email Address:

Name and title of utility General Manager (or equivalent)

Name: DANIEL S. DUCHNIAK, PE

Title: GENERAL MANAGER

Mailing Address: P.O. BOX 1648

WAUKESHA, WI 53187-1648

Phone: (262) 409-4440

Email Address: dduchniak@waukesha-water.com

President, chairman, or head of utility commission/board or committee

Name: JOSEPH PIATT

Title: COMMISSION PRESIDENT

Mailing Address: 727 ROBERTA AVENUE

WAUKESHA, WI 53186

Phone: (262) 548-9991
Email Address: jpiatt@carrollu.edu

Contact person for cybersecurity issues and events

Name: DANIEL S. DUCHNIAK, PE

Title: GENERAL MANAGER

Mailing Address: P.O. BOX 1648

WAUKESHA, WI 53187-1648

Phone: (262) 409-4440

Email Address: dduchniak@waukesha-water.com

Identification and Ownership - Governing Authority and Audit Information

Utility Governing Authority

Select the governing authority for this utility.

_x_Reports to utility board/commission

___Reports directly to city/village council

Audit Information

Are utility records audited by individulas or firms other than utility employees? _x_Yes __No

Date of most recent audit report: 12/31/2018

Period covered by most recent audit: JANUARY 1, 2019 - DECEMBER 31, 2019

Individual or firm, if other than utility employee, auditing utility records

Name: JODI DOBSON, CPA

Title: PARTNER

Organization Name: BAKER TILLY VIRCHOW KRAUSE, LLP

USPS Address: P.O. BOX 7398

City State Zip MADISON, WI 53707-7398

Telephone: (608) 240-2469

Email Address: jodi.dobson@bakertilly.com

Report Preparation

If an accounting firm or consultant assists with report preparation, select the type of assistance provided

Not Applicable

Identification and Ownership - Contract Operations

Do you have any contracts?

Are any of the Utility's administrative or operational functions under contract or agreement with an outside provider for the year covered by this annual report and /or current year (i.e., utility billing is done by another entity)?

NO

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Income Statement

Particulars (a)	This Year (b)	Last Year (c)
UTILITY OPERATING INCOME		
Operating Revenues (400)	11,728,085	11,841,292
Operating Expenses:		
Operation and Maintenance Expense (401-402)	5,371,292	4,752,387
Depreciation Expense (403)	1,857,800	1,784,287
Amortization Expense (404-407)	0	0
Taxes (408)	2,178,084	1,991,787
Total Operating Expenses	9,407,176	8,528,461
Net Operating Income	2,320,909	3,312,831
Income from Utility Plant Leased to Others (412-413)		
Utility Operating Income	2,320,909	3,312,831
OTHER INCOME		
Income from Merchandising, Jobbing and Contract Work (415-416)	6,254	6,330
Income from Nonutility Operations (417)	22,245	145,177
Nonoperating Rental Income (418)		
Interest and Dividend Income (419)	724,877	494,971
Miscellaneous Nonoperating Income (421)	307,656	279,016
Total Other Income	1,061,032	925,494
Total Income	3,381,941	4,238,325
MISCELLANEOUS INCOME DEDUCTIONS		
Miscellaneous Amortization (425)	(191,106)	(191,106)
Other Income Deductions (426)	867,834	860,574
Total Miscellaneous Income Deductions	676,728	669,468
Income Before Interest Charges	2,705,213	3,568,857
INTEREST CHARGES		
Interest on Long-Term Debt (427)	1,437,133	1,062,794
Amortization of Debt Discount and Expense (428)	74,273	146,185
Amortization of Premium on DebtCr. (429)	341,265	310,201
Interest on Debt to Municipality (430)	0	0
Other Interest Expense (431)	689,513	808,481
Interest Charged to ConstructionCr. (432)		71,226
Total Interest Charges	1,859,654	1,636,033
Net Income	845,559	1,932,824
EARNED SURPLUS		
Unappropriated Earned Surplus (Beginning of Year) (216)	72,711,793	70,778,969
Balance Transferred from Income (433)	845,559	1,932,824
Miscellaneous Credits to Surplus (434)		
Miscellaneous Debits to SurplusDebit (435)	4,794	
Appropriations of SurplusDebit (436)		
Appropriations of Income to Municipal FundsDebit (439)		
Total Unappropriated Earned Surplus End of Year (216)	73,552,558	72,711,793

PSCW Annual Report

Income Statement Account Details

- Report each item (when individually or when like items are combined) greater than \$10,000 (class AB), \$5,000 (class C) and \$2,000 (class D) and all other lesser amounts grouped as Miscellaneous. Describe fully using other than account titles.
- · Nonregulated sewer income should be reported as Miscellaneous Nonoperating Income, Account 421.
- If amount of Contributed Plant Water (421) does not match the total Additions During Year entered on Water Utility Plant in Service – Plant Financed by Contributions, please provide a detailed explanation. Please see the help guide for more information.

Description (a)	Earnings (216.1) (b)	Contributions (216.2) (c)	Total This Year (d)
UTILITY OPERATING INCOME	. , ,	. ,	
Operating Revenues (400)			
Derived	11,728,085		11,728,085
Total (Acct. 400)	11,728,085	0	11,728,085
Operation and Maintenance Expense (401-402)			
Derived	5,371,292		5,371,292
Total (Acct. 401-402)	5,371,292	0	5,371,292
Depreciation Expense (403)			
Derived	1,857,800		1,857,800
Total (Acct. 403)	1,857,800	0	1,857,800
Amortization Expense (404-407)			
Derived	0		0
Total (Acct. 404-407)	0	0	0
Taxes (408)			
Derived	2,178,084		2,178,084
Total (Acct. 408)	2,178,084	0	2,178,084
TOTAL UTILITY OPERATING INCOME	2,320,909	0	2,320,909
OTHER INCOME			
Income from Merchandising, Jobbing and Contract Work (415-416)			
Derived	6,254	0	6,254
Total (Acct. 415-416)	6,254	0	6,254
Income from Nonutility Operations (417)			
MISC NON-OPERATING REVENUE	22,245		22,245
Total (Acct. 417)	22,245	0	22,245
Interest and Dividend Income (419)			
INTEREST INCOME	724,877		724,877
Total (Acct. 419)	724,877	0	724,877
Miscellaneous Nonoperating Income (421)			
Contributed Plant - Water		307,656	307,656
Impact Fees - Water			0
Total (Acct. 421)	0	307,656	307,656
TOTAL OTHER INCOME	753,376	307,656	1,061,032
MISCELLANEOUS INCOME DEDUCTIONS			
Miscellaneous Amortization (425)			
Regulatory Liability (253) Amortization	(191,106)		(191,106)
Total (Acct. 425)	(191,106)	0	(191,106)
Other Income Deductions (426)			
Depreciation Expense on Contributed Plant - Water		762,457	762,457
LOBBYING EXPENSE	80,826		80,826

Income Statement Account Details

- Report each item (when individually or when like items are combined) greater than \$10,000 (class AB), \$5,000 (class C) and \$2,000 (class D) and all other lesser amounts grouped as Miscellaneous. Describe fully using other than account titles.
- Nonregulated sewer income should be reported as Miscellaneous Nonoperating Income, Account 421.
- If amount of Contributed Plant Water (421) does not match the total Additions During Year entered on Water Utility Plant in Service – Plant Financed by Contributions, please provide a detailed explanation. Please see the help guide for more information.

Description (a)	Earnings (216.1) (b)	Contributions (216.2) (c)	Total This Year (d)	
MISC INTEREST EXPENSE	24,551		24,551	40
Total (Acct. 426)	105,377	762,457	867,834	41
TOTAL MISCELLANEOUS INCOME DEDUCTIONS	(85,729)	762,457	676,728	42
INTEREST CHARGES				43
Interest on Long-Term Debt (427)				44
Derived	1,437,133		1,437,133	45
Total (Acct. 427)	1,437,133	0	1,437,133	46
Amortization of Debt Discount and Expense (428)				47
2019 SDWLP	27,530		27,530	48
AMORT OF PREPAID INTEREST EXP/LOSS	46,743		46,743	49
Total (Acct. 428)	74,273	0	74,273	50
Amortization of Premium on DebtCr. (429)				51
BONDS	113,305		113,305	52
NOTES PAYABLE	227,960		227,960	53
Total (Acct. 429)	341,265	0	341,265	54
Interest on Debt to Municipality (430)				55
Derived	0		0	56
Total (Acct. 430)	0	0	0	57
Other Interest Expense (431)				58
Derived	689,513		689,513	59
Total (Acct. 431)	689,513	0	689,513	60
TOTAL INTEREST CHARGES	1,859,654	0	1,859,654	61
NET INCOME	1,300,360	(454,801)	845,559	62
EARNED SURPLUS				63
Unappropriated Earned Surplus (Beginning of Year) (216)				64
Derived	44,051,628	28,660,165	72,711,793	65
Total (Acct. 216)	44,051,628	28,660,165	72,711,793	66
Balance Transferred from Income (433)				67
Derived	1,300,360	(454,801)	845,559	68
Total (Acct. 433)	1,300,360	(454,801)	845,559	69
Miscellaneous Debits to SurplusDebit (435)				70
Vacate 2014 Non-Exclusive Indefinite Easement	4,794		4,794	71
Total (Acct. 435)	4,794	0	4,794	72
UNAPPROPRIATED EARNED SURPLUS (END OF YEAR)	45,347,194	28,205,364	73,552,558	73

Income from Merchandising, Jobbing & Contract Work (Accts. 415-416)

Particulars (a)	Water (b)	Electric (c)	Gas (d)	Sewer (e)	Total (f)
Revenues					
Revenues (account 415)	3,623,919				3,623,919
Cost and Expenses of Merchandising, Jobbing and Contract Work (416)					
Cost of merchandise sold	3,617,665				3,617,665
Payroll					0
Materials					0
Taxes					0
Total costs and expenses	3,617,665	0	0	0	3,617,665
Net Income (or loss)	6,254	0	0	0	6,254

Revenues Subject to Wisconsin Remainder Assessment

- Report data necessary to calculate revenue subject to Wisconsin remainder assessment pursuant to Wis. Stat § 196.85(2) and Wis. Admin. Code Ch. PSC 5.
- If the sewer department is not regulated by the PSC, do not report sewer department in data column (d).

Description (a)	Water Utility (b)	Electric Utility (c)	Gas Utility (d)	Sewer Utility (Regulated Only (e)	Total (f)	
Total operating revenues	11,728,085				11,728,085	1
Less: interdepartmental sales	0				0	2
Less: interdepartmental rents	0				0	3
Less: return on net investment in meters charged to regulated sewer department. (Do not report if nonregulated sewer.)					0	4
Less: uncollectibles directly expensed as reported in water acct. 904 (690 class D), sewer acct. 843, and electric acct. 904 -or-Net write-offs when Accumulated Provision for Uncollectible Accounts (acct. 144) is maintained	6,594				6,594	5
Revenues subject to Wisconsin Remainder Assessment	11,721,491	0	0	0	11,721,491	6

Distribution of Total Payroll

- Amounts charged to Utility Financed and to Contributed Plant accounts should be combined and reported in plant or accumulated depreciation accounts.
- Amount originally charged to clearing accounts as shown in column (b) should be shown as finally distributed in column (c).
- The amount for clearing accounts in column (c) is entered as a negative for account "Clearing Accounts" and the distributions to accounts on all other lines in column (c) will be positive with the total of column (c) being zero.
- Provide additional information in the schedule footnotes when necessary.
- Please see the help guide for examples of how to break out shared costs.

Accounts Charged (a)	Direct Payroll Distribution (b)	Allocation of Amounts Charged Clearing Accts. (c)	Total (d)
Water operating expenses	1,441,621	369,660	1,811,281
Electric operating expenses			0
Gas operating expenses			0
Heating operating expenses			0
Sewer operating expenses			0
Merchandising and jobbing			0
Other nonutility expenses			0
Water utility plant accounts	227,555		227,555
Electric utility plant accounts			0
Gas utility plant accounts			0
Heating utility plant accounts			0
Sewer utility plant accounts			0
Accum. prov. for depreciation of water plant			0
Accum. prov. for depreciation of electric plant			0
Accum. prov. for depreciation of gas plant			0
Accum. prov. for depreciation of heating plant			0
Accum. prov. for depreciation of sewer plant			0
Clearing accounts	369,660	(369,660)	0
All other accounts	237,920		237,920
Total Payroll	2,276,756	0	2,276,756

Full-Time Employees (FTE)

- Use FTE numbers where FTE stands for Full-Time Employees or Full-Time Equivalency. FTE can be computed by using total hours worked/2080 hours for a fiscal year. Estimate to the nearest hundredth. If an employee works part time for more than one industry then determine FTE based on estimate of hours worked per industry.
- Example: An employee worked 35% of their time on electric jobs, 30% on water jobs, 20% on sewer jobs and 15% on municipal nonutility jobs. The FTE by industry would be .35 for electric, .30 for water and .20 for sewer.

Industry (a)	FTE (b)
Water	30.0
Electric	
Gas	
Sewer	

Balance Sheet

(b) 133,863,755 35,337,485 0 0 98,526,270	128,487,072 33,683,739
35,337,485 0 0	33,683,739
35,337,485 0 0	33,683,739
0	
0	0
	•
98,526,270	0
	94,803,333
0	0
0	0
0	0
0	0
3,492,850	2,791,124
12,122,193	13,969,869
0	0
15,615,043	16,760,993
3,405,196	4,533,705
0	0
684	1,184
17,920,562	8,559,102
0	0
5,449,627	6,810,713
0	0
8,791	6,808
560,416	563,914
390,977	400,692
0	0
0	0
0	0
163,503	153,160
0	0
0	0
(478,201)	403,235
27,403,973	21,418,897
315,516	362,260
0	0
28,947,911	23,431,490
0	0
0	0
3,167,613	1,230,407
32,431,040	25,024,157
	0 0 0 3,492,850 12,122,193 0 15,615,043 3,405,196 0 684 17,920,562 0 5,449,627 0 8,791 560,416 390,977 0 0 0 163,503 0 0 (478,201) 27,403,973 315,516 0 28,947,911 0 0 3,167,613

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Balance Sheet

Liabilities and Othe Credits (a)	Balance End of Year (b)	Balance First of Year (c)
LIABILITIES AND OTHER CREDITS		
PROPRIETARY CAPITAL		
Capital Paid in by Municipality (200)	2,722,127	2,707,846
Appropriated Earned Surplus (215)	0	0
Unappropriated Earned Surplus (216)	73,552,558	72,711,793
Total Proprietary Capital	76,274,685	75,419,639
LONG-TERM DEBT		
Bonds (221)	59,244,877	38,722,714
Advances from Municipality (223)	0	0
Other Long-Term Debt (224)	21,775,000	26,610,000
Total Long-Term Debt	81,019,877	65,332,714
CURRENT AND ACCRUED LIABILITIES		
Notes Payable (231)	0	0
Accounts Payable (232)	1,508,929	3,545,416
Payables to Municipality (233)	3,625,228	2,896,577
Customer Deposits (235)	136,087	161,492
Taxes Accrued (236)	2,058,932	1,874,879
Interest Accrued (237)	467,788	423,687
Tax Collections Payable (241)	7,506	6,857
Miscellaneous Current and Accrued Liabilities (242)	338,562	350,689
Total Current and Accrued Liabilities	8,143,032	9,259,597
DEFERRED CREDITS		
Unamortized Premium on Debt (251)	1,919,482	2,260,747
Customer Advances for Construction (252)	0	0
Other Deferred Credits (253)	6,619,250	5,734,683
Total Deferred Credits	8,538,732	7,995,430
OPERATING RESERVES		
Property Insurance Reserve (261)	0	0
Injuries and Damages Reserve (262)	0	0
Pensions and Benefits Reserve (263)	0	0
Miscellaneous Operating Reserves (265)	0	0
Total Operating Reserves	0	0
TOTAL LIABILITIES AND OTHER CREDITS	173,976,326	158,007,380

Net Utility Plant

Report utility plant accounts and related accumulated provisions for depreciation and amortization after allocation of common plant
accounts and related provisions for depreciation and amortization to utility departments as of December 31.

Particulars (a)	Water (b)	Electric (c)	Gas (d)	Sewer (e)
First of Year				
Total Utility Plant - First of Year	128,487,072	0	0	0
	128,487,072	0	0	0
Plant Accounts				
Utility Plant in Service - Financed by Utility Operations or by the Municipality (101.1)	91,877,684			
Utility Plant in Service - Contributed Plant (101.2)	41,242,712			
Utility Plant Purchased or Sold (102)				
Utility Plant Leased to Others (104)				
Property Held for Future Use (105)	435,090			
Completed Construction not Classified (106)				
Construction Work in Progress (107)	308,269			
Total Utility Plant	133,863,755	0	0	0
Accumulated Provision for Depreciation and Amortization				
Accumulated Provision for Depreciation of Utility Plant in Service - Financed by Utility Operations or by the Municipality (111.1)	22,329,197			
Accumulated Provision for Depreciation of Utility Plant in Service - Contributed Plant (111.2)	13,008,288			
Accumulated Provision for Depreciation of Utility Plant Leased to Others (112)				
Accumulated Provision for Depreciation of Property Held for Future Use (113)				
Accumulated Provision for Amortization of Utility Plant in Service (114)				
Accumulated Provision for Amortization of Utility Plant Leased to Others (115)				
Accumulated Provision for Amortization of Property Held for Future Use (116)				
Total Accumulated Provision	35,337,485	0	0	0
Accumulated Provision for Depreciation and Amortization				
Utility Plant Acquisition Adjustments (117)				
Accumulated Provision for Amortization of Utility Plant Acquisition Adjustments (118)				
Other Utility Plant Adjustments (119)				
Total Other Utility Plant Accounts	0	0	0	0
Net Utility Plant	98,526,270	0	0	0

Accumulated Provision for Depreciation of Utility Plant on Utility Plant Financed by Utility Operations or by the Municipality (Acct. 111.1)

Depreciation Accruals (Credits) during the year (111.1):

- Report the amounts charged in the operating sections to Depreciation Expense (403).
- If sewer operations are nonregulated, do not report sewer depreciation on this schedule.
- Report the Depreciation Expense on Meters charged to sewer operations as an addition in the Water Column. If the sewer is also a
 regulated utility by the PSC, report an equal amount as a reduction in the Sewer column.
- Report all other accruals charged to other accounts, such as to clearing accounts.

Water (b)	Electric (c)	Gas (d)	Sewer (e)	Total (f)
21,431,750	0	0	0	21,431,750
1,857,800				1,857,800
167,730				167,730
74,337				74,337
2,099,867	0	0	0	2,099,867
1,062,739				1,062,739
139,681				139,681
1,202,420	0	0	0	1,202,420
22,329,197	0	0	0	22,329,197
	(b) 21,431,750 1,857,800 167,730 74,337 2,099,867 1,062,739 139,681 1,202,420	(b) (c) 21,431,750 0 1,857,800 167,730 74,337 2,099,867 0 1,062,739 139,681 1,202,420 0	(b) (c) (d) 21,431,750 0 0 1,857,800 167,730 74,337 2,099,867 0 0 1,062,739 139,681 1,202,420 0 0	(b) (c) (d) (e) 21,431,750 0 0 0 1,857,800 167,730 0 0 0 74,337 2,099,867 0 0 0 0 1,062,739 139,681 0 0 0 0 0 1,202,420 0 0 0 0 0 0 0

Accumulated Provision for Depreciation of Utility Plant on Contributed Plant in Service (Acct. 111.2)

Depreciation Accruals (Credits) during the year (111.2):

- Report the amounts charged in the operating sections to Other Income Deductions (426).
- If sewer operations are nonregulated, do not report sewer depreciation on this schedule.
- Report the Depreciation Expense on Meters charged to sewer operations as an addition in the Water Column. If the sewer is also a regulated utility by the PSC, report an equal amount as a reduction in the Sewer column.
- Report all other accruals charged to other accounts, such as to clearing accounts.

Water (b)	Electric (c)	Gas (d)	Sewer (e)	Total (f)
12,251,989	0	0	0	12,251,989
762,457				762,457
				0
0				0
762,457	0	0	0	762,457
6,158				6,158
0				0
6,158	0	0	0	6,158
13,008,288	0	0	0	13,008,288
	(b) 12,251,989 762,457 0 762,457 6,158 0 6,158	(b) (c) 12,251,989 0 762,457 0 762,457 0 6,158 0 6,158 0	(b) (c) (d) 12,251,989 0 0 762,457 0 762,457 0 0 6,158 0 6,158 0 0	(b) (c) (d) (e) 12,251,989 0 0 0 762,457 0 0 0 6,158 0 0 0 6,158 0 0 0

Net Nonutility Property (Accts. 121 & 122)

- Report separately each item of property with a book cost of \$5,000 or more included in account 121.
- Other items may be grouped by classes of property.
- Describe in detail any investment in sewer department carried in this account.

Description (a)	Balance First of Year (b)	Additions During Year (c)	Deductions During Year (d)	Balance End of Year (e)	
Nonregulated sewer plant	0			0	1
Total Nonutility Property (121)	0	0	0	0	2
Less accum. prov. depr. & amort. (122)	0			0	3
Net Nonutility Property	0	0	0	0	4

Accumulated Provision for Uncollectible Accounts-Cr. (Acct. 144)

Description (a)	Amount (b)
Balance first of year	6,808
Additions	
Provision for uncollectibles during year	6,593
Collection of accounts previously written off: Utility Customers	1,638
Collection of accounts previously written off: Others	0
Total Additions	8,231
Accounts Written Off	
Accounts written off during the year: Utility Customers	5,187
Accounts written off during the year: Others	1,061
Total Accounts Written Off	6,248
Balance End of Year	8,791

Materials and Supplies

Account (a)	Generation (b)	Transmission (d)	Distribution (d)	Other (e)	Total End of Year (f)	Amount Prior Year (g)
Electric Utility						
Fuel (151)					0	0
Fuel stock expenses (152)					0	0
Plant mat. & oper. sup. (154)					0	0
Total Electric Utility	(0	0		0 0	0

Account	Total End of Year	Amount Prior Year
Electric utility total	0	0
Water utility (154)	390,977	400,692
Sewer utility (154)		
Heating utility (154)		
Gas utility (154)		
Merchandise (155)		
Other materials & supplies (156)		
Stores expense (163)		
Total Material and Supplies	390,977	400,692

Unamortized Debt Discount & Expense & Premium on Debt (Accts. 181 and 251)

Report net discount and expense or premium separately for each security issue.

Written Off During Year

Debt Issue to Which Related (a)	Amount (b)	Account Charged or Credited (c)	Balance End of Year (d)
Unamortized debt discount & expense (181)			
None			
Prepaid Interest Exp - Unamortized Loss on Adv Refunding	46,743	0	315,516
Total	46,743	1	315,516
Unamortized premium on debt (251)			
None			
Unamortized Premium - Bond 2013	41,000	0	533,005
Unamortized Premium - Bond 2014	10,257	0	146,156
Unamortized Premium - Bond 2015	22,177	0	340,042
Unamortized Premium - Bond 2016	39,871	0	651,232
Unamortized Premium - Note Payable 2016	171,517	0	117,346
Unamortized Premium - Note Payable 2017	56,443	0	131,701
Total	341,265		1,919,482

Capital Paid in by Municipality (Acct. 200)

Report each item (when individually or when like items are combined) greater than \$10,000 (class AB), \$5,000 (class C) and \$2,000 (class D, sewer and privates) and all other lesser amounts grouped as Miscellaneous. Describe fully using other than account titles.

Description (a)	Amount (b)
Balance first of year	2,707,846 1
CITY OF WAUKESHA CONTRIBUTED SERVICES	14,281 2
Balance end of year	2,722,127 3

Bonds (Acct. 221)

- Report information required for each separate issue of bonds.
- If there is more than one interest rate for an aggregate obligation issue, average the interest rates and report one rate.
- Proceeds advanced by the municipality from sale of general obligation bonds, if repayable by utility, should be included in account 223.
- Enter interest rates in decimal form. For example, enter 6.75% as 0.0675

Description of Issue (a)	Date of Issue (b)	Final Maturity Date (c)	Interest Rate (d)	Principal Amount End of Year (e)	
2013 BOND ISSUE	05/07/2013	10/01/2032	2.76%	8,360,000 *	1
2013 SDWLP	05/22/2013	05/01/2033	1.93%	827,808 *	2
2014 BOND ISSUE	04/08/2014	10/01/2033	3.51%	4,145,000 *	3
2015 BOND ISSUE	05/12/2015	10/01/2034	2.45%	5,155,000 *	4
2016 BOND ISSUE	05/10/2016	10/01/2035	2.75%	6,280,000 *	5
2018 BOND ISSUE (BAN)	04/02/2018	05/01/2038	2.57%	22,629,032 *	6
2018 SDWLP	06/27/2018	05/01/2038	1.87%	651,433 *	7
2019-B SDWLP	03/27/2019	05/01/2038	1.98%	8,863,261 *	8
2019-E SDWLP	12/11/2019	05/01/2039	1.65%	2,333,343 *	9
Total				59,244,877	10

Bonds (Acct. 221)

- Report information required for each separate issue of bonds.
- · If there is more than one interest rate for an aggregate obligation issue, average the interest rates and report one rate.
- Proceeds advanced by the municipality from sale of general obligation bonds, if repayable by utility, should be included in account 223.
- Enter interest rates in decimal form. For example, enter 6.75% as 0.0675

Bonds (Acct. 221) (Page F-17)

General Footnote

A/N 221 Bonds: Dollar amount includes current portion of long-term debt.

Notes Payable & Miscellaneous Long-Term Debt

- Report each class of debt included in Accounts 223, 224 and 231.
- · Proceeds of general obligation issues, if subject to repayment by the utility, should be included in Account 223.
- If there is more than one interest rate for an aggregate obligation issue, average the interest rates and report one rate.
- Enter interest rates in decimal form. For example, enter 6.75% as 0.0675

Account and Description of Obligation (a and b)	Date of Issue (c)	Final Maturity Date (d)	Interest Rate (e)	Principal Amount End of Year (f)
Other Long-Term Debt (224)				
A/N 230 NOTES PAYABLE TO CITY - 2016B	05/10/2016	05/01/2021	3.00%	11,890,000
A/N 230 NOTES PAYABLE TO CITY - 2017C	05/23/2017	05/01/2022	3.00%	9,885,000
Total for Account 224				21,775,000

Taxes Accrued (Acct. 236)

Description (a)	Amount (b)
Balance first of year	1,874,879
Charged water department expense	2,178,084
Charged electric department expense	
Charged gas department expense	
Charged sewer department expense	36,393
Total accruals and other credits	2,214,477
County, state and local taxes	1,874,880
Social Security taxes	143,938
PSC Remainder Assessment	11,481
Gross Receipts Tax	
DNR Water Use Fees	125
otal payments and other debits	2,030,424
Balance end of year	2,058,932

Interest Accrued (Acct. 237)

- Report below interest accrued on each utility obligation.
- Report customer deposits under account 235.

Description of Issue (a)	Interest Accrued Balance First of Year (b)	Interest Accrued During Year (c)	Interest Paid During Year (d)	Interest Accrued Balance End of Year (e)
Bonds (221)	0	0	0	0
REVENUE BONDS - 2013 ISSUE	78,204	310,922	312,816	76,310
REVENUE BONDS - 2014 ISSUE	40,441	160,612	161,762	39,291
REVENUE BONDS - 2015 ISSUE	50,150	199,300	200,600	48,850
REVENUE BONDS - 2016 ISSUE	58,488	233,950	233,950	58,488
REVENUE BONDS - 2018 ISSUE	58,419	371,799	329,843	100,375
REVENUE BONDS - SDWLP 2013	2,820	16,263	16,427	2,656
REVENUE BONDS - SDWLP 2018	2,115	12,351	12,435	2,031
REVENUE BONDS - SDWLP 2019		131,936	101,024	30,912
Subtotal Bonds (221)	290,637	1,437,133	1,368,857	358,913
Advances from Municipality (223)	0	0	0	0
None				0
Subtotal Advances from Municipality (223)	0	0	0	0
Other Long-Term Debt (224)	0	0	0	0
None				0
Subtotal Other Long-Term Debt (224)	0	0	0	0
Notes Payable (231)	0	0	0	0
NOTE PAYABLE 2016	83,625	392,963	417,138	59,450
NOTE PAYABLE 2017	49,425	296,550	296,550	49,425
Subtotal Notes Payable (231)	133,050	689,513	713,688	108,875
Customer Deposits (235)	0	0	0	0
None				0
Subtotal Customer Deposits (235)	0	0	0	0
Total	423,687	2,126,646	2,082,545	467,788

Report each item (when individually or when like items are combined) greater than \$10,000 (class AB), \$5,000 (class C) and \$2,000 (class D) and all other lesser amounts grouped as Miscellaneous. Describe fully using other than account titles.

Description (a)	Balance End of Year (b)
Sinking Funds (125)	0
A/N 1250 DEBT PAYMENT FUND	897,268
A/N 1259 BOND RESERVE FUND	477,655
A/N 1287 TAX EQUIVALENT (PILOT) RESERVE	2,117,927
Total (Acct. 125)	3,492,850
Depreciation Fund (126)	0
A/N 1261 IMPROVEMENT FUND	153
A/N 1265 EQUIPMENT REPLACEMENT FUND	12,122,040
Total (Acct. 126)	12,122,193
Cash and Working Funds (131)	0
Cash	3,405,196
Total (Acct. 131)	3,405,196
Norking Funds (135)	0
A/N 135 WORKING FUNDS	684
Total (Acct. 135)	684
Temporary Cash Investments (136)	0
A/N 1365 LGIP - GENERAL FUND	17,920,562
Total (Acct. 136)	17,920,562
Customer Accounts Receivable (142)	0
Water	3,302,801
A/N 1423 A/R RETURN FLOW CHARGES	416,644
Sewer (Regulated)	1,730,182
Total (Acct. 142)	5,449,627
Other Accounts Receivable (143)	0
Sewer (Non-regulated)	
Merchandising, jobbing and contract work	
Total (Acct. 143)	0
Receivables from Municipality (145)	0
A/N 1449 A/R TAX ROLL - SEWER	6,604 *
A/N 1450 A/R TAX ROLL - WATER	552,563 *
A/N 1451 A/R TAX ROLL - RETURN FLOW	1,249 *
Total (Acct. 145)	560,416

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Report each item (when individually or when like items are combined) greater than \$10,000 (class AB), \$5,000 (class C) and \$2,000 (class D) and all other lesser amounts grouped as Miscellaneous. Describe fully using other than account titles.

Prepayments (165)	0
A/N 1650 PREPAID INS - PLC & WC	38,268
A/N 1651 PREPAID INS - LT DISABILITY	534
A/N 1652 PREPAID INS - HEALTH & DENTAL	66,507
A/N 1653 PREPAID INS - LIFE	1,861
A/N 1655 PREPAID OTHER	56,333
Total (Acct. 165)	163,503
Miscellaneous Current and Accrued Assets (174)	0
A/N RESTRICTED NET PENSION ASSET	(478,201)
Total (Acct. 174)	(478,201)
Preliminary Survey and Investigation Charges (183)	0
A/N 1830 FUTURE WATER SUPPLY	28,947,911
Total (Acct. 183)	28,947,911
Miscellaneous Deferred Debits (186)	0
A/N 1875 DEFERRED OUTFLOW PENSION	2,106,114
A/N 1876 DEFERRED OUTFLOW - OPEB HLTH INS	1,041,362
A/N 1877 DEFERRED OUTFLOW LIFE INS.	20,136
ROUNDING ADJUSTMENT TO TIE BALANCE SHEET	1
Total (Acct. 186)	3,167,613
Accounts Payable (232)	0
Accounts Payable	1,508,929
Total (Acct. 232)	1,508,929
Payables to Municipality (233)	0
A/N 2331 SEWER USER CHARGES	2,925,693
A/N 2332 RETURN FLOW USER CHARGES	683,161
A/N 2336 SEWER CONNECTION FEES	16,374
Total (Acct. 233)	3,625,228
Customer Deposits (235)	0
A/N 2351 CUSTOMER DEPOSITS	136,087
Total (Acct. 235)	136,087
Tax Collections Payable (241)	0
A/N 241 TAX COLLECTIONS PAYABLE	7,506
Total (Acct. 241)	7,506

Report each item (when individually or when like items are combined) greater than \$10,000 (class AB), \$5,000 (class C) and \$2,000 (class D) and all other lesser amounts grouped as Miscellaneous. Describe fully using other than account titles.

338,562
338,562
0 6
764,422
1,464,050
38,447
(555,396) * 7
5,100,636
(215,200) * 7
139,353
(157,664) * 7
40,602
6,619,250

Report each item (when individually or when like items are combined) greater than \$10,000 (class AB), \$5,000 (class C) and \$2,000 (class D) and all other lesser amounts grouped as Miscellaneous. Describe fully using other than account titles.

Balance Sheet Detail - Other Accounts (Page F-22)

Explain amounts in Accounts 143, 145 and/or 233 in excess of \$10,000. Provide a short list or detailed description, but do not use terms such as other revenues, general, miscellaneous, or repeat the account title.

A/N 1449 A/R Tax Roll – Sewer: This account represents the tax roll invoice sent to the City that remains outstanding as of 12/31/2019.

A/N 1450 A/R Tax Roll – Water: This account represents the tax roll invoice sent to the City that remains outstanding as of 12/31/2019.

A/N 1451 A/R Tax Roll – Return Flow: This account represents the tax roll invoice sent to the City that remains outstanding as of 12/31/2019.

A/N 2331 A/P Sewer User Charges: This account represents all sewer user charges payable to the City as of 12/31/2019.

A/N 2332 A/P Return Flow User Charges: This account represents all return flow user charges payable to the City as of 12/31/2019.

A/N 2336 A/P Sewer Connection Fees: This account represents all sewer connection fees payable to the City as of 12/31/2019.

General Footnote

A/N 2530-100 Regulatory Liability Pension – includes PSC vs. GASB 68 adjustment of (\$555,396). A/N 2532-100 Regulatory Liability OPEB (Health) – includes PSC vs. GASB 75 adjustment of (\$215,200). A/N 2534-100 Regulatory Liability OPEB (Life) – includes PSC vs. GASB 75 adjustment of (\$157,664).

Return on Rate Base Computation

- The data used in calculating rate base are averages.
- Calculate those averages by summing the first-of-year and the end-of-year figures for each account and then dividing the sum by two.
- For municipal utilities, do not include contributed plant in service, property held for future use, or construction work in progress with utility plant in service. These are not rate base components.
- For private utilities, do not include property held for future use, or construction work in progress with utility plant in service. These are not rate base components.

Average Rate Base (a)	Water (b)	Electric (c)	Gas (d)	Sewer (e)	Total (f)
Add Average					
Utility Plant in Service (101.1)	89,345,902				89,345,902
Materials and Supplies	395,834				395,834
Less Average					
Reserve for Depreciation (111.1)	21,880,473				21,880,473
Customer Advances for Construction					0
Regulatory Liability	859,975				859,975
Average Net Rate Base	67,001,288	0	0	0	67,001,288
Net Operating Income	2,320,909				2,320,909
Net Operating Income as a percent of Average Net Rate Base	3.46%	N/A	N/A	N/A	3.46%

Regulatory Liability - Pre-2003 Historical Accumulated Depreciation on Contributed Utility Plant (253)

Description (a)	Water (b)	Electric (c)	Gas (d)	Sewer (e)	Total (f)
Balance First of Year	955,528	0	0	0	955,528
Credits During Year					0
None					0
Charges (Deductions)					0
Miscellaneous Amortization (425)	191,106				191,106
Balance End of Year	764,422	0	0	0	764,422

Important Changes During the Year

Report changes of any of the following types:

1. Acquisitions

None.

2. Leaseholder changes

None.

3. Extensions of service

Developers completed improvements in 2019.

4. Estimated changes in revenues due to rate changes

5. Obligations incurred or assumed, excluding commercial paper

Long-term Safe Drinking Water Loan Program (SDWLP) bonds were issued to the City of Waukesha on behalf of the Utility for \$8,863,261.12 on 3/27/2019 and for \$2,333,343.42 on 12/11/2019.

6. Formal proceedings with the Public Service Commission
1.) Docket #6240-GF-100 Great Lakes Diversion Project Application 2.) Docket #6240-WR-110 Adjust Water Rates 3.) Docket #6240-CW-117 Construct Water Transmission Main, a Booster Station, Reservoirs and a Water Supply Control Building in the City of Waukesha, the City West Allis, the City of Greenfield, the City of New Berlin, and the Town of Waukesha, Waukesha County, and in the City of Milwaukee, Milwaukee County, Wisconsin

7. Any additional matters

None.

Water Operating Revenues & Expenses

Description (a)	This Year (b)	Last Year (c)
Operating Revenues - Sales of Water	(8)	(0)
Sales of Water (460-467)	11,257,750	11,319,091
Total Sales of Water	11,257,750	11,319,091
Other Operating Revenues		
Forfeited Discounts (470)	150,238	135,782
Rents from Water Property (472)	230,640	229,715
Interdepartmental Rents (473)	0	0
Other Water Revenues (474)	89,457	156,704
Total Other Operating Revenues	470,335	522,201
Total Operating Revenues	11,728,085	11,841,292
Operation and Maintenenance Expenses		
Source of Supply Expense (600-617)	614,672	607,015
Pumping Expenses (620-633)	1,015,583	900,349
Water Treatment Expenses (640-652)	448,424	421,079
Transmission and Distribution Expenses (660-678)	1,640,957	1,322,459
Customer Accounts Expenses (901-906)	221,793	222,723
Sales Expenses (910)	0	0
Administrative and General Expenses (920-932)	1,429,863	1,278,762
Total Operation and Maintenenance Expenses	5,371,292	4,752,387
Other Operating Expenses		
Depreciation Expense (403)	1,857,800	1,784,287
Amortization Expense (404-407)		
Taxes (408)	2,178,084	1,991,787
Total Other Operating Expenses	4,035,884	3,776,074
Total Operating Expenses	9,407,176	8,528,461
NET OPERATING INCOME	2,320,909	3,312,831

Water Operating Revenues - Sales of Water

- Where customer meters record cubic feet, multiply by 7.48 to obtain number of gallons.
- Report estimated gallons for unmetered sales.
- Sales to multiple dwelling buildings through a single meter serving 3 or more family units should be classified multifamily residential.
- Account 460, Unmetered Sales to General Customers Gallons of Water Sold should not include in any way quantity of water, i.e.
 metered or measured by tank of pool volume. The quantity should be estimated based on size of pipe, flow, foot of frontage, etc. Bulk
 water sales should be Account 460 if the quantity is estimated and should be Account 461 if metered or measured by volume. Water
 related to construction should be a measured sale of water (Account 461).
- Report average number of individually-metered accounts (meters). The amount reported should be the average meter count. E.g. if a hospital has 5 meters, a total of 5 meters should be reported on this schedule in column b (Average No. of Customers).
- Do not include meters or revenue billed under Schedule Am-1 (Additional Meter Rental Charge) in Account 461. Record revenues billed under Schedule Am-1 in Account 474.

Description (a)	Average No. Customer (b)	Thousand of Gallons of Water Sold (c)	Amount (d)
Unmetered Sales to General Customers (460)			
Residential (460.1)			
Commercial (460.2)			
Industrial (460.3)			
Public Authority (460.4)			
Multifamily Residential (460.5)			
Irrigation (460.6)			
Total Unmetered Sales to General Customers (460)	0	0	0
Metered Sales to General Customers (461)			
Residential (461.1)	17,817	852,655	4,770,809
Commercial (461.2)	1,263	334,727	1,433,054
Industrial (461.3)	149	220,675	760,455
Public Authority (461.4)	118	65,914	272,961
Multifamily Residential (461.5)	1,026	369,367	1,574,453
Irrigation (461.6)	137	2,879	32,821
Total Metered Sales to General Customers (461)	20,510	1,846,217	8,844,553
Private Fire Protection Service (462)	1		257,623
Public Fire Protection Service (463)	1		2,155,574
Other Water Sales (465)			
Sales for Resale (466)	0	0	0
Interdepartmental Sales (467)			
Total Sales of Water	20,512	1,846,217	11,257,750

Sales for Resale (Acct. 466)

Use a separate line for each delivery point.

--- THIS SCHEDULE NOT APPLICABLE TO THIS UTILITY---

Other Operating Revenues (Water)

- · Report revenues relating to each account and fully describe each item using other than the account title.
- Report each item (when individually or when like items are combined) greater than \$10,000 (class AB), \$5,000 (class C) and \$2,000 (class D and privates) and all other lesser amounts grouped as Miscellaneous.
- For a combined utility which also provides sewer service that is based upon water readings, report the return on net investment in meters charged to sewer department in Other Water Revenues (474).

Description (a)	Amount (b)
Public Fire Protection Service (463)	
Amount billed (usually per rate schedule F-1 or Fd-1)	2,155,574
Wholesale fire protection billed	
Amount billed for fighting fires outside utility's service areas (usually per rate schedule F-2 or BW-1)	
Total Public Fire Protection Service (463)	2,155,574
Forfeited Discounts (470)	
Customer late payment charges	150,238
Total Forfeited Discounts (470)	150,238
Rents from Water Property (472)	
Rent of tower for cellular antennas	230,640
Total Rents from Water Property (472)	230,640
Interdepartmental Rents (473)	
None	
Total Interdepartmental Rents (473)	0
Other Water Revenues (474)	
Return on net investment in meters charged to sewer department	45,035
A/N 474 - MISC SERVICE REVENUES	47,962 *
INTEREST CHARGES	(3,540) *
Total Other Water Revenues (474)	89,457

Other Operating Revenues (Water)

- · Report revenues relating to each account and fully describe each item using other than the account title.
- Report each item (when individually or when like items are combined) greater than \$10,000 (class AB), \$5,000 (class C) and \$2,000 (class D and privates) and all other lesser amounts grouped as Miscellaneous.
- For a combined utility which also provides sewer service that is based upon water readings, report the return on net investment in meters charged to sewer department in Other Water Revenues (474).

Other Operating Revenues (Water) (Page W-04)

Explain all amounts in Account 474 in excess of \$10,000.

A/N 474 Interest Charges - Reported as a debit balance because of a year-end accrual for water revenue metered, but not billed (\$3,539.88). Actual interest charges less the accrual were \$805.41.

General Footnote

A/N 471 Misc Service Revenues - \$47,961.60 includes fees for lateral connection administration, bill status letters, special reads, reconnection/reinstallation, fire flow tests, private well permits, and vacuum breakers.

- Each expense account that has a difference between This Year and Last Year greater than 15 percent and \$10,000 (class AB), 15 percent and \$5,000 (class C), 15 percent and \$1,000 (class D) shall be fully explained. Please include breakdown of costs that contributed to the difference. Please reference the help document for more information.
- Class C and class D report all expenses in Other Expense (column c)

Description (a)	Labor Expense (b)	Other Expense (c)	Total This Year (d)	Last Year (e)	
SOURCE OF SUPPLY EXPENSES					1
Operation Supervision and Engineering (600)	2,725		2,725	0	2
Operation Labor and Expenses (601)			0	0	3
Purchased Water (602)			0	0	4
Miscellaneous Expenses (603)	510	591,491	592,001	591,876	5
Rents (604)			0	0	6
Maintenance Supervision and Engineering (610)	16,346		16,346	11,139	7
Maintenance of Structures and Improvements (611)			0	0	8
Maintenance of Collecting and Impounding Reservoirs (612)			0	0	9
Maintenance of Lake, River and Other Intakes (613)			0	0	10
Maintenance of Wells and Springs (614)		3,600	3,600	4,000	11
Maintenance of Supply Mains (616)			0	0	12
Maintenance of Miscellaneous Water Source Plant (617)			0	0	13
Total Source of Supply Expenses	19,581	595,091	614,672	607,015	14
PUMPING EXPENSES					15
Operation Supervision and Engineering (620)	38,911		38,911	37,442	16
Fuel for Power Production (621)			0	0	17
Power Production Labor and Expenses (622)			0	0	18
Fuel or Power Purchased for Pumping (623)		673,407	673,407	684,689	19
Pumping Labor and Expenses (624)	30,516	184	30,700	37,639	20
Expenses TransferredCredit (625)			0	0	21
Miscellaneous Expenses (626)	7,612	21,877	29,489	36,728	22
Rents (627)			0	0	23
Maintenance Supervision and Engineering (630)	9,202		9,202	10,509	24
Maintenance of Structures and Improvements (631)	46,463	30,659	77,122	53,271 *	25
Maintenance of Power Production Equipment (632)			0	0	26
Maintenance of Pumping Equipment (633)	25,893	130,859	156,752	40,071 *	27
Total Pumping Expenses	158,597	856,986	1,015,583	900,349	28
WATER TREATMENT EXPENSES					29
Operation Supervision and Engineering (640)	16,428		16,428	4,716 *	30
Chemicals (641)		144,488	144,488	159,885	31
Operation Labor and Expenses (642)	102,331	158,163	260,494	222,510 *	32
Miscellaneous Expenses (643)		340	340	697	33
Rents (644)			0	0	34
Maintenance Supervision and Engineering (650)			0	0	35
Maintenance of Structures and Improvements (651)		292	292	1,445	36
Maintenance of Water Treatment Equipment (652)	9,863	16,519	26,382	31,826	37
Total Water Treatment Expenses	128,622	319,802	448,424	421,079	38
TRANSMISSION AND DISTRIBUTION EXPENSES					39
Operation Supervision and Engineering (660)	39,890	162	40,052	32,140	40

- Each expense account that has a difference between This Year and Last Year greater than 15 percent and \$10,000 (class AB), 15 percent and \$5,000 (class C), 15 percent and \$1,000 (class D) shall be fully explained. Please include breakdown of costs that contributed to the difference. Please reference the help document for more information.
- Class C and class D report all expenses in Other Expense (column c)

Description (a)	Labor Expense (b)	Other Expense (c)	Total This Year (d)	Last Year (e)	
Storage Facilities Expenses (661)	13,141	282,758	295,899	188,394 * 4	41
Transmission and Distribution Lines Expenses (662)	118,191	19,955	138,146	146,387	42
Meter Expenses (663)	62,088	2,479	64,567	60,633	43
Customer Installations Expenses (664)	6,850	15,000	21,850	48,953 * 4	44
Miscellaneous Expenses (665)	58,608	60,830	119,438	120,254	45
Rents (666)			0	0 4	46
Maintenance Supervision and Engineering (670)	32,319		32,319	26,968	47
Maintenance of Structures and Improvements (671)			0	0 4	48
Maintenance of Distribution Reservoirs and Standpipes (672)		73	73	309	49
Maintenance of Transmission and Distribution Mains (673)	165,462	340,174	505,636	328,381 * 5	50
Maintenance of Services (675)	63,479	264,647	328,126	280,961 * 5	51
Maintenance of Meters (676)	2,715	2	2,717	2,353	52
Maintenance of Hydrants (677)	47,423	15,282	62,705	56,283	53
Maintenance of Miscellaneous Plant (678)	22,826	6,603	29,429	30,443	54
Total Transmission and Distribution Expenses	632,992	1,007,965	1,640,957	1,322,459	55
CUSTOMER ACCOUNTS EXPENSES					56
Supervision (901)	13,732		13,732	13,808	57
Meter Reading Expenses (902)	9,481	923	10,404	11,488	58
Customer Records and Collection Expenses (903)	99,760	23,541	123,301	121,661	59
Uncollectible Accounts (904)		6,594	6,594	6,469	60
Miscellaneous Customer Accounts Expenses (905)	5,458	33	5,491	7,026	61
Customer Service and Informational Expenses (906)	23,250	39,021	62,271	62,271	62
Total Customer Accounts Expenses	151,681	70,112	221,793	222,723	63
SALES EXPENSES				6	64
Sales Expenses (910)			0	0 6	65
Total Sales Expenses	0	0	0	0 6	66
ADMINISTRATIVE AND GENERAL EXPENSES				6	67
Administrative and General Salaries (920)	395,955	8,790	404,745	399,133	68
Office Supplies and Expenses (921)	35,870	263,618	299,488	269,651	69
Administrative Expenses TransferredCredit (922)	181,443	340,776	522,219	563,426	70
Outside Services Employed (923)		60,206	60,206	20,003 * 7	71
Property Insurance (924)		69,902	69,902	69,981	72
Injuries and Damages (925)		27,431	27,431	22,521	73
Employee Pensions and Benefits (926)		849,688	849,688	873,866	74
Regulatory Commission Expenses (928)	19,231	7,699	26,930	4,786 * 7	75
Duplicate ChargesCredit (929)			0	0 7	76
Miscellaneous General Expenses (930)	24,776	12,991	37,767	38,016	77
Rents (931)			0	0 7	78
Maintenance of General Plant (932)	55,759	120,166	175,925	144,231 * 7	79
Total Administrative and General Expenses	350,148	1,079,715	1,429,863	1,278,762	80

- Each expense account that has a difference between This Year and Last Year greater than 15 percent and \$10,000 (class AB), 15 percent and \$5,000 (class C), 15 percent and \$1,000 (class D) shall be fully explained. Please include breakdown of costs that contributed to the difference. Please reference the help document for more information.
- Class C and class D report all expenses in Other Expense (column c)

Description	Labor Expense	Other Expense	Total This Year	Last Year	
(a)	(b)	(c)	(d)	(e)	
TOTAL OPERATION AND MAINTENANCE EXPENSES	1,441,621	3,929,671	5,371,292	4,752,387	81

- Each expense account that has a difference between This Year and Last Year greater than 15 percent and \$10,000 (class AB), 15 percent and \$5,000 (class C), 15 percent and \$1,000 (class D) shall be fully explained. Please include breakdown of costs that contributed to the difference. Please reference the help document for more information.
- Class C and class D report all expenses in Other Expense (column c)

Water Operation & Maintenance Expenses (Page W-05)

Explain all This Year amounts that are more than 15% and \$10,000 higher or lower than the Last Year amount. Please see the help document for examples.

a/n 631 Maintenance of Structures & Improvements - 45% Increase - Doors were replaced at three facilities and locks were also replaced at multiple locations.

a/n 633 Maintenance of Pumping Equipment - 291% Increase - A temporary pump/motor was installed and removed at well #10 and a pump was repaired at well #8. A splice failed on the cable (for power) at well #6. Everything had to be pulled to fix the splice. Insurance covered all costs except WWU labor. That labor was booked here.

a/n 640 Operation Supervision and Engineering - 248% Increase - Manager labor for treatment increased in 2019 because UCMR (Unregulated contaminate monitoring) testing was performed.

a/n 642 Operation Labor and Expenses - 17% Increase - Wastewater charges increase ~ 9% in 2019. Return flow charges were also billed for a full year at an increased rate (\$0.62/1000 gal to \$1.85/1000 gal) in 2019.

a/n 661 Storage Facilities Expense - 57% Increase - Hunter tower was re-painted in 2019 and is larger than the Morris Tower which was repainted in 2018.

a/n 664 Customer Installation Expense - 55% Decrease - Commercial cross connection inspections were performed for a full year in 2018. In 2019, these services were performed from September through December and at a more favorable rate than in previous years (\$50/inspection).

a/n 673 Maintenance of Transmission & Distribution Mains - 54% Increase - The Utility lined a section of water main on Arcadian Ave in 2019. Insulation was installed on some water main because of the close proximity of storm sewer (part of Greenmeadow project). Restoration costs associated with 2018 projects were also booked to this account in 2019.

a/n 675 Maintenance of Services - 17% Increase - Additional street service tie-overs occurred in 2019 (water main replacement projects). Because the tie-over did not replace more than 50% of the street service, the tie-over was expensed. An increased number of iron property service replacements were replaced in 2019 in preparation for the new water supply.

a/n 923 Outside Services Employed - 201% Increase - A compensation study update was performed in 2019 and current bond ratings were required for WIFIA financing in 2019.

a/n 928 Regulatory Commission Expenses - 463% Increase - A rate case was submitted to the PSC in 2019.

a/n 932 Maintenance of General Plant - 102% Increase - Maintenance activities that were originally budgeted here in 2018 were moved to 2019, partially because of the pipe loop project that took place in 2018. A sewer lateral was replaced to the main office building in 2019.

Taxes (Acct. 408 - Water)

When allocation of taxes is made between departments, explain method used.

Description of Tax (a)	This Year (b)	Last Year (c)	
Property Tax Equivalent	2,058,933	1,874,880	1
Less: Local and School Tax Equivalent on Meters Charged to Sewer Department	36,393	34,899	2
Net Property Tax Equivalent	2,022,540	1,839,981	3
Social Security	143,938	140,639	4
PSC Remainder Assessment	11,481	11,042	5
DNR WATER USE FEE	125	125	6
Total Tax Expense	2,178,084	1,991,787	7

Water Property Tax Equivalent - Detail

- No property tax equivalent shall be determined for sewer utilities or town sanitary district water utilities.
- Tax rates are those issued in November (usually) of the year being reported and are available from the municipal treasurer. Report the tax rates in mills to six (6) decimal places.
- The assessment ratio is available from the municipal treasurer. Report the ratio as a decimal to six (6) places.
- The utility plant balance first of year should include the gross book values of plant in service (total of utility financed and contributed plant), property held for future use and construction work in progress.
- An "other tax rate" is included in the "Net Local and School Tax Rate Calculation" to the extent that it is local. An example is a local library tax. Fully explain the rate in the Property Tax Equivalent schedule footnotes.
- Property Tax Equivalent Total

If the municipality has authorized a lower tax equivalent amount, the authorization description and date of the authorization must be reported in the schedule footnotes. If the municipality has NOT authorized a lower amount, leave the cell blank.

		СО	UNTY: WAUKESHA(1)
SUMMARY OF TAX RATES			PROPERTY TAX
1. State Tax Rate	mills	0.000000	12. Local Tax Ra
2. County Tax Rate	mills	1.830000	13. Combined So
3. Local Tax Rate	mills	10.230000	14. Other Tax Ra
4. School Tax Rate	mills	8.220000	15. Total Local 8
5. Vocational School Tax Rate	mills	0.360000	16. Total Tax Ra
6. Other Tax Rate - Local	mills	0.000000	17. Ratio of Loca
7. Other Tax Rate - Non-Local	mills	0.000000	18. Total Tax Ne
8. Total Tax Rate	mills	20.640000	19. Net Local and
9. Less: State Credit	mills	1.360000	20. Utility Plant, J
11. Net Tax Rate	mills	19.280000	21. Materials & S

PROPERTY TAX EQUIVALENT CALCULATION	N	
12. Local Tax Rate	mills	10.230000
13. Combined School Tax Rate	mills	8.580000
14. Other Tax Rate - Local	mills	0.000000
15. Total Local & School Tax Rate	mills	18.810000
16. Total Tax Rate	mills	20.640000
17. Ratio of Local and School Tax to Total	dec.	0.911337
18. Total Tax Net of State Credit	mills	19.280000
19. Net Local and School Tax Rate	mills	17.570581
20. Utility Plant, Jan 1	\$	128,487,072
21. Materials & Supplies	\$	400,692
22. Subtotal	\$	128,887,764
23. Less: Plant Outside Limits	\$	6,107,525
24. Taxable Assets	\$	122,780,239
25. Assessment Ratio	dec.	0.994800
26. Assessed Value	\$	122,141,782
27. Net Local and School Tax Rate	mills	17.570581
28. Tax Equiv. Computed for Current Year	\$	2,146,102

PROPERTY TAX EQUIVALENT - TOTAL	
PROPERTY TAX EQUIVALENT CALCULATION	
1. Utility Plant, Jan 1	\$ 128,487,072
2. Materials & Supplies	\$ 400,692
3. Subtotal	\$ 128,887,764
4. Less: Plant Outside Limits	\$ 6,107,525
5. Taxable Assets	\$ 122,780,239
6. Assessed Value	\$ 122,141,782
7. Tax Equiv. Computed for Current Year	\$ 2,146,102
8. Tax Equivalent per 1994 PSC Report	\$ 840,079
9. Amount of Lower Tax Equiv. as Authorized by Municipality for Current Year (see notes)	\$ 2,058,933
10. Tax Equivalent for Current Year (see notes)	\$ 2,058,933

Water Property Tax Equivalent - Detail

- · No property tax equivalent shall be determined for sewer utilities or town sanitary district water utilities.
- Tax rates are those issued in November (usually) of the year being reported and are available from the municipal treasurer. Report the tax rates in mills to six (6) decimal places.
- The assessment ratio is available from the municipal treasurer. Report the ratio as a decimal to six (6) places.
- The utility plant balance first of year should include the gross book values of plant in service (total of utility financed and contributed plant), property held for future use and construction work in progress.
- An "other tax rate" is included in the "Net Local and School Tax Rate Calculation" to the extent that it is local. An example is a local library tax. Fully explain the rate in the Property Tax Equivalent schedule footnotes.
- Property Tax Equivalent Total
 If the municipality has authorized a lower tax equivalent amount, the authorization description and date of the authorization must be reported in the schedule footnotes. If the municipality has NOT authorized a lower amount, leave the cell blank.

Water Property Tax Equivalent - Total (Page W-07)

Lower Tax Equivalent authorized by municipality is greater than or equal to zero, please explain.

The Lower Tax Equivalent for 2019 was lower because we use an equivalent from the 2017 report. Due to timing and budgets, the Utility and the City have agreed to this two-year cycle (reported in 2017, calculated in 2018, expensed in 2019) verified in a memo dated 2/7/2012.

Water Utility Plant in Service - Plant Financed by Utility or Municipality

- All adjustments, corrections and reclassifications (including to/from plant financed by contributions) should be reported in Column (e), Adjustments.
- Explain fully as a footnote the nature of all entries reported in Column (e), Adjustments.
- For each account over \$50,000 (class AB) or \$25,000 (class C) or \$10,000 (class D), explain in the footnotes section the dollar additions and retirements. If applicable, the footnotes should cite construction authorization, complete with PSC docket number.
- Use only the account titles listed. If the utility has subaccounts other than accounts 391.1 and 397.1, combine them into one total and detail by subaccount as a schedule footnote.
- · The treatment plant accounts have changed since 2008 and that they should confirm the dollar amounts are in the right account.
- PSC Uniform System of Accounts

Accounts (a)	Balance First of Year (b)	Additions During Year (c)	Retirements During Year (d)	Adjustments Increase or (Decrease) (e)	Balance End of Year (f)
INTANGIBLE PLANT					
Organization (301)	0				0
Franchises and Consents (302)	0				0
Miscellaneous Intangible Plant (303)	0				0
Total Intangible Plant	0	0	0	0	0
SOURCE OF SUPPLY PLANT					
Land and Land Rights (310)	204,625				204,625
Structures and Improvements (311)	0				0
Collecting and Impounding Reservoirs (312)	0				0
Lake, River and Other Intakes (313)	0				0
Wells and Springs (314)	1,507,630				1,507,630
Supply Mains (316)	1,084,144				1,084,144
Other Water Source Plant (317)	0				0
Total Source of Supply Plant	2,796,399	0	0	0	2,796,399
PUMPING PLANT					
Land and Land Rights (320)	181,670				181,670
Structures and Improvements (321)	3,961,224	10,580	1,968		3,969,836
Other Power Production Equipment (323)	0				0
Electric Pumping Equipment (325)	4,035,807	487,934	300,666		4,223,075 *
Diesel Pumping Equipment (326)	0				0
Other Pumping Equipment (328)	0				0
Total Pumping Plant	8,178,701	498,514	302,634	0	8,374,581
WATER TREATMENT PLANT					
Land and Land Rights (330)	0				0
Structures and Improvements (331)	2,147,280				2,147,280
Sand or Other Media Filtration Equipment (332)	371,206				371,206
Membrane Filtration Equipment (333)	0				0
Other Water Treatment Equipment (334)	1,473,714				1,473,714
Total Water Treatment Plant	3,992,200	0	0	0	3,992,200
TRANSMISSION AND DISTRIBUTION PLANT					
Land and Land Rights (340)	110,083				110,083
Structures and Improvements (341)	0				0
Distribution Reservoirs and Standpipes (342)	6,469,100				6,469,100
Transmission and Distribution Mains (343)	45,568,914	4,189,993	228,215		49,530,692 *
0 1 (0.1=)					
Services (345)	5,932,881	575,573	14,643		6,493,811 *

Water Utility Plant in Service - Plant Financed by Utility or Municipality

- All adjustments, corrections and reclassifications (including to/from plant financed by contributions) should be reported in Column (e),
 Adjustments.
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- For each account over \$50,000 (class AB) or \$25,000 (class C) or \$10,000 (class D), explain in the footnotes section the dollar additions and retirements. If applicable, the footnotes should cite construction authorization, complete with PSC docket number.
- Use only the account titles listed. If the utility has subaccounts other than accounts 391.1 and 397.1, combine them into one total and detail by subaccount as a schedule footnote.
- · The treatment plant accounts have changed since 2008 and that they should confirm the dollar amounts are in the right account.
- PSC Uniform System of Accounts

Accounts (a)	Balance First of Year (b)	Additions During Year (c)	Retirements During Year (d)	Adjustments Increase or (Decrease) (e)	Balance End of Year (f)	
Hydrants (348)	3,465,686	396,540	20,331		3,841,895 *	3
Other Transmission and Distribution Plant (349)	0				0	3
Total Transmission and Distribution Plant	65,743,140	5,433,152	500,026	(111,807)	70,564,459	3
GENERAL PLANT						2
Land and Land Rights (389)	69,179				69,179	2
Structures and Improvements (390)	2,246,923	54,102	47,500		2,253,525 *	4
Office Furniture and Equipment (391)	181,736				181,736	4
Computer Equipment (391.1)	576,011	26,505			602,516	4
Transportation Equipment (392)	965,139	45,217	27,876		982,480	4
Stores Equipment (393)	9,764				9,764	4
Tools, Shop and Garage Equipment (394)	461,245				461,245	4
Laboratory Equipment (395)	5,842				5,842	4
Power Operated Equipment (396)	658,735	141,532	108,542		691,725 *	4
Communication Equipment (397)	64,714				64,714	5
SCADA Equipment (397.1)	864,392	39,088	76,161		827,319 *	5
Miscellaneous Equipment (398)	0				0	5
Total General Plant	6,103,680	306,444	260,079	0	6,150,045	5
Total utility plant in service directly assignable	86,814,120	6,238,110	1,062,739	(111,807)	91,877,684	5
Common Utility Plant Allocated to Water Department	0				0	5
TOTAL UTILITY PLANT IN SERVICE	86,814,120	6,238,110	1,062,739	(111,807)	91,877,684	5

Water Utility Plant in Service - Plant Financed by Utility or Municipality

- All adjustments, corrections and reclassifications (including to/from plant financed by contributions) should be reported in Column (e),
 Adjustments.
- Explain fully as a footnote the nature of all entries reported in Column (e), Adjustments.
- For each account over \$50,000 (class AB) or \$25,000 (class C) or \$10,000 (class D), explain in the footnotes section the dollar additions and retirements. If applicable, the footnotes should cite construction authorization, complete with PSC docket number.
- Use only the account titles listed. If the utility has subaccounts other than accounts 391.1 and 397.1, combine them into one total and detail by subaccount as a schedule footnote.
- · The treatment plant accounts have changed since 2008 and that they should confirm the dollar amounts are in the right account.
- PSC Uniform System of Accounts

Water Utility Plant in Service - Plant Financed by Utility or Municipality (Page W-08)

Additions for one or more accounts exceed \$50,000, please explain. If applicable, provide construction authorization and PSC docket

a/n 325 Electric Pumping Equipment: There were motor failures at well 8 (Saylesville), well 10 (Wolf Rd), and well 13 (Engler) in 2019. The motors and other pumping equipment related to the motor replacements were replaced at each facility. Three motors were also replaced at Highline Booster station.

a/n 343 Transmission and Distribution Mains: 12,826 feet of Utility financed water main, 70 valves, and 4 valveboxes were installed or replaced in 2019.

a/n 345 Transmission and Distribution Services: 96 Utility financed services were installed or replaced in 2019.

a/n 346 Transmission and Distribution Meters: Meters and radios are replaced and retired as part of the Utility's 20-year meter change-out program.

a/n 348 Transmission and Distribution Hydrants: 40 Utility financed hydrants were installed or replaced in 2019.

a/n 390 General Plant Structures and Improvements: Three boilers were installed and concrete was replaced at out Main office facility in

a/n 396 General Plant Power Operated Equipment: A backhoe was purchased in 2019.

General Footnote

Adjustments are nonzero, please explain:

a/n 346 Transmission and Distribution Meters: Meters are held in inventory throughout the year. At year-end, they are re-classified to the asset. This entry is reversed at the beginning of the following year. The adjustment is transferring in-stock meters back to inventory for the year 2019.

Retirements for one or more accounts exceed \$50,000, please explain.

a/n 325 Electric Pumping Equipment: There were motor failures at well 8 (Saylesville), well 10 (Wolf Rd), and well 13 (Engler) in 2019. Motors and other pumping equipment related to the motor replacement were retired at each of the facilities. Three motors were also retired at Highline Booster station.

a/n 343 Transmission and Distribution Mains: 16,767 feet of Utility financed water main, 85 valves, and 47 manholes were retired in 2019.

a/n 346 Transmission and Distribution Meters: Meters and radios are replaced and retired as part of the Utility's 20-year meter change-out program. 119 meters were installed in new properties in 2019.

a/n 396 General Plant Power Operated Equipment: A backhoe was retired in 2019.

a/n 397.1 General Plant SCADA Equipment: A Wonderware upgrade, an Access Anywhere program, an alarm program, and a touchscreen were all retired in 2019 from SCADA.

Water Utility Plant in Service - Plant Financed by Contributions

- All adjustments, corrections and reclassifications (including to/from plant financed by contributions) should be reported in Column (e),
 Adjustments.
- Explain fully as a footnote the nature of all entries reported in Column (e), Adjustments.
- For each account over \$50,000 (class AB) or \$25,000 (class C) or \$10,000 (class D), explain in the footnotes section the dollar additions and retirements. If applicable, the footnotes should cite construction authorization, complete with PSC docket number.
- Use only the account titles listed. If the utility has subaccounts other than accounts 391.1 and 397.1, combine them into one total and detail by subaccount as a schedule footnote.
- · The treatment plant accounts have changed since 2008 and that they should confirm the dollar amounts are in the right account.
- PSC Uniform System of Accounts

Accounts (a)	Balance First of Year (b)	Additions During Year (c)	Retirements During Year (d)	Adjustments Increase or (Decrease) (e)	Balance End of Year (f)
INTANGIBLE PLANT	• •		• • • • • • • • • • • • • • • • • • • •		,,
Organization (301)	0				0
Franchises and Consents (302)	0				0
Miscellaneous Intangible Plant (303)	0				0
Total Intangible Plant	0	0	0	0	0
SOURCE OF SUPPLY PLANT					
Land and Land Rights (310)	0				0
Structures and Improvements (311)	0				0
Collecting and Impounding Reservoirs (312)	0				0
Lake, River and Other Intakes (313)	0				0
Wells and Springs (314)	0				0
Supply Mains (316)	0				0
Other Water Source Plant (317)	0				0
Total Source of Supply Plant	0	0	0	0	0
PUMPING PLANT					
Land and Land Rights (320)	0				0
Structures and Improvements (321)	629,970				629,970
Other Power Production Equipment (323)	0				0
Electric Pumping Equipment (325)	1,145,986				1,145,986
Diesel Pumping Equipment (326)	0				0
Other Pumping Equipment (328)	0				0
Total Pumping Plant	1,775,956	0	0	0	1,775,956
WATER TREATMENT PLANT					
Land and Land Rights (330)	0				0
Structures and Improvements (331)	638,453				638,453
Sand or Other Media Filtration Equipment (332)	613,980				613,980
Membrane Filtration Equipment (333)	0			·	0
Other Water Treatment Equipment (334)	0				0
Total Water Treatment Plant	1,252,433	0	0	0	1,252,433
TRANSMISSION AND DISTRIBUTION PLANT					
Land and Land Rights (340)	193,303	8,438	4,794		196,947
Structures and Improvements (341)	0		-		0
Distribution Reservoirs and Standpipes (342)	8,205				8,205
Transmission and Distribution Mains (343)	26,351,028	124,785	3,426		26,472,387 *
Services (345)	7,896,791	137,113	899		8,033,005 *
Meters (346)	0				0

Water Utility Plant in Service - Plant Financed by Contributions

- All adjustments, corrections and reclassifications (including to/from plant financed by contributions) should be reported in Column (e), Adjustments.
- Explain fully as a footnote the nature of all entries reported in Column (e), Adjustments.
- For each account over \$50,000 (class AB) or \$25,000 (class C) or \$10,000 (class D), explain in the footnotes section the dollar additions and retirements. If applicable, the footnotes should cite construction authorization, complete with PSC docket number.
- Use only the account titles listed. If the utility has subaccounts other than accounts 391.1 and 397.1, combine them into one total and detail by subaccount as a schedule footnote.
- · The treatment plant accounts have changed since 2008 and that they should confirm the dollar amounts are in the right account.
- PSC Uniform System of Accounts

Accounts (a)	Balance First of Year (b)	Additions During Year (c)	Retirements During Year (d)	Adjustments Increase or (Decrease) (e)	Balance End of Year (f)
Hydrants (348)	3,468,292	37,320	1,833		3,503,779
Other Transmission and Distribution Plant (349)	0				0
Total Transmission and Distribution Plant	37,917,619	307,656	10,952	0	38,214,323
GENERAL PLANT					
Land and Land Rights (389)	0				0
Structures and Improvements (390)	0				0
Office Furniture and Equipment (391)	0				0
Computer Equipment (391.1)	0				0
Transportation Equipment (392)	0				0
Stores Equipment (393)	0				0
Tools, Shop and Garage Equipment (394)	0				0
Laboratory Equipment (395)	0				0
Power Operated Equipment (396)	0				0
Communication Equipment (397)	0				0
SCADA Equipment (397.1)	0				0
Miscellaneous Equipment (398)	0				0
Total General Plant	0	0	0	0	0
Total utility plant in service directly assignable	40,946,008	307,656	10,952	0	41,242,712
Common Utility Plant Allocated to Water Department	0				0
TOTAL UTILITY PLANT IN SERVICE	40,946,008	307,656	10,952	0	41,242,712

Year Ended: December 31, 2019

Water Utility Plant in Service - Plant Financed by Contributions

- All adjustments, corrections and reclassifications (including to/from plant financed by contributions) should be reported in Column (e), Adjustments.
- Explain fully as a footnote the nature of all entries reported in Column (e), Adjustments.
- For each account over \$50,000 (class AB) or \$25,000 (class C) or \$10,000 (class D), explain in the footnotes section the dollar
 additions and retirements. If applicable, the footnotes should cite construction authorization, complete with PSC docket number.
- Use only the account titles listed. If the utility has subaccounts other than accounts 391.1 and 397.1, combine them into one total and detail by subaccount as a schedule footnote.
- · The treatment plant accounts have changed since 2008 and that they should confirm the dollar amounts are in the right account.
- PSC Uniform System of Accounts

Water Utility Plant in Service - Plant Financed by Contributions (Page W-09)

Additions for one or more accounts exceed \$50,000, please explain. If applicable, provide construction authorization and PSC docket number.

a/n 343 Transmission and Distribution Mains: 2,163 feet of Contractor/Developer financed water main and 5 valves were installed in 2019.

a/n 345 Transmission and Distribution Services: 46 Contractor/Developer financed services were installed in 2019.

Water Accumulated Provision for Depreciation - Plant Financed by Utility or Municipality

- Use only the account titles listed. If the utility has subaccounts other than accounts 391.1 and 397.1, combine them into one total and detail by subaccount in a schedule footnote.
- If more than one depreciation rate is used, report the average rate in column (c).
- Enter depreciation rates in decimal form. For example, enter 6.75% as 0.0675

Primary Plant Accounts (a)	Balance First of Year (b)	Rate % Used (c)	Accruals During Year (d)	Book Cost of Plant Retired (e)	Cost of Removal (f)	Salvage (g)	Adjustments Increase or (Decrease) (h)	Balance End of Year (i)	
SOURCE OF SUPPLY PLANT									
Structures and Improvements (311)	0							0	
Collecting and Impounding Reservoirs (312)	0							0	
Lake, River and Other Intakes (313)	0							0	
Wells and Springs (314)	1,417,180	2.90%	43,721		29,210			1,431,691	
Supply Mains (316)	268,494	1.80%	19,514					288,008	
Other Water Source Plant (317)	0							0	
Total Source of Supply Plant	1,685,674		63,235	0	29,210	C	0	1,719,699	
PUMPING PLANT									
Structures and Improvements (321)	1,754,286	3.20%	126,897	1,968				1,879,215	
Other Power Production Equipment (323)	0							0	
Electric Pumping Equipment (325)	998,978	4.40%	181,695	300,666	27,338			852,669	
Diesel Pumping Equipment (326)	0							0	
Other Pumping Equipment (328)	0							0	
Total Pumping Plant	2,753,264		308,592	302,634	27,338	C	0	2,731,884	
WATER TREATMENT PLANT									
Structures and Improvements (331)	916,561	3.20%	68,713					985,274	
Sand or Other Media Filtration Equipment (332)	97,755	3.30%	12,250					110,005	
Membrane Filtration Equipment (333)	0							0	
Other Water Treatment Equipment (334)	948,519	6.00%	88,423					1,036,942	
Total Water Treatment Plant	1,962,835		169,386	0	0	0	0	2,132,221	
TRANSMISSION AND DISTRIBUTION PLANT									
Structures and Improvements (341)	0							0	
Distribution Reservoirs and Standpipes (342)	2,239,555	1.90%	122,913					2,362,468	
Transmission and Distribution Mains (343)	4,308,600	1.30%	618,148	228,215	59,354			4,639,179	
Services (345)	1,660,489	2.90%	180,187	14,643	2,879	112		1,823,266	
Meters (346)	2,387,967	5.50%	228,672	236,837		15,440)	2,395,242	

Water Accumulated Provision for Depreciation - Plant Financed by Utility or Municipality

- Use only the account titles listed. If the utility has subaccounts other than accounts 391.1 and 397.1, combine them into one total and detail by subaccount in a schedule footnote.
- If more than one depreciation rate is used, report the average rate in column (c).
- Enter depreciation rates in decimal form. For example, enter 6.75% as 0.0675

Primary Plant Accounts (a)	Balance First of Year (b)	Rate % Used (c)	Accruals During Year (d)	Book Cost of Plant Retired (e)	Cost of Removal (f)	Salvage (g)	Adjustments Increase or (Decrease) (h)	Balance End of Year (i)	
Hydrants (348)	435,219	2.20%	80,383	20,331	20,900			474,371	28
Other Transmission and Distribution Plant (349)	0							0	29
Total Transmission and Distribution Plant	11,031,830		1,230,303	500,026	83,133	15,552	0	11,694,526	30
GENERAL PLANT									31
Structures and Improvements (390)	923,335	2.90%	65,256	47,500				941,091	32
Office Furniture and Equipment (391)	181,736	5.80%						181,736	33
Computer Equipment (391.1)	483,288	20.00%	38,640					521,928	34
Transportation Equipment (392)	898,210	13.30%	13,112	27,876		7,200		890,646	35
Stores Equipment (393)	9,764	5.80%						9,764	36
Tools, Shop and Garage Equipment (394)	355,026	5.80%	8,544					363,570	37
Laboratory Equipment (395)	5,842	5.80%						5,842	38
Power Operated Equipment (396)	484,924	7.50%	50,643	108,542		45,000		472,025	39
Communication Equipment (397)	64,714	15.00%						64,714	40
SCADA Equipment (397.1)	591,305	9.20%	77,819	76,161		6,585		599,548	41
Miscellaneous Equipment (398)	0							0	42
Total General Plant	3,998,144		254,014	260,079	0	58,785	0	4,050,864	43
Total accum. prov. directly assignable	21,431,747		2,025,530	1,062,739	139,681	74,337	0	22,329,194	44
Common Utility Plant Allocated to Water Department	0							0	45
TOTAL ACCUM, PROV, FOR DEPRECIATION	21,431,747		2,025,530	1,062,739	139,681	74,337	0	22,329,194	46

Water Accumulated Provision for Depreciation - Plant Financed by Contributions

- Use only the account titles listed. If the utility has subaccounts other than accounts 391.1 and 397.1, combine them into one total and detail by subaccount in a schedule footnote.
- If more than one depreciation rate is used, report the average rate in column (c).
- Enter depreciation rates in decimal form. For example, enter 6.75% as 0.0675

Primary Plant Accounts (a)	Balance First of Year (b)	Rate % Used (c)	Accruals During Year (d)	Book Cost of Plant Retired (e)	Cost of Removal (f)	Salvage (g)	Adjustments Increase or (Decrease) (h)	Balance End of Year (i)
SOURCE OF SUPPLY PLANT								
Structures and Improvements (311)	0							0
Collecting and Impounding Reservoirs (312)	0							0
Lake, River and Other Intakes (313)	0							0
Wells and Springs (314)	0							0
Supply Mains (316)	0							0
Other Water Source Plant (317)	0							0
Total Source of Supply Plant	0		0	0	0		0 0	0
PUMPING PLANT								
Structures and Improvements (321)	199,292	3.20%	20,159					219,451
Other Power Production Equipment (323)	0							0
Electric Pumping Equipment (325)	475,439	4.40%	50,424					525,863
Diesel Pumping Equipment (326)	0							0
Other Pumping Equipment (328)	0							0
Total Pumping Plant	674,731		70,583	0	0	(0 0	745,314
WATER TREATMENT PLANT								
Structures and Improvements (331)	198,448	3.20%	20,430					218,878
Sand or Other Media Filtration Equipment (332)	175,758	3.30%	20,262					196,020
Membrane Filtration Equipment (333)	0							0
Other Water Treatment Equipment (334)	0	6.00%						0
Total Water Treatment Plant	374,206		40,692	0	0	(0 0	414,898
TRANSMISSION AND DISTRIBUTION PLANT								
Structures and Improvements (341)	0							0
Distribution Reservoirs and Standpipes (342)	1,636	1.90%	156					1,792
Transmission and Distribution Mains (343)	5,917,457	1.30%	343,352	3,426				6,257,383
Services (345)	3,958,035	2.90%	230,981	899				4,188,117
Meters (346)	0							0

Water Accumulated Provision for Depreciation - Plant Financed by Contributions

- Use only the account titles listed. If the utility has subaccounts other than accounts 391.1 and 397.1, combine them into one total and detail by subaccount in a schedule footnote.
- If more than one depreciation rate is used, report the average rate in column (c).
- Enter depreciation rates in decimal form. For example, enter 6.75% as 0.0675

Primary Plant Accounts (a)	Balance First of Year (b)	Rate % Used (c)	Accruals During Year (d)	Book Cost of Plant Retired (e)	Cost of Removal (f)	Salvage (g)	Adjustments Increase or (Decrease) (h)	Balance End of Year (i)	
Hydrants (348)	1,325,924	2.20%	76,693	1,833				1,400,784	28
Other Transmission and Distribution Plant (349)	0							0	29
Total Transmission and Distribution Plant	11,203,052		651,182	6,158	0	0	0	11,848,076	30
GENERAL PLANT									31
Structures and Improvements (390)	0							0	32
Office Furniture and Equipment (391)	0							0	33
Computer Equipment (391.1)	0							0	34
Transportation Equipment (392)	0							0	35
Stores Equipment (393)	0							0	36
Tools, Shop and Garage Equipment (394)	0							0	37
Laboratory Equipment (395)	0							0	38
Power Operated Equipment (396)	0							0	39
Communication Equipment (397)	0							0	40
SCADA Equipment (397.1)	0							0	41
Miscellaneous Equipment (398)	0							0	42
Total General Plant	0		0	0	0	0	0	0	43
Total accum. prov. directly assignable	12,251,989		762,457	6,158	0	0	0	13,008,288	44
Common Utility Plant Allocated to Water Department	0							0	45
TOTAL ACCUM, PROV, FOR DEPRECIATION	12,251,989		762,457	6,158	0	0	0	13,008,288	46

Age of Water Mains

- If asset management, capital improvement, or other infrastructure-related documents are not available, the utility should consult other potential sources of information: the year the utility was formed, year of initial build-out area, year in which new developments, subdivisions, etc. were added. This information can be used to develop estimated figures.
- If pipe diameter value is between those offered in the column, choose the diameter that is closest to the actual value.
- Report all pipe larger than 72" in diameter in the 72" category.

							Feet of Main						
	Pipe Size (a)	pre-1900 (b)	1901-1920 (c)	1920-1940 (d)	1941-1960 (e)	1961-1970 (f)	1971-1980 (g)	1981-1990 (h)	1991-2000 (i)	2001-2010 (j)	2011-2020 (k)	Total (I)	
2.000						184		230	8	234	8	664	1
3.000									5			5	2
4.000							5	9	1,428	1,664		3,106	3
6.000			39,662	53,769	100,828	46,028	28,757	15,375	13,625	5,080	842	303,966	4
8.000			8,511	2,945	55,496	116,835	152,035	106,969	195,588	130,617	54,147	823,143	5
10.000			102	685	142	179		90	1,436	22		2,656	6
12.000			988	2,875	25,465	55,990	57,581	35,113	79,884	88,691	58,383	404,970	7
14.000					174	282				8		464	8
16.000			881		133	11,603	36,332	9,624	21,328	28,487	18,154	126,542	9
20.000					10,785	16,459	4,663	2,804	11,877	13,045	2,587	62,220	10
24.000					1,103		2,096	6		4,298	22,890	30,393	11
30.000											186	186	12
Total		0	50,144	60,274	194,126	247,560	281,469	170,220	325,179	272,146	157,197	1,758,315	13

Describe source of information used to develop data: Water main age was extracted from GIS.

Sources of Water Supply - Statistics

- For Raw Water Withdrawn, use metered volume of untreated water withdrawn from the source.
- For Finished Water Pumped, use metered volume of water pumped, adjusted for known meter errors. Describe known meter errors in Notes Section.
- If Finished Water is not metered, use Raw Water Withdrawn and subtract estimated water used in treatment.

			Total Gallons					
	Raw \		Finishe Pum	d Water ped		ed Water orted)	Entering Distribution	
Month (a)	Ground Water (b)	Surface Water (c)	Ground Water (d)	Surface Water (e)	Ground Water (f)	Surface Water (g)	System (h)	
January	164,597		164,597				164,597	1
February	156,033		156,033				156,033	2
March	172,982		172,982				172,982	3
April	166,260		166,260				166,260	4
May	171,829		171,829				171,829	5
June	174,433		174,433				174,433	6
July	199,600		199,600				199,600	7
August	188,411		188,411				188,411	8
September	170,986		170,986				170,986	9
October	167,304		167,304				167,304	10
November	155,171		155,171				155,171	11
December	158,239		158,239				158,239	12
TOTAL	2,045,845	0	2,045,845	0	0	0	2,045,845	13

Water Audit and Other Statistics

- Where possible, report actual metered values. If water uses are not metered, estimate values for each line based on best available information. For assistance, refer to AWWA M36 Manual Water Audits and Loss Control Programs.
- For unbilled, unmetered gallons (line 16), include water used for system operation and maintenance and water used for non-regulated sewer utility.
- If gallons estimated due to theft, data, and billing errors is unknown, multiply net gallons entering distribution system (line 3) by .0025.

Description (a)	Value (b)
WATER AUDIT STATISTICS	
Finished Water pumped or purchased (000s)	2,045,845
Less: Gallons (000s) sold to wholesale customers (exported water)	
Subtotal: Net gallons (000s) entering distribution system	2,045,845
Less: Gallons (000s) sold to retail customers (billed, metered)	1846217
Less: Gallons (000s) sold to retail customers (billed, unmetered)	(
Gallons (000s) of Non-Revenue Water	199,628
Gallons (000s) of unbilled-metered (including customer use to prevent freezing)	22,058
Gallons (000s) of unbilled-unmetered (including unmetered flushing, fire protection)	2,524
Subtotal: Unbilled Authorized Consumption	24,582
Total Water Loss	175,046
Gallons (000s) estimated due to unauthorized consumption (includes theft) default option	171418
Gallons (000s) estimated due to data and billing errors	171410
Gallons (000s) estimated due to customer meter under-registration	
Subtotal Apparent Losses	171,420
Gallons (000s) estimated due to reported leakage (mains, services, hydrants, overflows)	3,623
	<u> </u>
Gallons (000s) estimated due to unreported and background leakage	3,626
Subtotal Real Losses (leakage)	10%
Non-Revenue Water as percentage of net water supplied	
Total Water Loss as percentage of net water supplied	9%
OTHER STATISTICS	
Maximum gallons (000s) pumped by all methods in any one day during reporting year	7,724
Date of maximum	07/16/2019
Cause of maximum	
Water main break.	
Minimum gallons (000s) pumped by all methods in any one day during reporting year	3,527
Date of minimum	04/14/2019
Total KWH used by the utility (including pumping, treatment facilities and other utility operations)	6,934,205
If water is purchased:	
Vendor Name	
Point of Delivery	
Source of purchased water	
Vendor Name (2)	
Point of Delivery (2)	
Source of purchased water (2)	
Vendor Name (3)	
Point of Delivery (3)	
Source of purchased water (3)	
Number of main breaks repaired this year	29
Number of service breaks repaired this year	(

Sources of Water Supply - Well Information

- Enter characteristics for each of the utility's functional wells (regardless of whether it is "in service" or not).
- Do not include abandoned wells on this schedule.
- · All abandoned wells should be retired from the plant accounts and no longer listed in the utility's annual report.
- · Abandoned wells should be permanently filled and sealed per Wisconsin Administrative codes Chapters NR811 and NR812.

	Utility Name/ID for Well (a)	DNR Well ID (b)	Depth (feet) (c)	Casing Diameter (inches) (d)	Yield Per Day (gallons) (e)	In Service? (f)		
WELL #10		BH436	2,145	28	3,896,640	Yes		1
WELL #11		RL255	127	16	231,628	Yes	_	2
WELL #12		RL256	144	16	804,793	Yes	_	3
WELL #13		WK947	105	16	811,250	Yes	_	4
WELL #2		EQ944	1,835	14	1	No	*	5
WELL #3		BH429	1,995	14	1,073,847	Yes	_	6
WELL #4		BH430	1,995	12	1	No	*	7
WELL #5		BH431	2,120	19	1,629,355	Yes	_	8
WELL #6		BH432	2,075	20	3,071,156	Yes	_	9
WELL #7		BH433	1,650	20	1,018,381	Yes	_	10
WELL #8		BH434	2,024	20	2,897,925	Yes	_	11
WELL #9		BH435	1,725	20	1,868,327	Yes	_	12
					17,303,304		_	13

Year Ended: December 31, 2019

Sources of Water Supply - Well Information

- Enter characteristics for each of the utility's functional wells (regardless of whether it is "in service" or not).
- Do not include abandoned wells on this schedule.
- · All abandoned wells should be retired from the plant accounts and no longer listed in the utility's annual report.
- Abandoned wells should be permanently filled and sealed per Wisconsin Administrative codes Chapters NR811 and NR812.

Sources of Water Supply - Well Information (Page W-16)

General Footnote

Well #2 is not in service; therefore, column (e) should show Yield per Day (gallons) is zero. However, the program will not save the schedule as "Completed" without a value greater than zero in this column.

Well #4 is not in service and was permanently abandoned on 11/26/2019; therefore, column (e) should show Yield per Day (gallons) is zero. However, the program will not save the schedule as "Completed" without a value greater than zero in this column.

Sources of Water Supply - Intake Information

--- THIS SCHEDULE NOT APPLICABLE TO THIS UTILITY---

Pumping & Power Equipment

	Pump						Pump l	Motor or Standby	Engine	
Identification (a)	Location (b)	Primary Purpose (c)	Primary Destination (d)	Year Installed (e)	Type (f)	Actual Capacity (gpm) (g)	Year Installed (j)	Type (k)	Horse- power (I)	
#10	WELL #10	Primary	Reservoir	2019	Submersible	2,700	2019	Electric	700	1
#13A	WELL #13	Primary	Reservoir	2018	Submersible	563	2019	Electric	30	2
#13B	WELL #13	Booster	Distribution	2009	Centrifugal	900	2009	Electric	100	3
#13C	WELL #13	Booster	Distribution	2009	Centrifugal	900	2009	Electric	100	4
#3A	WELL #3	Primary	Distribution	2015	Submersible	746	2015	Electric	250	5
#5A	WELL #5	Primary	Reservoir	2001	Vertical Turbine	1,130	1991	Electric	250	6
#5B	WELL #5	Booster	Distribution	1956	Centrifugal	1,200	1956	Electric	75	7
#5C	WELL #5	Booster	Distribution	1996	Centrifugal	1,108	1996	Electric	40	8
#6A	WELL #6	Primary	Reservoir	2015	Submersible	2,100	2015	Electric	400	9
#6B	WELL #6	Booster	Distribution	2004	Centrifugal	2,000	2004	Electric	150	10
#6C	WELL #6	Booster	Distribution	2000	Centrifugal	2,300	2000	Electric	150	11
#7	WELL #7	Primary	Distribution	2005	Submersible	707	2005	Electric	200	12
#8A	WELL #8	Primary	Reservoir	2018	Submersible	2,012	2014	Electric	300	13
#8B	WELL #8	Booster	Distribution	2006	Centrifugal	2,600	2006	Electric	150	14
#8C	WELL #8	Booster	Distribution	2006	Centrifugal	2,600	2006	Electric	150	15
#9A	WELL #9	Primary	Reservoir	2002	Submersible	1,297	2002	Electric	350	16
#9B	WELL #9	Booster	Distribution	2009	Centrifugal	2,200	2009	Electric	150	17
#9C	WELL #9	Booster	Distribution	2009	Centrifugal	2,200	2009	Electric	150	18
#9D	WELL #9	Booster	Distribution	2009	Centrifugal	1,400	2009	Electric	50	19
AIRPORT BOOSTER-A	AIRPORT BOOSTER	Booster	Distribution	2017	Centrifugal	1,100	2017	Electric	125	20
HIGHLINE BOOSTER-A	HIGHLINE BOOSTER	Booster	Distribution	1998	Centrifugal	1,000	2019	Electric	50	21
HIGHLINE BOOSTER-B	HIGHLINE BOOSTER	Booster	Distribution	1998	Centrifugal	1,000	2019	Electric	50	22
HIGHLINE BOOSTER-C	HIGHLINE BOOSTER	Booster	Distribution	1998	Centrifugal	1,000	2019	Electric	50	23

Pumping & Power Equipment

				Pump	Motor or Standby	Engine				
Identification (a)	Location (b)	Primary Purpose (c)	Primary Destination (d)	Year Installed (e)	Type (f)	Actual Capacity (gpm) (g)	Year Installed (j)	Type (k)	Horse- power (I)	
HILLCREST BOOSTER-A	A HILLCREST BOOSTER	Booster	Distribution	1996	Centrifugal	250	1996	Electric	15	24
HILLCREST BOOSTER-E	B HILLCREST BOOSTER	Booster	Distribution	2008	Centrifugal	120	2008	Electric	15	25
HILLCREST BOOSTER-C	HILLCREST BOOSTER	Booster	Distribution	1996	Centrifugal	2,000	1996	Electric	75	26
HILLCREST BOOSTER-D	HILLCREST BOOSTER	Booster	Distribution	2016	Centrifugal	60	2016	Electric	15	27
MADISON BOOSTER-A	MADISON BOOSTER	Booster	Distribution	2007	Centrifugal	2,100	2007	Electric	125	28
MADISON BOOSTER-B	MADISON BOOSTER	Booster	Distribution	2007	Centrifugal	2,100	2007	Electric	125	29
OAKMONT BOOSTER #	OAKMONT BOOSTER	Booster	Distribution	2004	Centrifugal	150	2004	Electric	8 *	30
OAKMONT BOOSTER #2	2 OAKMONT BOOSTER	Booster	Distribution	2004	Centrifugal	150	2004	Electric	8 *	31
OAKMONT BOOSTER #3	OAKMONT BOOSTER	Booster	Distribution	2004	Centrifugal	1,000	2004	Electric	40	32
OAKMONT BOOSTER #4	4 OAKMONT BOOSTER	Booster	Distribution	2004	Centrifugal	1,000	2004	Electric	40	33
RIVER HILLS-A	RIVER PLACE	Booster	Distribution	2004	Centrifugal	175	2004	Electric	5	34
RIVER HILLS-B	RIVER PLACE	Booster	Distribution	2007	Centrifugal	175	2007	Electric	5	35
SOUTHEAST BOOSTER	WELL #5	Booster	Distribution	1983	Centrifugal	900	1983	Electric	40	36
STARDUST BOOSTER-A	STARDUST BOOSTER	Booster	Distribution	2003	Centrifugal	700	2003	Electric	15	37
STARDUST BOOSTER-E	3 STARDUST BOOSTER	Booster	Distribution	2015	Centrifugal	1,000	1991	Electric	30	38
STARDUST BOOSTER-0	STARDUST BOOSTER	Booster	Distribution	2013	Centrifugal	2,000	2013	Electric	60	39
WELL #11	2578 RIVER RD	Primary	Reservoir	2013	Submersible	158	2013	Electric	40	40
WELL #12	2566 RIVER RD	Primary	Reservoir	2013	Submersible	545	2013	Electric	50	41
WOODRIDGE BOOSTER-A	WOODRIDGE BOOSTER	Booster	Distribution	2015	Centrifugal	1,000	1999	Electric	40	42
WOODRIDGE BOOSTER-B	WOODRIDGE BOOSTER	Booster	Distribution	2015	Centrifugal	1,000	1999	Electric	40	43

Pumping & Power Equipment

Pumping & Power Equipment (Page W-18)

General Footnote

Oakmont Booster #1 & #2 actual Horsepower, column (I) should be "7.5". However, the program gives an error if whole numbers are not entered, so we rounded up to "8" in order to save and complete the schedule.

Reservoirs, Standpipes and Elevated Tanks

• Enter elevation difference between highest water level in Standpipe or Elevated Tank, (or Reservoir only on an elevated site) and the water main where the connection to the storage begins branching into the distribution system.

Facility Name (a)	Facility ID Site Code (b)	Year Constructed (c)	Type (d)	Primary Material (e)	Elevation Difference in Feet (f)	Total Capacity In Gallons (g)	
#13	#13	2009	Reservoir	Concrete	0	300,000	1
#2	#2	1932	Reservoir	Concrete	0	222,000 *	2
#5	#5	1956	Reservoir	Concrete	0	2,000,000	3
#6	#6	1960	Reservoir	Concrete	0	2,000,000	4
#8	#8	1968	Reservoir	Concrete	0	2,000,000	5
#9	#9	1970	Reservoir	Concrete	0	1,500,000	6
EVERGREEN TOWER	EVERGREE N TOWER	1958	Elevated Tank	Steel	108	250,000 *	7
HILLCREST/WELL #10	#10	1978	Reservoir	Concrete	123	5,000,000	8
HUNTER TOWER	HUNTER TOWER	1998	Elevated Tank	Steel	185	400,000	9
MEADOWBROOK	MEADOWB ROOK	1999	Elevated Tank	Steel	159	300,000	10
MORRIS TOWER	MORRIS TOWER	1998	Elevated Tank	Steel	120	100,000	11
NE AREA/DAVIDSON	NE AREA/DAVI DSON	1968	Elevated Tank	Steel	88	250,000	12
NW AREA/UWW	NW AREA/UWW	2009	Elevated Tank	Concrete	99	1,000,000	13

Reservoirs, Standpipes and Elevated Tanks

• Enter elevation difference between highest water level in Standpipe or Elevated Tank, (or Reservoir only on an elevated site) and the water main where the connection to the storage begins branching into the distribution system.

Reservoirs, Standpipes and Elevated Tanks (Page W-19)

General Footnote

Well #2 has been temporarily abandoned.

Evergreen Tower is out of service, but is still owned by the Utility as of 12/31/2019.

Water Treatment Plant

- Provide a generic description for (a). Do not give specific address of location.
- Please select all that apply for (d) and (e). If Other is selected please explain in Notes (h).
- Please identity the point of application for each treatment plant for (g). For example, please list each well or central treatment facility served by this unit.

Unit Description (a)	Year Constructed (b)	Rated Capacity (mgd) (c)	Disinfection (d)	Additional Treatment (e)	Fluoridated (f)	Point of Application (g)	Notes (h)	
#2	1932		_ Ultraviolet Light _ Liquid Chlorine _ Gas Chlorine _ Ozone _ Other x None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal _ Other	No		Not in service.	1
#3	1930	1	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange _ Iron/Manganese _ Nitrate Removal x Radium Removal x Other	Yes	WELLHOUSE	Other: Silicate/corrosion control	2
#5	1956	1	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal _ Other	No	WELLHOUSE		3
#6	1960	3	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal _ Other	No	WELLHOUSE		4

Water Treatment Plant

- Provide a generic description for (a). Do not give specific address of location.
- Please select all that apply for (d) and (e). If Other is selected please explain in Notes (h).
- Please identity the point of application for each treatment plant for (g). For example, please list each well or central treatment facility served by this unit.

Unit Description (a)	Year Constructed (b)	Rated Capacity (mgd) (c)	Disinfection (d)	Additional Treatment (e)	Fluoridated (f)	(g)	Notes (h)	
#8	1968	2	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange _ Iron/Manganese _ Nitrate Removal x Radium Removal x Other	Yes	WELLHOUSE	Other: Silicate/corrosion control	5
#9	1970	2	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal _ Other	No	WELLHOUSE		6
HILLCREST/WELL #10	1978	3	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange _ Iron/Manganese _ Nitrate Removal x Radium Removal x Other	Yes	WELLHOUSE	Other: Silicate/corrosion control	7
WELL #11	2006	1	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange x Iron/Manganese _ Nitrate Removal _ Radium Removal x Other	Yes	WELL 8 TRMT PLANT	Other: Silicate/corrosion control	8

Water Treatment Plant

- Provide a generic description for (a). Do not give specific address of location.
- Please select all that apply for (d) and (e). If Other is selected please explain in Notes (h).
- Please identity the point of application for each treatment plant for (g). For example, please list each well or central treatment facility served by this unit.

Unit Description (a)	Year Constructed (b)	Rated Capacity (mgd) (c)	Disinfection (d)	Additional Treatment (e)	Fluoridated (f)	Point of Application (g)	Notes (h)	
WELL #12	2006	1	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange x Iron/Manganese _ Nitrate Removal _ Radium Removal x Other	Yes	WELL 8 TRMT PLANT	Other: Silicate/corrosion control	9
WELL #13	2009 1		_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal x Other	Yes	WELLHOUSE	Other: Silicate/corrosion control	10
WELL #7	1963	1	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Iron Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal x Other	No	WELLHOUSE	Other: Silicate/corrosion control	11

Water Mains

- · Report mains separately by pipe material, function, diameter and either within or outside the municipal boundaries.
- Explain all reported adjustments as a schedule footnote.
- For main additions reported in column (e), as a schedule footnote:
 - Explain how the additions were funded.
 - Also report the amount assessed and the feet of main recorded under this method.
 - If installed by a developer, explain the basis of recording the cost of the additions, the total amount, and the feet of main recorded under this method.

Number of Feet

Report all pipe larger than 72" in diameter in the 72" category.

		_	Number of Feet						
Pipe Material (a)	Main Function (b)	Diameter (inches) (c)	First of Year (d)	Added During Year (e)	Retired During Year (f)	Adjustments Increase or (Decrease) (g)	End of Year (h)		
Other Metal	Distribution	2	664				664	1	
Ductile Iron, Lined (late 1960's to present)	Distribution	3	5				5	2	
Ductile Iron, Lined (late 1960's to present)	Distribution	4	1,418				1,418	3	
Ductile Iron, Lined (late 1960's to present)	Transmission	4	15				15	4	
PVC	Distribution	4	18				18	5	
Asbestos-Cement (Transite)	Distribution	6	453		440	23	36	6	
Ductile Iron, Lined (late 1960's to present)	Distribution	6	92,245	108	548	(195)	91,610	7	
Ductile Iron, Lined (late 1960's to present)	Transmission	6	4				4	8	
Lined Cast Iron (mide-1950's to early 1970)	Distribution	6	212,040		6,745	429	205,724	9	
Other Metal	Distribution	6	17				17	10	
PVC	Distribution	6	6,101		7	(20)	6,074	11	
Ductile Iron, Lined (late 1960's to present)	Distribution	8	516,380	184	601	580	516,543	12	
Ductile Iron, Lined (late 1960's to present)	Supply	8	505				505	13	
Ductile Iron, Lined (late 1960's to present)	Transmission	8	124				124	14	
HDPE	Distribution	8	3,025				3,025	15	
Lined Cast Iron (mide-1950's to early 1970)	Distribution	8	83,499		6,474	104	77,129	16	
Other Metal	Distribution	8	891				891	17	
PVC	Distribution	8	210,136	5,770	162	(370)	215,374	18	
Ductile Iron, Lined (late 1960's to present)	Distribution	10	224				224	19	
Ductile Iron, Lined (late 1960's to present)	Transmission	10	19				19	20	
Lined Cast Iron (mide-1950's to early 1970)	Distribution	10	977				977	21	
PVC	Distribution	10	1,436				1,436	22	
Ductile Iron, Lined (late 1960's to present)	Distribution	12	203,309	65	1,842	192	201,724	23	
Ductile Iron, Lined (late 1960's to present)	Supply	12	1,163				1,163	24	
Ductile Iron, Lined (late 1960's to present)	Transmission	12	8,554				8,554	25	
HDPE	Distribution	12	782				782	26	

Water Mains

- · Report mains separately by pipe material, function, diameter and either within or outside the municipal boundaries.
- Explain all reported adjustments as a schedule footnote.
- For main additions reported in column (e), as a schedule footnote:
 - Explain how the additions were funded.
 - Also report the amount assessed and the feet of main recorded under this method.
 - If installed by a developer, explain the basis of recording the cost of the additions, the total amount, and the feet of main recorded under this method.

Number of Feet

Report all pipe larger than 72" in diameter in the 72" category.

					Number of Feet			
Pipe Material (a)	Main Function (b)	Diameter (inches) (c)	First of Year (d)	Added During Year (e)	Retired During Year (f)	Adjustments Increase or (Decrease) (g)	End of Year (h)	
Lined Cast Iron (mide-1950's to early 1970)	Distribution	12	35,709		15	(21)	35,673	27
Other Metal	Distribution	12	2,801				2,801	28
PVC	Distribution	12	136,839	3,192		(10)	140,021	29
PVC	Supply	12	2				2	30
Ductile Iron, Lined (late 1960's to present)	Transmission	14	290				290	31
Lined Cast Iron (mide-1950's to early 1970)	Transmission	14	174				174	32
Ductile Iron, Lined (late 1960's to present)	Supply	16	3,803				3,803	33
Ductile Iron, Lined (late 1960's to present)	Transmission	16	94,874	1,841		(71)	96,644	34
HDPE	Supply	16	793				793	35
HDPE	Transmission	16	1,869				1,869	36
Lined Cast Iron (mide-1950's to early 1970)	Transmission	16	4,041				4,041	37
PVC	Transmission	16	4,283				4,283	38
Ductile Iron, Lined (late 1960's to present)	Transmission	20	33,467	11		(16)	33,462	39
Lined Cast Iron (mide-1950's to early 1970)	Transmission	20	13,479				13,479	40
PVC	Transmission	20	2,823			7	2,830	41
Ductile Iron, Lined (late 1960's to present)	Transmission	24	21,897	3,818		16	25,731	42
HDPE	Transmission	24	1,306				1,306	43
Lined Cast Iron (mide-1950's to early 1970)	Transmission	24	1,109			-	1,109	44
HDPE	Transmission	30	186				186	45
Total Within Municipality			1,703,749	14,989	16,834	648	1,702,552	46
Ductile Iron, Lined (late 1960's to present)	Distribution	4	1,656			-	1,656	47
Ductile Iron, Lined (late 1960's to present)	Distribution	6	501				501	48
Ductile Iron, Lined (late 1960's to present)	Distribution	8	6,758				6,758	49
HDPE	Distribution	8	52				52	50
PVC	Distribution	8	2,741				2,741	51
Ductile Iron, Lined (late 1960's to present)	Distribution	12	10,347				10,347	52
PVC	Distribution	12	3,904				3,904	53

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Water Mains

- · Report mains separately by pipe material, function, diameter and either within or outside the municipal boundaries.
- Explain all reported adjustments as a schedule footnote.
- For main additions reported in column (e), as a schedule footnote:
 - Explain how the additions were funded.
 - Also report the amount assessed and the feet of main recorded under this method.
 - If installed by a developer, explain the basis of recording the cost of the additions, the total amount, and the feet of main recorded under this method.
- Report all pipe larger than 72" in diameter in the 72" category.

					Number of Fee	t		
Pipe Material (a)	Main Function (b)	Diameter (inches) (c)	First of Year (d)	Added During Year (e)	Retired During Year (f)	Adjustments Increase or (Decrease) (g)	End of Year (h)	
Ductile Iron, Lined (late 1960's to present)	Transmission	16	9,862				9,862	54
HDPE	Transmission	16	692				692	55
Lined Cast Iron (mide-1950's to early 1970)	Transmission	16	4,474				4,474	56
PVC	Transmission	16	82				82	57
Ductile Iron, Lined (late 1960's to present)	Transmission	20	9,042				9,042	58
Lined Cast Iron (mide-1950's to early 1970)	Transmission	20	3,407				3,407	59
Ductile Iron, Lined (late 1960's to present)	Transmission	24	1,717				1,717	60
HDPE	Transmission	24	529		-	-	529	61
Total Outside Municipality			55,764				55,764	62
Total Utility			1,759,513	14,989	16,834	648	1,758,316	63

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Water Mains

- · Report mains separately by pipe material, function, diameter and either within or outside the municipal boundaries.
- Explain all reported adjustments as a schedule footnote.
- For main additions reported in column (e), as a schedule footnote:
 - Explain how the additions were funded.
 - Also report the amount assessed and the feet of main recorded under this method.
 - If installed by a developer, explain the basis of recording the cost of the additions, the total amount, and the feet of main recorded under this method.
- Report all pipe larger than 72" in diameter in the 72" category.

Water Mains (Page W-21)

Added During Year total is greater than zero, please explain financing following the criteria listed in the schedule headnotes.

The number of feet added in 2019 for Developer financed projects was 2,163 feet, added at actual cost. There was also 12,826 feet of Utility financed main installed in 2019.

Adjustments are nonzero for one or more accounts, please explain.

Adjustments were made based on an audit between PSC records and the Utility's GIS records. These adjustments will correct the size, footage, and material of the main to actual.

General Footnote

The footage listed under "added during year" varies from that used in the conservation report because projects that are not financially closed in 2019 are not included in schedule W-21 and remain in WIP.

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Utility-Owned Water Service Lines

- The utility's service line is the pipe from the main to and through the curb stop.
- Explain all reported adjustments as a schedule footnote.
- Report in column (h) the number of utility-owned service lines included in columns (g) which are temporarily shut off at the curb box or otherwise not in use at end of year.
- For service lines added during the year in column (d), as a schedule footnote:
 - Explain how the additions were financed.
 - If assessed against property owners, explain the basis of the assessments.
 - If installed by a property owner or developer, explain the basis of recording the cost of the additions, the total amount and the number of service lines recorded under this method.
 - If any were financed by application of Cz-1, provide the total amount recorded and the number of service lines recorded under this method.
- Report service lines separately by diameter and pipe materials.

Pipe Material (a)	Diameter (inches) (b)	First of Year (c)	Added During Year (d)	Removed or Permanently Disconnected During Year (e)	Adjustments Increase or (Decrease) (f)	End of Year (g)	NOT in Use at End of Year (h)	
Other Metal	0.500	4			(4)	0	*	1
Copper	0.500				4	4	*	2
Lead	0.750	16		12	(3)	1	*	3
Other Metal	0.750	1,495		15	(1,480)	0	*	4
Copper	0.750				1,482	1,482	5 *	5
Other Metal	1.000	13,947		61	(13,886)	0	*	6
Copper	1.000				13,887	13,887	25 *	7
Other Plastic	1.000	870	82			952	1	8
Other Metal	1.250	1,647		2	(1,645)	0	*	9
Copper	1.250				1,645	1,645	2 *	10
Other Plastic	1.250	423	11			434		11
Other Metal	1.500	512		3	(509)	0	*	12
Copper	1.500				509	509	1 *	13
Other Plastic	1.500	100	41			141		14
Lead	2.000	5		5		0		15
Other Metal	2.000	458		2	(456)	0	*	16
Copper	2.000				456	456	6 *	17
Other Plastic	2.000	51	4			55		18
Other Metal	3.000	8			(8)	0	*	19
Copper	3.000				8	8	*	20
Ductile Iron, Lined (late 1960's to present)	4.000				106	106	1 *	21
Lined Cast Iron (mide-1950's to early 1970)	4.000				27	27	*	22
Other Metal	4.000	139			(139)	0	*	23
Other Plastic	4.000	16				16	1	24
Unlined Cast Iron (pre-early 1950's)	4.000				6	6	1 *	25
Ductile Iron, Lined (late 1960's to present)	6.000		1		124	125	1 *	26
Lined Cast Iron (mide-1950's to early 1970)	6.000				15	15	*	27
Other Metal	6.000	142		1	(141)	0	*	28
Other Plastic	6.000	180	3			183	1	29

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Utility-Owned Water Service Lines

- The utility's service line is the pipe from the main to and through the curb stop.
- Explain all reported adjustments as a schedule footnote.
- Report in column (h) the number of utility-owned service lines included in columns (g) which are temporarily shut off at the curb box
 or otherwise not in use at end of year.
- For service lines added during the year in column (d), as a schedule footnote:
 - Explain how the additions were financed.
 - If assessed against property owners, explain the basis of the assessments.
 - If installed by a property owner or developer, explain the basis of recording the cost of the additions, the total amount and the number of service lines recorded under this method.
 - If any were financed by application of Cz-1, provide the total amount recorded and the number of service lines recorded under this method.
- Report service lines separately by diameter and pipe materials.

Utility Total		20,143	142	102	0	20,183	48	40
Other Plastic	12.000	1				1		39
Other Metal	12.000	3			(3)	0	*	38
Ductile Iron, Lined (late 1960's to present)	12.000				3	3	*	37
Other Plastic	10.000	1			·	1		36
Unlined Cast Iron (pre-early 1950's)	8.000				1	1	*	35
Other Plastic	8.000	29				29	3	34
Other Metal	8.000	96		1	(95)	0	*	33
Lined Cast Iron (mide-1950's to early 1970)	8.000				9	9	*	32
Ductile Iron, Lined (late 1960's to present)	8.000				85	85	*	31
Unlined Cast Iron (pre-early 1950's)	6.000				2	2	*	30

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Utility-Owned Water Service Lines

- The utility's service line is the pipe from the main to and through the curb stop.
- Explain all reported adjustments as a schedule footnote.
- Report in column (h) the number of utility-owned service lines included in columns (g) which are temporarily shut off at the curb box or otherwise not in use at end of year.
- For service lines added during the year in column (d), as a schedule footnote:
 - Explain how the additions were financed.
 - If assessed against property owners, explain the basis of the assessments.
 - If installed by a property owner or developer, explain the basis of recording the cost of the additions, the total amount and the number of service lines recorded under this method.
 - If any were financed by application of Cz-1, provide the total amount recorded and the number of service lines recorded under this method.
- · Report service lines separately by diameter and pipe materials.

Utility-Owned Water Service Lines (Page W-22)

Additions are greater than zero, please explain financing by following criteria listed in the schedule headnotes.

In 2019, 46 services were Developer/Contractor installed and are accounted for based on actual cost. 96 services were replaced or installed and funded by the Utility. Services installed by a home owner are contracted by that home owner.

Adjustments are nonzero for one or more accounts, please explain.

Other metal was no longer an option, so services were transferred to the proper metal categories.

Utility records showed three service to be iron (lead gooseneck); when the service was dug up for replacement, it was determined that they were not lead, so an adjustment was made to properly classify the service.

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Meters

- Include in Columns (b-f) meters in stock as well as those in service.
- Report in Column (c) all meters purchased during the year and in Column (d) all meters junked, sold or otherwise permanently retired during the year.
- Use Column (e) to show correction to previously reported meter count because of inventory or property record corrections
- Totals by size in Column (f) should equal same size totals in Column (s).
- Explain all reported adjustments as schedule footnote.
- Do not include station meters in the meter inventory used to complete these tables.

Number of Utility-Owned Meters

Classification of All Meters at End of Year by Customers

Size of Meter	First of Year	Added During Year	Retired During Year	Adjust. Increase or Decrease	End of Year	Tested During Year	Residential	Commercial	Industrial	Public Authority	Multifamily Residential	Irrigation	Wholesale	Inter-Departmental	Utility Use	Additional Meters	In Stock	Total		
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(I)	(m)	(n)	(0)	(p)	(q)	(r)	(s)		
5/8	17,419	762	767	3	17,417	0	16,460	511	44	7	35	119					241	17,417	*	1
3/4	1,714	36	40	1	1,711	0	1,300	231	16	3	116	9					36	1,711	*	2
1	941	12	21	(2)	930	0	52	250	32	28	545	4					19	930	*	3
1 1/2	377		2		375	82		123	14	13	197	1					27	375	*	4
2	374			1	375	91		135	31	52	120	4					33	375	*	5
3	48				48	17		16	3	11	13						5	48	*	6
4	17		1		16	7		3	7	3	1						2	16	*	7
6	10				10	9		2	6	1							1	10	*	8
Total	20,900	810	831	3	20,882	206	17,812	1,271	153	118	1,027	137					364	20,882	_	9

1. Indicate your residential meter replacement schedule:

Meters tested once every 10 years and replaced as needed

X All meters replaced within 20 years of installation

Other schedule as approved by PSC

2. Indicate the method(s) used to read customer meters

Manually - inside the premises or remote register

X Automatic meter reading (AMR), drive or walk by technology, wand or touchpad (# of meter: 20515)

Advanced Metering Infrastructure (AMI) - fixed network

X Other (# of meter: 3)

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Meters

- Include in Columns (b-f) meters in stock as well as those in service.
- Report in Column (c) all meters purchased during the year and in Column (d) all meters junked, sold or otherwise permanently retired during the year.
- Use Column (e) to show correction to previously reported meter count because of inventory or property record corrections
- Totals by size in Column (f) should equal same size totals in Column (s).
- Explain all reported adjustments as schedule footnote.
- Do not include station meters in the meter inventory used to complete these tables.

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Meters

- Include in Columns (b-f) meters in stock as well as those in service.
- Report in Column (c) all meters purchased during the year and in Column (d) all meters junked, sold or otherwise permanently retired during the year.
- Use Column (e) to show correction to previously reported meter count because of inventory or property record corrections
- Totals by size in Column (f) should equal same size totals in Column (s).
- Explain all reported adjustments as schedule footnote.
- Do not include station meters in the meter inventory used to complete these tables.

Meters (Page W-23)

Year Ended: December 31, 2019

Adjustments are nonzero for one or more meter sizes, please explain.

Adjustments are a result of the reconciliation between the end of the year report and a physical inventory of all in-stock meters.

Explain Other method used to read meteres

Three customers do not have AMR technology installed and call in their own readings.

Wisconsin Administrative Code requires that meters 1 1/2 and 2 inches be tested or replaced every 4 years. You did not meet these requirements. Please explain your program for testing and replacing meters.

1.5 and 2" meters are tested once every four years.

Wisconsin Administrative Code requires that meters 1 inch or smaller be tested every 10 years or replaced every 20 years. You did not meet these requirements. Please explain your program for testing and replacing meters.

The Utility has a rolling twenty year replacement program for 5/8, 3/4, and 1" meters. Meters are removed from a property prior to the twenty year limit and are scrapped and retired.

Wisconsin Administrative Code requires that meters 3 and 4 inches be tested or replaced every 2 years. You did not meet these requirements. Please explain your program for testing and replacing meters.

3 and 4" meters are tested every two years. In 2018, twenty-five 3" meters were tested. In 2019, seventeen meters were tested and two were purchased. The balance are in-stock meters. In 2018, four 4" meters were tested. In 2019, seven were tested, one was retired, and four were in-stock. We also had a 4" meter that was "stuck" in an asbestos abatement project at a property and will be removed and tested in 2020 once the construction at the property is complete.

Wisconsin Administrative Code requires that meters 6 inches and larger be tested or replaced every year. You did not meet these requirements. Please explain your program for testing and replacing meters.

We have 10 6" meters, but only 9 were tested in 2019. The 10th meter is in-stock, which is why it was not tested.

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Hydrants and Distribution System Valves

- Distinguish between fire and flushing hydrants by lead size.
 - Fire hydrants normally have a lead size of 6 inches or greater.
 - Record as a flushing hydrant where the lead size is less than 6 inches or if pressure is inadequate to provide fire flow.
- Explain all reported adjustments in the schedule footnotes.
- Report fire hydrants as within or outside the municipal boundaries.
- Number of hydrants operated during year means: opened and water withdrawn.
- Number of distribution valves operated during year means: fully opened and closed (exercised).

Hydrant Type (a)	Number In Service First of Year (b)	Added During Year (c)	Removed During Year (d)	Adjustments Increase or (Decrease) (e)	Number In Service End of Year (f)	
Fire - Outside Municipality	74				74	1
Fire - Within Municipality	3,409	47	34	(1)	3,421	2
Total Fire Hydrants	3,483	47	34	(1)	3,495	3
Flushing Hydrants	0				0	4

NR810.13(2)(a) recommends that a schedule shall be adopted and followed for operating each system valve and hydrant at least once each two years. Please provide the number operated during the year.

Number of Hydrants operated during year 1,933

Number of Distribution System Valves end of year 8,235

Number of Distribution Valves operated during Year 2,151

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Hydrants and Distribution System Valves

- Distinguish between fire and flushing hydrants by lead size.
 - Fire hydrants normally have a lead size of 6 inches or greater.
 - Record as a flushing hydrant where the lead size is less than 6 inches or if pressure is inadequate to provide fire flow.
- Explain all reported adjustments in the schedule footnotes.
- Report fire hydrants as within or outside the municipal boundaries.
- Number of hydrants operated during year means: opened and water withdrawn.
- · Number of distribution valves operated during year means: fully opened and closed (exercised).

Hydrants and Distribution System Valves (Page W-25)

Adjustments are nonzero for one or more accounts, please explain.

An adjustment has been made to hydrants based on an audit between PSC records and the Utility's GIS records. The adjustment will correct the number of hydrants listed to actual.

General Footnote

WWU continues to test and operate distribution valves and hydrants following DNR code NR810.

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List of All Station and Wholesale Meters

- Definition of Station Meter is any meter in service not used to measure customer consumption.
- Definition of Wholesale Meter is any meter used to measure sales to other utilities.
- · Retail customer meters should not be included in this inventory.

	Meter S pose (inche a) (b)		cription Type (d)	Date of Last Meter Test (e)	
Station Meter	6	Well #11	Magnetic	04/19/2019	1
Station Meter	8	Well #12	Magnetic	04/19/2019	2
Station Meter	8	Well #3	Magnetic	04/19/2019	3
Station Meter	8	Well #7	Magnetic	04/19/2019	4
Station Meter	12	Well #13-1	Magnetic	04/19/2019	5
Station Meter	12	Well #13-2	Magnetic	04/19/2019	6
Station Meter	12	Well #5	Magnetic	04/19/2019	7
Station Meter	12	Well #6	Magnetic	04/19/2019	8
Station Meter	12	Well #8-1	Magnetic	04/19/2019	9
Station Meter	12	Well #8-2	Magnetic	04/19/2019	10
Station Meter	16	Well #10	Magnetic	04/19/2019	
Station Meter	16	Well #9	Magnetic	04/19/2019	12

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Water Conservation Programs

- List all water conservation-related expenditures for the reporting year. Include administrative costs, customer outreach and education, other program costs, and payments for rebates and other customer incentives. Do not include leak detection, other water loss program costs.
- If the Commission has approved conservation program expenses, these should be charged to Account 186. Otherwise, these expenses are reported in Account 906 on Schedule W-05 (Account 691 for class D utilities).

Item Description (a)	Expenditures (b)	Number of Rebates (c)	Water Savings Gallons (d)
Administrative and General Expenses			
Program Administration	8,630	0	0
Customer Outreach & Education	14,875	0	0
Other Program Costs	2,549	0	0
Total Administrative and General Expenses	26,054	0	0
Customer Incentives			
Residential Toilets	7,187	72	666,979
Multifamily/Commercial Toilets	39,195	404	7,609,259
Faucets	0	0	0
Showerheads	50	2	4,125
Clothes Washers	0	0	0
Dishwashers	0	0	0
Smart Irrigation Controller	0	0	0
Commercial Pre-Rinse Spray Valves	0	0	0
Cost Sharing Projects (Nonresidential Customers)	0	0	0
Customer Water Audits	0	0	0
Other Incentives	140	7	9,100 *
Total Customer Incentives	46,572	485	8,289,463
TOTAL CONSERVATION	72,626	485	8,289,463

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Water Conservation Programs

- List all water conservation-related expenditures for the reporting year. Include administrative costs, customer outreach and education, other program costs, and payments for rebates and other customer incentives. Do not include leak detection, other water loss program costs.
- If the Commission has approved conservation program expenses, these should be charged to Account 186. Otherwise, these
 expenses are reported in Account 906 on Schedule W-05 (Account 691 for class D utilities).

Water Conservation Programs (Page W-27)

Expenditures for Other Incentives are non-zero, please explain.

Seven rain barrel incentives were reimbursed for a total of \$140.00 with a water savings of 9,100 gallons

General Footnote

The full conservation report will be filed electronically.

Please explain all values in Other Program Costs.

Other program costs include advertising for the sprinkling program and incentive programs and miscellaneous materials used for water education classes.

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Water Customers Served

- List the number of customer accounts in each municipality for which your utility provides retail general service. Do not include
 wholesale customers or fire protection accounts.
- Per Wisconsin state statute, a city, village, town or sanitary district owning water plant or equipment may serve customers outside
 its corporate limits, including adjoining municipalities. For purposes of this schedule, customers located "Within Muni Boundary"
 refers to those located inside the jurisdiction that owns the water utility.

Municipality (a)	Customers End of Year (b)	
Pewaukee (City)	54	1
Waukesha (City) **	20,327	2
Waukesha (Town)	129	3
Total - Waukesha County	20,510	4
Total - Customers Served	20,510	5
Total - Outside Muni Boundary	183	6
Total - Within Muni Boundary **	20,327	7

^{** =} Within municipal boundary

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Privately-Owned Water Service Lines

- The privately owned service line is the pipe from the curb stop to the meter.
- Explain all reported adjustments in columns(f) as a schedule footnote.
- Report in column (h) the number of privately-owned service lines included in columns (g) which are temporarily shut off at the curb box or otherwise not in use at end of year.
- Separate reporting of service lines by diameter and pipe material.

Pipe Material (a)	Diameter (inches) (b)	First of Year (c)	Added During Year (d)	Removed or Permanently Disconnected During Year (e)	Adjustments Increase or (Decrease) (f)	End of Year (g)	Utility Owned Service Laterals Not in Use at End of Year (i)	Replaced During Year Using Financial Assistance from Utility (h)		
Other Metal	0.500	4			(4)	0			*	1
Copper	0.500				4	4			*	2
Other Metal	0.750	1,511		27	(1,484)	0			*	3
Copper	0.750				1,483	1,483			*	4
Other Metal	1.000	13,947		61	(13,886)	0			*	5
Copper	1.000				13,887	13,887			*	6
Other Plastic	1.000	870	82			952			-	7
Other Metal	1.250	1,647		2	(1,645)	0			*	8
Copper	1.250				1,645	1,645			*	9
Other Plastic	1.250	423	11			434			-	10
Other Metal	1.500	512		3	(509)	0			*	11
Copper	1.500				509	509			*	12
Other Plastic	1.500	100	41			141			_	13
Other Metal	2.000	463		7	(456)	0			*	14
Copper	2.000				456	456			*	15
Other Plastic	2.000	51	4			55				16
Other Metal	3.000	8			(8)	0			*	17
Copper	3.000				8	8			*	18
Ductile Iron, Lined (late 1960's to present)	4.000				106	106			*	19
Lined Cast Iron (mide-1950's to early 1970)	4.000				27	27			*	20
Other Metal	4.000	139			(139)	0			*	21
Other Plastic	4.000	16				16			_	22
Unlined Cast Iron (pre-early 1950's)	4.000			_	6	6			*	23
Ductile Iron, Lined (late 1960's to present)	6.000		1		124	125			*	24
Lined Cast Iron (mide-1950's to early 1970)	6.000				15	15			*	25
Other Metal	6.000	142		1	(141)	0	-,		*	26
Other Plastic	6.000	180	3			183			_	27
Unlined Cast Iron (pre-early 1950's)	6.000			_	2	2			*	28
Ductile Iron, Lined (late 1960's to present)	8.000			_	85	85			*	29
Lined Cast Iron (mide-1950's to early 1970)	8.000				9	9			*	30
Other Metal	8.000	96		1	(95)	0	,		*	31
Other Plastic	8.000	29				29			-	32

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Privately-Owned Water Service Lines

- The privately owned service line is the pipe from the curb stop to the meter.
- Explain all reported adjustments in columns(f) as a schedule footnote.
- Report in column (h) the number of privately-owned service lines included in columns (g) which are temporarily shut off at the curb box or otherwise not in use at end of year.
- Separate reporting of service lines by diameter and pipe material.

Unlined Cast Iron (pre-early 1950's)	8.000				1	1	*	33
Other Plastic	10.000	1				1		34
Ductile Iron, Lined (late 1960's to present)	12.000				3	3	*	35
Other Metal	12.000	3			(3)	0	*	36
Other Plastic	12.000	1				1		37
Utility Total		20,143	142	102	0	20,183		38

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Privately-Owned Water Service Lines

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- Explain all reported adjustments in columns(f) as a schedule footnote.
- Report in column (h) the number of privately-owned service lines included in columns (g) which are temporarily shut off at the curb box or otherwise not in use at end of year.
- · Separate reporting of service lines by diameter and pipe material.

Privately-Owned Water Service Lines (Page W-29)

General Footnote

This information is based on the data that the Utility has for street services. The Utility will continue to work with GIS and other known information to update property service line data. The Utility is unaware of any lead property services remaining in the system. Adjustments were made to change services from other metal to specific types of metal, based on the street service.

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PUBLIC SERVICE COMMISSION OF WISCONSIN REPORT ON WATER CONSERVATION PROGRAMS

Utility Name: Waukesha Water Utility - 6240

Report Date: 06/01/2020

Report Period: 01/01/2019 – 12/31/2019

Report Frequency: Annual

Billing Frequency: Quarterly

Person Submitting Report: Joseph Ciurro

Waukesha Water Utility is submitting this report to the Public Service Commission, as required by PSC 185.97. This report addresses each of the points requested by the Commission, including the following information.

Section	<u>Topic</u>	Page
I	EXECUTIVE SUMMARY	2
II	ANNUAL BUDGET AND EXPENSES	3
III	INCENTIVE PROGRAMS	4
IV	EFFECTS OF WATER RATES STRUCTURE	30
V	CONSERVATION EFFICIENCY MEASURES - NON RESIDENTIAL	34
VI	EDUCATION PROGRAMS AND PARTNERSHIPS	78
VII	WATER LOSSES AND ACCOUNTED FOR WATER	132
VIII	CONCLUSION	135

I. EXECUTIVE SUMMARY

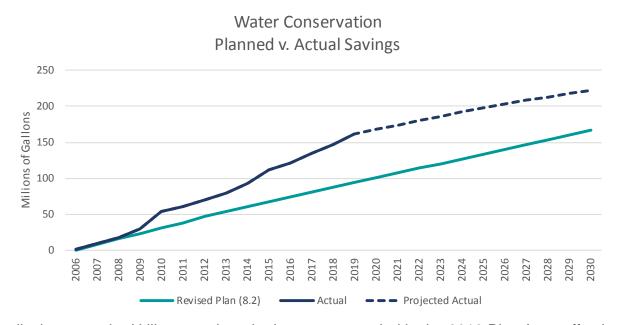
Water conservation is important in the City of Waukesha. Since 2006, the Utility has implemented a variety of conservation programs, and the City's conservation efforts became more focused with

the passage of NR 852.



This report shows that the Utility is addressing all the requirements of NR 852; and that by addressing the requirements, the City's consumption has steadily decreased. Since its passage in 2010, the City's annual pumpage and average day pumpage have decreased by 16%.

Waukesha is exceeding its conservation goals. The 2012 Conservation Plan projected a cumulative savings of 117.8 million gallons by 2019. As shown in the graph below, the Utility is ahead of it's conservation goals. If Waukesha stays on track, the Utility will exceed savings of 0.8 million gallons per day by 2050.



Finally, because the Utility uses the criterion recommended in the 2012 Plan (cost effectiveness) to guide it's efforts, the Utility achieves its goals by spending only a modest amount.

II. ANNUAL BUDGET AND EXPENDITURES

Per Docket 6240-WR-107 the PSC determined that a "reasonable level of conservation costs recoverable in rates for the test year (2012) is \$62,271." Subsequently, with Docket 6240-WR-109, the PSC agreed that the same level of costs was reasonable with a revised test year of 2017.

The actual costs since 2015 are as follows:

	Actual					
	2019	2018	2017	2016	2015	
<u>Revenue</u>						
Rates	\$ 62,271	\$ 62,271	\$ 62,271	\$ 62,271	\$ 62,271	
Sewer Reimbursement	30,000	30,000	30,000	30,123	41,354	
	92,271	92,271	92,271	92,394	103,625	
<u>Expenses</u>						
Program Administration	8,630	8,954	17,873	15,205	14,493	
Customer Outreach and Education	14,875	15,102	22,030	22,440	20,216	
Other Program Costs	2,549	2,951	1,544	859	-	
Leak Surveys	-	11,450	15,197	10,206	10,290	
Toilet Rebates	46,382	17,589	32,824	17,652	11,225	
Grants & Incentives	190	15,428	2,819	4,298	36,773	
	72,626	71,474	92,287	70,660	92,998	
Excess(Deficit)	\$ 19,645	\$ 20,797	\$ (16)	\$ 21,735	\$ 10,627	

Program revenue remained consistent from 2018 to 2019. The current rate order (Docket #6240-WR-109), effective on December 1, 2017, allows for \$62,271 in conservation costs to be recoverable by water rates, with \$30,000 of funding charged to the City's Sewer Department.

It is important to note that the Utility spent all of the money generated through water rates, \$62,271, while spending \$10,355 of the funding from the City's Sewer Department. The average excess generated by the program since 2012 has increased from \$10,008 per year in 2018 to \$11,213 per year in 2019.

The most significant expense change between 2019 and 2018 was a increase in toilet rebates (476 vs. 197) as the program made a concerted effort to reach out to large multi-family customers. Offsetting that increase was the elimination of hydrant and lateral leak survey expenses from the program. Those costs are now included under maintenance activities. The Utility plans to continue its efforts of replacing inefficient toilets and promoting its business conservation incentive program in 2020.

III. INCENTIVE PROGRAMS

The Utility has five incentive programs:

- 1. Toilet Rebate Program
- 2. Shower Head Rebate Program
- 3. Rain Barrel Rebate Program
- 4. A Pilot Rebate Program for Irrigation Controllers
- 5. Grants for Innovative Site Specific Water Savings Measures





1. Toilet Rebate Program

Waukesha Water Utility's High-Efficiency, 1.28 gpf (gallons per flush), WaterSense toilet rebate program has been in effect since October 2008. From October 2008 to July 2012, the program offered a \$25 rebate. In 2012, the Utility increased the rebate to \$100, although less is paid if the actual cost to the customer is less.

In 2019, the Utility continued to offer the residential toilet and showerhead rebate, as we have done in the past. However, this year, we focused on large multi-families. The Utility made numerous of contacts with large multi-families. Some of the large multi-families changed out a portion of their toilets in 2019. Others decided to go in a different direction – installing 1.6 gpf toilets, which are not covered under the rebate program. The rest of the large multi-families, who were contacted, could be potential candidates for future rebates. The Utility is looking forward to following up with these large multi-families in the near future.

In 2019, the Utility also created a rebate application just for large multi-families, which requires the Utility to pre-inspect the old toilets to ensure the date of the toilets qualify for the rebate. During the pre-inspections, there were a few instances where the Utility found toilets that were leaking and notified the apartment management immediately.

In addition to creating the Multi-Family Rebate Application, the Utility also updated the Residential Rebate form, to inform customers that if they have 5 or more toilets to be changed out, they should complete the Multi-Family Application.

By the end of 2019, there was a total of 476 toilet rebates. This included 72 residential toilets and 404 toilets from multi-families (9 from duplexes/condo units and 395 from large multi-family buildings).

Detailed information pertaining to the toilet rebates are shown on the following pages.



Monterey Apartments - replaced 106 toilets that dated back to the early 1980's.



Woodfield Heights Apartments – replaced 80 toilets that dated back to 1986-1988.



Hartwell Place Apartments – replaced their last 9 toilets that dated back to 1968-1972.



The Meadows Apartments – changed out 100 toilets – most of the toilets dated back to 1972 – but a few were dated 1991.



Willow Creek Apartments – changed out 100 toilets – most of the old toilets dated back to 1987.

The cover letters for the large multi-family toilet rebates are shown on the next 5 pages.

September 20, 2019

Varin/Monterey, LLC Attn: Brenten Kuznacic 2725 N University Drive Waukesha, WI 53188

Re: Toilet Rebates for Varin/Monterey Apartments

Dear Mr. Kuznacic,

Waukesha Water Utility would like to thank you for participating in the toilet rebate program. Your rebate application has been processed for 105 WaterSense toilets at \$95 per toilet and one toilet for a partial rebate at \$25. Please find a check enclosed for \$10,000.

Thank you again, Mr.Kuznacic, for working with the Utility and changing out the water wasting toilets. We appreciate your commitment to conserve water.

Sincerely,

WAUKESHA WATER UTILITY

Joseph Ciurro

Administrative Services Manager

mka

Enclosure: Check No. 43712

Cover Letter for Monterey Apartments Toilet Rebates

November 26, 2019

Woodfield Heights Apartments Equity Property Management Attn: Kevin Donohoe 200 W 75th Place Merrillville, IN 46410

Re: Toilet Rebates for Woodfield Heights Apartments

Dear Mr. Donohoe:

Waukesha Water Utility would like to thank you for participating in the toilet rebate program. Your rebate application has been processed for 20 WaterSense toilets at \$88.88 per toilet and 60 WaterSense toilets at \$94.00 per toilet. Please find enclosed a check for \$7,400.

Thank you again for working with the Utility and changing out the water wasting toilets. We appreciate your commitment to conserve water.

Sincerely,

WAUKESHA WATER UTILITY

Joseph Ciurro

Administrative Services Manager

mka

Enclosure: Check No. 44059

cc: Colleen Swirth

Cover Letter for Woodfield Height Apartments Toilet Rebates

December 19, 2019

JJGF Real Estate 1, LLC Hartwell Place Attn: Liane Jones P. O. Box 264 Pewaukee, WI 53072

Re: Toilet Rebates for Hartwell Apartments

Dear Ms. Jones:

Waukesha Water Utility would like to thank you for participating in the toilet rebate program. Your rebate application has been processed for 9 WaterSense toilets at \$100 per toilet. Please find enclosed a check for \$900.

Thank you again for working with the Utility and changing out the water wasting toilets. We appreciate your commitment to conserve water.

Sincerely,

WAUKESHA WATER UTILITY

Joseph Ciurro

Administrative Services Manager

mka

Enclosure: Check

Cover Letter for Hartwell Apartments for Toilet Rebates





November 26, 2019

The Meadows Attn: Lori Gabay 2400 Springdale Road Waukesha, WI 53186

Re: Toilet Rebates for The Meadows Apartments

Dear Ms. Gabay:

Waukesha Water Utility would like to thank you for participating in the toilet rebate program. Your rebate application has been processed for 100 WaterSense toilets at \$99.99 per toilet. Please find enclosed a check for \$9,999.99.

Thank you again for working with the Utility and changing out the water wasting toilets. We appreciate your commitment to conserve water.

Sincerely,

WAUKESHA WATER UTILITY

Joseph Ciurro

Administrative Services Manager

mka

Enclosure: Check No. 44052

cc: Josh Waldoch

Cover Letter for The Meadows Apartments Toilet Rebates



November 26, 2019

Willow Creek of Waukesha LP 2420 Parklawn Drive Waukesha, WI 53186

Re: Toilet Rebates for Willow Creek Apartments

To Whom It May Concern:

Waukesha Water Utility would like to thank you for participating in the toilet rebate program. Your rebate application has been processed for 100 WaterSense toilets at \$99.99 per toilet. Please find enclosed a check for \$9,999.99.

Thank you again for working with the Utility and changing out the water wasting toilets. We appreciate your commitment to conserve water.

Sincerely,

WAUKESHAWATER UTILITY

Joseph Ciurro

Administrative Services Manager

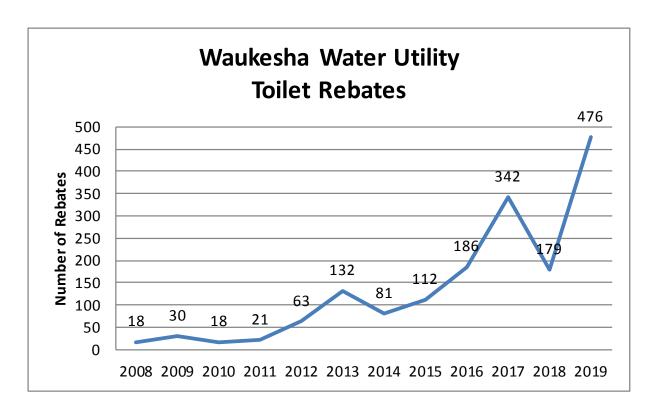
mka

Enclosure: Check No. 44057

cc: Josh Waldoch

Cover Letter for Willow Creek Apartments Toilet Rebates

Historically, the following rebates have been awarded:



Using the Alliance for Water Efficiency (AWE) Conservation Tracking Tool, the annual cost effectiveness of the program is demonstrated below.

				Unit				
		Unit Cost	PV	Benefit	PV	Avoided	Avoided	B/C
Class	Activity Name	(\$/MG)	Cost	(\$/MG)	Benefit	Supply	Wastewater	Ratio
Residential	Residential HE Toilets, \$25 Rebate	412.18	8,729.64	1,662.09	35,201.33	19,596.13	15,605.20	4.03
Residential	Residential HE Toilets, \$100 Rebate	656.48	107,924.23	1,884.23	309,763.58	172,657.87	137,105.71	2.87
Commercial	Commercial HE Toilet, Large MF \$100 Rebate	330.44	114,921.44	1,992.13	692,828.70	386,392.95	306,435.76	6.03
Industrial	CII Tank-Type HE Toilet, \$50 Rebate (Industrial)	147.91	475.55	1,948.21	6,263.97	3,492.59	2,771.37	13.17

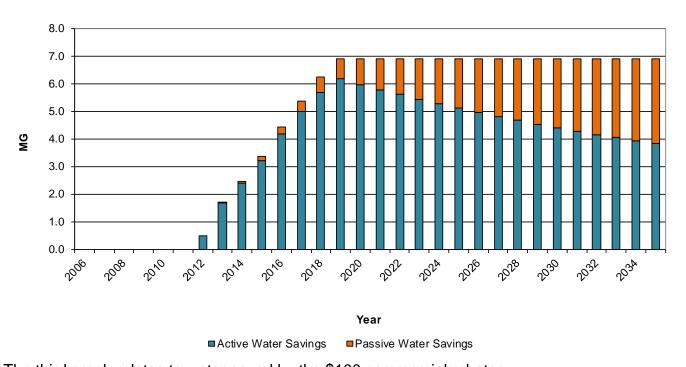
The projected water savings through 2035 is demonstrated by the four graphs below. The first relates to water savings from the \$25 residential rebates.

Residential HE Toilets, \$25 Rebate Annual Water Savings



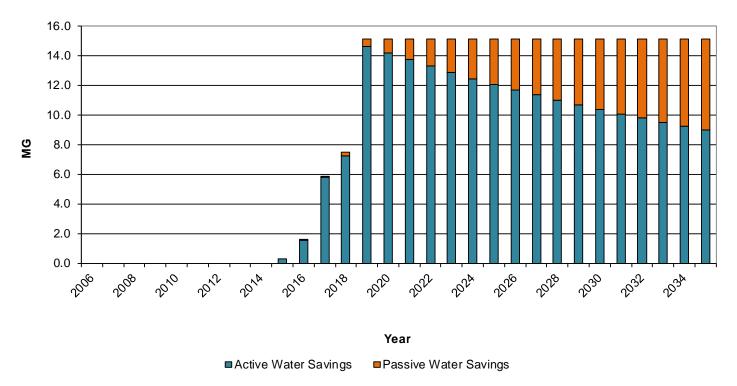
The second graph relates to water saved by the \$100 residential rebates.

Residential HE Toilets, \$100 Rebate Annual Water Savings



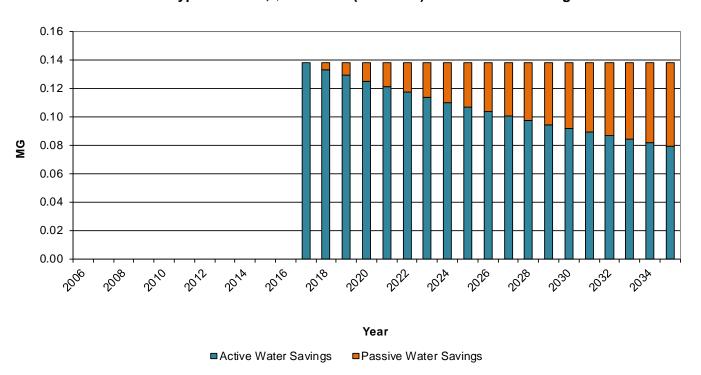
The third graph relates to water saved by the \$100 commercial rebates.

Commercial HE Toilet, Large MF \$100 Rebate Annual Water Savings



The last graph relates to water saved by the \$50 industrial rebates awarded in 2017.

CII Tank-Type HE Toilet, \$50 Rebate (Industrial) Annual Water Savings



Water Sense®



2. Shower Head Rebate Program

In late 2016, the Utility implemented a shower head rebate program. Customers who replace their 1992 or older shower head with a high-efficiency WaterSense shower head would be eligible for a \$25 rebate. In 2019, there were 2 shower head rebates.

The residential toilet & showerhead rebate application, along with the large multi-family toilet rebate application, is shown on the following four pages. The advertisements for the rebate programs are shown in the public Education section.







Waukesha Water Utility
P. O. Box 1648
Waukesha, WI 53187-1648
www.waukesha-water.com
Phone: 262-409-4423

Phone: 262-409-4423 Fax: 262-521-5265

RESIDENTIAL - SINGLE FAMILY, DUPLEX, & TRI-PLEX HIGH-EFFICIENCY TOILET & SHOWER HEAD REBATES

\$100 Toilet Rebate	Replace a 1993 or Older (3.5 gpf or more - gallon per flush) toilet with a WaterSense High-Efficiency 1.28 gpf toilet and receive up to a \$100 rebate. (Residential customers can save 9,000 – 11,000 gals. of water/year,
\$25 Shower Head Rebate	Replace a 1992 or Older shower head with a WaterSense model shower head and receive up to a \$25 rebate.
	(Residential customers can save approximately 2,900 gals. of water/year, and approximately 300 kwh of electricity annually.)

Customer Eligibility/Program Rules:

If replacing more than 5 toilets, please see Large Multi-Family/Commercial Rebate Application.

- Rebates are available on first-come, first-served basis until funds are exhausted.
- 2. Property where toilet/showerhead is installed is a customer of Waukesha Water Utility.
- 3. High efficiency toilets must replace toilets installed in 1993 or prior.
- 4. Shower heads must replace shower heads installed in 1992 or prior.
- 5. New construction is not eligible.
- New toilet/showerhead must have the WaterSense logo (as shown on top of this page).
- 7. Applicant must be the owner of the property listed on the rebate application.
- An original, unaltered, dated sales receipt listing the make and model numbers, MUST accompany the rebate application.
- A picture showing the YEAR of the original toilet & a picture of the installed toilet is required and needs to be attached to the application in order to receive the rebate.
- Applicant agrees and understands that Waukesha Water Utility or its representatives reserve the right to inspect the installation before or after the rebate credit is mailed out.
- 11. The Utility will withhold the rebate until all conditions are met.
- Rebates are not available for the costs of installation.
- Old toilets/showerheads cannot be reused.
- Submit the application materials to the Waukesha Water Utility (address listed above).

Updated Toilet & Shower Head Rebate Application Front Side



Waukesha Water Utility P.O. Box 1648

Waukesha, WI 53187-1648 Phone: (262) 409-4423 Fax: (262) 521-5265

TOILET & SHOWER HEAD REBATE FORM Please Print & Read All Program Rules, on the Other Side of This Form, Prior to Submitting

1					
NAME:		Owner Oc	cupant 🗆 Acc	ount #:	
SERVICE ADDR	ESS (Where toilet/showerh	ead installed):_			
MAIL REBATE T	O THIS ADDRESS:				
CITY:	0 1110 NDBRESO	STATE:		ZIP:	
PHONE (Day):		PHONE (Eve	ening):		
EMAIL:		Preferred Me	thod of Contact	: 🗆 Email 🗈	Phone
How did you hea	r about this program?				
-					
Number of	Number of Toilets	Number of	Number of Sho		Number of
Toilets at this	Currently Replaced for	Showers at	Currently Repl		persons in
Address:	this Rebate Application:	this Address:	Rebate Applica	ation:	Household:
Old Toilet(s) Info	ormation: (this information i	may be found in t	he toilet tank or u	under the tank I	id.)
	s): Size, Make,	_			-
real of old tollet(s) Size, Make,	/ei	zes) (mak	es) (mor	del numbere)
	Or	(312	Les) (Illan	es) (IIIO	del Hullibers)
Maggurament(s)	of the height, depth, and w	idth of the water	level (when the	a tank/e) ie ful	IN
weasurement(s)	or the neight, depth, and w	idili oi ille watei	level (whiell the	s talik(s) is lui	")
	height) (dept	h)	(width)	-	
New Toilet/Shov	ver Head Information:				
Toilet: Date of p	urchase: Store where	purchased from	1:	Purchase Price	ce: \$
			Is this a 1.2	.8 gal/flush To	ilet?
Manufacturer	Model Name	Model Numbe	r Is this a Wa	iterSense Toil	let?
Manufacture	MadalNana		Is this a 1.2		
Manufacturer	Model Name	Model Numbe	r IsthisaWa	aterSense Fol	let?
Date(s) installed:	Install Cost:\$_	Inst	alled by: F)n-it vourself	n Plumber
	III3tali CO3t.ψ_				
Shower Head: [Date of purchase: St	ore where purch	nased from:	Price	:\$
			Is this a W	aterSense Fix	ture?
Manufacturer	Model Name	Model Numb	er How Many	Installed?	
			,		
			Is this a W	aterSense Fix	ture?
Manufacturer	Model Name	Model Numb		Installed?	
			-		
Date installed:	Install Cost: \$	Ins	talled by: 🛮 🗈 [Do-it yourself	□ Plumber
	derstand the policy as stated				
Waukesha Water I	Utility for installation verification	n. <u>Reminder: Re</u>	ceipt & Installatio	n Pictures Mus	st Be Attached.
P	roperty Owner Signature			Date	





Large Multi-Family/Commercial Toilet Rebate Application

SECTION 1: INCENTIVE INFORMATION

- Please note, you MUST receive pre-approval from Waukesha Water Utility prior to beginning any toilet change out project (including removing old toilets, ordering, purchasing, and installing new toilets).
- Large Multi-Family/Commercial Toilet Rebate Incentives will be determined on a case by case basis depending on available funds.
- Incentives are only available for the cost of toilets, not for labor or installation costs.
- The total maximum incentive a customer may receive is up to \$100 per toilet and no more than \$10,000.
- Approval of an incentive entitles the Utility to reference the project in documents that reference its conservation program. This may
 include an interview with the project staff and/or photos for submission to the Wis. Water Association newsletter, the Waukesha Freeman,
 the Utility's website, and the annual report to the Wisconsin Public Service Commission, etc.
- Incentives are available to help implement projects that otherwise would not be completed, or to complete projects sooner than scheduled.
- See Section 2 for customer eligibility.

SECTION 2: APPLICATION REQUIREMENTS

The purpose of this form is to assess pending projects to determine if the project is eligible for a toilet rebate incentive. Funding provided is contingent upon the following requirements and upon receiving all requested documents:

- Customers MUST work with the Utility to determine if their project would qualify and then obtain approval (in the form of a Utility-signed Incentive Agreement) prior to removing or purchasing any equipment.
- Property where toilets are installed is a customer of Waukesha Water Utility.
- All toilets need to be inspected before and after installation by the Utility to ensure eligibility.
- High Efficiency toilets must replace toilets installed in 1993 or prior and are at least a 3.5 gpf (gallon per flush) toilet.
- New toilets must be 1.28 gpf WaterSense certified (the WaterSense logo is shown at the top of this Application).
- All toilets need to be installed and inspected no later than November 1st (the same calendar year of the incentive approval).
- All paper work, including the purchase order and original paid receipt, dated on or after the incentive approval date, must be submitted to the Utility no later than November 1st so that the incentive check can be issued by the end of the year.

Company Lodal Mamo:	SAL INFORMATIO	antification N	lumber (see also ONE set com	A CONTRACTOR			
Company Legal Name:		Tax Identification Number (complete ONE only, must be 9 digits):					
	FEIN:		OR SSN:				
Company Contact Name:		siness Classification of Customer (Check ONE only. Required for all businesses, including non- l Corporation Partnership Sole Proprietorship LLC Other					
Street Address:		City:		State:	Zip Code:		
Owner Name (Corporations Phone: excluded):			Fax:				
SECTION 4: PAYMENT INFO	RMATION (All info	ormation is r	required to receive payment)			
	artista de la Companya della company		D Business Over a	de Lastal Nine	as (Outs if Cala Drawinter)		
Make Incentive Check Payable to	(check ONE):	I Company N	ame 🚨 Business Owner	'S Legal Ivan	ne (Only if Sole Proprietor)		
Make Incentive Check Payable to Make Check to the Attention of:	(check ONE):	Company N	ame 🚨 Business Owne	r S Legal Ivan	ne (only ii sole Proprietor)		

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Large Multi-Family/Commercial Toilet Rebate Application

SECTION 5: JOB SITE IN	FORMATION (Where project	will occur)		
Job Site Name:		Project Contact Name:		
Job Site Street Address (phys	ical address):	City:	State:	Zip Code:
Project Contact Phone:	Project Contact Fax :	Project Contact E-mail:		ns of communication: Fax Mail DE-mai
Account #:		Customer #:		
SECTION 6: PROJECT PA	RAMETERS - project specific	information will be held as co	onfidential	
Project Description (including For Multi-Family: How Mar		oilets Changed Out: N	Number of Toilets/U	Jnit:
Address(es) of the Building	g(s) Where Change Out Will	Occur: Year(s) Building		
		Food Processing ☐ Food Ser	vice Lodging L	
New Toilet Information:				
		F		
Toilet Manufacturer(s):		Model Number(s):		
Are These New Toilets At Leas	st 1.28 gpf?	Are the New Toilets	WaterSense Certifie	d?
SECTION 7: BACKGROUND	QUESTIONS			
□ Considering project □ Assessing feasibility	and/or savings estimates	ith your project:		
2. Check your reasons for Reduce maintenance Replace worn out eq Reduce utility costs Comply with regulato Achieve company goa	uipment ry equipment			
APPLICANT:		WAUKESHA WATE	R UTILITY:	
Name:		Name: _		
Signature:		Signatur	re:	

Return signed, completed form to:

Mail: Waukesha Water Utility – Incentive Dept. PO BOX 1648 Waukesha, WI 53187-1648

Fax: 262.521.5265 Questions: Call 262-409-4423

Using the Alliance for Water Efficiency (AWE) Conservation Tracking Tool, the annual cost effectiveness of the program is demonstrated below. A B/C Ratio just under 1 indicates that the program currently costs more than the cost of the water saved.

The Utility undertook this program because it was part of the 2012 Conservation Plan. The 2012 plan indicated a larger positive B/C Ratio, but the fixed costs of developing the program were underestimated.

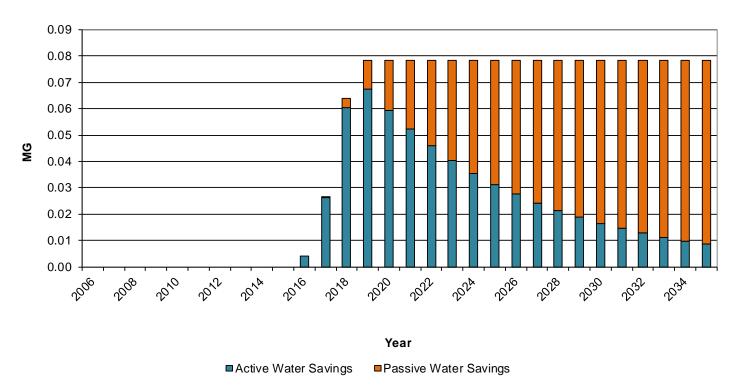
The Utility hopes that as more showerhead programs are implemented, the fixed costs will go down and the program will yield a better ratio.

Still, water is being conserved and that is the ultimate goal of the program.

				Unit				
		Unit Cost	PV	Benefit	PV	Avoided	Avoided	B/C
Class	Activity Name	(\$/MG)	Cost	(\$/MG)	Benefit	Supply	Wastewater	Ratio
Residential	LF Showerhead	1,382.28	825.52	1,118.63	668.07	368.56	299.51	0.81

The projected water savings through 2035 is demonstrated below.

LF Showerhead Annual Water Savings



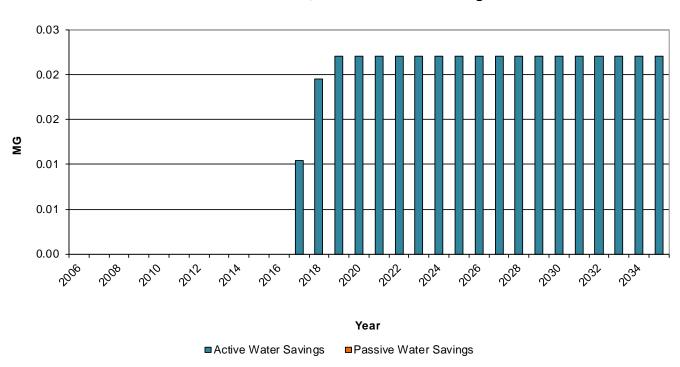


3. Rain Barrel Rebate Program

In May 2017, the Utility implemented a rain barrel rebate program. Customers who purchase and install a qualifying rain barrel, and submit their application with their original receipt and post-installation picture, are eligible for a \$20 rebate. In 2019, there were 7 rain barrel rebates.

The projected water savings through 2035 is demonstrated by the graph below:

Rain Barrel Rebate, \$20 Annual Water Savings



The rain barrel rebate application is shown below. The press release and website information is shown in the Education section.

3

Waukesha Water Utility P.O. Box 1648 Waukesha, WI 53187-1648 Phone: (262) 409-4423 Fax: (262) 521-5265

SZO REBATE



- Saves most homeowners about 1,300 gallons of water during the summer.
- Naturally soft, chlorine-free water is great for watering plants and washing windows or cars.

TO QUALIFY

- Rain barrels must be installed in the Waukesha Water Utility's service area.
- Renters may be eligible to participate with the written consent of the property owner.

- Qualifying barrels must be newly purchased, a minimum size of 50 gallons, and designed for the intended purpose of rain capture.
- Homemade rain barrels do not qualify for the rebate.
- Rain barrels must have a secure lid for child safety; and rust-proof screening or sealed designs over the top and on the overflow spigot for mosquito, rodent, and debris control.
- □ Rain barrels must not be connected to the (potable water) irrigation system.
- ☐ The <u>original</u> purchase receipt, that includes the purchase amount and barrel size, must be submitted within 90 days of purchase.
- Post-installation pictures must be included with the application.
- □ Maximum of 2 rain barrels allowed per address.
- Rebates are available on a first-come, first-served basis and are subject to the availability of funds.

TIPS FOR INSTALLATION & USE

- A Raise the barrel up on cinder blocks to increase pressure. (But make sure the barrel is on a level, firm surface to prevent the barrel from falling over – a full 55 gal. barrel weighs over 400 lbs.)
- . Make sure the overflow from the barrel is directed away from your house.
- Disconnect the barrel in the winter and turn it upside down or take it inside. If your downspout has been cut off for the rain barrel, be sure to add an extension hose for the winter.
- Enclose the top of the barrel, where the water enters the barrel, with a tightfitting, fine-mesh screen to prevent a nesting site for mosquitoes.
- Do not drink the water from your rain barrel. Water from your roof is not safe to drink, but is fine to water your yard. It is not recommended to water vegetable gardens with your rain barrel.
- Do not connect the rain barrel to your sprinkler systems or put the hose, which is connected to your house, into the rain barrel, as unintended suction can contaminate the water in your home. (The best way to prevent this is to only hook a garden hose, or isolated drip irrigation system, to the outlet of your barrel and water your landscape directly.)



WAUKESHA WATER UTILITY \$20 RAIN BARREL REBATE APPLICATION

vocantinot.	elvice alea).	SS:		Number of Rain Barrels for this Rebate Application:	Purchased Price:	Date Installed:	or ton 10	é		have read the rain barrel rebate program qualifications, along with the tips for installing and using the rain barrel (on the back of this brochure).
Warkesha Water Hillity conting area):	Vyachesta vyater Utility sy	Email Address:		Number of Rain Barre		Capacity (Gallons):	oN Decomposition	rel, firm surface, under the		ips for installing and using
Sanira Addrese (Where rain harrel is installed ~ mist ha installed in the Waikesha Water Hillity con in a contract.		Phone (Evening):	bate Program?:		Store/Place Where Purchased From:		(Brand/Make) (Model Number) If vol. are the renter is the required written consent of the property owner affached: Yes □ No □	<u>istalled</u> Rain Barrel (on a le	receipt attached: Yes □ No □	nalifications, along with the t
aletari si larred nier er	dress:	Pho	How Did You Hear About the Rain Barrel Rebate Program?	s at this Address:	Store/Place		(Brand/Make)	attached showing the in	il purchase receipt atta	arrel rebate program qu
Service Address (M/he	Mail Rebate to this Address:	Phone (Day):	How Did You Hear Aby	Number of Rain Barrels at this Address:	Date of Purchase:	Type of Barrel:	f vol. are the renter is	Is the required photo a	Is the required original purchase	have read the rain ba

Rain Barrel Rebate Application Back Side

Water Sense®



WaterSense labeled Irrigation Controller

4. Rebate Pilot Program for Irrigation Controllers

In 2015, the Utility implemented a pilot rebate program for WaterSense Irrigation Controllers for the new Cloverland Farms Subdivision.

The Utility chose Cloverland Farms subdivision because prior to the rebate program, the Wisconsin Water Conservation Coalition, which the Utility is a partner of, talked with the developer about a partnering opportunity to do a WaterSense Irrigation case study. The developer company was interested in participating and placed a deed restriction on the entire subdivision. The deed restriction is as follows:

If a home is equipped with an irrigation system, they are required to use an EPA WaterSense approved system.

The deed restriction is a great foundation for the Utility's pilot program. Any owner, in this subdivision, who installs a WaterSense labeled controller on their irrigation system would be eligible for a \$175 rebate. (Per WaterSense, the irrigation controllers tell the sprinkler systems "when to turn on and off, use local weather and landscape conditions to tailor watering schedules....[and] allow watering schedules to better match plants' water needs.")

2015 - 2018, the Utility contacted all 3 builders of this subdivision and informed/reminded them about the rebate program. In 2017, we received one inquiry about the irrigation controllers from a customer living in this area. According to the inquiry, most of the residents in this subdivision do not have automatic sprinklers. In 2020, we will review this program and make a decision as to whether we should continue this pilot program for this subdivision.

A copy of the Irrigation Rebate Application is shown on the next page.





Cloverland Farms \$175 Rebate for WaterSense Labeled Irrigation Controller

Contact Information:		
Owner:		Acct No.:
Address:		
Daytime Phone:	Email Address:	
rrigation Controller Information:		
Date of Purchase: (Controller Purchase Price:	
Manufacturer:	Model Name:	
Model Number:	Is this a 'WaterSe	nse' labeled Controller?
Date Installed: Ins	taller:	
Has the Controller been set to compl	y with Waukesha's annual Sprinkling	Ordinance as stated below?
Addresses Ending With An Odd Number	May Water On These Days Tuesdays & Saturdays	During These Hours Before 9 a.m. or After 5 p.m.
Even Number	Thursdays & Sundays	Before 9 a.m. or After 5 p.m.
this form must be answered and <u>a co</u> agree to a possible site visit by Wauk	me/first served basis, subject to avail topy of the receipt must be attached in esha Water Utility for installation ver check. For more information on wall bsite at www.waukesha-water.com.	n order to qualify for a rebate. I ification. Please note, it could take
Property Owner's		Date
p:\conservation\2015\cloverlandfarmsrebate		

Irrigation Controller Rebate Form for Cloverland Farms



5. Grants for Innovative Site Specific Water Saving Measures

In 2014, Waukesha Water Utility began to support innovative, site specific, water saving measures for non-residential accounts. In 2015, the Utility added more structure to the program which consists of the following:

- The program focuses on the replacement of capital assets incenting organizations to replace equipment with new technology that will conserve water.
- In order to receive an incentive, an Incentive Application must be completed and the company must receive approval prior to the new technology being ordered.
- The Utility ranks the Applications with respect to pay back periods and cost benefit ratios;
 and incentives are granted in rank order until the annual funds are exhausted.

Over the past 5 years, letters with the Incentive Application were mailed to the top 50 water users in the commercial, public, and industrial sectors.

In 2019, we received a two calls about the incentive program. These could be potential candidates for grants in the near future. In the meantime, the Utility focused on the large multifamily toilet change outs and plans to followup with these two companies, along with reaching out to other industrial/commercial customers, in 2020.

115 DELAFIELD STREET WALKESHA, WI 53 188-96 15

Telephone: (262) 521-5272 * Fax: (262) 521-5265 * E-mail: contactus@weukesha.votus.com

August 1, 2019

Re: Water Conservation Incentive Program

To: Whom It May Concern:

Waukesha Water Utility is sending you a reminder about our Conservation Incentive program for nonresidential customers. The purpose of the program is to incent organizations to replace equipment with new technology that will conserve water. Incentives are available to help implement those projects.

In order to be eligible for an incentive, the organization must complete a Water Conservation incentive Application no later than September 16, 2019; and receive approval for the project before the new technology is ordered. Waukesha will assess pending projects to determine if the project is eligible for an incentive.

For more information about the program, please refer to the enclosed Incentive Application or visit. Waukesha Water Utility's website at www.waukesha-water.com.

For questions, please call Waukesha Water Utility at (262) 409-4423.

Sincerely,

WAUKESHA WATER UTILITY Customer Service

Enclosure: Water Conservation Incentive Application



Water Conservation Incentive

SECTION 1: INCENTIVE INFORMATION

Incentives are calculated on a case-by-case basis depending on the application and the size of the facility. See Section 2 for customer eligibility information. Customers must work with the Utility to determine if their project would qualify and then obtain approval (in the form of an Incentive Agreement) prior to purchasing the equipment, Incentives are available to help implement projects that otherwise would not be completed, or to complete projects sooner than scheduled.

SECTION 21 APPLICATION REQUIREMENTS

The purpose of this form is to assess pending projects to determine if the project is eligible for a custom incentive. Funding provided through custom incentives is contingent upon the following requirements and upon receiving all requested documents:

You MUST receive pre-approval from Waukesha Water Utility prior to beginning any custom projects, including ordering equipment.

Custom incentives will not be provided for projects falling under a 1.5 year payback.

- Based on project type, technology and situation, projects may be limited to a maximum simple payback of four to ten years.
- Custom incentives cannot be more than 50 percent of the project cost. Custom incentives that are less than 10% of the project cost may be considered.
- The total maximum incentive a customer may receive for custom projects combined is \$20,000 per calendar year, per EIN.

Company Legal Name:		1000	fication Number (complete ONE	21. 10.	
		and the second s	0	the state of the s	
Company Contact Name:		modition by	cation of Customer (Check ONE		
Street Address:		□ Corporation	Partnership Sole Proprie	State:	
Street Address:			City:	State:	Zip Code:
Owner Name (Corporations	excluded):	Phone:	Fax:	Email:	
SECTION 4: PAYME	NT INFORMA	ATION (All info	rmation is required to receive	payment)	
Make Incentive Check Payal	ble to (check ONE	:): 🗖 Compar	ny Name 🔲 Business O	wner's Legal Name (Only if Sole Proprietor)
Make Check to the Attention	of:				
Alternate Mailing Address (if	different from a	ddress above):	City:	State:	Zip Code:
Alternate Mailing Address (if SECTION 5: JOB SI			1.7	State:	Zip Code:
			1.7	State:	Zip Code:
SECTION 5: JOB SI' Job Site Name:	TE INFORMA		project will occur)	State:	Zip Code:
SECTION 5: JOB SI' Job Site Name: Job Site Street Address (physical street)	TE INFORMA		project will occur) Project Contact Name:	State:	Zip Code:
SECTION 5: JOB SI	TE INFORMA	ATION (Where	project will occur) Project Contact Name: City:	State:	
SECTION 5: JOB SIT Job Site Name: Job Site Street Address (phys Project Contact Phone	TE INFORMA sical address): Project Co	ation (Where	project will occur) Project Contact Name: City: Project Contact E-mail: Customer #:	State:	Zip Code:

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Water Conservation Incentive

SECTION 6: PROJECT PARAMETERS - project specific information will be held as confidential

Project Description (including costs):

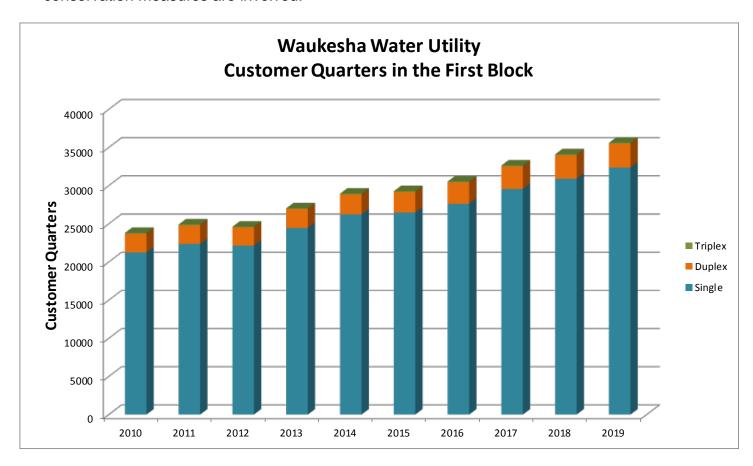
Projected Annual Ga	llons Saved	3 yr. Average Annual C	onsumption:	Project Start Date	e: Projec	t Completion Date
		Hours of (Operation (i.e. B a.m	9 p.m.)		
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
to	to	to	to	to	to	to
Information on	existing equipme	nt, system operation a	and building opera	tion attached (If ave	ailable).	
□ Considering	st describes whe project asibility or bids and/or anagement app llation cons for pursuin tenance costs n out equipmer ey costs	ere you are right now on savings estimates royal og this project: nt	with your project:			
APPLICANT:				WAUKESHA W	VATER UTILITY:	
Name:				Name:		
Signature:				Signature:		
				-		

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Back Side of Incentive Application

IV. EFFECTS OF WATER RATES STRUCTURE

While the Utility implemented an inclining rate block structure in 2007, it wasn't until 2010 that it had data separated into single, duplex and triplex customers. Since 2010 the number of customers that have been in the first block has increased. Regardless, it is impossible to know whether the rate structure alone is causing an increase in "frugal" cusomers, or whether other conservation measures are involved.

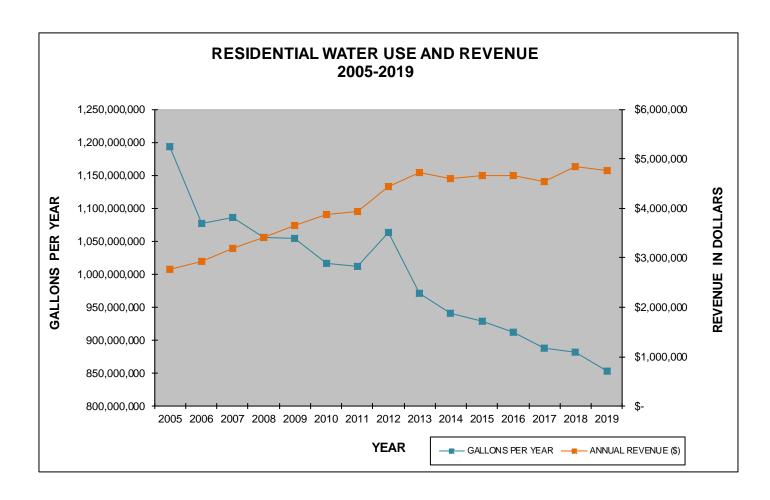


The detailed data, on the next three pages, supplements the consumption history; supplied in previous years' reports. In order to provide a more accurate picture of "# of customers," volumes associated with final reads have been excluded.

									Single Family Consumption	ily Consu	mption									
			2015			7	2016			2	2017			2	2018			2(2019	
	# of				# of				# of				# of				Jo #			
Interval	Customers	% s	Consumption	%	Customers	%	Consumption	%	Customers	%	Consumption	%	Customers	%	Consumption	%	Customers	%	Consumption	%
		J	Quarter 1			Qua	Quarter 1			Qui	Quarter 1			Qui	Quarter 1			Qua	Quarter 1	
0-10,000	6,715	5 42.5%	43,099,000	22.3%	7,072	44.4%	45,343,100	24.3%	7,521	46.5%	47,052,400	25.4%	7,785	47.8%	49,277,700	25.9%	8,063	49.1%	50,909,100	27.8%
10,001-30,000	8,830) 55.8%	137,314,900	71.1%	8,592	54.0%	131,111,300	70.1%	8,413	52.0%	127,505,300	%8'89	8,271	50.7%	125,403,200	82:8%	8,125	49.5%	122,727,900	67.1%
>30,000	269	3 1.7%	12,756,600	%9'9	260	1.6%	10,477,200	2.6%	249	1.5%	10,734,000	2.8%	246	1.5%	15,850,800	8:3%	225	1.4%	9,396,500	5.1%
QTotal	15,814	100.0%	193,170,500	100.0%	15,924	100.0%	186,931,600	100.0%	16,183	100.0%	185,291,700	100.0%	16,302	100.0%	190,531,700	100.0%	16,413	100.0%	183,033,500	100.0%
		J	Quarter 2			Qua	Quarter 2			Qué	Quarter 2			Qua	Quarter 2			Qua	Quarter 2	
0-10,000	7,042	2 44.2%	% 44,187,600	23.4%	7,253	45.1%	45,445,300	24.3%	7,862	48.5%	49,685,600	27.2%	280'8	49.5%	51,168,800	27.9%	8,647	25.6%	53,951,400	30.8%
10,001-30,000	8,592	2 54.0%	131,722,000	%2'69	8,536	53.1%	130,437,000	%9.69	8,106	20.0%	122,668,700	%8'.29	8,015	49.1%	121,607,500	66.2%	7,612	46.3%	113,733,100	64.9%
>30,000	290	0 1.8%	12,975,200	%6'9	290	1.8%	11,490,800	6.1%	247	1.5%	10,005,600	2.5%	5 233	1.4%	10,789,800	2.9%	184	1.1%	7,462,000	4.3%
QTotal	15,924	4 100.0%	188,884,800	100.0%	16,079	100.0%	187,373,100	100.0%	16,215	100.0%	182,359,900	100.0%	16,335	100.0%	183,566,100	100.0%	16,443	100.0%	175,146,500	100.0%
		J	Quarter 3			Qua	Quarter 3			Qui	Quarter 3			Qua	Quarter 3			Qua	Quarter 3	
0-10,000	5,875	36.6%	37,547,200	16.8%	6,160	38.1%	39,552,100	17.6%	6,792	41.8%	43,901,300	21.0%	6,932	42.4%	44,197,800	21.2%	7,392	44.9%	47,328,300	23.3%
10,001-30,000	9,422	2 58.8%	153,361,500	%9.89	9,233	57.1%	149,021,400	66.4%	8,893	54.8%	140,510,800	67.3%	8,884	54.3%	140,303,800	67.3%	8,610	52.3%	134,962,500	66.4%
>30,000	737	7 4.6%	32,575,600	14.6%	767	4.7%	35,959,100	16.0%	554	3.4%	24,290,900	11.6%	530	3.2%	23,825,600	11.4%	472	2.9%	20,887,900	10.3%
QTotal	16,034	100.0%	% 223,484,300	100.0%	16,160	100.0%	224,532,600	100.0%	16,239	100.0%	208,703,000	100.0%	16,346	100.0%	208,327,200	100.0%	16,474	100.0%	203,178,700	100.0%
		J	Quarter 4			Qua	Quarter 4			Qui	Quarter 4			Qui	Quarter 4			Qua	Quarter 4	
0-10,000	6,842	2 42.7%	% 44,013,900	22.2%	7,121	44.1%	45,894,500	23.6%	7,390	45.4%	47,228,200	24.2%	860'8	49.4%	51,610,700	28.0%	8,263	50.1%	52,436,200	28.7%
10,001-30,000	8,757	7 54.7%	% 136,245,600	68.8%	8,669	53.7%	133,649,700	68.7%	8,486	52.1%	130,856,700	67.1%	8,041	49.1%	121,690,100	%0.99	266'2	48.5%	120,580,800	62.9%
>30,000	412	2 2.6%	17,644,200	8.9%	344	2.1%	14,907,700	7.7%	401	2.5%	16,839,200	8.6%	252	1.5%	11,063,900	%0'9	238	1.4%	9,877,100	5.4%
QTotal	16,011	1 100.0%	197,903,700	100.0%	16,134	100.0%	194,451,900	100.0%	16,277	100.0%	194,924,100	100.0%	16,391	100.0%	184,364,700	100.0%	16,498	100.0%	182,894,100	100.0%
			Annual			An.	Annual			Ar	Annual			Ar	Annual			An	Annual	
0-10,000	6,619	9 41.5%	% 168,847,700	21.0%	6,902	42.9%	176,235,000	22.2%	7,391	45.5%	187,867,500	24.4%	7,726	47.3%	196,255,000	25.6%	8,091	49.2%	204,625,000	27.5%
10,001-30,000	8,900	55.8%	% 558,644,000	69.5%	8,758	54.5%	544,219,400	68.6%	8,475	52.2%	521,541,500	%9'.29	8,303	50.8%	509,004,600	66.4%	980'8	49.1%	492,004,300	66.1%
>30,000	427	7 2.7%	75,951,600	9.5%	415	7.6%	72,834,800	9.2%	363	2.2%	61,869,700	8.0%	315	1.9%	61,530,100	8.0%	280	1.7%	47,623,500	6.4%
Total	15,946	5 100.0%	% 803,443,300	100.0%	16,074 100.0%	100.0%	793,289,200	100.0%	16,229	100.0%	771,278,700	100.0%	16,344	100.0%	766,789,700	100.0%	16,457	100.0%	744,252,800	100.0%

									Two Family Consumption	ly Consun	nption									
		,7	2015			77	2016			2	2017				2018			20	2019	
	# of				Jo#				Jo #				# of				# of			
T	Customers	%	Consumption	%	Customers	%	Consumption	%	Customers	%	Consumption	%	Customers	%	Consumption	%	Customers	%	Consumption	%
_																				
		Qui	Quarter 1			Qua	Quarter 1			Qua	Quarter 1			đ	Quarter 1			Quai	Quarter 1	
0-20,000	673	48.7%	8,714,400	27.9%	712	52.0%	9,143,600	31.3%	729	23.8%	9,374,000	32.3%	92 293	26.9%	% 10,045,100	34.8%	992	27.6%	9,707,800	35.5%
20,001-35,000	276	38.1%	13,840,000	44.4%	605	37.2%	13,424,700	45.9%	470	34.7%	12,415,400	42.8%	433	32.3%	11,187,700	38.8%	429	32.2%	11,007,200	40.3%
>35,000	183	13.2%	8,641,300	27.7%	147	10.7%	6,648,500	22.8%	157	11.6%	7,214,600	24.9%	144	10.7%	7,628,900	26.4%	136	10.2%	6,631,300	24.2%
Q Total	1,382	100.0%	31,195,700	100.0%	1,368	100.0%	29,216,800	100.0%	1,356	100.0%	29,004,000	100.0%	1,340	100.0%	28,861,700	100.0%	1,331	100.0%	27,346,300	100.0%
		ď	Quarter 2			Qua	Quarter 2			Qua	Quarter 2			ď	Quarter 2			Qua	Quarter 2	
0-20,000	704	. 50.8%	9,137,500	30.5%	722	52.6%	9,220,200	31.6%	745	25.0%	9,499,700	34.2%	982 9	58.7%	% 10,225,400	37.4%	815	61.4%	10,231,400	39.4%
20,001-35,000	273	37.8%	13,724,500	45.7%	513	37.4%	13,637,400	46.7%	469	34.6%	12,085,400	43.5%	411	30.7%	10,666,400	39.0%	402	30.3%	10,414,600	40.1%
>35,000	158	11.4%	7,146,100	23.8%	137	10.0%	6,321,800	21.7%	140	10.3%	6,228,600	22.4%	6 142	10.6%	6,482,800	23.7%	111	8.4%	5,314,300	20.5%
Q Total	1,385	100.0%	30,008,100	100.0%	1,372	100.0%	29,179,400	100.0%	1,354	100.0%	27,813,700	100.0%	6 1,339	100.0%	% 27,374,600	100.0%	1,328	100.0%	25,960,300	100.0%
		Qui	Quarter 3			Qua	Quarter 3			Qua	Quarter 3			ð	Quarter 3			Quai	Quarter 3	
0-20,000	889	46.2%	8,364,700	25.5%	089	49.7%	8,980,200	29.3%	715	23.0%	9,462,200	31.7%	754	56.4%	9,834,700	34.3%	764	27.6%	9,831,000	35.4%
20,001-35,000	539	39.0%	14,439,900	44.0%	208	37.2%	13,525,100	44.1%	470	34.9%	12,318,400	41.2%	416	31.1%	% 10,797,500	37.7%	410	30.9%	10,710,600	38.6%
>35,000	205	14.8%	10,041,200	30.6%	179	13.1%	8,152,700	26.6%	163	12.1%	8,100,300	27.1%	168	12.6%	8,006,500	28.0%	153	11.5%	7,196,200	25.9%
Q Total	1,382	100.0%	32,845,800	100.0%	1,367	100.0%	30,658,000	100.0%	1,348	100.0%	29,880,900	100.0%	1,338	100.0%	% 28,638,700	100.0%	1,327	100.0%	27,737,800	100.0%
		Qu	Quarter 4			Qua	Quarter 4			Quā	Quarter 4			ď	Quarter 4			Qua	Quarter 4	
0-20,000	693	48.0%	8,462,400	27.1%	701	51.5%	9,146,800	30.0%	759	56.3%	10,137,200	35.1%	6 772	57.7%	9,886,500	35.9%	779	58.5%	9,812,900	36.1%
20,001-35,000	533	38.6%	13,940,600	44.7%	482	35.4%	12,669,000	41.6%	451	33.5%	11,783,600	40.7%	6 415	31.0%	% 10,648,300	38.7%	415	31.2%	10,748,800	39.6%
>35,000	186	13.5%	8,817,000	28.2%	179	13.1%	8,630,600	28.3%	137	10.2%	6,996,300	24.2%	150	11.2%	009'086'9	25.4%	138	10.4%	6,612,900	24.3%
Q Total	1,382	100.0%	31,220,000	100.0%	1,362	100.0%	30,446,400	100.0%	1,347	100.0%	28,917,100	100.0%	1,337	100.0%	% 27,515,400	100.0%	1,332	100.0%	27,174,600	100.0%
		Ā	Annual			An.	Annual			Ar	Annual			1	Annual			Anı	Annual	
0-20,000	929	48.4%	34,679,000	27.7%	704	51.5%	36,490,800	30.5%	737	54.5%	38,473,100	33.3%	69 769	57.4%	8 39,991,700	35.6%	781	58.7%	39,583,100	36.6%
20,001-35,000	530	38.3%	55,945,000	44.7%	503	36.8%	53,256,200	44.6%	465	34.4%	48,602,800	42.0%	419	31.3%	43,299,900	38.5%	414	31.1%	42,881,200	39.6%
>35,000	183	13.2%	34,645,600	27.7%	161	11.7%	29,753,600	24.9%	149	11.0%	28,539,800	24.7%	6 151	11.3%	29,098,800	25.9%	135	10.1%	25,754,700	23.8%
Total		1,383 100.0%	125,269,600 100.0%	100.0%	1,367	100.0%	119,500,600	100.0%	1,351	100.0%	115,615,700 100.0%	100.0%	6 1,339	100.0%	% 112,390,400 100.0%	100.0%	1,330	100.0%	108,219,000	100.0%

# of	2				ľ	7,000		ļ		070			1	,	
o o	20	2016			2	2017		,		2018		,	72	2019	
		:	ò	# of		:		# of	ì	:	ò	, # of	ò	:	ì
Customers	%	Consumption	%	Customers	%	Consumption	%	Customers	%	Consumption	%	Customers	%	Consumption	%
	Quarter	ter 1			Que	Quarter 1			ď	Quarter 1			Quai	Quarter 1	
27	36.5%	358,600	18.7%	35	46.7%	512,100	27.5%	33	43.4%	456,700	24.7%	31	40.8%	415,200	21.2%
47	63.5%	1,560,400	81.3%	38	50.7%	1,174,800	63.1%	42	55.3%	1,324,500	71.6%	43	26.6%	1,396,300	71.2%
-	%0:0	1	0.0%	2	2.7%	175,000	9.4%	7,	1.3%	002'69	3.7%	2	7.6%	150,500	7.7%
74	100.0%	1,919,000	100.0%	75	100.0%	1,861,900	100.0%	92 %	100.0%	1,850,400	100.0%	92	100.0%	1,962,000	100.0%
	Quarter 2	ter 2			Qui	Quarter 2			ďη	Quarter 2			Quai	Quarter 2	
29	38.7%	365,700	20.1%	33	44.0%	475,900	28.1%	35	46.7%	513,400	28.5%	34	44.2%	437,500	24.4%
45	%0.09	1,380,500	75.7%	42	26.0%	1,216,900	71.9%	40	53.3%	1,288,800	71.5%	43	25.8%	1,355,000	75.6%
1	1.3%	76,800	4.2%		0.0%		%0'0	- %	0.0%	-	0.0%	-	%0:0	-	%0'0
75	100.0%	1,823,000	100.0%	75	100.0%	1,692,800	100.0%	75	100.0%	1,802,200	100.0%	77	100.0%	1,792,500	100.0%
	Quarter	ter 3			Qui	Quarter 3			Qu	Quarter 3			Quai	Quarter 3	
27	35.1%	372,300	18.6%	24	31.6%	316,200	17.0%	30	39.5%	406,200	20.4%	31	40.3%	376,200	18.0%
49	%9:E9	1,566,800	78.1%	52	68.4%	1,548,800	83.0%	43	26.6%	1,339,900	67.3%	44	57.1%	1,336,800	83.8%
1	1.3%	67,400	3.4%		0.0%	1	0.0%	3	3.9%	245,300	12.3%	2	2.6%	382,600	18.3%
77	100.0%	2,006,500	100.0%	92	100.0%	1,865,000	100.0%	92 %	100.0%	1,991,400	100.0%	77	100.0%	2,095,600	100.0%
	Quarter 4	ter 4			Qui	Quarter 4			Qu	Quarter 4			Quai	Quarter 4	
30	40.0%	413,300	22.0%	31	40.8%	430,300	22.3%	27	36.0%	363,900	17.8%	31	41.3%	418,400	21.1%
44	58.7%	1,379,100	73.4%	44	57.9%	1,440,400	74.6%	44	58.7%	1,336,000	65.3%	43	57.3%	1,384,700	70.0%
1	1.3%	87,700	4.7%	1	1.3%	005'09	3.1%	4	5.3%	345,800	16.9%	1	1.3%	175,400	8.9%
75	100.0%	1,880,100	100.0%	92	100.0%	1,931,200	100.0%	75	100.0%	2,045,700	100.0%	75	100.0%	1,978,500	100.0%
	Annual	lual			Ar	Annual			A	Annual			Anr	Annual	
28	37.5%	1,509,900	19.8%	31	40.7%	1,734,500	23.6%	31	41.4%	1,740,200	22.6%	32	41.6%	1,647,300	21.0%
46	61.5%	5,886,800	77.2%	44	58.3%	5,380,900	73.2%	42	56.0%	5,289,200	68.8%	43	26.7%	5,472,800	%6.69
1	1.0%	231,900	3.0%	1	1.0%	235,500	3.2%	%	2.6%	008'099	8.6%	1	1.6%	708,500	9.1%
75	100.0%	7,628,600	100.0%	92	100.0%	7,350,900	100.0%	92 %	100.0%	002'689'2	100.0%	92	100.0%	7,828,600	100.0%



A review of residential revenue and gallons billed indicates that, in general, the Utility has done a good job of using the rate making process to offset the decrease in revenue that would come from fewer gallons consumed.

V. CONSERVATION EFFICIENCY MEASURES - NONRESIDENTIAL CUSTOMERS

Commercial, Industrial and Public rates were set in 2012 with declining blocks and the Utility had a rate increase approved by the PSC, effective December 1, 2017.

	er 1,000 Gallons mber 1, 2017
Gallons	Commercial, Industrial, Public
0 - 75,000	\$3.60
75,001 - 1,500,000	\$3.40
Over 1,500,000	\$3.00

As seen below, there appears to be enough variation in consumption within the classes to question whether the structure is affecting utilization. Anecdotally, consumption seems to move with the economy and the weather.

			Metered Usag	ge for Non-Res	idential		
Billing	2013	2014	2015	2016	2017	2018	2019
Class	(Gallons)	(Gallons)	(Gallons)	(Gallons)	(Gallons)	(Gallons)	(Gallons)
Commercial	795,377,000	780,972,720	774,316,900	763,290,200	729,873,000	707,267,000	696,184,000
Industrial	266,539,000	270,877,200	262,476,500	237,069,700	232,668,900	230,557,100	220,675,300
Public	92,508,000	92,618,300	99,075,700	83,040,900	72,384,600	67,338,800	65,913,900
Irrigation	n/a	n/a	n/a	n/a	n/a	4,447,476	2,879,000

Therefore the Utility uses efforts, other than the rate structure, to incent conservation.

To bolster the rate increase, the Utility has additional conservation programs that affect Non-Residential customers and some that affect all customer classes. The additional programs include the following:

- Irrigation Rates (for all customer classes)
- 2. Sprinkling Ordinance (for all customer classes)
- 3. Irrigation Ordinance (for all customer classes)
- 4. Sewer Ordinance Change (for all customer classes)
- 5. Yard Sign Campaign (for all customer classes)
- 6. Waukesha Rain Barrel Promotion Program (for all customer classes)
- 7. Rain Garden Plants Sale (for all customer classes)
- 8. Outdoor Conservation Tips (for all customer classes)
- 9. Pre-rinsed Spray Valves (for non-residential classes)
- 10. Why it's Important To Conserve & What You Can Do (for all customer classes)
- 11. How Much Water Do You Use? & Things to do to Lower Your Bill (all customer classes)
- 12. Program on Finding & Fixing Leaks (for all customers)
- 13. Web Based Consumption History and Comparisons Available (for all customers)
- 14. Audit Program (for residential & non-residential customers)

1. Irrigation Rates

Effective December 1, 2017, the Wisconsin Public Service Commission (PSC) approved our application to offer Irrigation Rates to our customers.

The irrigation rates were designed with two goals in mind. First, to bill for water used outside that is not collected into the sewer system. Second, to encourage conservation of a limited resource.

The Utility notified customers about the new irrigation rates by mailing letters to accounts that were billed water only (for the accounts that had a public sprinkling meter) and to accounts who previously had and still have sewer credit meters. A copy of the letter is shown on the following page.

In addition to the mailings, the account type for the public sprinkling meters was changed on our billing system to an Irrigation account; and the volumetric rate was increased to \$5.70 per thousand gallons, as opposed to the residential or commercial step rate.

Finally, an Application for Irrigation Meters was created and placed on our website. This Application includes a cover letter, instructions on what needs to be done to get an irrigation meter installed, and a meter installation specification sheet.

In 2019, the Utility received 4 applications for irrigation meters. A copy of the Irrigation Application, with all of its attachments, is also shown on the following pages.

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

Dear Customer:

We would like to inform you that the Wisconsin Public Service Commission (PSC) has approved our application to offer irrigation rates to our customers. You have a meter that is subject to these new rates.

Irrigation rates are designed with two goals in mind. First, to bill for water that is used outside and is not collected into the sewer system. Second, to encourage the conservation of a limited resource; one that we will soon have to buy from Lake Michigan.

The rates that became effective on December 1, 2017 are as follows:

Quarterly Char	ge		
Meter Size	\$	Meter Size	\$
5/8	27.00	3	198.00
3/4	27.00	4	270.00
1	45.00	6	438.00
1 1/4	66.00	8	666.00
1 1/2	75.00	10	960,00
2	117.00	12	1260.00
Volumetric Cha	arge	\$5.70 per 1,0	00 gallons

If you have questions about these new irrigation rates or would like to install an irrigation meter, please contact us at 262 521 5272.

Thank you,

The Waukesha Water utility

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Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

Re: Irrigation Meter

Dear Customer:

This letter is regarding your inquiry into an irrigation meter for your property. If you are interested in the installation of an irrigation meter, please review the instructions, complete the enclosed application, and return it to the Waukesha Water Utility with a check for \$120.00 for each irrigation meter you would like to install. Please note that in order to complete the application, you will need to obtain a plumbing permit. The permit can be obtained at City Hall.

Also, when considering an irrigation meter, please remember that the city of Waukesha has a Sprinkling Ordinance. Every year, beginning May 1st – October 1st, addresses ending in an Odd number, may only water on Tuesdays & Saturdays (before 9 a.m. or after 5 p.m.); addresses ending in an Even number, may only water on Thursdays & Sundays (before 9 a.m. or after 5 p.m.). If you have an automatic sprinkling system, please be sure to schedule the sprinkling times appropriately.

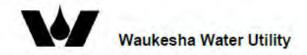
The billing rates for an irrigation meter, effective on December 1, 2017, are as follows:

Quarterly Chan	ge		
Meter Size	\$	Meter Size	\$
5/8	27.00	3	198.00
3/4	27.00	4	270,00
1	45.00	6	438.00
1 1/4	66.00	8	666.00
1 1/2	75.00	10	960.00
2	117.00	12	1260.00
Volumetric Cha	irge	\$5.70 per 1,0	00 gallons

If you have any further questions, please call us at 262.521.5272 between 8:00 a.m. and 4:00 p.m.

Sincerely,

Waukesha Water Utility



IRRIGATION METER

In order to install an irrigation meter and radio, please do the following:

1. Complete the attached application

You may need to work with a plumber or our customer service staff to complete the application. Please be aware that you will receive a separate bill for this meter.

2. Obtain a plumbing permit from City Hall

Plumbing permits are issued by the Building Inspector. They may be obtained in room 200 in the City Hall at 201 Delafield St. The office is open from 8:00 to 4:30. The telephone is (262) 524-3750.

3. Pay the application fee (\$120)

The fee is paid at the Water Utility. It covers the time our engineering staff spends to ensure that the meter will be the appropriate size to meet your needs from information supplied by you or your plumber. It also covers the administrative time spent processing the application. Finally, it covers the time our field crew will spend installing the meter and radio at the premises.

4. Install the fixtures for the irrigation meter and radio

Whether you intend to do-it-yourself or hire a plumber, the pipes, meter valve, and the copperhorn for the meter must installed according to the attached specifications. The materials must also be in compliance with Wisconsin Administrative Code. Because you pay for all of these materials and work, you will own all of this plumbing.

- 5. Set an appointment with the Water Utility to install the meter and radio
 - To have the meter installed, please call Customer Service at (262) 521-5272. You will want to make this appointment at least a week in advance, especially if you want to coordinate the work so that it gets done on the same day that a plumber is present. The Water Utility owns, operates and maintains only the meter and the radio. If your installation of the meter and radio requires additional hardware, you will be invoiced for that additional hardware.
- 6. Schedule your sprinkling times according to Waukesha's Sprinkling Ordinance Every year, beginning May 1st – October 1st, Waukesha has the following Sprinkling Ordinance: addresses ending in an Odd number, may only water on Tuesdays & Saturdays (before 9 a.m. or after 5 p.m.); addresses ending in an Even number, may only water on Thursdays & Sundays (before 9 a.m. or after 5 p.m.). If you have an automatic sprinkling system, please be sure to schedule the sprinkling times appropriately.

115 Delafield Street P.O. Box 1648 Waukesha, WI 53187-1648

Questions regarding the application process: (262) 521-5272

Fax Number: (262) 521-5265

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Instruction Sheet for Irrigation Meters



APPLICATION FOR IRRIGATION METER

1.	Property Address	
2.	Building TypeSingleFamilyDuplexTriplex	Apartment (> 4 units)Condo
3.	Owner's Name	Phone
4.	Owner's Address	; ;
5.	Plumber's Name	Phone
6.	Plumber's Address	
7.	Please list the number of water using devices that will be mea	sured by this meter
	3/4" Garden Hose1/2" Garden Hose	Underground Sprinkler
8.	Gallons per minute needed	
9.	City Plumbing Permit #	
10.	Who is responsible for payment?OwnerPlu	umber
11.	Are you aware of Waukesha's Sprinkling Ordinance (as explain	ined in the cover letter)?YesNo
S	Signature	Date

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IRRIGATION METER SPECIFICATIONS



Installation of a 5/8 inch irrigation meter

NOTE 1: Copperhorns shall comply with ANSI/AWWA C-800, have a lead free brass body with copper arms and swivel connections manufactured by Ford in the following sizes.

Meter Size	Copperhorn	
5/8"	No. 1 provided with union nuts	
3/4"	No. 3 provided with union nuts	
1 "	No. 4 provided with union nuts	

- NOTE 2: The Utility will install the meter valve and the copperhorn upon the request of the applicant. The cost will be billed to the applicant as outlined in the current Waukesha Water Utility Fee Schedule.
- NOTE 3: The Utility Rules and Regulations Manual requires a four foot clearance around the meter.
- NOTE 4: All brass must be lead free.
- NOTE 5: The Utility will replace (at the cost of the applicant) any copperhorn or valve that does not comply with the specifications, above.
- NOTE 6: Certified vacuum breakers shall be installed at each hose bib.
- NOTE 7: Fixtures serving, and served by, the irrigation should be separately labeled.

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In addition to the Irrigation Rates, the Utility also uses the next seven programs (previously listed) to encourage conservation during the summer months.

There is a discussion of each of these tools below; followed by data that demonstrates the efficacy of the Utility's approach.

2. Sprinkling Ordinance

City Ordinance 13.11 was enacted in 2006 and applies to all customers in Waukesha. The ordinance is in effect from May 1 to Oct 1 each year. This ordinance bans all sprinkling during the daytime hours of 9 AM to 5 PM during the stated time period. Customers are allowed to irrigate two days a week according to their address.

A brochure that explains the ordinance is placed at several public locations.



Brochure Outside



Brochure Inside

In addition to the Sprinkling Ordinance brochure, **Bill stuffers** are sent to all customers each year beginning in April and ending in June. The stuffers are designed to remind customers of the Ordinance. A copy of the stuffer is below.



Front

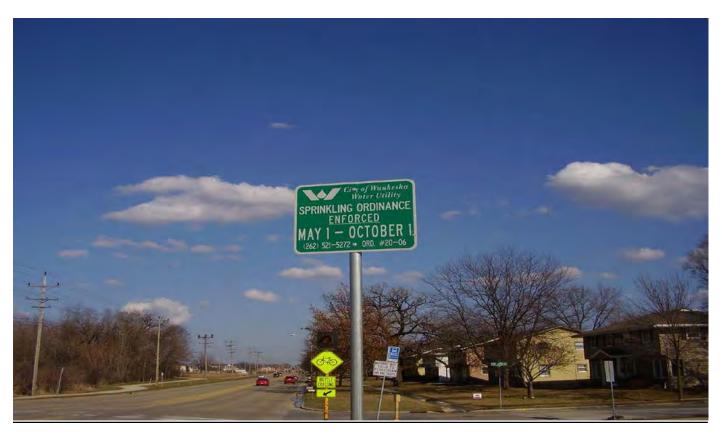
Did you know...

- If you replace your old water guzzling toilet (3.5 gallon or more) with a 1.28 gpf (gallons per flush) WaterSense toilet, you may be eligible to receive a rebate from the Water Utility.
- You can purchase rain barrels through the Waukesha School District's Environmental Education Department (262-970-4333) or Retzer Nature Center (262-896-8007). Capturing rain water not only saves you money but is better for your garden, lawn, and plants because the water is not chlorinated.
- It is not necessary to water the lawn. It is natural for lawns to turn brown in the hottest months. The lawn doesn't die, it just goes dormant. The green lawn will return with the autumn rain.
- Toilets should be checked for leaks at least twice a year because they are one of the most common places where leaks occur. Hundreds of gallons of water per day can be wasted. Free Leak Detection Dye Tablets are available at the Utility.
- Dripping faucets are usually easily and inexpensively repaired by replacing the washer inside the handle. Check both internal and external faucets for leaks. See our website for videos on how to fix leaks.

For more detailed information, please visit our website at www.ci.waukesha.wi.us/waterhome

Back

Street signs, alerting the public to the Ordinance, have been place on every major street.



Time Warner Cable aired a **public service announcement** that addressed the Sprinkling Ordinance in 2012. The same announcement is broadcast annually on the City's TV25. TV25 airs information pertaining to local government and community events.

Reminders are placed in **local papers** (as seen on the next page).

Fines are approved and in place for violations to this Ordinance, as follows:

1 st Citation	\$172
2 nd Citation	\$298
3 rd Citation	\$424
4 th Citation	\$676

Before citations are issued, **Notices are sent to violators** to encourage them to comply. In 2019, due to the amount of rainfall this past year, the lawns were green for the majority of the summer and there were no violators reported to us.

For Immediate Release

Press Release

July 2019 - With the arrival of hot weather, the Waukesha Water Utility would like to remind city residents of the annual Sprinkling Ordinance in effect from May 1st – October 1st.

Odd-numbered street addresses may water on Tuesdays and Saturdays prior to 9 a.m. or after 5 p.m.

Even-numbered street addresses may water on Thursdays and Sundays prior to 9 a.m. or after 5 p.m.

A hand-held watering can, container, or hose may be used at any time to water gardens, trees, or shrubs, but only if the water device is utilized manually and not left unattended.

The City developed the sprinkling ordinance as part of an ongoing water conservation program. Additional water conservation is needed to protect local water resources and reduce demand during peak hours. The City is requiring customers to refrain from watering during daytime hours, when up to 40% of the water applied by a sprinkler can be lost to evaporation.

To help with the sprinkling, a \$20 rebate for rain barrels is available for Waukesha Water Utility customers; along with a yard sign, that can be picked up at 115 Delafield Street, that reads "My Brown Lawn is Green" to show your dedication to conservation.

For additional information on the sprinkling ordinance and rebates, please visit the Water Utility's website at www.waukesha-water.com/conservation.html or phone the Utility at (262) 521-5272.

Sprinkling Ordinance Press Release



Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

Re:	
Dear Water Utility Customer:	
It has been observed that you have been sprinkling at y periods, specifically on at	
Conservation Ordinance #20-06, Chapter 13.11 of the C by the Waukesha Common Council in April 2006 which outdoor water sprinkling. These restrictions are in effect October 1 st , and are as follows:	restricts the days and times for
Addresses ending with an Odd Number may war before 9:00 a.m. or after 5:00 p.m.	ter on Tuesdays and Saturdays,
Addresses ending with an Even Number may was before 9:00 a.m. or after 5:00 p.m.	ater on Thursdays and Sundays,
Please adjust your sprinkling times to coordinate with th applicable to your address; and please adjust your sprinwatering the sidewalks or driveway.	
Enclosed is a brochure to help answer any questions you additional information, please contact the Waukesha Wa	
We appreciate your prompt response and your assistanmaintain our water supplies for the future.	ce in helping protect and
Sincerely,	
WAUKESHA WATER UTILITY Customer Service	

Violation Letter



Sprinkling Ordinance

City Ordinance 13.11 applies to all customers in Waukesha and is in effect from May 1 to October 1 each year.

Thomas	Ani	nual Sprinkling Ord May 1st - October	
	Addresses Ending With An	May Water On The Following Days	During These Hours
	Odd Number	Tuesdays & Saturdays	Before 9 am or After 5 pm
Service.	Even Number	Thursdays & Sundays	Before 9 am or After 5 pm
	Hand water	ing may be done any day	at any time.
first watering viola	faming will be given for the son. Subsequent offenses we by Ordesnoo, Victorians was receity at (262) 521-5272.	in Obeset circum.	Since established towns a id two green again with th

Sprinkling Tips

- Established lawns need only one Inch of water per week.
- Place a tuna can or small container outside to measure this amount.
- Set a timer as a reminder to move sprinklers.
 Water before 8:00 a.m. this will limit the amount
- of water lost to evaporation.

 Avoid watering at night this will reduce the chance
- of lawn diseases.

 Raise your lawn mower blade to at least three inches, or to its highest level this will provide
- Inches, or to its highest level this will provide protection to the roots and allow moisture to remain in the soil.
- Avoid over fertilizing fertilizers increase the need for water.
- Purchase a slow release, water-insoluble form of nitrogen for your fertilizing needs.
- · Do not water on windy days.
- Position sprinklers to avoid watering the roof, driveway, sidewalk, or street.
- Use sprinklers that have larger holes water evaporates faster with sprinklers that spray a fine mist.
- Use drip irrigation systems for plants, trees, shrubs, and vegetable gardens. Or use soaker hoses but turn them upside down (so that holes are on the bottom). This will also help prevent evaporation.



Last updated 06/05/2015

Sprinkling Ordinance & Tips Posted on the Website

Water Sense®



3. Landscape Irrigation System Ordinance

In May of 2015, the Utility began working on an ordinance to incent the installation of water efficient irrigation systems. With the assistance of DJ's Sprinkler Systems and Milwaukee Sprinkler Systems, the City Building Inspector, and the City Attorney, the Utility drafted the ordinance and permitting documents. The Wisconsin Public Service Commission was unaware of other utilities in the state that had ordinances, so Waukesha analyzed aspects of the ordinances from Dallas and Denver.

Ordinance 19.175, Landscape Irrigation Systems, was adopted in the fourth quarter of 2015 by the Common Council. In short, the ordinance exists to ensure that all Landscape Irrigation Systems in the City of Waukesha are designed, installed, maintained, altered, and operated in a manner that prevents the waste of water, promotes the most efficient usage of water, controls erosion, and applies the minimum amount of water required to maintain healthy individual plants. The ordinance can be found at:

http://waukesha-water.com/downloads/PressReleases/Irrigation_Ordinance_Final_10_15_15.pdf

In addition to conservation minded landscape design, the ordinance mandates the use of a WaterSense labeled controller. Waukesha Water Utility is a WaterSense partner and as such relied on the research WaterSense had already done. They found that a Water Sense controller can save a home between 30-50% on its summer water bills, and reduces landscape run off by as much as 71%.

The administrative duties are performed by the City Building Inspector's Office and, to a much lesser degree, the Water Utility. The Inspector's Office performs the plan review, issues the permit, and retains the records surrounding the installation of the systems. The Utility will educate the public about the new ordinance and supply the Inspector's Office with the permitting forms.

In 2019, there was 1 permit for new residential accounts.

Copies of the application, instructions and contractor certificate can be found below.



CITY OF WAUKESHA DEPARTMENT OF COMMUNITY DEVELOPMENT- BUILDING INSPECTION 201 DELAFIELD STREET * WAUKESHA, WI 53188 * (262) 524-3530

PERMIT	NO-	
		_

APPLICATION FOR IRRIGATION SYSTEM PERMIT

Owner	Phone	
Address		
Job Address (if different)		
Contractor	License (if applicable)	
Address	Phone	
	SYSTEM DESCRIPTION	
_Single Family	_2 Family3 FamilyMulti FamilyCommercialIndust	rialPublic
Fixtures	Туре	Quantity
Backflow Preventer	Annual Inspection Required Y N	
Irrigation Controller	WaterSense Labeled Y N Provide Cut Sheet	
Estimated System Cost		
Signature of Applicant		Service of the servic
The nonrefundable	permit fee of \$50.00 and the applicable plan review fee per approve was collected, and the permit is hereby approved.	d fee schedule
Signature	Title Da	te
White Copy - Cont	ractor Yellow Copy – Owner Pink Copy – City of Waukesha, Build	ling Inspector
TI	is form is also available online at http://www.cl.waukesha.wl.us/dept/building/FORMS.htm	

Application for Irrigation System Permit

CITY OF WAUKESHA DEPARTMENT OF COMMUNITY DEVELOPMENT- BUILDING INSPECTION 201 DELAFIELD STREET * WAUKESHA, WI 53188 * (262) 524-3530

INSTRUCTIONS FOR IRRIGATION SYSTEM PERMIT

City of Waukesha Ordinance 19.175 requires that a permit be issued before an irrigation system may be installed, materially altered, or completely replaced. The purpose of this ordinance is to require all irrigation systems to be installed, materially altered, or completely replaced in a manner that is consistent with the City's water conservation goals. Systems shall prevent the waste of water, control erosion, promote the most efficient use of water, and apply the least amount of water that is required to maintain healthy individual plant material.

The Ordinance, available at http://www.ci.waukesha.wi.us/web/quest/chapter19, outlines the features required of irrigation systems, and the procedures required when the system is turned over to the owner.

A permit must be issued before the work commences.

The contractor shall prepare an irrigation plan to scale for each site where a new irrigation system will be installed or altered. Plans shall:

- Be drawn to scale and indicate the scale used.
- Include the name and dated signature of the designer.
- Designate the location of the parcel.
- 3. Depict both areas to be and not to be irrigated within the parcel.
- 4. Reveal the major physical features and boundaries of the areas to be watered.
- Indicate the location and type of each:
 - water source, backflow prevention device, controller, sensor, and electrical splice.
 - water emission device, including, but not limited to, spray heads, rotary sprinklers, quick couplers, bubblers, drip, or micro sprays.
 - valve, including but not limited to, zone valves, station solenoid valves, automatic master valve, and isolation valve.

Back flow preventers are required to be installed by licensed plumbers.

All systems subject to the ordinance must include a WaterSense labeled Irrigation Controller. A list of controllers is available at http://www.epa.gov/watersense/product_search.html?Category=5. A cut sheet of the controller must be submitted with the application.

The permit fee is due at the time of application and is nonrefundable.

The application must be submitted to Building Inspection. The review may take as many as 10 business days before a permit can be issued.

Upon completion of the system, the Contractor must review the Contractor Certificate specified in the ordinance and secure the owner's signature. A copy of the signed Contractor Certificate shall be sent to the Department.

Failure to follow these instructions subjects the violator to the fines specified in the ordinance.

This form is also available online at http://www.cl.waukesha.wl.us/deot/building/FORMS.htm

P:\Conservation\2015\irrigation Plumbing Ordinance\Permit 10 15 15.docx8/12/15

Instructions for Irrigation System Permit

CITY OF WAUKESHA DEPARTMENT OF COMMUNITY DEVELOPMENT- BUILDING INSPECTION 201 DELAFIELD STREET * WAUKESHA, WI 53188 * (262) 524-3530

PERMI	T NO:	
-------	-------	--

IRRIGATION SYSTEM CONTRACTOR CERTIFICATE

Within 30 days of completion of the installation of the System, the Contractor shall:

- · complete and deliver this signed and dated Certificate to the Owner
- · deliver a fully signed copy to the Department

$l_i =$, installed an Irrigation System installed at
Nan	ne of Contractor
	, and certify that I have:
Inst	allation Address
1	check those that apply)
Syst	Installed the System in accordance with all applicable ordinances, statutes, codes, rules regulations; confirmed the correct operation of the entire System; and confirmed that the em has been installed substantially according to the Irrigation Plan and all terms and litions of the permit.
	Provided the Owner with a copy of the Irrigation Plan indicating the System, as built.
	Performed a final walk-through with the Owner to explain the operation of the System.
com	Supplied the Owner with the manufacturers' manuals for the controller and other ponents of the System.
reco	Supplied the Owner with a list of System components that require maintenance, and the mmended frequency for maintenance.
each	Informed the Owner of their responsibility to drain the System before November 1st of year.
Con	tractor's Signature Date
Own	ner's Signature Date
w	hite Copy – Contractor Yellow Copy – Owner Pink Copy – City of Waukesha, Building Inspector

P:\Conservation\2015\Irrigation Plumbing Ordinance\Permit 10 15 15.docx8/12/15



4. <u>Sewer Ordinance Change</u> (Sprinkling Credit Meters)

In December 2016, Waukesha's Sewer Credit Meter Ordinance was revised to better support Waukesha's water conservation efforts. The recent Ordinance change was focused on eliminating water use for activities that are considered non-essential – such as outdoor water use.

Prior to the Ordinance change, customers who had a sewer credit meter could have their wastewater charges reduced by the amount of water used outdoors. However, as of January 1, 2017, sewer credit meter accounts, installed for more than seven years, will no longer receive a credit.

Sewer credit meters installed for less than seven years will be phased out. The Utility calculated that it takes an average of seven years for customers to recover the money they spent for the meter and installation costs. Therefore, sewer credit meters installed between January 1, 2010 and December 31, 2016 will expire seven years from the date they were installed.

In 2019, the Utility mailed 10 letters to customers who reached their 7 year phase out period and were scheduled to have their sewer credit discontinued. A copy of the letter is shown on the following page.

There are 157 sewer credit accounts remaining.

SERVING WAUKESHA SINCE 1886

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

February 2019

RE: Sewer Credit Ordinance Change Service Address, Account Number

Dear Customer Name:

The City updated its Sewer Credit Ordinance to sunset the use of sewer credit meters. The ordinance was changed to ultimately support the Water Utility's water conservation efforts, but also, to allow customers to recover the cost of buying and installing a sewer credit meter. On average, a homeowner is able to recover these costs in seven years.

You are being contacted as the related meter on your property has been in use for seven years.

You have until May 20, 2019, to provide a final reading from your sewer credit meter. That reading will be used to calculate the last sewer credit that you are entitled to. You may send in a meter card or phone in a reading.

The sewer credit meter is customer owned but does not need to be removed. The Water Utility will "disconnect" the meter in our records. As a result, your bill will no longer be reduced by the value of the water that passes through your sewer credit meter.

Please keep in mind that Waukesha's water conservation program is an important factor leading to its ability to secure water from Lake Michigan. This change is aimed at reducing water use for activities that are considered non-essential.

We understand how these changes affect you. Please consider changing how you use the water that was passing through your sewer credit meter.

If you have any questions about the sewer credit meters or would like information about our conservation rebates or Irrigation Only rates, please contact the Utility at (262) 521-5272.

Thank you,

Waukesha Water Utility

Copy of the Letter Sent to Customers Who Are No Longer Going to Receive a Sewer Credit

5. My Brown Lawn is Green Yard Sign Campaign

Furthermore, the Utility continued to encourage customers to let their lawns go dormant. Large colorful lawn signs, designed by a local artist, are available free of charge to customers who wish to demonstrate their commitment to water conservation. The signs serve to acknowledge those who are conserving and to encourage their neighbors to do the same. A sample of the lawn sign is below.



6. Rain Barrel Promotion Program

In addition to Waukesha Water Utility's new rain barrel rebate program, as mentioned previously in Section II under Incentives, the Utility also helps promote the Waukesha School District's and Waukesha County's rain barrel sales.

To help advertise the rain barrels, the Utility sends out bill inserts; and any time a customer calls and requests information about a rain barrel, we inform them about these two local programs. In addition, we promote rain barrels at all public outreach events.



7. Rain Garden Plant Sales & Free Workshops

In addition to promoting rain barrels, the Utility also helps promote Waukesha County's annual plant sales for rain gardens and their free workshops.

Spring Gardening - Spring Workshop Series

Where: Retzer Nature Center

From: 3/9/2019 9:00:00 AM To: 3/9/2019 12:00:00 PM

Registration is free, but required by Friday, March 8.

8:45 a.m. Light refreshments begin

9:00 a.m. Rain Gardens & Rain Barrels: learn about the benefits of rain gardens and how to install a rain barrel at home.

9:45 a.m. Gardening for Pollinators with Zannah Crowe from Johnson's Gardens

11:00 a.m. Home Composting: learn about creating your own compost

11:30 a.m. Plan Your Spring Garden: get ideas from Master Gardeners on getting the most out of your garden

Facebook Event

Rain Barrels & Compost Bins Will be On Sale during the event!

*All attendees will receive 20% Off In-Stock Native Plants Coupon from Johnson's Nursery

Sponsored by Johnson's Nursery, Inc.

Advertisement for Waukesha County's Rain Barrels, Rain Garden, & Workshops

8. Outdoor Conservation Tips

Waukesha Water Utility has outdoor conservation tips on its website. As seen below, the topics covered are the following: Rain Harvesting, Garden Hose, Plants/Trees/Shrubs/Vegetable Gardens, Pools/Spas, and Rain Gardens.



Last updated 06/04/2015

Outdoor Conservation Tips on Website

These 8 Tools Are Working

The information below indicates that Waukesha uses, on average, much less water in the summer now than it did before these eight tools, previously mentioned, were put into place. We have effectively reduced our peak demands, even during the extreme drought conditions of 2012.

Gallons Pumped, during the summer months of 2019, was at a fourteen year low.

Summer Volumes as a Percent of Total Gallons Pumped												
								_		_		
Year	r Waukesha Pumpage			Brookfield Pumpage		Oconomowoc Pumpage		Pewaukee Pumpage				
	Annual (000's)	Summer (000's)	Summer as a % of Total	Annual (000's)	Summer (000's)	Summer as a % of Total	Annual (000's)	Summer (000's)	Summer as a % of Total	Annual (000's)	Summer (000's)	Summer as a % of Total
2005	2,838,403	1,333,367	47.0%	1,496,931	737,230	49.2%	708,458	370,121	52.2%	500,991	279,850	55.9%
2006	2,623,418	1,175,795	44.8%	1,465,878	738,889	50.4%	673,143	337,035	50.1%	479,448	262,317	54.7%
2007	2,618,461	1,183,827	45.2%	1,368,726	669,849	48.9%	686,683	355,702	51.8%	445,630	232,840	52.2%
2008	2,531,108	1,128,313	44.6%	1,446,256	638,479	44.1%	677,227	337,653	49.9%	473,648	245,615	51.9%
2009	2,479,905	1,109,337	44.7%	1,295,283	653,848	50.5%	676,528	344,909	51.0%	442,530	247,172	55.9%
2010	2,441,221	1,074,691	44.0%	1,272,681	607,443	47.7%	719,994	342,468	47.6%	441,760	219,440	49.7%
2011	2,545,103	1,129,986	44.4%	1,436,548	683,145	47.6%	689,523	329,580	47.8%	480,001	250,294	52.1%
2012	2,527,370	1,187,305	47.0%	1,365,823	714,678	52.3%	751,326	404,770	53.9%	515,842	297,556	57.7%
2013	2,348,655	1,048,020	44.6%	1,376,089	661,420	48.1%	693,971	336,449	48.5%	454,881	237,323	52.2%
2014	2,413,582	1,015,137	42.1%	1,687,514	813,598	48.2%	696,960	337,605	48.4%	435,998	220,317	50.5%
2015	2,213,900	970,596	43.8%	1,373,750	729,687	53.1%	630,635	307,853	48.8%	477,185	248,273	52.0%
2016	2,166,893	962,749	44.4%	1,247,811	624,014	50.0%	589,534	291,165	49.4%	464,850	248,778	53.5%
2017	2,128,111	933,128	43.8%	1,254,510	606,530	48.3%	564,324	270,424	47.9%	464,290	237,116	51.1%
2018	2,068,522	914,652	44.2%	1,252,833	603,142	48.1%	553,523	271,499	49.0%	465,553	236,112	50.7%
2019	2,039,436	902,288	44.2%	1,264,021	597,749	47.3%	549,955	263,935	48.0%	448,268	218,328	48.7%
Average			44.6%			48.9%			49.6%			52.6%

Further support for the efficacy of the Utility's program can be found by comparing its summer water use with its neighbors (who are affected by similar weather conditions). Waukesha uses a lower proportion of water in the summer than does its neighbors.

In addition to the Outdoor programs, the Utility has other conservation programs (for non-residential customers as well as for all customer classes).

Water Sense®



9. Pre-Rinsed Spray Valves

In November 2015, the Utility kicked off a new water conservation initiative for water efficient prerinsed spray valves. Pre-rinsed spray valves were offered to large water using customers for free. The spray valves are valued at approximately \$150 and maintain good pressure while using 60% less water. The spray valves are endorsed by The Green Restaurant Association, Alliance for Water Efficiency, The Green Building Council, and EPA WaterSense.

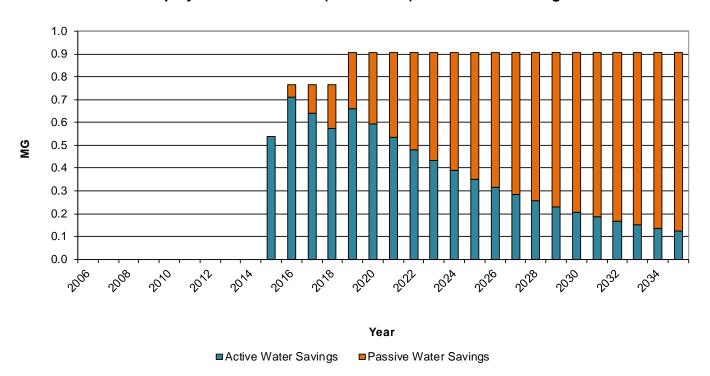
In 2019, the Utility changed out 6 pre-rinsed spray valves. The large customers that participated in this change out program consisted of the following:

- 5 Restaurants
- 1 Assisted Living Facility

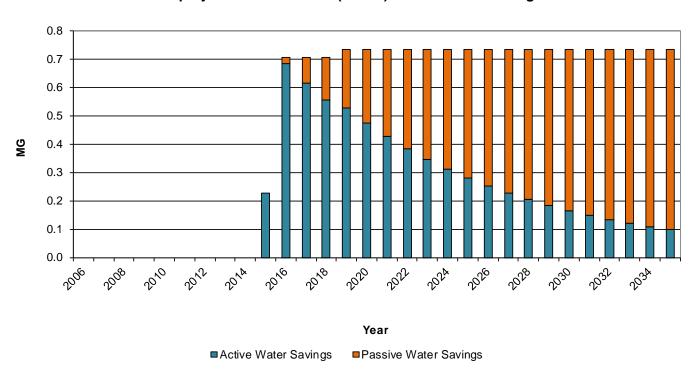
The following page shows the annual cost effectiveness of the program, along with the projected water savings through 2035, for both commercial and public accounts.

				Unit				
		Unit Cost	PV	Benefit	PV	Avoided	Avoided	B/C
Class	Activity Name	(\$/MG)	Cost	(\$/MG)	Benefit	Supply	Wastewater	Ratio
Commercial	CII Spray Rinse Valve Grant (Commercial)	229.76	4,537.00	1,190.52	23,508.94	12,987.75	10,521.19	5.18
Public	CII Spray Rinse Valve Grant (Public)	229.56	1,484.60	1,110.54	7,182.06	3,963.48	3,218.58	4.84

CII Spray Rinse Valve Grant (Commercial) Annual Water Savings



CII Spray Rinse Valve Grant (Public) Annual Water Savings



10. Why It's Important to Conserve & Ways to Conserve

There is information on our website, for all customer classes, on "Why It's Important to Conserve" & "Ways to Conserve".



Why It's Important to Conserve on the Webpage

Under the "Ways to Conserve" heading, we talk about the toilet rebate, the incentives for businesses, the sprinkling ordinance, and outdoor conservation tips. All of these topics have been previously addressed. However, there is one more topic that hasn't been addressed and that is water-efficient Appliances, as shown on the next page.



Ways to Conserve on Webpage



Water-efficient Appliances

The US Environmental Protection Agency provides information on $\underline{\text{Water Efficient Appliances}}$ that can save you money.

Gallons of Water Used per Year (Family of Four)

	Efficient Appliances	Without Efficient Appliances
Toilets	11,972	27,010
Clothes Washers	14,600	21,900
Showers	12,848	16,936
Faucets	15,768	15,914
Dishwashers	1,022	1,460
Gallons Used	56,210	83,220
At 2015 Rates	\$671.92	\$908.53

You can save **27,010 gallons and \$236.61 per year by replacing your old appliances.** If you qualify, we will give you up to <u>\$100 to offset the cost of your new toilet</u>.



Last updated 06/05/2015

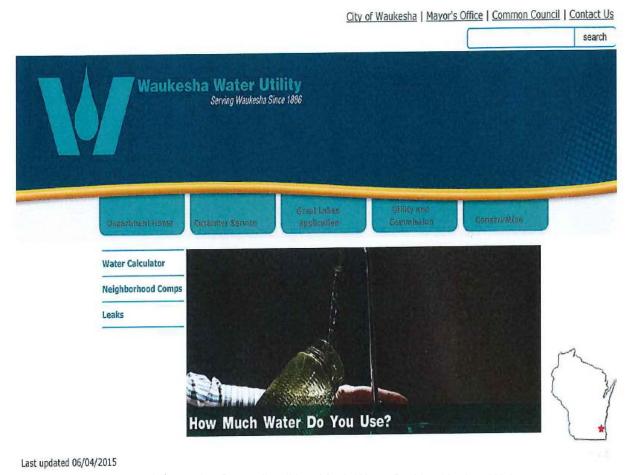
Water Efficient Appliances Webpage

11. How Much Water Do You Use & Things To Do To Lower Your Bill

Other information on our website includes "How Much Water Do You Use?" and "Things to do to Lower Your Bill".

The headings under the "How Much Water Do You Use" webpage are the following:

- Water Calculator (as shown on the next page)
- Leaks (please refer to section 12)
- How Your Water Consumption Compares to your Neighbors (please refer to section 13)



Information Regarding 'How Much Water Do You Use' on Webpage

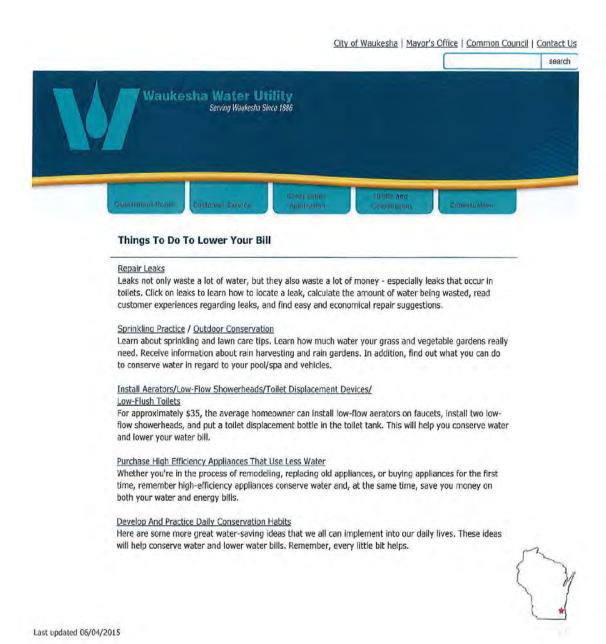
The water calculator links to H2OUSE Water Saver Water Use Calculator.

This tool calculates how much water is being used vs. how much water would be saved if fixtures, appliances, and landscaping were efficient. The link also compares the actual water bill to what a person could be saving with conservation.

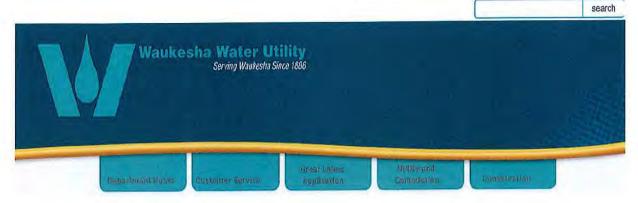
Water Use Calculator water budget tells you and see how much wa	ou using at your home? Follow the easy steps below and fill in the informat to learn. Our Calculator will give you a water budget for the inside and outs he right amount of water you should be using. Compare the water budget t er you could be saving. Then try the Water Use Calculator again with mor	side of your home. to your actual wate
landscaping added and	see the difference in savings \$\$ this can make.	
	Site Information	
	Name:	
	Site Name: (e.g., My Hou	ise)
	Zip:	
	Home/Interior Water Consumption Estimate	
	Number of Residents:	
	Number installed Number installed	
	before 1994: in 1994 or after: Number of Showerheads:	
	Number of Toilets:	
	Number of Faucets:	
	Do you have a clothes washer? Yes No	
	If yes, please answer below.	
	Energy Star? No	
	Landscape Water Consumption Estimate-	
	Grass/lawn Area:	
	Shrubs/Ground Cover Area: sq.ft.	
	Water-Conserving Plants Area: sq.ft.	
	Or if you don't know any of the above, enter the Total Landscape Area:	
	Actual Water Usage	

The headings under the "Things to do to Lower Your Bill" webpage are the following:

- Repair Leaks (please refer to Section 12)
- Sprinkling Practice/Outdoor Conservation (which links to the Ordinance & Outdoor Tips as mentioned previously)
- Install Aerators/Low-Flow Showerheads/Toilet Displacement Devices/Low-Flush Toilets (as shown on the next page)
- Purchase High Efficiency Appliances That Use Less Water (as mentioned previously)
- Develop and Practice Daily Conservation Habits (as shown on two pages from this page)



Information on Things to do to Lower Your Bill on Webpage



Install Water Saving Devices

Conserving water in your home could save you over \$115 annually in water charges and help protect your water resources.

Faucet Aerator

Household Sinks should be equipped with faucet aerators. Although it may not seem like much, a bathroom faucet can easily draw more than 2,500 gallons of water per year! Aerators conserve water by mixing air and water as the water leaves the spout. Aerators will not reduce the amount of water needed to fill a sink or pitcher, but will reduce the amount of water needed for rinsing. Aerators are easy to install and cost approximately \$2 each.

Water Efficient Showerhead

Install water saving showerheads. An average 5-minute shower with a typical non-conserving showerhead sends approximately 40 gallons of fresh water down the drain and into the sewer. Water efficient shower heads provide a water savings of at least 44% compared to non-conserving shower heads. Water efficient showerheads cost approximately \$12 and up.

Low Flow Toilet

Toilet flushing uses more water than any other household use! A typical non-conserving 5.5 gallon flush toilet (many of which are still in use) contaminates 13,000 gallons of fresh water per year to remove 165 gallons of body waste! An efficient low-flow toilet costs approximately \$100. It will save you 41.2 gallons of water per day. If you don't have a Water efficient toilet, displace water in the tank with two half-gallon plastic jugs filled with pebbles.

Source: Northwestern Indiana Regional Planning Commission and the Lake Michigan Federation (now the Alliance for the Great Lakes).



Last updated 06/05/2015

Information on Aerators, High-Efficiency Shower Heads and Toilets on Webpage



Daily Conservation Tips

Kitchen Conservation Tips

- Install a low-flow aerator on your kitchen faucet.
- Place a pitcher of water in the fridge, or warm the water in the microwave or on the stove instead of running the water from the tap and waiting for the temperature to change. Otherwise, while waiting, capture the running water for watering the plants.
- Thaw frozen foods by putting them in the refrigerator overnight or use the microwave to defrost instead
 of using water to thaw them.
- Use only a little water in the bottom of the pan for cooking purposes. This is what most foods require
 and, at the same time, the foods will be more nutritious since the vitamins will stay more in the food
 instead of the water.
- Only run the dishwasher when you have a full load; and, if available, select the "light wash" option in order to use less water.
- Scrape dirty dishes instead of rinsing them off with water. Most dishwashers clean dishes very well and do not need to be rinsed.
- When washing dishes by hand, place the stoppers in the sinks or use two containers, one with soapy water and one with rinsing water, instead of turning the faucet on each time a rinse is needed.
- Begin a compost pile rather than running the water for a garbage disposal.
- Use a pan of water to clean vegetables instead of running the water from the faucet. Then, reuse this
 water for watering plants.

Laundry Conservation Tips

- Use the wash machine only when there is a full load. Adjust the water level based on the size of the load.
- When purchasing a new wash machine, buy a high-efficiency appliance. This will not only conserve water, but will also save money on water and energy bills.

Bathroom Conservation Tips

- Install a low-flow faucet aerator on your bathroom sink.
- . Turn the water off while brushing your teeth, washing, or shaving.
- Install a low-flow showerhead.
- Take a shower instead of a bath. A fast shower, especially one with a low-flow showerhead, will use less water.
- Place a bucket in the shower to catch excess water for watering plants.
- While in the shower, turn the water on to get wet, turn it off while soaping up, and turn it back on to rinse off. Do the same when washing your hair.
- Only flush the toilet when necessary. Use the trash for tissues, insects, and waste instead of flushing them down the toilet.
- Check for toilet leaks twice a year. (See Leaks for more information.)
- If the handle of the toilet often stays in the flush position, after flushing, and allows the water to run, get it fixed.
- Put a plastic gallon jug filled with rocks, into the tollet tank. This will raise the water level in the tank so
 that less water will be used. Otherwise, you can purchase a toilet displacement device from a hardware
 store to do the same thing.
- When remodeling or purchasing a new home, install a low-flow flushing tollet that uses only 1.6 gallons of water per flush.

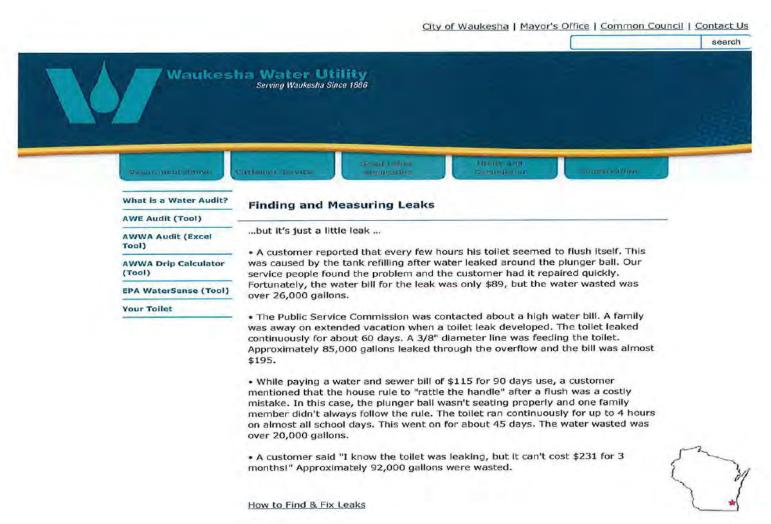
General Conservation Tips

- Do not pour water down the drain when it could be reused for watering plants, gardens, etc.
- Check your water meter to verify that your house is leak free.
- Repair toilet leaks or dripping faucets right away. These waste a lot of water and can significantly increase.

Information on Conservation Habits & Tips for Inside the Home on Webpage

12. Program on Finding & Fixing Leaks

The Utility has information on its website to help customers understand the importance of finding and fixing leaks quickly. The information below informs customers on how much water and money can be wasted when it comes to leaks.



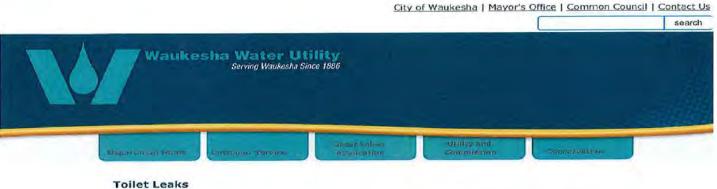
Information on website for Finding and Fixing Leaks

Also, the Utility has a link on its website to the Environmental Protection Agency's (EPA) WaterSense site for detailed information on Finding & Fixing Leaks.



Link to Water Sense Finding and Fixing Leaks

In addition, the Utility's website has information pertaining specifically to toilet leaks (as to how much water is wasted & information on the toilet rebate).



Toilet leaks are one of the most common and costly leaks. Hundreds of gallons a day can be wasted on toilet leaks. Although they tend to be invisible, you can often hear the sound of water running.

It's best to check for leaks twice each year. Check your toilet for parts which are out of adjustment or worn out. Leaks usually occur in the overflow pipe or the plunger ball.

After you have fixed the leak, use the leak indicator on your water meter to verify successful repair.

	How Much V	Vater is Wasted?	
A leak of	per minute,	wastes	gallons per month.
1	pint		5,475
1 quart			10,950
1/2	gallon		21,900
1	gallon		43,800
3 (gallons		131,400

High Efficiency Toilet Rebate Program

If you have an old tollet, it's probably best to replace it.

Replace a Water Guzzling Toilet, Receive \$100!

Rebate Qualifications and Application.



Information on website regarding Toilet Leaks

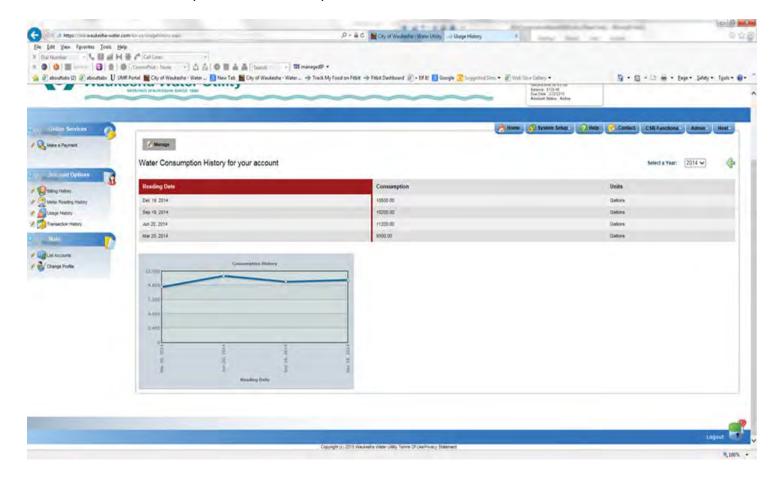
Along with a link to American Water Works Association's (AWWA) drip calculator – to calculate how much water is wasted on dripping and running faucets.

MEMBERSHIP	CONFERENCES & EDUCATION	RESOURCES & TOOLS	PUBLICATIONS	LEGISLATION & REGULATION	Search aw			
Water Knowledge	Public Affairs	Career Center	Water and Wastewater	Utility Management	Resource Dev			
PUBLIC INFORMATIO	N Home > Res	ources & Tools > Public At	ffairs > Public Information > Drip	pCalculator				
DripCalculator	Drip Ca	Drip Calculator						
PRESS ROOM								
COMMUNICATIONS	roots Use AWW	A's online tool to estin	nate water waste and learr	how much water you cou	ıld be saving.			
PUBLIC AFFAIRS EVER	NTS DRII	PPING FAUC	CETS					
			ks - count the number of o drips per second amounts		he			
	Drips P	er Minute:						
	Unit of	Measurement: Gallo	ns					
	Calcul	late Waste						
	FAS	T RUNNING	FAUCETS					
	1		oid leaks - hold an 8 ounce seconds, how long it takes					
	Time in	seconds:						
	1000	Measurement: Gallo	er u					

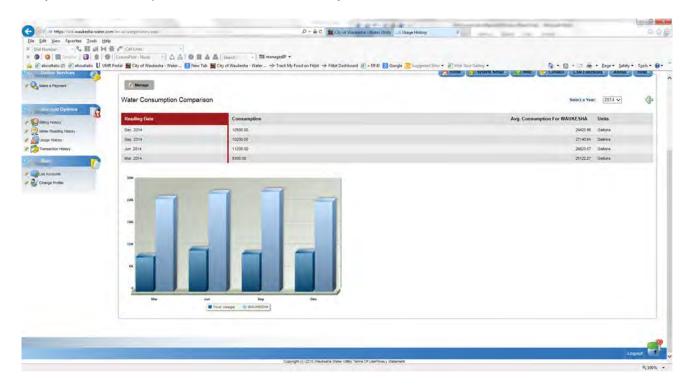
Link to AWWA's Drip Calculator

13. Web Based Consumption History and Comparisons (for all customers)

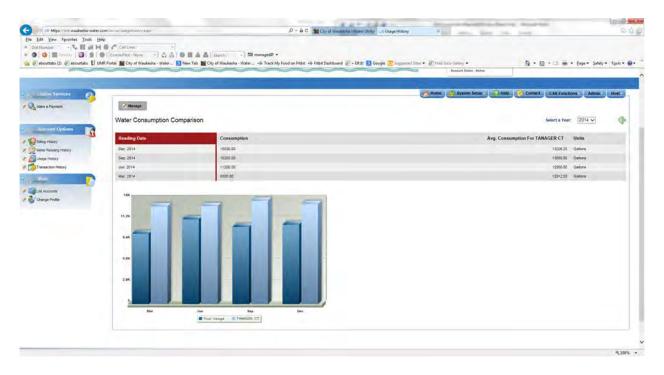
In 2014, the Utility installed Link, a system available to customers to pay their bills online. Integral to Link is the customer's ability to search transaction and consumption history. Now, a customer can compare their consumption across seasons.



They can also compare themselves to the City as a whole,



as well as to the neighbors on their street.



The Utility hopes that if a customer sees they are consuming more than their neighbors, they will begin to ask why. While there may be legitimate reasons for higher consumption, for example family size, the consumer may also touch on other habits, and with change, could lead to conservation.

14. Leak Detection & Water Audit Program

Waukesha Water Utility has a leak detection program where our Billing Department runs a Pre-Exception Report. This Pre-Exception report shows the low and high consumptions for possible stopped meters and leaks. For stop meters, our Meter Technicians go to property to check and replace the meter, if needed. For high consumptions, the Utility sends a Courtesy Postcard to notify the customer that they might have a leak; and advises them to check the leak indicator on their meter. A copy of the Courtesy Postcard is shown below.

COURTESY CARD Service Address Account Number Reading Date It appears you are using more water Water used this quarter Water used during the same quarter last year The increase could be due to lawn sprinkling, additional residents, guests, new tenants, etc. or you might have a leak. Please locate your water meter and check for movement of the diamond shaped leak indicator. As always, if you have any questions, please contact us at 262 521 5272 Thank you, **WAUKESHA WATER UTILITY**

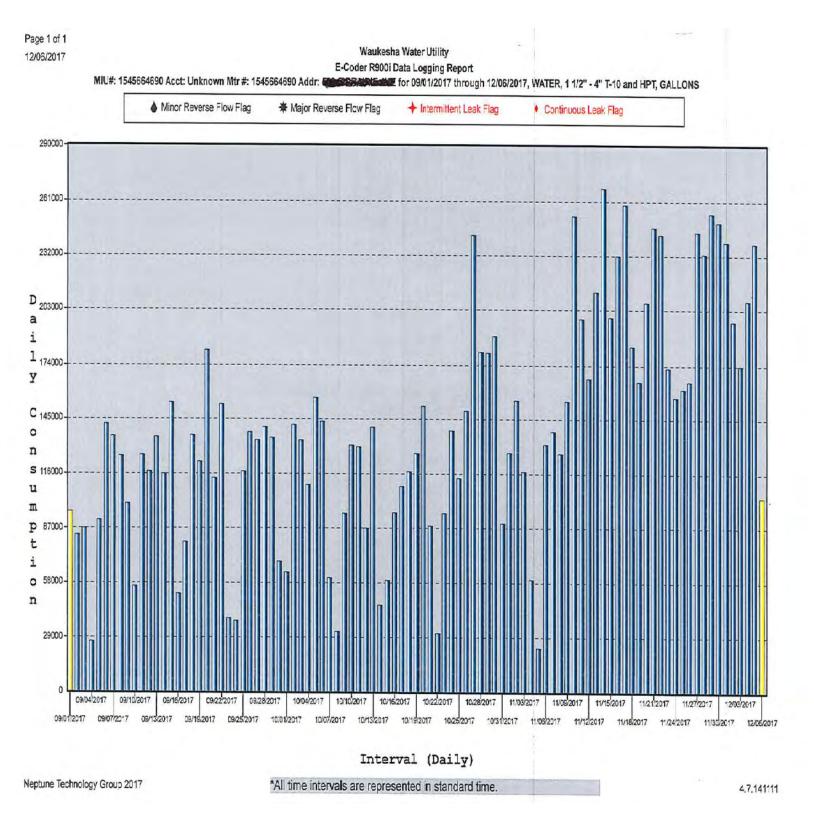
Courtesy Card Notify Customers of a Possible Leak

The Utility normally receives calls from customers after they receive the postcard. When customers call, we explain how to check their meter and toilets, etc. for leaks. Sometimes, customers will request additional help from the Utility to help find the problem.

The Utility will help customers find leaks by either conducting water audits or by running data logging reports. Water audits are conducted for single family homes, duplexes, and triplexes. Data logging reports, that show daily consumptions, are done for large multi-families, commercial, public, and industrial accounts.

In 2019, the Utility conducted 75 residential water audits and 7 data logging reports. The majority of the residential audits found that the high consumptions were related to toilet leaks.

A copy of a data logging report is shown on the following page.



Data Logging Report for a Large Customer Account

In addition to the Courtesy Card, Audits, and Data Logging Reports, the Utility has an informational program on its website for customers to conduct their own water audits for residential and non-residential customers; along with links to AWE's Water Audit Process Introduction, and AWWA's Free Water Audit Reporting Tool Kit. (A copy of the information on our website is shown below.)

The Utility also educates its customers about the Audit/Leak Survey program through presentations. The Utility has given presentations to the Business Alliance, Rotary Club, Southside Business Council, Wisconsin Water Conservation Coalition, and the Utility's Conservation Stakeholders Committee. All of these groups have members from the commercial, public, and industrial sectors. The Utility also shares audit/leak information at all outreach events.

Finally, any time a customer calls the Utility asking for information or has a high consumption, Waukesha Water Utility is always willing to act as a resource to help its customers.

What is a Water Audit?

Businesses

Saving Water: It's just good business

Using water efficiently is not just good for Waukesha and the environment; it's a smart business strategy. Reducing your water use can save you money on your water, wastewater and energy bills and cut on-site treatment costs. Every business is a little different, but a water audit is an easy way to start.

Water audits provide a way to inventory all water uses in your facility and identify ways to increase water use efficiency. The results can help you prioritize steps to implement costeffective water-saving measures.

- . Step One Gather data such as maps showing locations and equipment where water is used, water
- bills and consumption data, equipment manuals and so on

 Step Two Walk through your facility and verify water uses, estimate hours and rate of use, look for
- leaks and ways to reduce water use

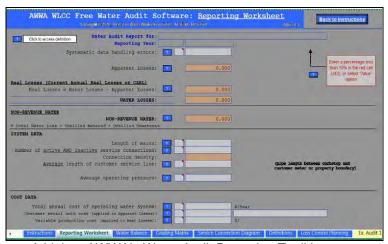
 * Step Three Compare estimated water use with consumption data from water bills
- Step Four Estimate costs of fixture change-outs, new equipment or new processes and compare with nated savings for water, wastewater and energy to calculate potential payback period
- Step Five Prepare a summary of recommended actions and implementation schedule for those actions that make economic sense

More information, see the tools on our website or call the Waukesha Water Utility at (262) 521-5272

Information on the Utility's Website



A Link to AWE's Water Audit Process



A Link to AWWA's Water Audit Reporting Toolkit

VI. EDUCATION PROGRAMS, OUTREACH EVENTS, YOUTH GROUPS & PARTNERSHIPS

Waukesha Water Utility follows NR 852 Requirements. As a result, several educational programs have been adopted. Section A will highlight how we advertise our current water conservation programs; Section B will focus on community presentations and outreach events; and Section C will concentrate on youth education.



Tools:

The Education Programs use the following communication tools.

- [X] Website
- [X] GWA's Website Evolution uploaded in 2019 (greatwateralliance.com an information hub for the Utility's future water supply project that includes information on water conservation)
- [X] Bill Stuffers
- [X] Local Newspaper
- [X] Public Outreach & Community Meetings 48.75 hours
- [X] School Programs 56 hours
- [X] Other: Street Signs
- [X] Other: Yard Signs Brown Lawn Campaign
- [X] Other: Social Media (Twitter & Facebook)

[X] Other: Public Giveaways: Toilet Leak Detection Tablets & Rain Gauges

[X] Other: Brochures

[X] Other: Bill Messages

[X] Other: Non-Residential Giveaways: Pre-rinsed Spray Valves

[X] Other: Customer Service – in person and over the phone

[X] Other: Neptune 12900 V4 radio/data logger

[X] Other: City's Park and Rec Activity Guide

[X] Other: Sink Tents

[X] Other: City Interdepartmental Meetings

[X] Other: Public Service Announcement (TV 25)

[X] Other: Great Water Alliance's Newsletter

[X] Other: City of Waukesha's Electronic Newsletter

[X] Other: City of Waukesha's Department of Public Works Newsletter Insert

[X] Other: Great Water Alliance Informational Video Series

A. Education Programs

In addition to the education that has already been discussed throughout this report, the Utility also implemented the following educational conservation program announcements in 2019:

- 1. Great Water Alliance Website Evolution (Uploaded in 2019)
- 2. Great Water Alliance Electronic Newsletters
- 3. Great Water Alliance Informational Video Series (New in 2019)
- 4. City of Waukesha's Electronic Newletter
- 5. Department of Public Works Newsletter Inserts Conservation Message (New in 2019)
- 6. Advertisement for the Toilet & Shower Head Rebate Program
- 7. Irrigation Ordinance Bill Insert
- 8. EPA WaterSense's National Fix a Leak Week
- 9. National Drinking Water Week
- 10. Tips on How to Prevent Frozen Pipes
- Wisconsin Water Conservation Coalition Donation for Conservation Education



1. Great Water Alliance Website Evolution

In 2018, the Great Water Alliance began the Website Evolution with the purpose of updating communication efforts (for the Great Lakes Water Supply program), organizing the information, making it more user-friendly, and adding more information for water conservation.

In 2019, the following information was uploaded onto the website: an update to the financial figures, using the current rates, for dollars and gallons **saved** (when changing out old appliances for water-efficient appliances); dollars and gallons **wasted** (when it comes to leaks), outdoor water conservation tips, and links to the Utility's website for information pertaining to the sprinkling ordinance, rebates, information on how to find and fix leaks, and information on rain barrels.

The following pages will show the conservation information that was added to GWA's website.



New Water Conservation Information on GWA's Website - Gallons You Can Save By Replacing Old Appliances

When you click on the appliance icon, it provides information on how much water an old appliance uses versus a high-efficiency appliance.

FINDING & MEASURING leaks

When it comes to leaks, we often hear the words "but it's just a little leak."

Unfortunately, those little leaks can become very expensive. Please read the stories below. (The bill amounts have been updated using 2019 rates and assumes the average residential consumption is 12,000 gallons per guarter.)



While paying a water and sewer bill of \$475 for 90 days use, a customer mentioned that the house rule to "rattle the handle" after a flush was a costly mistake. In this case, the plunger ball wasn't aligned properly and one family member didn't always follow the rule. The toilet ran continuously for up to 4 hours on almost all school days for about 45 days. This wasted 20,000 gallons of water.

The Public Service Commission was contacted about a high water bill. A family was away on extended vacation when a toilet leak developed. The toilet leaked continuously for about 60 days. A 3/8" diameter line was feeding the toilet.

Approximately 85,000 gallons of water leaked through the overflow and the bill was \$1,398.

A customer reported that every few hours his toilet seemed to flush itself. This was caused by the tank refilling after the water leaked around the plunger ball. Our service people found the problem and the customer had it repaired quickly. The amount of water wasted was 26,000 gallons and the water and sewer bill was \$5561.

HOW TO FIND & FIX LEAKS >>

New Conservation Information on GWA's website - Finding & Measuring Leaks



New Conservation Information on GWA's website - Outdoor Conservation Tips



2. **Great Water Alliance Electronic Newsletters**

In 2017, the Great Water Alliance (GWA) was launched – a program/brand name given to an initiative by the Utility to educate and unite the citizens and communities who will be affected by Waukesha's Great Lakes water project. In order to open up the lines of communication and keep people fully informed, a dedicated website/clearinghouse was created.

In addition to the website, an electronic newsletter was also created. The newletters are emailed out every other month; and anyone can sign up to receive a newsletter through GWA's website. By the end of 2019, there were approximately 600 people signed up to receive the newsletters.

The topic of water conservation has been a part of GWA from the very beginning. Information about water conservation has been included on the website, at open houses, talked about in presentations, and in the e-newsletters, etc.

In 2019, the e-newsletters, which are archived on the GWA's website, contained the following water conservation articles: *Prevent Freezing Pipes, Finding a Leak is the First Step, & Do Your Part to Conserve Water – 5 Easy Steps to Reduce Water Use (articles 1 and 2).*

Copies of the 2019 conservation articles are shown on the 3 following pages.



Prevent Freezing Pipes

) ax 202-02 (-0200)

Waukesha, WI, January 2019 - Cold weather and wind chills are here. This means we can expect frozen water pipes and water damage if exposed areas aren't properly insulated or we aren't careful about winter heating. Here are some problem areas, warning signals and tips to minimize the chance of freezing water pipes.

PROBLEM AREAS

- · Pipes near broken or open basement windows
- Unheated crawl spaces and equipment rooms
- · Pipes near the foundation or cracks in the basement wall
- · Pipes near exterior wall in unheated room
- Inadequate heating in un-insulated or uncovered outside pit
- · Pipes under kitchen sinks or cupboards

WARNING SIGNS OF FREEZE

- Unusually cold water temperature (less than 35° F) at any fixture
- Unusually low water flow at a fixture
- Discolored water at a fixture
- . Low water pressure at a fixture
- · Extremely cold piping at a fixture Sputtering sound when opening a fixture

THAWING FROZEN PIPES

- It's safest to use hot air from a hair dryer or exhaust from a vacuum cleaner
- Use heat tape, but with caution, and unplug when finished

PREVENTION

- Check water temperature and run a little water if unusually cold
- Check water temperature and run a little water if unusually cold
 Shut off and drain outside water faucets before freezing occurs
- Run small amounts of water from highest faucet until full flow returns
- Insulate walls near exposed piping
 Repair cold air leaks to reduce drafts on piping and meter

CAUTION

- To prevent fires, never thaw with an open flame or torch
- Be careful if pipe is cracked, it will spray water into electrical appliances when thawed
 Check and clear drains to prevent basement flooding in case of pipe burst

. Know where the main shut-off valve is located so you can turn it off quickly in case a pipe bursts

If you need additional information, please contact the Customer Service Department of the Waukesha Water Utility at (262) 521-5272.

February 2019 GWA's Conservation Newsletter Article - Prevent Freezing Pipes (Broken Pipes Can Waste A Lot of Water)

Finding a Leak is the First Step

Water is our precious resource and we can all agree on the importance of conserving it. Thankfully, each of us can do our part to help such as, making sure the water fixtures in our homes are running efficiently. Water leaks are common, but we might not notice them, so we need to look for them.

According to the EPA, "It is estimated that ten percent of homes have leaks that waste 90 gallons or more PER DAY." Worn toilet flappers, dripping faucets, and damaged valves are common ways water can escape. The good news is many of these leaks can be fixed easily and inexpensively.

You can do your part by routinely looking for signs of water leaks and then getting them fixed. One way is to monitor your water bill and be aware how much water you are using. If you see a spike in use, that may indicate a water leak. Also, once or twice a year, it is a good idea to check all water fixtures, like faucets and toilets, to see if there are any problems. And, don't forget that outside water spigot or irrigation system.

One last suggestion is to check the leak indicator on your water meter. First, make sure you are not running any water or using any appliances like a dishwasher or washing machine. Then, head to your water meter in your basement. You might need a flashlight to help you see a small red triangle or diamond shape on the face of the meter. It should be still. If it is moving, that means water is running somewhere. For more ideas, check out this issue's infographic.

Step 1: Remove the tank lid.

Step 2: Place 10 drops of food coloring in the tank.

Step 3: Replace lid and do not flush.

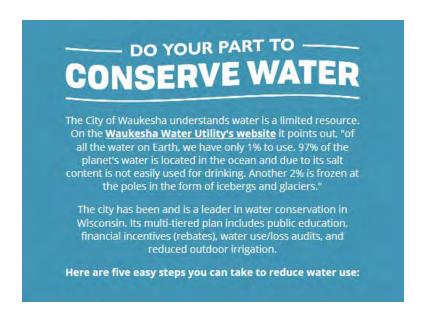
Step 4: Check in 20 minutes. If the food coloring shows up in the bowl, you have a leak.





By GWA | 04/01/2019 | Newsletter Highlights

April 2019 GWA's Conservation E-Newsletter Article on Finding Leaks







Knowing your local water ordinances is important. Waukesha bans most water sprinkling during the day and limits allowable days of the week at other times. Keep in mind, it is not necessary to water established lawns. Your lawn doesn't die; it just goes dormant until the rain returns. Click here for tips on watering and information about the City of Waukesha's sprinkling ordinance.



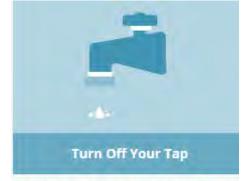
more efficient models is one of the best ways to reduce your water use. Waukesha Water Utility customers may qualify for a rebate, but make sure to read this information before you make a purchase.



Collecting rainwater in a barrel allows you to keep your garden healthy and City of Waukesha residents may also qualify for a rebate. Click here for more information.



Routinely looking for signs of water leaks in your home and then getting them fixed, is an important way to conserve. This article provides you more information on how to spot a leak.



When brushing your teeth or shaving, don't keep your faucet on. Turning off the faucet between uses reduces water consumption.

For more information on water conservation, go to Waukesha Water Utility's water conservation page.

June 2019 GWA's Conservation E-Newsletter Article - Do Your Part to Conserve Water - 5 Ways to Reduce Water Use



August 2019 - GWA's Conservation E-Newsletter Article – Do Your Part to Conserve Water - 5 Additional Ways to Reduce Water Use



3. Great Water Alliance Informational Video Series (New in 2019)

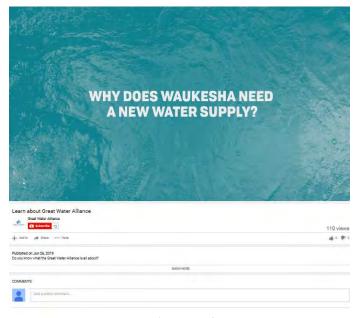
GWA is making a series of Informational videos to keep people informed. The information videos are located on GWA's website. The first video in 2019 explains why Waukesha needs a new water source - due to the Maquoketa Shale (confining layer) Waukesha's recharge is limited, the water supply is unsustainable, and has contaminants. Information regarding the first video is shown below.

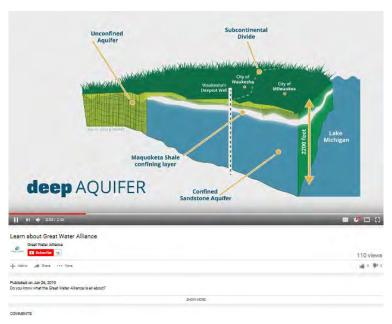
Introducing a NEW Informational Video Series

Online videos continue to grow in popularity. They are easy to comprehend and can be used to present crucial information in a simple and enjoyable way. This is why the Great Water Alliance (GWA) is pleased to introduce a new series of informational videos in order to keep individuals up-to-date regarding the program.

The new GWA videos will provide concise information about the program, including history, innovative technology, and how the program will impact people in Waukesha and along the eventual pipeline route. The first video provides an overview of the GWA program and explains why Waukesha needs a new water source. Future videos will show how we are going to fix the problem and what to expect during construction in 2020.

All the videos will be simple, direct, and easy to understand, while providing new, necessary information. You'll see the videos posted on social media and the GWA website. You can view the first video here.





June 2019 GWA's NEW Informational Video Series – the First Video Explains Why Waukesha Needs a New Water Supply



4. City of Waukesha's Electronic Newsletter

The City's Electronic Newsletter goes out every week to anyone who signs up to receive it. In 2019, the Utility had the following conservation information listed in the E-Newsletter:

- Waukesha's Home Depot's & the Utility's workshop on *Getting Your Lawn Ready for Spring* & *Outdoor Water Conservation Tips*
- Fix a Leak Week to encourage people to check for leaks and remind customers about the rebate incentives.
- National Drinking Water Week where we advertised the toilet, showerhead, and rain barrel rebate programs and provided a link to the Utility's conservation webpage.

A copy of these articles are shown on the following 3 pages.



Get Your Lawn Ready



This Saturday, March 9 from 10am-11am the <u>Waukesha Water Utility</u> is partnering with Home Depot (2320 W Bluemound Rd) for their Saturday workshop.

Learn about ways to get your lawn ready for spring including pest control, watering, feeding, and outdoor water conservation tips.

More Information

Home Depot and Waukesha Water Utility Workshop Advertised in City of Waukesha's Electronic Newsletter



Fix a Leak



This week is national *Fix a Leak Week*. The Water Utility encourages everyone to take the time to check for leaks.

Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves. A few minutes of your time can pay for itself in water savings. **Read more on how to find and fix a leak**.

If you need to replace your toilet or shower head, you could qualify for a \$100 toilet rebate or \$25 shower head rebate. **Read more.**

More Information

Fix a Leak Week Advertised in the City's Electronic Newsletter



National Drinking Water Week



This week is National Drinking Water Week. To encourage you to conserve, the Water Utility offers the following:

- \$20 Rain Barrel rebate program
- \$100 WaterSense toilet rebate
- \$25 WaterSense shower head rebate

Conservation Information

National Drinking Water Week Advertised in the City's Electronic Newsletter



5. <u>Department of Public Works Newsletter Inserts – Conservation Message</u> (New in 2019)

Waukesha's Department of Public Works has a newsletter that is mailed out to the city of Waukesha's residents three times per year.

In 2018, the Utility asked the Dept. of Public Works if we could include an insert in their newsletter – we saw this as another opportunity to provide information to the public.

In 2019, we decided that in every insert, we would include information pertaining to water conservation. GWA and the Utility worked together on the inserts. The conservation message in the first insert included information on finding leaks. The second and third inserts reminded readers to do their part to conserve water and provided 5 tips, in each insert, on how to conserve water.

A copy of the 3 inserts are shown on the next 3 pages.

Water Conservation Finding a Leak is the First Step

Water is our precious resource and we can all agree on the importance of conserving it. Thankfully, each of us can do our part to help such as, making sure the water fixtures in our homes are running efficiently. Water leaks are common, but we might not notice them, so we need to look for them.

According to the EPA, "It is estimated that ten percent of homes have leaks that waste **90 gallons or more PER DAY.**" Worn toilet flappers, dripping faucets, and damaged valves are common ways water can escape. The good news is many of these leaks can be fixed easily and inexpensively.

You can do your part by routinely looking for signs of water leaks and then getting them fixed. One way is to monitor your water bill and be aware how much water you are using. If you see a spike in use, that may indicate a water leak. Also, once or twice a year, it is a good idea to check all water fixtures, like faucets and toilets, to see if there are any problems. And, don't forget that outside water spigot or irrigation system.

One last suggestion is to check the leak indicator on your water meter. First, make sure you are not running any water or using any appliances like a dishwasher or washing machine. Then, head to your water meter in your basement. You might need a flashlight to help you see a small red triangle or diamond shape on the face of the meter. It should be still. If it is moving, that means water is running somewhere. For more water conservation information go to greatwateralliance.com/better-water/conservation.

STAY INFORMED

Make sure you stay informed on the Great Water Alliance, which will be providing much needed water infrastructure to the City of Waukesha.

VISIT OUR WEBSITE
greatwateralliance.com

CALL OUR HOTLINE
262.409.4444

FOLLOW US
f @GWASocial @GWA_Social





An update from the **Great Water Alliance**

Our community depends on safe, reliable drinking water. In June of 2016, the Great Lakes Compact Council unanimously approved Waukesha's application to obtain drinking water from Lake Michigan and return treated water to Lake Michigan via the Root River. Now, as the Great Water Alliance (GWA) works to create a safe and sustainable supply of drinking water for Waukesha, we will work to keep the citizens and communities who will be affected fully informed. Continue reading to learn about where we are in the process.



April 2019 DPW Insert – Finding Leaks is the First Step



Go to www.greatwateralliance.com/learn-about-GWA to view the new GWA video

Introducing a NEW Informational Video Series

Online videos continue to grow in popularity. They are easy to comprehend and can be used to present crucial information in a simple and enjoyable way. This is why the **Great Water Alliance** (GWA) is pleased to introduce a new series of informational videos in order to keep individuals up-to-date regarding the program.

The new GWA videos will provide concise information about the program, including history, innovative technology, and how the program will impact people in Waukesha and along the eventual pipeline route. The first video provides an overview of the GWA program and explains why Waukesha needs a new water source. Future videos will

show how we are going to fix the problem and what to expect during construction in 2020.

All the videos will be simple, direct, and easy to understand, while providing new, necessary information. You'll see the videos posted on social media and the GWA website. You can view the first video at www. greatwateralliance.com/learn-about-GWA.

The City of Waukesha has been and is a leader in water conservation in Wisconsin. Its multi-tiered plan includes public education, financial incentives (rebates), water use/loss audits, and reduced outdoor irrigation.

Here are five easy steps you can take to reduce water use:

CONSERVE WATER



Think Twice Before Watering

Knowing your local water ordinances is important. Waukesha bans most water sprinkling during the day and limits allowable days of the week at other times. Keep in mind, it is not necessary to water established lawns. Your lawn doesn't die; it just goes dormant until the rain returns.



Check for Leaks

Routinely looking for signs of water leaks in your home and then getting them fixed, is an important way to conserve.



Replace Old Fixtures

Replacing toilets and showerheads with more efficient models is one of the best ways to reduce your water use. Waukesha Water Utility customers may qualify for a rebate, but make sure to read review the qualification at Waukesha Water Utilities' website before you make a purchase.



Collect

Collecting rainwater in a barrel allows you to keep your garden healthy and City of Waukesha residents may also qualify for a rebate.



Turn Off Your Tap

When brushing your teeth or shaving, don't keep your faucet on. Turning off the faucet between uses reduces water consumption.

For more information on water conservation, go to Waukesha Water Utility's water conservation page at www.waukesha-water.com/conservation.

July 2019 DPW Insert - Do Your Part to Conserve Water - 5 Easy Tips



Attendees at the Prequalification Meeting recieved details about the Great Water Alliance program.

Waukesha Water Utility Begins Search for General Contractors and First-Tier Subcontractors

With construction expected to begin in spring 2020, GWA took an exciting step toward procuring general contractors and first-tier subcontractors to construct the pumping and storage facilities, along with the approximately 36 miles of large-diameter pipelines. A Prequalification Meeting was held at the end of June to provide a Program overview and information on construction needs. The meeting was well attended, with 50 representatives of interested contractors from across Wisconsin and the Midwest.

Contractors interested in bidding on the Program are required to go through a prequalification process to verify they meet minimum specifications. This included submitting an application outlining their experience, recent project history for similar projects, financial history, safety record, bonding and insurance capabilities, and planning and scheduling methodology.

Prequalification applicants will be notified later this year if they qualify and their names will be posted on greatwateralliance.com/ contractors. The next exciting step will be the opportunity to bid on contract packages.

The City of Waukesha has been and is a leader in water conservation in Wisconsin. Its multi-tiered plan includes public education, financial incentives (rebates), water use/loss audits, and reduced outdoor irrigation.

On the next page, review five easy steps you can take to reduce water use:

CONSERVE WATER



Buy WaterSense

Buying products and services with a WaterSense label is another easy way to conserve. WaterSense is a voluntary partnership program sponsored by the U.S. Erwironmental Protection Agency (EPA) which certifies products and services that use at least 20% less water and save energy.



Buy High-Efficiency (HE)

When purchasing new appliances, look for the Energy Star or 'HE, which is the "government-backed symbol for energy efficiency, providing simple, credible, and unbiased information." An Energy Star washer can reduce water use by 40%. Other efficient appliances are also available.



Double Dip

A lot of water is wasted by handwashing dishes in your sink with a constant stream of water. If you have a double sink, fill one side with hot soapy water and the other with clean, hot water. This can reduce wasted water by half.



Reuse It

Think of ways to reuse water, like putting your houseplant watering can under the tap while you are waiting for water to warm.



Shorten

Reducing your time in the shower can save hundreds of gallons of water over a year.

For more information on water conservation, go to Waukesha Water Utility's water conservation page at www.waukesha-water.com/conservation.

October 2019 DPW Insert – Do Your Part to Conserve Water II – 5 Additional Tips

6. Advertisement of the Toilet & Shower Head Rebate Program

The Utility has publicized the toilet & shower head rebate program in the following ways: messages on bills, bill inserts, ads placed in the City Park & Recreation's Activity Guide, and rebate applications on display with Home Depot, local plumbers, and in the Utility's customer service area. Information is also posted on the Utility's website, mentioned on the Utility's social media accounts, in press releases (as shown in the Fix a Leak Week & National Drinking Water Week sections), in newsletters, and at all speaking and public outreach/educational events.

a. Messages on water bills for all customer classes

IMPORTANT INFORMATION:

"\$100 rebates are available for 1.28 gpf toilets and \$25 rebates are available for shower heads. For detailed information, please visit www.waukesha-water.com"

b. Bill Insert:

Bill inserts are sent out annually to all customer classes informing them of the 1.28 gpf toilet rebate. In addition, the bill inserts also inform customers where they can purchase rain barrels, that it is not necessary to water the lawn, toilets should be checked twice a year for leaks, and dripping faucets can usually be easily and inexpensively repaired.

Did you know...

- If you replace your old water guzzling toilet (3.5 gallon or more) with a 1.28 gpf (gallons per flush) WaterSense toilet, you may be eligible to receive a rebate from the Water Utility.
- You can purchase rain barrels through the Waukesha School District's Environmental Education Department (262-970-4333) or Retzer Nature Center (262-896-8007). Capturing rain water not only saves you money but is better for your garden, lawn, and plants because the water is not chlorinated.
- It is not necessary to water the lawn. It is natural for lawns to turn brown in the hottest months. The lawn doesn't die, it just goes dormant. The green lawn will return with the auturn rain.
- Toilets should be checked for leaks at least twice a year because they are one of the most common places where leaks occur. Hundreds of gallons of water per day can be wasted. Free Leak Detection Dye Tablets are available at the Utility.
- Dripping faucets are usually easily and inexpensively repaired by replacing the washer inside the handle. Check both internal and external faucets for leaks. See our website for videos on how to fix leaks.

For more detailed information, please visit our website at www.cj.waukesha.wi.us/waterhome

c. City's Park & Recreation Activity Guide:

The toilet and shower head rebate program was advertised in the City's Activity Guide. This Guide is on the City's website and is mailed out to approximately 30,000 homes three times a year.

In 2019, the Utility added Waukesha's annual Sprinkling Ordinance information to the bottom of the ad, as shown below, and advertised in two Activity Guides.





2019 Summer Activity Guide



2019 Fall Activity Guide

Toilet, Showerhead, & Rain Barrel Rebate Ad in the City's Activity Guide

7. Irrigation System Ordinance Bill Insert

Bill inserts (as shown below) are sent out on an annual basis to all customer classes informing them of the Irrigation System Ordinance.

The first sentence of the postcard has the message that established lawns do not need to be watered. The Utility knows that some customers have sprinkler systems and are going to water their lawns; therefore, the Utility's Irrigation System Ordinance requires a WaterSense irrigation controller to help customers conserve water.

In addition to the bill insert, information regarding the Ordinance is also posted on the Utility's website.





Established lawns do not need to be watered. But if you're thinking about updating or installing a new sprinkling system, check out Waukesha's Irrigation System Ordinance.

Homeowners and businesses can save between 30-50% on their summer water bills by following the Ordinance and installing a WaterSense irrigation controller.

For more detailed information, please visit our website at: www.waukesha-water.com/ord_codes.html.

Irrigation System Ordinance Postcard

Water Sense®



8. EPA's WaterSense National Fix a Leak Week

Waukesha Water Utility promoted Environmental Protection Agency (EPA) WaterSense's annual Fix a Leak Week with the following activities:

Messages were inserted on the Bills.

"March 18th - March 24th is Fix a Leak Week

Check your winter water bill. If you use 12,000 gallons or more per month, you may have a serious leak! Learn how to fix leaks at www.waukesha-water/wtc.html."

- An Informational Sheet & Leak Detection Dye Tablets were available in the Utility's customer service reception area.
- A Press Release.
- Information on our website's home page
- A message was sent out on our Twitter account.
- Classroom Materials on our website that teach students to check for toilet leaks.

The last five items, mentioned above, are shown on the following pages.







Fix a Leak Week

Save Money and Help Conserve Water During Fix-a-Leak Week

According to the EPA, "did you know that an American home can waste, on average, more than 10,000 gallons of water every year due to running toilets, dripping faucets, and other household leaks?"

As an EPA WaterSense partner, we encourage you to check your plumbing fixtures and irrigation systems for leaks and to repair the leaks you find during this year's national Fix a Leak Week, March 18-24, 2019.

Identify Toilet Leaks

Toilet leaks are one of the most common leaks that tend to be invisible and waste hundreds of gallons of water a day. Identify toilet leaks by placing a few drops of food coloring in the toilet. Wait for at least 15 minutes before flushing. If any color appears in the toilet bowl, you have a leak. (Be sure to flush immediately, after the experiment, to avoid staining the tank.) If you don't have food coloring, you can pick up free leak detection dye tablets from Waukesha Water Utility, located at 115 Delafield Street in Waukesha.

Find & Fix Leaks

In most instances, leaks are easy and inexpensive to fix and you benefit by saving money! For your convenience, please visit our website at www.waukesha-water.com/wtc.html for videos and tips on how to find and fix leaks.

Replace the Fixture if Necessary

Look for the WaterSense label. WaterSense products are independently tested and certified to use 20 percent less water and perform as well as or better than standard models. In addition, if you purchase a 1.28 gallon per flush WaterSense toilet, you might be eligible for a rebate.

Free Leak Detection Tablets & Fix a Leak Week Informational Sheet in Customer Service Reception Area

VAUKESHA, WI 53188-3615

Telaphone: (262) 521-5272 * Fax: (262) 521-5265 * E-mail: contactus@waukesha-water.com

For Immediate Release March 18, 2019

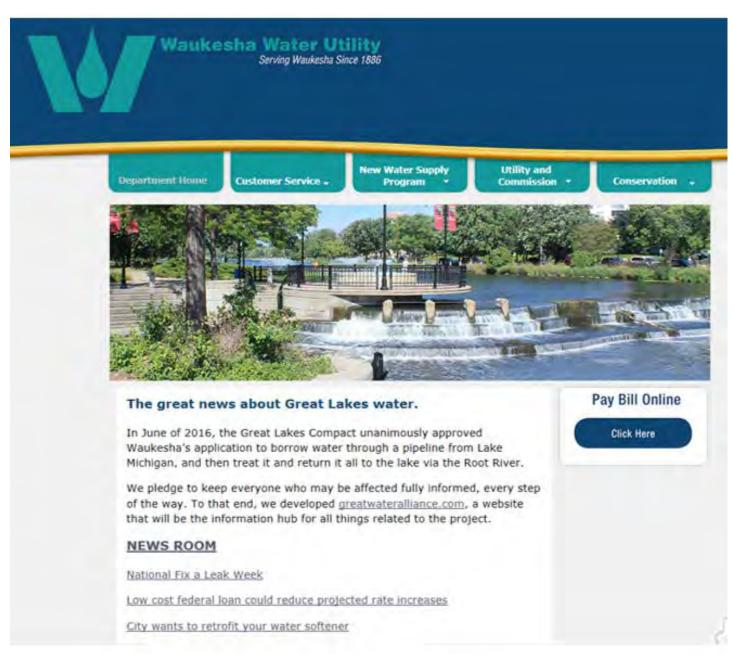
National Fix a Leak Week March 18th – 24th

Waukesha, WI – March 18, 2019, Waukesha Water Utility encourages customers to check for leaks during this year's national Fix a Leak Week. "Leaks can cost families a lot of money," said Mary Adelmeyer, Customer Service Coordinator. "Toilet Leaks tend to be invisible and are one of the most common leaks."

The focus is on toilets because they are the main source of water use in the home, accounting for nearly 30% of an average home's indoor water consumption. When toilets leak, hundreds of gallons of water a day can be wasted without the homeowner's knowledge. Toilet leaks are common, so the water utility recommends checking for leaks at least twice each year.

Whether you replace or repair your toilet depends on its age. Replacing toilets that were installed 1993 or earlier with a more water efficient model is one of the best ways to help reduce water usage. Purchasing a 1.28 gallon per flush, WaterSense-labeled toilet can save homeowners approximately \$115 per year on water and wastewater bills. If you live in the city of Waukesha, you may also qualify for the \$100 toilet rebate and a \$25 shower head rebate.

For more information on how to find and fix leaks, or for toilet and shower head rebates, please visit the Waukesha Water Utility's website at www.waukesha-water.com/wtc.html.



Fix a Leak Week Information on the Utility's Website



Fix a Leak Week: Student Worksheet

Name:				

Save Water & Money

According to the Environmental Protection Agency (EPA) WaterSense partnership program, "an American home can waste on average, more than 10,000 gallons of water every year due to running toilets, dripping faucets, and other household leaks." That can cost your family a lot of money. That is why Waukesha Water Utility encourages you to use water wisely and check your home for leaks, during this year's national Fix a Leak Week. Try the activities and math problems on both sides of this sheet to see how fast water waste adds up.

Little Leaks Waste Big Amounts of Water

SIZ	E OF LEAK (Diameter)	EACH QUA	WATER WASTED EACH QUARTER (Assuming 60 lbs of pressure)				
•	1/32" drip	18,500	gallons				
•	1/16" trickle	74,000	gallons				
	1/8" stream	296,000	gallons				
	1/4" stream	1,181,500	gallons				

Toilet Leaks:

Toilet leaks are one of the most common leaks. Toilet leaks tend to be invisible. <u>Hundreds of gallons</u> of water <u>a day</u> can be wasted on toilet leaks. The sound of water running in a toilet tank signals costly leakage. For this reason, it is recommended that toilets be checked for leaks at least twice each year.

Activity #1: Test All Your Toilets for Leaks, with the help of your parent.

Checking a toilet for leaks is easy!

Take lid off the back of the toilet tank.

Put ONE of the attached leak detection tablets into the tank of the toilet.

Do NOT flush the toilet.

Wait for 20 minutes.

If you have another toilet, test that toilet for leaks too by repeating the directions above. If colored water from the dye tab appears in the bowl within 20 minutes, you have a leak.

Make sure to flush the colored water as soon as the 20 minutes is up, otherwise the coloring may stain.

(Please continue on to page 2 →)

P:\Conservation\Fix a Leak Week\Student Activity Worksheet

	ty #2: Books your Data & Calculate Have Many Callern	Votor V	Toilet !!							
CTIV	ity #2: Record your Data & Calculate How Many Gallons of V	vater Your	TOHET USES							
1.	How many toilets do you have? Did you test all your to	oilets for le	aks?							
2.	Does your toilet leak? (Did the dye color appear in the bowl?)	T-11-1-44	Toilet #2							
3.	. How old is your toilet? (The year of the toilet can be found on the underside of the tank lid. The date of the manufacture is often stamped									
	into the porcelain.)	Year	Year							
4.	What is the size, make, and model of the toilet? (this information may be found in the toilet tank or under the tank lid.)									
	Toilet #1 Make Model									
	Toilet #2 Make Model									
5.	Using a ruler on the outside of the toilet tank, measure the water (Be sure to measure in feet – answers maybe recorded with decimals or									
	Toilet #1 Tank Length Tank Width Side Water Depth									
	Toilet #2 Tank Length Tank Width Side Water Depth									
6.	Calculate how many cubic feet of water is in the tank. (Multiply Length x Width x Depth)	cu. ft. Foilet #1	cu. ft. Toilet #2							
7.	Calculate how many gallons of water your toilet uses for every flush. (Multiply the cubic feet x 7.47 = Gallons per Flush) \$100 Toilet Rebate	gals. oilet #1	gals. Toilet #2							
8.	Is your toilet a pre-1994 toilet? (Look at your answer in #3)									
9.	Does your toilet use 3.5 gallons/flush or more? (Look at your answer in #7)	Toilet #1	Toilet #2							
		Toilet #1	Toilet #2							
10	Does your family get a water bill from Waukesha Water Utility? (Ask your parents)	?								
11	If you answered yes to #8, #9, and #10, your family could be eligible to get up to \$100 per toilet for replacing their old water		The second secon							
	guzzling toilet. Is your family eligible?	Toilet #1	Toilet #2							
12	. Have you told your parents about this \$100 toilet rebate?									
par	our family is eligible, the old toilet needs to be replaced with a WaterSens ents can call the Waukesha Water Utility at (262) 521-5272 or visit our weww.ci.waukesha.wi.us/waterhome.									

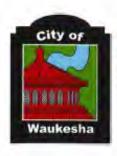


9. National Drinking Water Week / Rain Barrel Rebate Announcement

May 5th – 11th, 2019 was National Drinking Water Week. In honor of this week, the Utility had a press release that talked about the importance of protecting/conserving water and talked about the rain barrel rebate program.

In addition, the press release also mentioned the Mayoral Proclamation for National Drinking Water Week and reminded customers about the water conservation programs and incentives that are available through the Utility.

Information was posted on our website and twitter account. Copies of these items are shown on the following pages.



Office of the Mayor

Shawn N. Reilly, Mayor srellly@waukesha-wl.gov

201 DELAFIELD STREET WAUKESHA, WISCONS N 53188-3633 TELEPHONE 262/524-3700 FAX 262/524-3899

PROCLAMATION

WHEREAS, water is one of our most important natural resources; and

WHEREAS, each citizen and business in our city has a responsibility to protect and conserve water;

WHEREAS, Waukesha has programs in place to encourage water conservation; and

WHEREAS, the Waukesha Water Utility has encouraged and will continue to encourage businesses to conserve water, and

WHEREAS, the Water Utility offers grant money to businesses that replace equipment with new technology that saves water,

WHEREAS, the Waukesha Water Utility encourages and provides \$100.00 rebates to residents to replace all pre-1994 toilets with 1.28 gpf WaterSense toilets, as well as, \$25 WaterSense showerhead rebates, and \$20 rain barrel rebates, and

WHEREAS, all citizens and businesses are urged to comply with all sprinkling and irrigation system ordinances;

WHEREAS, we are all stewards of our water resources and infrastructure so that future generations will also have clean sustainable water;

NOW, THEREFORE, as Mayor of the City of Waukesha, I hereby proclaim May 5th to May 11th, 2019

DRINKING WATER WEEK

And ask that we recognize the essential role that drinking water plays in our daily lives.

Signed this 3rd day of May, 2019.

Shawn Reilly, Mayor City of Waukesha

www.waukesha-wi.gov

Mayoral Proclamation for National Drinking Water Week

The Freeman - 05/09/2019 Page : A04



Submitted Photo

Waukesha Mayor Shawn Reilly reads the National Drinking Water Week Proclamation.

Waukesha offering rain barrel rebate program

WAUKESHA — As Mayor Shawn Reilly commemorates National Drinking Water Week with a Mayoral Proclamation, the Water Utility reminds customers about the new rain barrel rebate program.

"Harvesting rain water is easy and a great way to conserve water," said conserve water," said Mary Adelmeyer of the Waukesha Water Utility. A 50-60-gallon rain barrel, which connects to a downspout to capture rain water, can collect a surprising amount of water: one-tenth of an inch of rain falling on a 1,000square-foot rooftop can fill a 50-gallon barrel. That's 50 free gallons of naturally soft, chlorine-free water, which is great for watering your flowers and plants, washing off your

boots, washing the car or bike or any other outdoor activities."

Rain barrels can be purchased from local hardware stores. Rain barrels cost approximately \$70 to \$100.

To qualify for the \$20 rain barrel rebate, Adelmeyer said the rain barrels must be installed in the utility's service area, the original purchase receipt must be submitted within 90 days of purchase, and post-instal-lation pictures must be included with the rebate application, which can be found on the utility's website. Adelmeyer also shared that rebates are available on a first-come, first-served basis and are subject to the availability of funds.

In addition to the rain

"A 50-60-gallon rain barrel, which connects to a downspout to capture rain water, can collect a surprising amount of water: one-tenth of an inch of rain falling on

a 1,000-square-foot rooftop can fill

a 50-gallon barrel."

– Mary Adelmeyer,
Waukesha Water Utility

barrel rebates, the utility is also reminding customers about the \$100 WaterSense toilet rebate and the \$25 WaterSense shower head rebate.

For more detailed information, visit the conservation section on the utility's website at www.waukeshawater.com.

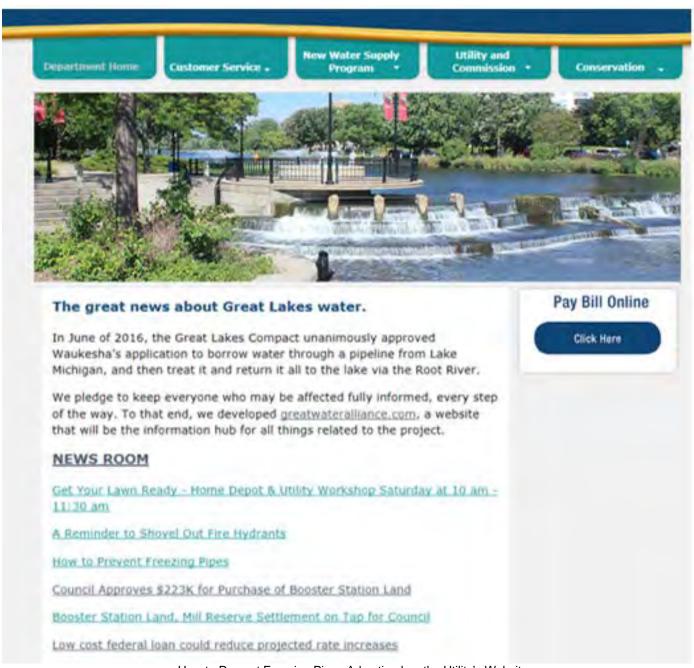
Copyright © 2019 Conley Group. All rights reserved 05/09/2019 May 9, 2019 11:30 am (GMT +5:00)

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10. Tips on How to Prevent Water Pipes from Freezing & Breaking

Broken water pipes waste a lot of water. To prevent pipes from freezing and breaking, the Utility puts the annual press release in the Waukesha Freeman, on the Utility's website, facebook page, and on the City's TV 25 local government and events channel.

In January 2019, we advertise our annual *How to Prevent Freezing Pipes* information on our website, in a press release, and in the GWA's newsletter (as shown previously in the GWA's newsletters section).



How to Prevent Freezing Pipes Advertised on the Utility's Website

For Immediate Release

Waukesha Water Utility

Press Release

Contact: Mary Adelmeyer 115 Delafield Street Waukesha, WI 53188 Phone 262-409-4423 Fax 262-521-5265

Prevent Freezing Pipes

Waukesha, WI, January 2019 - Cold weather and wind chills are here. This means we can expect frozen water pipes and water damage if exposed areas aren't properly insulated or we aren't careful about winter heating. Here are some problem areas, warning signals and tips to minimize the chance of freezing water pipes.

PROBLEM AREAS

- Pipes near broken or open basement windows
- Unheated crawl spaces and equipment rooms
- · Pipes near the foundation or cracks in the basement wall
- · Pipes near exterior wall in unheated room
- · Inadequate heating in un-insulated or uncovered outside pit
- · Pipes under kitchen sinks or cupboards

WARNING SIGNS OF FREEZE

- Unusually cold water temperature (less than 35° F) at any fixture
- · Unusually low water flow at a fixture
- · Discolored water at a fixture
- Low water pressure at a fixture
- · Extremely cold piping at a fixture
- Sputtering sound when opening a fixture

THAWING FROZEN PIPES

- . It's safest to use hot air from a hair dryer or exhaust from a vacuum cleaner
- · Use heat tape, but with caution, and unplug when finished

PREVENTION

- Check water temperature and run a little water if unusually cold
- · Shut off and drain outside water faucets before freezing occurs
- · Run small amounts of water from highest faucet until full flow returns
- Insulate walls near exposed piping
- · Repair cold air leaks to reduce drafts on piping and meter

CAUTION

- . To prevent fires, never thaw with an open flame or torch
- · Be careful if pipe is cracked, it will spray water into electrical appliances when thawed
- · Check and clear drains to prevent basement flooding in case of pipe burst
- . Know where the main shut-off valve is located so you can turn it off quickly in case a pipe bursts

If you need additional information, please contact the Customer Service Department of the Waukesha Water Utility at (262) 521-5272.

Page 1 of 1



11. Wisconsin Water Conservation Coalition Donation

In partnership with Waukesha County, the City of Waukesha created the Wisconsin Water Conservation Coalition in 2006. The mission of the Coalition was to educate the general public about local drinking water resources and inspire residents, businesses, and institutions to use water conservation measures to create sustainable communities in Wisconsin.

Over the years, the Utility participated in the Coalition's work. However, the past two to three years, there has been very low membership participation. The Coalition's executive board decided to meet, discuss, and vote on whether or not the group wanted to continue its existence. The board voted and decided to put an end to the Coalition and donate the remainder of its funds to the Waukesha County Green Team.

The Waukesha County Green Team is a non-profit organization. Their mission, as explained on their website, is to promote environmental and economic sustainability in Waukesha County through education, communication, and local action.

The Coalition's board sent a cover letter with a check to the Green Team and asked them to use the funds for the purpose of promoting water conservation awareness.

A copy of the cover letter is shown on the next page.

July 15, 2019

Waukesha County Green Team Attn: Joanna Salinas, Outreach Coordinator 1223 Timber Ridge, Suite 422 Pewaukee, WI 53072

Dear Ms. Salinas (or To Whom It May Concern),

The Wisconsin Water Conservation Coalition (WWCC) has decided to no longer be in existence due to low membership participation. Our executive board voted and decided to donate the remainder of the money, in our checking account, to the Waukesha County Green Team.

Please find enclosed a check for \$736.68. We would sincerely appreciate if your group would please use these funds to promote water conservation awareness.

If you have any questions, please call Jayne Jenks, our board's vice-president, at Waukesha County Land Use at 262-896-8305, or Mary Adelmeyer, the Coalition's treasurer, at the Waukesha Water Utility at 262-409-4423.

Thank you.

Sincerely,

Wary Alelmeyer Mary Adelmeyer

Wisconsin Water Conservation Coalition Treasurer

B. Community Presentations & Public Outreach Events

In 2019, there were many community presentations and public outreach events that took place, including the following:

- 1. Home Depot's Get Your Lawn Ready & Outdoor Water Conservation Tips Workshop
- 2. UW-Extension's Home Improvement Workshop
- 3. City Interdepartmental Meetings
- 4. Water Sustainability and Safe Drinking Water Presentation at Marquette
- 5. 33rd Annual Inspection Conference Presentation at MMSD
- 6. The Management Conference Presentation at AWWA
- 7. City of Waukesha's Common Council Retreat Presentation
- 8. American Society Mechanical Engineers (ASME) Presentation
- 9. American Water Works Source Water Summit Presentation
- 10. American Water Works ACE19 Presentation by Kelly Zystra
- 11. American Water Works ACE19 Presentation by Chris Walter
- 12. Additional Public Outreach, Presentations, Interviews, & Meetings

The detailed information pertaining to this year's presentations and outreach events follows.



Waukesha Water Utility partnering with Home Depot on a Workshop Regarding Outdoor Water Conservation

1. Home Depot's (and Waukesha Water Utility's) Outdoor Water Conservation Workshop

In early spring of 2019, the Utility noticed that Waukesha's Home Depot scheduled a workshop on preparing for a healthy lawn. The Utility reached out to Home Depot to see if we could, once again, partner with them on co-presenting at their workshop. Home Depot welcomed us. The Utility's presentation focused on outdoor water conservation – which included WaterSense's sprinkler spruce up program, WaterSense certified irrigation controllers, rain barrels, rain gardens, the fact that established lawns do not need to be watered, the Utility's sprinkling ordinance, using mulch, keeping the mower raised 3", and other outdoor water conservation tips.

Since the Utility was already talking about the WaterSense label (with the irrigation controller and the sprinkler spruce up program), the Utility also shared what the WaterSense logo looks like and the benefits of using WaterSense certified products.

In addition to outdoor water conservation, the Utility also talked about EPA's National Fix a Leak Week (since the workshop was held one week prior to Fix a Leak week). The Utility shared information on how to find leaks (on outdoor water faucets, hose nozzles, and inside the home – especially with toilets, etc).

The audience was also given the following to take home:

- Information pertaining to WaterSense's sprinkler spruce up program
- A rain gauge
- A refrigerator magnet with the Waukesha's sprinkling ordinance
- Information about Fix a Leak week including dye tablets for testing toilets for leaks
- Applications for the Utility's rebates for toilets, showerheads, and rain barrels
- A brochure about Rethinking Yard Care from the UW Extension and Wisconsin Department of Natural Resources
- Information on rain barrels, rain gardens, and tips on outdoor water conservation

The Utility advertised this event in the local Newspaper, on the Utility's website, and in the City's e-newsletter (as previously mentioned).













Fun Things To Do This Weekend

Horwitz-DeRemer Planetarium shows Saturday, 11 a.m. to noon "Two Small Pieces of Glass" for children, 1 p.m. to 2 p.m. "The Dark Matter Mystery: Exploring A Cosmic Secret" for adults, Retzer Nature Center, S14-W28167 Madison St., Town of Genesee. Landscape, pest control, and outdoor water conservation tips, 10 a.m. to 11:30 a.m. Saturday, Home Depot, 2320 W. Bluemound Road, Waukesha

Held by Home Depot and Waukesha Water Utility Guidance on a checklist of lawn care tasks for spring. Register at www.homedepot.com/l/Waukesha/Wl/Wauke 53186/4918 or just show up. "The Wizard of Oz Unplugged," 7:30 p.m. today, 2 p.m. and 7:30 p.m. Saturday and 2 p.m. Sunday, Waukesha Civic Theatre, 264 W. Main St., Waukesha 262-547-0708, www.waukeshacivictheatre.org. Girl Scout Cookie Weekend, 10 a.m. to 2 p.m. Saturday, Pabst Farms Fleet Farm, 1555 Pabst Farms Circle. Event will be the last Girl Scout weekend event

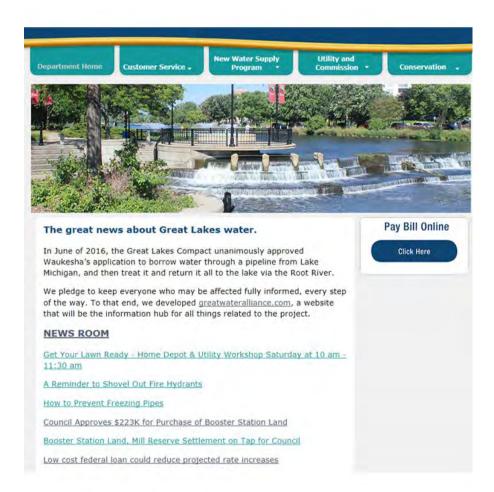
of the season. Trinity Irish Dancers, 3 p.m. to 4:30 p.m. Saturday, Oconomowoc Public Library, 200 South St.

Bridal Decor Sale by Rustic Manor 1848, 11 a.m. to 2 p.m. Sunday, Waukesha County Expo Center, 1000 Northview Road, Waukesha, VIP admission \$8 at 11 a.m. \$4 general admission starting 11:30 a.m.

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Home Depot's (and the Utility's) Workshop on Landscaping & Water Conservation Advertised in the Freeman



Workshop Advertised on the Utility's Website



Utility's Water Conservation Presentation at the UW-Extension's Home Improvement Workshop

2. UW-Extension's Home Improvement Workshops

The UW-Extension held some Home Improvement Workshops for a couple of neighborhoods in the city of Waukesha. These neighborhoods are low to moderate income and the UW-Extension wanted to present them with inexpensive ways to help fix up their homes. The UW-Extension asked the Utility to be a guest speaker and talk about water conservation and rebate incentives.

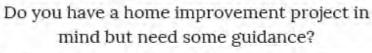
The Utility began its presentation with an introduction on Waukesha's water – talking about Waukesha's current supply and the reasons we need a new water supply. The presentation focused on the importance of water conservation – the reason water conservation is needed and how customers can conserve water. The Utility talked about conservation for both the indoors and the outdoors.

The conservation presentation covered the following topics: established lawns do not need to be watered, Waukesha's annual sprinkling ordinance, rain barrels, rain gardens, and irrigation controllers. For indoor water conservation, the presentation focused on how to find and fix leaks, rebates for changing out the toilets and showerheads, the benefits of water efficient appliances, and water conserving behaviors.

The Utility also gave all attendees parting gifts. Each person received dye tablets for testing their toilets for leaks, a rain guage, a sprinkling ordinance magnet, activity/coloring book for kids, and applications for the toilet, showerhead, and rain barrel rebates. The presentation and gifts were well received and the attendees said they learned a lot.

A copy of the promotional flier for this event is shown on the next page.

Home Improvement Series



Come learn about strategies and resources to get started!



Hear about the Aging in Place Program, Kitchen Deconstruction Program, and ReStore (for all incomes)

> Presented by Karl Fechner from Habitat for Humanity

Tuesday, April 30, 2019

Learn about the home permit process and code enforcement Bring your questions! Presented by Kristin Stone from City of Waukesha Community Development

Tuesday, May 7, 2019

Learn about The Home Consortium's Home Rehab Loan Program for low to moderate income households

> Presented by Debbie Narus from the Wisconsin Partnership for Housing Development

> > AND

Discover money saving programs for water and get updated on the Waukesha Water Project Presented by Mary Adelmeyer from Waukesha Water Utility

Program Location:

No cost to attend but registration is encouraged (space is limited) Waukesha State Bank Community Room (151 E. St. Paul Ave., Waukesha)

Program Time:

Come for one program or come for all!

6:30 pm - 8:00 pm Registration Link: https://forms.gle/Ab46AA6KteAoDrmK6

For More Information: ann.wied@wisc.edu OR (262) 548-7788

Program funded in part by the Greater Milwaukee Foundation and ProHealth Care











University of Wisconsin, U.S. Department of Agriculture and Wisconsin Counties cooperating. University of Wisconsin-Madison Division of Extension provides equal opportunities in employment and programming including Title VI, Table IX, and the Americans with Disabilities Act (ADA) requirements.

UW-Extension's Home Improvement Promotional Flier



Interdepartment Group Meeting 2019

3. Interdepartmental "IN" Meetings

Every other month, the City holds interdepartmental meetings. Each department takes turn hosting the meeting. The purpose of the meetings are to get to know the other City departments, find out what each department does, and get a department update.

In 2019, there were 3 meetings. At each meeting, the Utility gave a department update, answered questions, and shared conservation ideas – especially for Fix a Leak Week and National Drinking Water Week. The Utility hosted the June meeting and all attendees were given a sprinkling ordinance magnet, a rain gauge, and information pertaining to conservation - including information regarding Waukesha's rebate incentives.

Waukesha recognizes that an important element of water conservation is the sustainability of our water supplies. During the following presentations, the sustainability of our water sources was discussed as part of the presentation.



4. Water Sustainability & Safe Drinking Water Presentation at Marquette University

Waukesha Water Utility's General Manager, Dan Duchniak, gave a presentation at Marquette University regarding water sustainability and safe drinking water.

Dan began the presentation talking about Waukesha's current water supply. He talked about the condition of the aquifer – that the recharge is limited due to a confining layer of shale, the water levels have declined, and the quality has changed.

Dan also showed a series of slides that showed the simulated history of groundwater pumping and groundwater levels in southeast Wisconsin from the 1800's through the present. The Milwaukee/Chicago cone of depression is one of the largest areas of groundwater drawdown in North America. This information regarding the limited recharge, the declining water levels, and the regional drawdown illustrates that Waukesha's water source is unsustainable for the long term.

Once the water quality and sustainability issues of Waukesha's water supply was communicated, then Dan talked about Waukesha's Diversion Application, the approval process, and the development of a new water supply.



5. <u>Inspection '19 33rd Annual Conference at Milwaukee Metropolitian Sewage District (MMSD)</u>

Dan Duchniak gave a presentation at MMSD's '19 Annual Inspection Conference. Once again, Dan's presentation included information about Waukesha's current water supply and how its not sustainable and has a radium issue.

Dan also talked about the groundwater management areas, radium compliance, and emerging contaminants. He talked about the large cone of depression by Milwaukee/Chicago, shared the impacts of water supply alternatives on the wetlands,talked about the Diversion application/approval process, and Waukesha obtaining a new future water supply.



6. <u>American Water Works Association (AWWA) Utility Management Conference – Nashville, TN</u>

Dan Duchniak gave a presentation at AWWA's Utility Management Conference. The presentation title was *Facts, Science, and Common Sense Uniting Communities*. Dan began the presentation talking about Waukesha's current water supply and the reasons Waukesha needs a new water supply. He talked about the supply options, the limited recharge, the cone of depression around Milwaukee/Chicago, and the impacts of water supply alternatives on wetlands.

Dan also talked about the Diversion application process, working with local authorities who have jurisdiction, and the variety of communication strategies that are used to unite the communities.



7. Waukesha Common Council Retreat

Dan Duchniak gave a presentation to Waukesha's Common Council. He gave a review as to why Waukesha needs a new water source. He reminded the Council that Waukesha's aquifer is not sustainable and its wells are 3 times the limit set by the EPA for radium.

He also reviewed the Diversion Application and approval process; and talked about the benefits of a new water supply, the permitting process, the rate projections, and the transition plan.



8. ASME Presentation

Dan gave a presentation to the ASME group. During the presentation, Dan spent a lot of time talking about worldwide sustainability issues. Then Dan talked about Waukesha's issues, he explained the reason Waukesha's groundwater quantity is limited, the reason the water quality is impaired, and how continued use would cause significant adverse environment impacts.

Dan also talked about Waukesha's water conservation programs (conservation water rates, daytime sprinkling ban, financial incentives for fixture replacements, public education and more).

Dan continued his presentation by talking about the Diversion Application and approval process, along with the costs, projected rate increases, implementation issues, returning 100% of the water back to the Great Lakes, and the transition plan.



Kelly Zylstra, Waukesha Water Utility's Operations Manager, gave two presentations in 2019. The first presentation was to American Water Works Association (AWWA – Illinois Section) for the Source Water Summit; and the second presentation was for AWWA's Annual Conference Expo (ACE19).

9. American Water Works Association (AWWA) Source Water Summit

The title of Kelly's presentation for AWWA's Source Water Summit was *Waukesha's Challenge: Getting It Right the First Time, Designing and Constructing a new Drinking Water Supply System.* Kelly talked about the program drivers – how the deep aquifer replenishment is very slow due to the shale confining layer. She also gave an overview as to why Waukesha's groundwater supply is not sustainable. She talked about source water alternatives, gave an overview of the future water supply program, and the transition plan.



CEU TYPE: Technical

Training Classification: Water Sources & Treatment

IEPA#: 13665

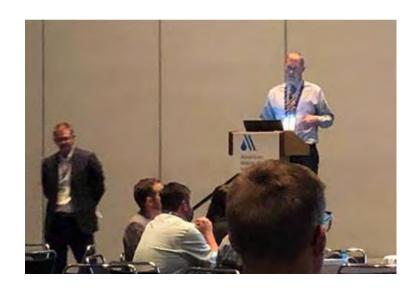
AGENDA:

7:30-8:00	Breakfast/Check-In	
8:00-8:45	The DuPage Water Commission: A Water Journey from Lake Michigan to your Tap	Terry McGhee, DuPage Water Commission
8:45-9:30	Rethink Water: Jollet's Future Water Supply	Nick Gornick & Allison Swisher, City of Jolies
9:30-10:15	An Overview of At-Risk Water Supplies in Illinois: Assessing Water Quality and Quantity Concerns	Dan Abrams, Illinois State Water Survey, Prairie Research Institute
10:15- 11:00	Waukesha's Challenge: Getting it Right the First Time, Designing and Constructing a New Drinking Water Supply System	Catharine Richardson, Greeley & Hansen and Kelly Zylstra, Waukesha Water Utility
11:90- 11:30	Lunch	
11:30- 12:00	The 176-Year Tale of Three Sources	Dave Schumacher, City of Aurora
12:00- 12:30	Expanding CLCJAWA's Customer Base for Sustainable Demand	Jeff White, CLCJAWA & Jared Wendorf, CDM Smith
12:30-1:15	The Challenges of Chasing Price Savings when Switching Water Suppliers and How to Move from First Bids to Water Delivery in 8 Months	William Bailing, WRB LLC Consulting & Mgmt Svcs
1:15-2:00	Lincoln IL Source Water - the Odyssey	Gabriel Bowden, illinois American Water Mile Stohl, Donohue B, Associates, Inc. Allen Wehrmann, INTERA, Inc.
2:00-2:30	Source Water Panel: Past, Present and Future	Moderator: Catharine Richardson, Greeley & Hansen Terry McGhee, DuPage Water Commission Kelly Zyistra, Waukesha Water Utility Allison Swisher, City of Joliet



10. American Water Works Association (AWWA) ACE19

Kelly's presentation for the ACE19 Conference was titled *Breaking New Ground: Preparing Communities Without Direct Benefits for a Large Infrastructure Program.* Kelly talked about the program drivers - that Waukesha's current water source is limited due to the deep aquifer's shale confining layer. Kelly also talked about the source water alternatives, the evaluation criteria, the partnerships with obtaining a new water source, and the necessary, detailed communications related to the transition for a new water supply.



11. American Water Works Association (AWWA) - ACE19

Chris Walters, Waukesha Water Utility's Technical Services Manager, also gave a presentation at AWWA's ACE19 Conference. His presentation was titled *Pursuing One Water: Insights From Planning a New Water Supply & Return Flow System.* Chris talked about Waukesha's deep aquifer replenishment issues. He talked about the source water alternatives and the benefits of a new water supply.

Chris talked about how the new supply will help restore the natural groundwater flows towards the Great Lakes Basin, that Waukesha's new source will not impact the lake levels, but will enhance the habitat and fisheries in the Great Lakes Basin. Chris also talked about the route studies, the pipe materials, and lessons learned.

12. Additional Public Outreach, Presentations, Interviews, & Meetings:

Introduction to Great Water Alliance and Waukesha's Conservation Program

- Alderman Miller
- Alderman Moltzan
- Alderman Brown

C. Water Education with the Youth - Tomorrow's Future

Waukesha Water Utility plans for the future by educating our youth.



1. Waukesha School District's 5th Graders

For the past 30 years, Waukesha Water Utility has partnered with the Waukesha School District to provide water education to all 5th graders. As part of their Environmental & Science Curriculum, the students study the natural cycles of water and the human impact on our water resources. Thousands of students have toured the Utility's pumping station. At the station, they learn about the following:

- the water cycle
- where their water comes from
- how their water is treated and distributed
- the quality and quantity of the water they use
- conservation methods that use water resources in a sustainable manner
- the costs of municipal water, and its value compared to bottled water

The students also explore the natural cycles of water by spending a day in the Fox River Sanctuary investigating the chemical and biological components of the river and marsh.

In 2019, we spent approximately 56 hours educating approximately 742 students, along with approximately 40 teachers and chaperones from the Waukesha School District.

D. Partnerships

Waukesha Water Utility has many partnerships. Below are some of the partnerships that, in some way, have already been mentioned throughout the report.















VII. WATER LOSSES AND ACCOUNTED FOR WATER

Per NR 852.04 and PSC 185 the Utility performs and documents water use audits on a monthly basis. A summary of 2019 is as follows. Data is entered into the format below.

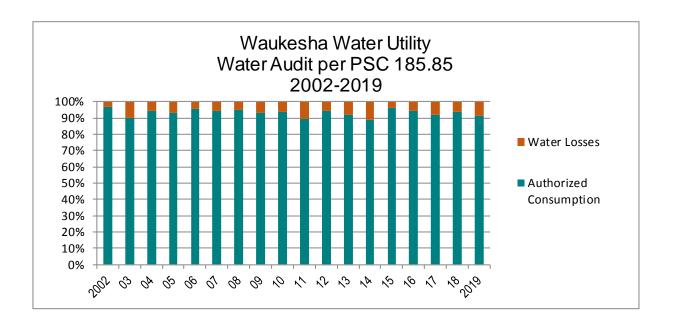
Sales - Metered 1, Sales - Est. Consumption Plant	019 Total 846,220,000 -
Sales - Est. Consumption Plant	846,220,000
Sales - Est. Consumption Plant	-
Plant	
	167,300
Water Analyzer Water Flow (9)	793,920
Filter Back wash	
# 3	4,375,000
# 8	5,160,000
# 10	4,535,000
Flushing	
Mains	7,026,306
Services	-
Main Breaks	3,320,000
Morgan Ave	-
Service Breaks	-
Filling Mains / New Construction	1,211,410
Fire (524-3647)	1,079,155
Misc: Specify	
Cleaned Saylesville Reserv	-
Well #10 Filter Rehab	-
Elminate 16" valve on North St	-
Hydrant Repairs	78,750
Hydrant Replacement	12,000
Hydrant Surveys	42,700
Valve replacements (2)	56,500
Fire Flow Test	43,910
Leakage & Overflows at Towers	303,235
Total Pumped 2,	045,845,000

Then the raw data is converted into the Water Balance categories specified in PSC 185.

Water Ba	lance	
		2019 Total
	System Input Volume =	2,045,845,000
	Authorized Consumption =	1,870,801,951
	Water Losses =	175,043,049
		2,045,845,000
	Authorized - Billed =	1,846,220,000
	Authorized - UnBilled =	24,581,951
	Losses - Apparent =	171,419,814
	Losses - Real =	3,623,235
		2,045,845,000
uo	Billed & Metered	1,846,220,000
ed	Billed & UnMetered	-
oriz Tur	UnBilled & Metered	22,057,526
Authorized Consumption	UnBilled & UnMetered	2,524,425
	Unauthorized Consumption	171,419,814
Water Losses	Meter Inaccuracies	
ا ق	Data Handling Errors	
<u>ie</u>	Main Breaks	3,320,000
Vat	Leakage & Overflows at Towers	303,235
	Service Breaks	-
		2,045,845,000
	Revenue Water =	1,846,220,000
	Non Revenue Water =	199,625,000
		2,045,845,000

The summary, above, indicates that in 2019, 8.6% of the Utility's water was lost. This loss is far less than the 15% that has historically triggered a comprehensive survey and corrective action plan.

The stability of the statistics over the last seventeen years and the data itself is indicative of a diligently maintained distribution system. (The Utility reformatted its data from 2002 forward so that its display is consistent with the 2012 requirements.) Accounted for Water ranges between 88.8% and 96.5%.



The results are achieved because the Utility routinely repairs and replaces water services, hydrants and valves. In 2015, the Utility initiated Hydrant Leak Surveys as part of its semi-annual flushing program.

In 2019, 1,933 hydrants were surveyed. Four leaks were detected and the related hydrants were repaired immediately.

In addition, the Utility replaced 16,233.8 feet of water main in 2019 as compared to 10,390 in 2018. AWWA's 1% replacement goal represents roughly 17,608 feet.

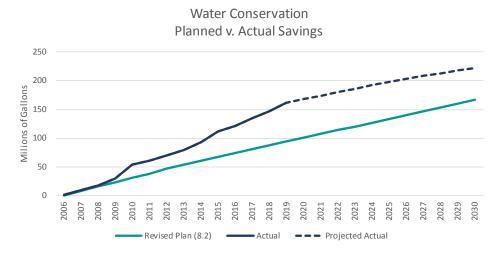
VIII. CONCLUSION

				MILLI	ONS OF	GALL	ONS						_
				7.8		9.0	10.0	11.0	12.0				
		Avg Day		to	8.8 to	to	to	to	to			Peak	
Year	Annual Pumpage	Pumpage	< 7.8	8.8	9.0	10.0	11.0	12.0	13.0	>7.8	>8.8	Day	Notes
						Nu	mber o	of Days					
2019	2,039,436	5,587	365	-	-	-	-	-	-	-	-	7.72	
2018	2,068,522	5,667	362	3	-	-	-	-	-	-	-	8.50	
2017	2,128,111	5,830	365	-	-	-	-	-	-	-	-	7.55	
2016	2,172,548	5,952	362	3	-	-	-	-	-	3	-	8.17	
2015	2,218,214	6,077	358	7	-	-	-	-	-	7	-	8.72	Mild summer temperatures
2014	2,314,582	6,341	340	21	2	1	1	-	-	25	4	10.14	Feb 6th Water Runs
2013	2,348,955	6,435	346	15	2	2	-	-	-	19	4	9.06	
2012	2,536,368	6,930	297	38	3	22	6	-	-	69	31	10.77	Drought Year
2011	2,545,099	6,973	318	44	1	2	-	-	-	47	3	9.22	
2010	2,441,221	6,688	342	23	-	-	-	-	-	23	-	8.65	Fairly Rainy Summer
2009	2,479,905	6,794	330	32	2	1	-	-	-	35	3	9.35	2nd set inclining rates blocks - June
2008	2,528,933	6,910	328	30	6	2	-	-	-	38	8	9.93	Spring Flooding
2007	2,618,641	7,174	292	51	8	14	-	-	-	73	22	9.79	Inclining rate blocks - June; Dry year except Aug
2006	2,622,418	7,185	294	61	1	8	1	-	-	71	10	10.23	Rainy Year; Sprinkling ordinance in effect
2005	2,838,403	7,776	225	78	6	28	18	7	3	140	62	12.87	Dry Year
2004	2,698,980	7,374	276	59	6	20	5	-	-	90	31	10.48	Rainy Year
2003	2,795,859	7,660	250	67	3	22	18	5	-	115	48	11.67	
2002	2,953,216	8,091	176	119	10	28	17	14	1	189	70	12.78	
2001	2,821,968	7,731	217	103	8	16	15	2	4	148	45	12.53	
2000	2,836,140	7,749	190	139	15	21	1	-	-	176	37	10.15	
1999	3,028,414	8,297	116	145	23	57	21	3	-	249	104	11.59	
1998	2,974,540	8,149	156	123	14	49	16	5	2	209	86	12.79	

The data, above, shows the combined effect of our conservation programs. Over time:

- a. Total water pumped has steadily declined
- b. Average day pumpage has steadily declined
- c. The number of days where >7.8 million gallons needed to be pumped has decreased from a high of 145 in 1999 to a low of 0 in 2017 and 2019.

Ultimately, the Utility must compare it's savings to that of the 2012 Conservation Plan. The plan predicted savings of 203,300,000 by the year 2030. The actual and projected savings are below.



If it stays on track, the Utility will exceed its goal of saving 0.8 mgd by 2050.