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, 2023

TO

PUBLIC SERVICE COMMISSION OF WISCONSIN

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

This form is required under Wis. Stat. Ä 196.07. Failure to file the form by the statutory filing date can result in the imposition of a penalty under Wis. Stat. Ä 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 ***CORTNEY NAGEL***, ***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: ***4/29/2024***

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WATER SECTION

Identification and Ownership - Contacts

Utility employee in charge of correspondence concerning this report

Name: CORTNEY NAGEL
Title: ADMINISTRATIVE SERVICES MANAGER
Mailing Address: P.O. BOX 1648
WAUKESHA, WI 53187-1648
Phone: (262) 409-4426
Email Address: cnagel@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

Outside contractor responsible for utility operations (if applicable)

Name:
Title:
Mailing Address:
Phone:
Email Address:

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: joseph.piatt@waukesha-wi.gov

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 - Contacts

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: 12/31/2022

Period covered by most recent audit: JANUARY 1, 2023 - DECEMBER 31, 2023

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

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)?

Identification and Ownership - Contract Operations (Page vi)

General Footnote

Effective 10/9/2023, the Waukesha Water Utility receives water from Milwaukee Water Works. All administrative and operational functions are still performed by the Utility.

Workforce Diversity

- Decimal numbers for part time employees are acceptable values for this schedule. Please enter part time employees as a decimal based on the number of hours worked/2080 hours for a fiscal year. An employee who works 30% of full time would be recorded as .30.
- Use the Footnotes feature to provide an explanation for any variance with the number of employees listed in Schedule F-06 and information about how many staff are part-time employees.
- Staff classification of various employment categories can vary from utility to utility. Use the Footnotes feature to provide information about how the utility defines these categories. Additional information on classifying employees can be found in the help document.

	Employee Count				
Category (a)	**Total (b)**	**Management (c)**	**Executive Leadership (d)**		
Total Utility Employees	27.00	1.00	4.00	*	1
Women	0.00	0.00	0.00		2
Minorities	0.00	0.00	0.00		3
Veterans	0.00	0.00	0.00		4

Workforce Diversity

- Å Decimal numbers for part time employees are acceptable values for this schedule. Please enter part time employees as a decimal based on the number of hours worked/2080 hours for a fiscal year. An employee who works 30% of full time would be recorded as .30.
- Å Use the Footnotes feature to provide an explanation for any variance with the number of employees listed in Schedule F-06 and information about how many staff are part-time employees.
- Å Staff classification of various employment categories can vary from utility to utility. Use the Footnotes feature to provide information about how the utility defines these categories. Additional information on classifying employees can be found in the help document.

Workforce Diversity (Page xi)

General Footnote

The Utility had 27 employees on 12/31/2023.
Management is defined as an Assistant Manager.
Executive Leadership is defined as a Manager or General Manager.

Income Statement

Description (a)	This Year (b)	Last Year (c)	
UTILITY OPERATING INCOME			1
Operating Revenues (400)	16,023,467	13,479,241	2
Operating Expenses:			3
Operation and Maintenance Expense (401-402)	6,816,771	5,251,154	4
Depreciation Expense (403)	3,139,748	2,011,300	5
Amortization Expense (404-407)	0	0	6
Taxes (408)	2,462,087	2,290,212	7
Total Operating Expenses	**12,418,606**	**9,552,666**	8
Net Operating Income	**3,604,861**	**3,926,575**	9
Income from Utility Plant Leased to Others (412-413)			10
Utility Operating Income	**3,604,861**	**3,926,575**	11
OTHER INCOME			12
Income from Merchandising, Jobbing and Contract Work (415-416)	6,948	14,552	13
Income from Nonutility Operations (417)	36,866	9,143	14
Nonoperating Rental Income (418)			15
Interest and Dividend Income (419)	2,131,547	717,595	16
Miscellaneous Nonoperating Income (421)	1,585,616	330,904	17
Total Other Income	**3,760,977**	**1,072,194**	18
Total Income	**7,365,838**	**4,998,769**	19
MISCELLANEOUS INCOME DEDUCTIONS			20
Miscellaneous Amortization (425)	(191,104)	(191,106)	21
Other Income Deductions (426)	916,333	908,891	22
Total Miscellaneous Income Deductions	**725,229**	**717,785**	23
Income Before Interest Charges	**6,640,609**	**4,280,984**	24
INTEREST CHARGES			25
Interest on Long-Term Debt (427)	2,790,586	2,133,042	26
Amortization of Debt Discount and Expense (428)	116,209	351,669	27
Amortization of Premium on Debt--Cr. (429)	144,633	129,656	28
Interest on Debt to Municipality (430)	0	0	29
Other Interest Expense (431)	0	0	30
Interest Charged to Construction--Cr. (432)			31
Total Interest Charges	**2,762,162**	**2,355,055**	32
Net Income	**3,878,447**	**1,925,929**	33
EARNED SURPLUS			34
Unappropriated Earned Surplus (Beginning of Year) (216)	73,838,313	71,946,291	35
Balance Transferred from Income (433)	3,878,447	1,925,929	36
Miscellaneous Credits to Surplus (434)	43,622		37
Miscellaneous Debits to Surplus--Debit (435)	5,915,392	33,907	38
Appropriations of Surplus--Debit (436)			39
Appropriations of Income to Municipal Funds--Debit (439)			40
Total Unappropriated Earned Surplus End of Year (216)	**71,844,990**	**73,838,313**	41

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 ï Water (421) does not match the total Additions During Year entered on Water Utility Plant in Service ï 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				1
Operating Revenues (400)				2
Derived	16,023,467		16,023,467	3
Total (Acct. 400)	**16,023,467**	**0**	**16,023,467**	4
Operation and Maintenance Expense (401-402)				5
Derived	6,816,771		6,816,771	6
Total (Acct. 401-402)	**6,816,771**	**0**	**6,816,771**	7
Depreciation Expense (403)				8
Derived	3,139,748		3,139,748	9
Total (Acct. 403)	**3,139,748**	**0**	**3,139,748**	10
Amortization Expense (404-407)				11
Derived	0		0	12
Total (Acct. 404-407)	**0**	**0**	**0**	13
Taxes (408)				14
Derived	2,462,087		2,462,087	15
Total (Acct. 408)	**2,462,087**	**0**	**2,462,087**	16
TOTAL UTILITY OPERATING INCOME	**3,604,861**	**0**	**3,604,861**	17
OTHER INCOME				18
Income from Merchandising, Jobbing and Contract Work (415-416)				19
Derived	6,948	0	6,948	20
Total (Acct. 415-416)	**6,948**	**0**	**6,948**	21
Income from Nonutility Operations (417)				22
MISC NON-OPERATING REVENUE	36,866		36,866	23
Total (Acct. 417)	**36,866**	**0**	**36,866**	24
Interest and Dividend Income (419)				25
INTEREST INCOME	2,131,547		2,131,547	26
Total (Acct. 419)	**2,131,547**	**0**	**2,131,547**	27
Miscellaneous Nonoperating Income (421)				28
Contributed Plant - Water		1,585,616	1,585,616	29
Impact Fees - Water			0	30
Total (Acct. 421)	**0**	**1,585,616**	**1,585,616**	31
TOTAL OTHER INCOME	**2,175,361**	**1,585,616**	**3,760,977**	32
MISCELLANEOUS INCOME DEDUCTIONS				33
Miscellaneous Amortization (425)				34
Regulatory Liability (253) Amortization	(191,104)		(191,104)	35
Total (Acct. 425)	**(191,104)**	**0**	**(191,104)**	36
Other Income Deductions (426)				37
Depreciation Expense on Contributed Plant - Water		812,307	812,307	38
LOBBYING EXPENSE	97,416		97,416	39

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 ï Water (421) does not match the total Additions During Year entered on Water Utility Plant in Service ï 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	6,610		6,610	40
Total (Acct. 426)	**104,026**	**812,307**	**916,333**	41
TOTAL MISCELLANEOUS INCOME DEDUCTIONS	**(87,078)**	**812,307**	**725,229**	42
INTEREST CHARGES				43
Interest on Long-Term Debt (427)				44
Derived	2,790,586		2,790,586	45
Total (Acct. 427)	**2,790,586**	**0**	**2,790,586**	46
Amortization of Debt Discount and Expense (428)				47
AMORT OF PREPAID INTEREST EXP/LOSS	97,809		97,809	48
DEBT ISSUANCE COSTS - WIFIA LOAN	18,400		18,400	49
Total (Acct. 428)	**116,209**	**0**	**116,209**	50
Amortization of Premium on Debt--Cr. (429)				51
BONDS	144,633		144,633	52
Total (Acct. 429)	**144,633**	**0**	**144,633**	53
Interest on Debt to Municipality (430)				54
Derived	0		0	55
Total (Acct. 430)	**0**	**0**	**0**	56
Other Interest Expense (431)				57
Derived	0		0	58
Total (Acct. 431)	**0**	**0**	**0**	59
TOTAL INTEREST CHARGES	**2,762,162**	**0**	**2,762,162**	60
NET INCOME	**3,105,138**	**773,309**	**3,878,447**	61
EARNED SURPLUS				62
Unappropriated Earned Surplus (Beginning of Year) (216)				63
Derived	46,265,442	27,572,871	73,838,313	64
Total (Acct. 216)	**46,265,442**	**27,572,871**	**73,838,313**	65
Balance Transferred from Income (433)				66
Derived	3,105,138	773,309	3,878,447	67
Total (Acct. 433)	**3,105,138**	**773,309**	**3,878,447**	68
Miscellaneous Credits to Surplus (434)				69
A/N 434 CITY OF WAUKESHA		43,622	43,622	70
Total (Acct. 434)	**0**	**43,622**	**43,622**	71
Miscellaneous Debits to Surplus--Debit (435)				72
A/N 435 R/C GWA WTR SUPPLY ASSETS TO PROPER ACCTS	5,882,446		5,882,446	73
ADJUSTMENT FOR PILOT	32,946		32,946	74
Total (Acct. 435)	**5,915,392**	**0**	**5,915,392**	75
UNAPPROPRIATED EARNED SURPLUS (END OF YEAR)	**43,455,188**	**28,389,802**	**71,844,990**	76

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 ï Water (421) does not match the total Additions During Year entered on Water Utility Plant in Service ï Plant Financed by Contributions, please provide a detailed explanation. Please see the help guide for more information.

Income Statement Account Details (Page F-02)

Amount of Miscellaneous Debits to Surplus (Acct 435) exceeds $10,000, please explain fully.

Miscellaneous Debits to Surplus (Acct 435): $5,882,446 are assets installed as part of the Great Water Alliance project that were donated to Milwaukee Water Works.

Miscellaneous Debits to Surplus (Acct 435): $32,946 is a PILOT adjustment based on actual expense for 2023 and the amount allowed by Schedule W-7. The Utility and the City of Waukesha have agreed to a two-year cycle (reported in 2021, calculated in 2022, expensed in 2023) verified in a Memorandum of Understanding dated 2/24/2014. $2,355,094 was expensed in 2023, but Schedule W-7 calculated $2,322,148 and will not allow a higher number in the schedule ï the difference is $32,946.

General Footnote

Miscellaneous Credits to Surplus (Acct 434): $43,622 is for proceeds from the sale of 1032 Baxter Street (Well #2).

Regarding $2,500,000 Intergovernmental Agreement with the City of Milwaukee: In 2020, the Utility recorded $2,500,000 to a/n 1050 Plant Held for Future Use. This was a one-time Infrastructure Enhancement Payment from the City of Waukesha to the City of Milwaukee per PSC Docket 6240-CW-117, page 28. However, this was entered in the 2020 PSC Report in Schedule F-02 Other Income Deduction a/n 426 per direction from Joseph Ciurro, Administrative Services Manager of the Waukesha Water Utility. This created a Utility/PSC difference of $2,500,000 in the balance sheet for 2020, 2021, and 2022. In 2023, the Great Lakes Water project was completed, and the Utility transferred $2,500,000 from a/n 1050 to a/n 4390 Appropriations of Income to Municipal Funds per PSC direction. This was not recorded in the 2023 PSC report as it was already recorded in 2020 and the balance sheet difference no longer exists.

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

Particulars (a)	Water (b)	Electric (c)	Gas (d)	Sewer (e)	Total (f)	
Revenues						1
Revenues (account 415)	6,982,243				**6,982,243**	2
Cost and Expenses of Merchandising, Jobbing and Contract Work (416)						3
Cost of merchandise sold	6,975,295				**6,975,295**	4
Payroll					**0**	5
Materials					**0**	6
Taxes					**0**	7
Total costs and expenses	**6,975,295**	**0**	**0**	**0**	**6,975,295**	8
Net Income (or loss)	**6,948**	**0**	**0**	**0**	**6,948**	9

Revenues Subject to Wisconsin Remainder Assessment

- Report data necessary to calculate revenue subject to Wisconsin remainder assessment pursuant to Wis. Stat Ä 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	16,023,467				**16,023,467**	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	(1,806)				**(1,806)**	5
Revenues subject to Wisconsin Remainder Assessment	**16,025,273**	**0**	**0**	**0**	**16,025,273**	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	1,324,469	474,579	**1,799,048**	1
Electric operating expenses			**0**	2
Gas operating expenses			**0**	3
Heating operating expenses			**0**	4
Sewer operating expenses			**0**	5
Merchandising and jobbing			**0**	6
Other nonutility expenses			**0**	7
Water utility plant accounts	385,629		**385,629**	8
Electric utility plant accounts			**0**	9
Gas utility plant accounts			**0**	10
Heating utility plant accounts			**0**	11
Sewer utility plant accounts			**0**	12
Accum. prov. for depreciation of water plant			**0**	13
Accum. prov. for depreciation of electric plant			**0**	14
Accum. prov. for depreciation of gas plant			**0**	15
Accum. prov. for depreciation of heating plant			**0**	16
Accum. prov. for depreciation of sewer plant			**0**	17
Clearing accounts	474,579	(474,579)	**0**	18
All other accounts	232,063		**232,063**	19
Total Payroll	**2,416,740**	**0**	**2,416,740**	20

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)	
1	Water	28.0	
2	Electric		
3	Gas		
4	Sewer		

Balance Sheet

Assets and Othe Debits (a)	Balance End of Year (b)	Balance First of Year (c)	
ASSESTS AND OTHER DEBITS			1
UTILITY PLANT			2
Utility Plant (101)	247,951,022	223,074,901	3
Less: Accumulated Provision for Depreciation and Amortization of Utility Plant (111)	45,459,490	42,145,232	4
Utility Plant Acquisition Adjustments (117-118)	0	0	5
Other Utility Plant Adjustments (119)	0	0	6
Net Utility Plant	**202,491,532**	**180,929,669**	7
OTHER PROPERTY AND INVESTMENTS			8
Nonutility Property (121)	0	0	9
Less: Accumulated Provision for Depreciation and Amortization of Nonutility Property (122)	0	0	10
Investment in Municipality (123)	0	0	11
Other Investments (124)	0	0	12
Sinking Funds (125)	5,845,716	4,845,794	13
Depreciation Fund (126)	15,558,111	13,520,413	14
Other Special Funds (128)	0	0	15
Total Other Property and Investments	**21,403,827**	**18,366,207**	16
CURRENT AND ACCRUED ASSETS			17
Cash (131)	2,002,045	2,062,717	18
Special Deposits (134)	0	0	19
Working Funds (135)	1,076	1,363	20
Temporary Cash Investments (136)	14,292,511	16,167,870	21
Notes Receivable (141)	0	0	22
Customer Accounts Receivable (142)	13,009,594	10,263,490	23
Other Accounts Receivable (143)	0	0	24
Accumulated Provision for Uncollectible Accounts- -Cr. (144)	6,265	6,503	25
Receivables from Municipality (145)	526,087	473,792	26
Plant Materials and Operating Supplies (154)	552,584	396,982	27
Merchandise (155)	0	0	28
Other Materials and Supplies (156)	0	0	29
Stores Expense (163)	0	0	30
Prepayments (165)	142,856	195,235	31
Interest and Dividends Receivable (171)	0	0	32
Accrued Utility Revenues (173)	0	0	33
Miscellaneous Current and Accrued Assets (174)	(569,750)	1,214,438	34
Total Current and Accrued Assets	**29,950,738**	**30,769,384**	35
DEFERRED DEBITS			36
Unamortized Debt Discount and Expense (181)	455,977	553,786	37
Extraordinary Property Losses (182)	0	0	38
Preliminary Survey and Investigation Charges (183)	958,953	1,917,285	39
Clearing Accounts (184)	0	0	40
Temporary Facilities (185)	0	0	41
Miscellaneous Deferred Debits (186)	5,488,424	3,670,395	42
Total Deferred Debits	**6,903,354**	**6,141,466**	43
TOTAL ASSETS AND OTHER DEBITS	**260,749,451**	**236,206,726**	44

Balance Sheet

Liabilities and Othe Credits (a)	Balance End of Year (b)	Balance First of Year (c)	
LIABILITIES AND OTHER CREDITS			1
PROPRIETARY CAPITAL			2
Capital Paid in by Municipality (200)	2,809,037	2,756,536	3
Appropriated Earned Surplus (215)	0	0	4
Unappropriated Earned Surplus (216)	71,844,990	73,838,313	5
Total Proprietary Capital	**74,654,027**	**76,594,849**	6
LONG-TERM DEBT			7
Bonds (221)	163,420,647	134,167,634	8
Advances from Municipality (223)	0	0	9
Other Long-Term Debt (224)	0	0	10
Total Long-Term Debt	**163,420,647**	**134,167,634**	11
CURRENT AND ACCRUED LIABILITIES			12
Notes Payable (231)	0	0	13
Accounts Payable (232)	1,981,548	6,295,908	14
Payables to Municipality (233)	3,664,043	3,188,806	15
Customer Deposits (235)	131,754	160,422	16
Taxes Accrued (236)	2,355,093	2,198,384	17
Interest Accrued (237)	603,985	539,707	18
Tax Collections Payable (241)	2,823	3,532	19
Miscellaneous Current and Accrued Liabilities (242)	650,432	252,427	20
Total Current and Accrued Liabilities	**9,389,678**	**12,639,186**	21
DEFERRED CREDITS			22
Unamortized Premium on Debt (251)	1,510,267	1,654,900	23
Customer Advances for Construction (252)	0	0	24
Other Deferred Credits (253)	11,774,832	11,150,157	25
Total Deferred Credits	**13,285,099**	**12,805,057**	26
OPERATING RESERVES			27
Property Insurance Reserve (261)	0	0	28
Injuries and Damages Reserve (262)	0	0	29
Pensions and Benefits Reserve (263)	0	0	30
Miscellaneous Operating Reserves (265)	0	0	31
Total Operating Reserves	**0**	**0**	32
TOTAL LIABILITIES AND OTHER CREDITS	**260,749,451**	**236,206,726**	33

Net Utility Plant

Å 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					1
Total Utility Plant - First of Year	223,074,901	0	0	0	2
	223,074,901	**0**	**0**	**0**	3
Plant Accounts					4
Utility Plant in Service - Financed by Utility Operations or by the Municipality (101.1)	201,839,365				5
Utility Plant in Service - Contributed Plant (101.2)	44,513,763				6
Utility Plant Purchased or Sold (102)					7
Utility Plant Leased to Others (104)					8
Property Held for Future Use (105)	435,090				9
Completed Construction not Classified (106)					10
Construction Work in Progress (107)	1,162,804				11
Total Utility Plant	**247,951,022**	**0**	**0**	**0**	12
Accumulated Provision for Depreciation and Amortization					13
Accumulated Provision for Depreciation of Utility Plant in Service - Financed by Utility Operations or by the Municipality (111.1)	29,318,366				14
Accumulated Provision for Depreciation of Utility Plant in Service - Contributed Plant (111.2)	16,141,124				15
Accumulated Provision for Depreciation of Utility Plant Leased to Others (112)					16
Accumulated Provision for Depreciation of Property Held for Future Use (113)					17
Accumulated Provision for Amortization of Utility Plant in Service (114)					18
Accumulated Provision for Amortization of Utility Plant Leased to Others (115)					19
Accumulated Provision for Amortization of Property Held for Future Use (116)					20
Total Accumulated Provision	**45,459,490**	**0**	**0**	**0**	21
Accumulated Provision for Depreciation and Amortization					22
Utility Plant Acquisition Adjustments (117)					23
Accumulated Provision for Amortization of Utility Plant Acquisition Adjustments (118)					24
Other Utility Plant Adjustments (119)					25
Total Other Utility Plant Accounts	**0**	**0**	**0**	**0**	26
Net Utility Plant	**202,491,532**	**0**	**0**	**0**	27

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):

- Å Report the amounts charged in the operating sections to Depreciation Expense (403).
- Å If sewer operations are nonregulated, do not report sewer depreciation on this schedule.
- Å 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.
- Å Report all other accruals charged to other accounts, such as to clearing accounts.

Description (a)	Water (b)	Electric (c)	Gas (d)	Sewer (e)	Total (f)	
Balance First of Year (111.1)	26,816,415	0	0	0	**26,816,415**	1
Credits during year						2
Charged Depreciation Expense (403)	3,139,748				**3,139,748**	3
Depreciation Expense on Meters Charged to Sewer	207,317				**207,317**	4
Salvage	117,924				**117,924**	5
Total credits	**3,464,989**	**0**	**0**	**0**	**3,464,989**	6
Debits during year						7
Book Cost of Plant Retired	931,615				**931,615**	8
Cost of Removal	31,423				**31,423**	9
Total debits	**963,038**	**0**	**0**	**0**	**963,038**	10
Balance end of year (111.1)	**29,318,366**	**0**	**0**	**0**	**29,318,366**	11

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.

Description (a)	Water (b)	Electric (c)	Gas (d)	Sewer (e)	Total (f)	
Balance First of Year (111.2)	15,328,817	0	0	0	**15,328,817**	1
Credits during year						2
Charged Other Income Deductions (426)	812,307				**812,307**	3
Depreciation Expense on Meters Charged to Sewer					**0**	4
Salvage	0				**0**	5
Total credits	**812,307**	**0**	**0**	**0**	**812,307**	6
Debits during year						7
Book Cost of Plant Retired	0				**0**	8
Cost of Removal	0				**0**	9
Total debits	**0**	**0**	**0**	**0**	**0**	10
Balance end of year (111.2)	**16,141,124**	**0**	**0**	**0**	**16,141,124**	11

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	6,503	1
Additions			2
	Provision for uncollectibles during year	(1,806)	3
	Collection of accounts previously written off: Utility Customers	360	4
	Collection of accounts previously written off: Others	5,051	5
Total Additions		**3,605**	6
Accounts Written Off			7
	Accounts written off during the year: Utility Customers	3,843	8
	Accounts written off during the year: Others	0	9
Total Accounts Written Off		**3,843**	10
Balance End of Year		**6,265**	11

Materials and Supplies

Account (a)	Generation (b)	Transmission (d)	Distribution (d)	Other (e)	Total End of Year (f)	Amount Prior Year (g)	
Electric Utility							1
Fuel (151)					**0**	**0**	2
Fuel stock expenses (152)					**0**	**0**	3
Plant mat. & oper. sup. (154)					**0**	**0**	4
Total Electric Utility	**0**	**0**	**0**	**0**	**0**	**0**	5

Account	Total End of Year	Amount Prior Year	
Electric utility total	**0**	**0**	1
Water utility (154)	552,584	**396,982**	2
Sewer utility (154)			3
Heating utility (154)			4
Gas utility (154)			5
Merchandise (155)			6
Other materials & supplies (156)			7
Stores expense (163)			8
Total Material and Supplies	**552,584**	**396,982**	9

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

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

Debt Issue to Which Related (a)	Written Off During Year: Amount (b)	Written Off During Year: Account Charged or Credited (c)	Balance End of Year (d)	
Unamortized debt discount & expense (181)				1
None				2
Prepaid Interest Exp - Unamortized Loss on Adv Refunding	97,809	0	455,977	3
Total	**97,809**		**455,977**	4
Unamortized premium on debt (251)				5
None				6
Unamortized Premium - Bond 2013	41,000	0	0	7
Unamortized Premium - Bond 2014	10,257	0	7,693	8
Unamortized Premium - Bond 2015	22,177	0	251,335	9
Unamortized Premium - Bond 2016	39,871	0	491,747	10
Unamortized Premium - Bond 2021	11,306	0	189,376	11
Unamortized Premium - Bond 2022	20,372	0	570,116	12
Total	**144,983**		**1,510,267**	13

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	2,756,536	1
	CITY OF WAUKESHA CONTRIBUTED HYDRANTS	12,405	2
	CITY OF WAUKESHA CONTRIBUTED MAINS	38,545	3
	CITY OF WAUKESHA CONTRIBUTED SERVICES	1,551	4
	Balance end of year	**2,809,037**	5

Bonds (Acct. 221)

- Å Report information required for each separate issue of bonds.
- Å If there is more than one interest rate for an aggregate obligation issue, average the interest rates and report one rate.
- Å Proceeds advanced by the municipality from sale of general obligation bonds, if repayable by utility, should be included in account 223.
- Å 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)	
1	2013 BOND ISSUE	05/07/2013	10/01/2032	2.76%	0	1
2	2013 SDWLP	05/22/2013	05/01/2033	1.93%	613,384	2
3	2014 BOND ISSUE	04/08/2014	10/01/2033	3.51%	265,000	3
4	2015 BOND ISSUE	05/12/2015	10/01/2034	2.45%	4,050,000	4
5	2016 BOND ISSUE	05/10/2016	10/01/2035	2.75%	5,275,000	5
6	2018 SDWLP	06/27/2018	05/01/2038	1.87%	532,668	6
7	2019-B SDWLP	03/27/2019	05/01/2038	1.98%	7,261,343	7
8	2019-E SDWLP	12/11/2019	05/01/2039	1.65%	2,242,397	8
9	2020 - WIFIA	08/06/2020	11/01/2058	1.16%	109,145,855	9
10	2020 BOND ISSUE	12/03/2020	10/01/2033	1.17%	8,540,000	10
11	2021 BOND ISSUE	04/20/2021	10/01/2040	2.02%	8,020,000	11
12	2022 BOND ISSUE	10/20/2022	10/01/2042	4.13%	17,475,000	12
13	**Total**				**163,420,647**	13

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

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

Taxes Accrued (Acct. 236)

Description (a)	Amount (b)	
Balance first of year	2,198,384	1
Charged water department expense	2,462,087	2
Charged electric department expense		3
Charged gas department expense		4
Charged sewer department expense	25,815	5
Total accruals and other credits	**2,487,902**	6
County, state and local taxes	2,165,440 *	7
Social Security taxes	153,666	8
PSC Remainder Assessment	11,962	9
Gross Receipts Tax	125	10
Total payments and other debits	**2,331,193**	11
Balance end of year	**2,355,093**	12

Taxes Accrued (Acct. 236)

Taxes Accrued (Acct. 236) (Page F-19)

General Footnote

County, State, and Local taxes were adjusted for PILOT <$32,946> due to a program error in Schedule W-7. The Lower Tax Equivalent for 2023 was actually "higher" because we use an equivalent calculated from the 2021 report. Due to timing and budgets, the Utility and the City have agreed to this two-year cycle (reported in 2021, calculated in 2022, expensed in 2023) verified in a Memorandum of Understanding dated 2/24/2014. $2,355,094 was expensed in 2023; however, the program will not allow/save a higher number in this cell. Per the PSC in 2014 (this was also an issue in 2022), WWU will have to use the number calculated in Schedule W-7 $2,322,148 and record the difference of $32,946 in Schedule F-2 under Miscellaneous Debits to Surplus (Acct 435) as a PILOT adjustment. Schedule F-19 also needed to be adjusted. The actual PILOT payments made to the City in 2023 were $2,198,386.

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**	1
GENERAL OBLIGATION REFUNDING BONDS - 2013	47,767	189,819	191,069	**46,517** *	2
GENERAL OBLIGATION REFUNDING BONDS - 2022	172,401	750,633	730,287	**192,747**	3
REVENUE BONDS - 2013 ISSUE	8,650	25,950	34,600	**0** *	4
REVENUE BONDS - 2014 ISSUE	5,201	18,250	20,801	**2,650** *	5
REVENUE BONDS - 2015 ISSUE	43,400	170,700	173,600	**40,500** *	6
REVENUE BONDS - 2016 ISSUE	53,539	211,562	214,151	**50,950** *	7
REVENUE BONDS - 2020 ISSUE	27,569	110,078	110,278	**27,369** *	8
REVENUE BONDS - SDWLP 2013	2,144	12,162	12,338	**1,968**	9
REVENUE BONDS - SDWLP 2018	1,755	10,151	10,246	**1,660**	10
REVENUE BONDS - SDWLP 2019	31,823	184,164	185,858	**30,129**	11
WIFIA - 2020	145,458	1,107,117	1,043,080	**209,495**	12
Subtotal Bonds (221)	**539,707**	**2,790,586**	**2,726,308**	**603,985**	13
Advances from Municipality (223)	0	0	0	**0**	14
None				**0**	15
Subtotal Advances from Municipality (223)	**0**	**0**	**0**	**0**	16
Other Long-Term Debt (224)	0	0	0	**0**	17
None				**0**	18
Subtotal Other Long-Term Debt (224)	**0**	**0**	**0**	**0**	19
Notes Payable (231)	0	0	0	**0**	20
None				**0**	21
Subtotal Notes Payable (231)	**0**	**0**	**0**	**0**	22
Customer Deposits (235)	0	0	0	**0**	23
None				**0**	24
Subtotal Customer Deposits (235)	**0**	**0**	**0**	**0**	25
Total	**539,707**	**2,790,586**	**2,726,308**	**603,985**	26

Interest Accrued (Acct. 237)

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

Interest Accrued (Acct. 237) (Page F-20)

General Footnote

Bonds (221) Descriptions that cannot be changed due to prior balance derived from last yearõs report:

ñGeneral Obligation Refunding Bonds ï 2013òshould be listed as ñ2021ò

"Revenue Bonds - 2013 Issue" should be listed as "General Obligation Refunding Bonds - 2013 Issue"
"Revenue Bonds - 2014 Issue" should be listed as "General Obligation Refunding Bonds - 2014 Issue"
"Revenue Bonds - 2015 Issue" should be listed as "General Obligation Refunding Bonds - 2015 Issue"
"Revenue Bonds - 2016 Issue" should be listed as "General Obligation Refunding Bonds - 2016 Issue"
"Revenue Bonds - 2020 Issue" should be listed as "General Obligation Refunding Bonds - 2020 Issue"

Balance Sheet Detail - Other Accounts

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)	
1	**Sinking Funds (125)**	0	
2	A/N 1250 DEBT PAYMENT FUND	2,737,848	
3	A/N 1287 TAX EQUIVALENT (PILOT) RESERVE	3,107,868	
4	**Total (Acct. 125)**	**5,845,716**	
5	**Depreciation Fund (126)**	0	
6	A/N 1265 EQUIPMENT REPLACEMENT FUND	15,558,111	
7	**Total (Acct. 126)**	**15,558,111**	
8	**Cash and Working Funds (131)**	0	
9	Cash	2,002,045	
10	**Total (Acct. 131)**	**2,002,045**	
11	**Working Funds (135)**	0	
12	A/N 135 WORKING FUNDS	1,076	
13	**Total (Acct. 135)**	**1,076**	
14	**Temporary Cash Investments (136)**	0	
15	A/N 1365 LGIP - GENERAL FUND	14,292,511	
16	**Total (Acct. 136)**	**14,292,511**	
17	**Customer Accounts Receivable (142)**	0	
18	Water	7,927,228	
19	A/N 1423 A/R RETURN FLOW CHARGES	434,619	
20	A/N 1427 A/R LEASES	3,618,869	
21	Sewer (Regulated)	1,028,878	
22	**Total (Acct. 142)**	**13,009,594**	
23	**Other Accounts Receivable (143)**	0	
24	Sewer (Non-regulated)		
25	Merchandising, jobbing and contract work		
26	**Total (Acct. 143)**	**0**	
27	**Receivables from Municipality (145)**	0	
28	A/N 1449 A/R TAX ROLL - SEWER	8,654 *	
29	A/N 1450 A/R TAX ROLL - WATER	513,813 *	
30	A/N 1451 A/R TAX ROLL - RETURN FLOW	3,620 *	
31	**Total (Acct. 145)**	**526,087**	
32	**Prepayments (165)**	0	

Balance Sheet Detail - Other Accounts

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.

A/N 1650 PREPAID INS - PLC & WC	46,036		33
A/N 1651 PREPAID INS - LT DISABILITY	577		34
A/N 1652 PREPAID INS - HEALTH & DENTAL	60,034		35
A/N 1653 PREPAID INS - LIFE	1,793		36
A/N 1655 PREPAID OTHER	34,416		37
Total (Acct. 165)	**142,856**		38
Miscellaneous Current and Accrued Assets (174)	0		39
A/N 1746 LEASE ASSET	105,700		40
A/N RESTRICTED NET PENSION ASSET	(675,450)		41
Total (Acct. 174)	**(569,750)**		42
Preliminary Survey and Investigation Charges (183)	0		43
A/N 1830 FUTURE WATER SUPPLY	958,953		44
Total (Acct. 183)	**958,953**		45
Miscellaneous Deferred Debits (186)	0		46
A/N 1875 DEFERRED OUTFLOW PENSION	4,549,141		47
A/N 1876 DEFERRED OUTFLOW - OPEB HLTH INS	836,969		48
A/N 1877 DEFERRED OUTFLOW LIFE INS.	102,312		49
ROUNDING ADJUSTMENT TO TIE BALANCE SHEET	2		50
Total (Acct. 186)	**5,488,424**		51
Accounts Payable (232)	0		52
Accounts Payable	1,981,548		53
Total (Acct. 232)	**1,981,548**		54
Payables to Municipality (233)	0		55
A/N 2331 SEWER USER CHARGES	2,593,580	*	56
A/N 2332 RETURN FLOW USER CHARGES	989,863	*	57
A/N 2336 SEWER CONNECTION FEES	80,600	*	58
Total (Acct. 233)	**3,664,043**		59
Customer Deposits (235)	0		60
A/N 2351 CUSTOMER DEPOSITS	131,754		61
Total (Acct. 235)	**131,754**		62
Tax Collections Payable (241)	0		63
A/N 241 TAX COLLECTIONS PAYABLE	2,823		64
Total (Acct. 241)	**2,823**		65
Miscellaneous Current and Accrued Liabilities (242)	0		66

Balance Sheet Detail - Other Accounts

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.

A/N 242 MISC CURRENT & ACCRUED LIABILITIES	650,432		67
Total (Acct. 242)	**650,432**		68
Other Deferred Credits (253)	0		69
Regulatory Liability	0		70
A/N 2175 DEFERRED INFLOW PENSION	3,481,547		71
A/N 2176 DEFERRED INFLOW HEALTH INS.	714,689		72
A/N 2177 DEFERRED INFLOW LIFE INS.	146,370		73
A/N 2178 DEFFERED INFLOW LEASES	3,618,869		74
A/N 2530-100 REGULATORY LIABILITY - PENSION	(327,113)	*	75
A/N 2532 OPEB LIABILITY - HEALTH	4,064,752		76
A/N 2532-100 REGULATORY LIABILITY - OPEB (HEALTH)	(98,398)	*	77
A/N 2534 OPEB LIABILITY - LIFE INS	204,286		78
A/N 2534-100 REGULATORY LIABILITY - OPEB (LIFE)	(248,344)	*	79
A/N 2535 UNEARNED REVENUE - CONSERVATION	112,472		80
A/N 2536 LEASE LIABILITY	105,700		81
ROUNDING ADJUSTMENT TO TIE BALANCE SHEET	2		82
Total (Acct. 253)	**11,774,832**		83

Balance Sheet Detail - Other Accounts

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 ï Sewer: This account represents the tax roll invoice sent to the Village of Waukesha that remains outstanding as of 12/31/2023.

A/N 1450 A/R Tax Roll ï Water: This account represents the tax roll invoices sent to the City of Waukesha, Village of Waukesha, and City of Pewaukee that remains outstanding as of 12/31/2023.

A/N 1451 A/R Tax Roll ï Return Flow: This account represents the tax roll invoice sent to the Village of Waukesha and City of Pewaukee that remains outstanding as of 12/31/2023.

A/N 2331 A/P Sewer User Charges: This account represents all sewer user charges payable to the City as of 12/31/2023.
A/N 2332 A/P Return Flow User Charges: This account represents all return flow user charges payable to the City as of 12/31/2023.
A/N 2336 A/P Sewer Connection Fees: This account represents all sewer connection fees payable to the City as of 12/31/2023.

General Footnote

A/N 2530-100 Regulatory Liability Pension ï includes PSC vs. GASB 68 adjustment of ($327,113).
A/N 2532-100 Regulatory Liability OPEB (Health) ï includes PSC vs. GASB 75 adjustment of ($98,398).
A/N 2534-100 Regulatory Liability OPEB (Life) ï includes PSC vs. GASB 75 adjustment of ($248,344).

Return on Rate Base Computation

- Å The data used in calculating rate base are averages.
- Å 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.
- Å 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.
- Å 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						1
Utility Plant in Service (101.1)	151,213,684				**151,213,684**	2
Materials and Supplies	474,783				**474,783**	3
Less Average						4
Reserve for Depreciation (111.1)	28,067,390				**28,067,390**	5
Customer Advances for Construction					**0**	6
Regulatory Liability	95,552				**95,552**	7
Average Net Rate Base	**123,525,525**	**0**	**0**	**0**	**123,525,525**	8
Net Operating Income	3,604,861				**3,604,861**	9
Net Operating Income as a percent of Average Net Rate Base	**2.92%**	**N/A**	**N/A**	**N/A**	**2.92%**	10

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	191,104	0	0	0	**191,104**	1
Credits During Year					**0**	2
None					**0**	3
Charges (Deductions)					**0**	4
Miscellaneous Amortization (425)	191,104				**191,104**	5
Balance End of Year	**0**	**0**	**0**	**0**	**0**	6

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 service improvements in 2023.

4. Estimated changes in revenues due to rate changes
A two-step water rate increase was granted by the PSC in 2023. The phase one water rate increase was granted effective 10/1/2023 for 41.7%. The phase two water rate increase will be effective one year later for 35.1%.

5. Obligations incurred or assumed, excluding commercial paper
The Utility drew $31,887,620.27 from the 2020 WIFIA loan in 2023.

6. Formal proceedings with the Public Service Commission
1.) 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 of West Allis, the City of Greenfield, the City of New Berlin, and the Village of Waukesha, Waukesha County, and in the City of Milwaukee, Milwaukee County, WI. Construction began on the supply portion of this project on January 4, 2021 and was completed in 2023 (punchlist items remain on all contract packages). The actual water transition from ground water to surface water for Waukesha Water Utility customers began on October 9, 2023 and all water customers were transitioned by the end of the day on October 14, 2023. (6240-GF-100 Great Lakes Diversion Project Application) 2.) Docket #6240-WR-111 Adjust Water Rates - A two-step water rate increase was granted by the PSC in 2023. The phase one water rate increase was granted effective 10/1/2023 for 41.7%. The phase two water rate increase will be effective one year later for 35.1%. 3.) Docket #6240-CC-241226 Complaint Filed by Matthew Fernholz Against Waukesha Water Utility.

7. Any additional matters
None

Water Operating Revenues & Expenses

Description (a)	This Year (b)	Last Year (c)	
Operating Revenues - Sales of Water			1
Sales of Water (460-467)	14,792,608	12,884,573	2
Total Sales of Water	**14,792,608**	**12,884,573**	3
Other Operating Revenues			4
Forfeited Discounts (470)	131,635	119,546	5
Rents from Water Property (472)	316,301	275,185	6
Interdepartmental Rents (473)	0	0	7
Other Water Revenues (474)	782,923	199,937	8
Total Other Operating Revenues	**1,230,859**	**594,668**	9
Total Operating Revenues	**16,023,467**	**13,479,241**	10
Operation and Maintenenance Expenses			11
Source of Supply Expense (600-617)	1,709,551	975,804	12
Pumping Expenses (620-633)	1,072,062	965,294	13
Water Treatment Expenses (640-652)	591,604	553,386	14
Transmission and Distribution Expenses (660-678)	1,310,079	936,364	15
Customer Accounts Expenses (901-906)	277,920	287,214	16
Sales Expenses (910)	0	0	17
Administrative and General Expenses (920-932)	1,855,555	1,533,092	18
Total Operation and Maintenenance Expenses	**6,816,771**	**5,251,154**	19
Other Operating Expenses			20
Depreciation Expense (403)	3,139,748	2,011,300	21
Amortization Expense (404-407)			22
Taxes (408)	2,462,087	2,290,212	23
Total Other Operating Expenses	**5,601,835**	**4,301,512**	24
Total Operating Expenses	**12,418,606**	**9,552,666**	25
NET OPERATING INCOME	**3,604,861**	**3,926,575**	26

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)				1
Residential (460.1)				2
Commercial (460.2)				3
Industrial (460.3)				4
Public Authority (460.4)				5
Multifamily Residential (460.5)				6
Irrigation (460.6)				7
Total Unmetered Sales to General Customers (460)	**0**	**0**	**0**	8
Metered Sales to General Customers (461)				9
Residential (461.1)	18,139	829,942	6,311,747	10
Commercial (461.2)	1,272	323,948	1,977,194	11
Industrial (461.3)	142	149,727	777,816	12
Public Authority (461.4)	118	58,452	352,120	13
Multifamily Residential (461.5)	1,029	355,225	2,145,057	14
Irrigation (461.6)	163	9,219	94,752	15
Total Metered Sales to General Customers (461)	**20,863**	**1,726,513**	**11,658,686**	16
Private Fire Protection Service (462)	1		334,272 *	17
Public Fire Protection Service (463)	1		2,799,650 *	18
Other Water Sales (465)				19
Sales for Resale (466)	0	0	0	20
Interdepartmental Sales (467)				21
Total Sales of Water	**20,865**	**1,726,513**	**14,792,608**	22

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.**

Water Operating Revenues - Sales of Water (Page W-02)

General Footnote

Private Fire Protection Service and Public Fire Protection Service column (b) Average No. Customer ï program will not save the schedule as ñCompletedò without a value greater than zero in this column, so we had to enter ñ1ò for each. Total customers = 20,863.

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)			1
Amount billed (usually per rate schedule F-1 or Fd-1)	2,799,650		2
Wholesale fire protection billed			3
Amount billed for fighting fires outside utility's service areas (usually per rate schedule F-2 or BW-1)			4
Total Public Fire Protection Service (463)	**2,799,650**		5
Forfeited Discounts (470)			6
Customer late payment charges	131,635		7
Total Forfeited Discounts (470)	**131,635**		8
Rents from Water Property (472)			9
Rent of tower for cellular antennas	316,301		10
Total Rents from Water Property (472)	**316,301**		11
Interdepartmental Rents (473)			12
None			13
Total Interdepartmental Rents (473)	**0**		14
Other Water Revenues (474)			15
Return on net investment in meters charged to sewer department	52,893		16
A/N 474 - MISC SERVICE REVENUES	70,557	*	17
INTEREST CHARGES	659,473	*	18
Total Other Water Revenues (474)	**782,923**		19

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 ï Reported as $659,473.10 because of a year-end accrual for water revenue measured, but not billed $659,137.28. Actual interest charges less the accrual were $335.82.

General Footnote

A/N 471 Misc Service Revenues - $70,557.20 includes fees for lateral connection administration, bill status letters, special reads, reconnection/reinstallation, fire flow tests, private well permits, and vacuum breakers.

Water Operation & Maintenance Expenses

- Å Fully explain each expense account that has a difference between This Year and the previous three year average that is greater than 15 percent and $10,000 (class AB), 15 percent and $5,000 (class C), 15 percent and $1,000 (class D). Include a breakdown of costs that contributed to the difference.
- Å 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					
Operation Supervision and Engineering (600)			0	0	
Operation Labor and Expenses (601)			0	0	
Purchased Water (602)		733,800	733,800	0	*
Miscellaneous Expenses (603)		958,332	958,332	958,332	
Rents (604)			0	0	
Maintenance Supervision and Engineering (610)	17,419		17,419	17,472	
Maintenance of Structures and Improvements (611)			0	0	
Maintenance of Collecting and Impounding Reservoirs (612)			0	0	
Maintenance of Lake, River and Other Intakes (613)			0	0	
Maintenance of Wells and Springs (614)			0	0	
Maintenance of Supply Mains (616)			0	0	
Maintenance of Miscellaneous Water Source Plant (617)			0	0	
Total Source of Supply Expenses	**17,419**	**1,692,132**	**1,709,551**	**975,804**	
PUMPING EXPENSES					
Operation Supervision and Engineering (620)	22,062		22,062	13,136	
Fuel for Power Production (621)			0	0	
Power Production Labor and Expenses (622)			0	0	
Fuel or Power Purchased for Pumping (623)		745,763	745,763	753,238	
Pumping Labor and Expenses (624)	35,986	84	36,070	38,267	
Expenses Transferred--Credit (625)			0	0	
Miscellaneous Expenses (626)	3,270	28,918	32,188	29,850	
Rents (627)			0	0	
Maintenance Supervision and Engineering (630)	21,067		21,067	21,846	
Maintenance of Structures and Improvements (631)	24,446	47,120	71,566	42,611	*
Maintenance of Power Production Equipment (632)			0	0	
Maintenance of Pumping Equipment (633)	34,617	108,729	143,346	66,346	*
Total Pumping Expenses	**141,448**	**930,614**	**1,072,062**	**965,294**	
WATER TREATMENT EXPENSES					
Operation Supervision and Engineering (640)	13,281		13,281	9,315	
Chemicals (641)		229,750	229,750	202,029	
Operation Labor and Expenses (642)	113,403	212,125	325,528	306,007	
Miscellaneous Expenses (643)		408	408	408	
Rents (644)			0	0	
Maintenance Supervision and Engineering (650)			0	0	
Maintenance of Structures and Improvements (651)			0	2,801	
Maintenance of Water Treatment Equipment (652)	15,392	7,245	22,637	32,826	*
Total Water Treatment Expenses	**142,076**	**449,528**	**591,604**	**553,386**	
TRANSMISSION AND DISTRIBUTION EXPENSES					
Operation Supervision and Engineering (660)	10,382		10,382	13,836	

Water Operation & Maintenance Expenses

- Fully explain each expense account that has a difference between This Year and the previous three year average that is greater than 15 percent and $10,000 (class AB), 15 percent and $5,000 (class C), 15 percent and $1,000 (class D). Include a breakdown of costs that contributed to the difference.
- 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)	4,893	6,059	10,952	11,500		41
Transmission and Distribution Lines Expenses (662)	106,243	24,072	130,315	110,175	*	42
Meter Expenses (663)	52,038	2,814	54,852	55,509		43
Customer Installations Expenses (664)	8,857	91,069	99,926	29,796	*	44
Miscellaneous Expenses (665)	75,663	101,264	176,927	147,947	*	45
Rents (666)			0	0		46
Maintenance Supervision and Engineering (670)	26,919		26,919	25,510		47
Maintenance of Structures and Improvements (671)			0	0		48
Maintenance of Distribution Reservoirs and Standpipes (672)		(65)	(65)	5,625		49
Maintenance of Transmission and Distribution Mains (673)	256,089	186,074	442,163	335,199	*	50
Maintenance of Services (675)	43,280	228,722	272,002	135,012	*	51
Maintenance of Meters (676)	5,262		5,262	3,329		52
Maintenance of Hydrants (677)	20,256	18,685	38,941	27,994	*	53
Maintenance of Miscellaneous Plant (678)	20,332	21,171	41,503	34,932		54
Total Transmission and Distribution Expenses	**630,214**	**679,865**	**1,310,079**	**936,364**		55
CUSTOMER ACCOUNTS EXPENSES						56
Supervision (901)	6,815		6,815	6,829		57
Meter Reading Expenses (902)	21,605	7,682	29,287	16,515	*	58
Customer Records and Collection Expenses (903)	89,283	123,637	212,920	185,321		59
Uncollectible Accounts (904)		(1,806)	(1,806)	9,407	*	60
Miscellaneous Customer Accounts Expenses (905)	8,208	657	8,865	6,871		61
Customer Service and Informational Expenses (906)	19,663	2,176	21,839	62,271	*	62
Total Customer Accounts Expenses	**145,574**	**132,346**	**277,920**	**287,214**		63
SALES EXPENSES						64
Sales Expenses (910)			0	0		65
Total Sales Expenses	**0**	**0**	**0**	**0**		66
ADMINISTRATIVE AND GENERAL EXPENSES						67
Administrative and General Salaries (920)	364,695	(18,905)	345,790	407,205		68
Office Supplies and Expenses (921)	39,525	241,319	280,844	401,605	*	69
Administrative Expenses Transferred--Credit (922)	246,471	397,600	644,071	650,159		70
Outside Services Employed (923)		51,437	51,437	34,420	*	71
Property Insurance (924)		93,564	93,564	88,207		72
Injuries and Damages (925)		26,218	26,218	31,215		73
Employee Pensions and Benefits (926)		1,358,357	1,358,357	940,170	*	74
Regulatory Commission Expenses (928)	7,089	14,074	21,163	25,896		75
Duplicate Charges--Credit (929)			0	0		76
Miscellaneous General Expenses (930)	26,296	93,007	119,303	64,053	*	77
Rents (931)			0	0		78
Maintenance of General Plant (932)	56,604	146,346	202,950	190,480		79
Total Administrative and General Expenses	**247,738**	**1,607,817**	**1,855,555**	**1,533,092**		80

Water Operation & Maintenance Expenses

- Fully explain each expense account that has a difference between This Year and the previous three year average that is greater than 15 percent and $10,000 (class AB), 15 percent and $5,000 (class C), 15 percent and $1,000 (class D). Include a breakdown of costs that contributed to the difference.
- 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)	
TOTAL OPERATION AND MAINTENANCE EXPENSES	**1,324,469**	**5,492,302**	**6,816,771**	**5,251,154**	81

Water Operation & Maintenance Expenses

- Å Fully explain each expense account that has a difference between This Year and the previous three year average that is greater than 15 percent and $10,000 (class AB), 15 percent and $5,000 (class C), 15 percent and $1,000 (class D). Include a breakdown of costs that contributed to the difference.
- Å Class C and class D report all expenses in Other Expense (column c).

Water Operation & Maintenance Expenses (Page W-05)

Explain all negative This Year amounts.

a/n 672 Maintenance of Distribution Reservoirs and Standpipes - The Utility scrapped a minor piece of equipment in 2023.

a/n 904 Uncollectible Accounts - 119% Decrease - In 2022, WWU removed all "old" hydrant rental debt from the system.

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 602 Purchased Water - 100% Increase - Water was purchased from Milwaukee beginning in August 2023. Waukesha Water transitioned from ground water to surface water in October 2023.

a/n 631 Maintenance of Structures & Improvements - 68% Increase - The generator at Well #12 was moved to Hillcrest reservoir in 2023.

a/n 633 Maintenance of Pumping Equipment - 116% Increase - Costs related to the temporary pump that was installed and removed at well #10 were booked to this account in 2023.

a/n 652 Maintenance of Water Treatment Equipment - 31% Decrease - Maintenance costs for treatment are less in 2023 with the transition to Lake Michigan water.

a/n 662 Transmission and Distribution Expense - 18% Increase - More hydrant survey was performed in 2023.

a/n 664 Customer Installations Expenses - 235% Increase - Commercial cross connection was postponed from January 2020 to November 2022 because of COVID. Residential cross connection was also suspended due to COVID and resumed in August 2022.

a/n 665 Miscellaneous Expenses - 20% Increase - With the completion of the GWA project, bonuses were provided to employees.

a/n 673 Maintenance of Transmission & Distribution Mains - 32% Increase - There was a higher number of main breaks due to the increased pressure with Milwaukee water. Valve adjustments for the City's paving program were completed in 2023 by a Contractor.

a/n 675 Maintenance of Services - 101% Increase - Additional street service tie-overs occurred in 2023 (water main replacement projects). Because the tie-over did not replace more than 50% of the street service, the tie-over was expensed. The majority of all iron property service replacements were completed by year-end 2022. The remaining iron property services were completed in 2023.

a/n 677 Maintenance of Hydrants - 39% Increase - Hydrant maintenance increased in 2023.

a/n 902 Meter Reading Labor - 77% Increase - Meter reading software (yearly renewal - no contract) was purchased in 2023.

a/n 904 Uncollectible Accounts - 119% Decrease - In 2022, WWU removed all "old" hydrant rental debt from the system.

a/n 906 - Customer Service and Information Expenses - 65% Decrease - An entry was made to remove old conservation revenue per direction of the PSC.

a/n 921 Office Supplies and Expenses - 30% Decrease - Credit card fees were transferred from this account to 903 in 2023, per direction of the PSC.

a/n 923 Outside Services Employed - 49% Increase - There was an increase in costs related to website changes and there are additional costs from the PSC regarding a customer complaint.

a/n 926 Employee Pension and Benefits - 44% Increase - The Utility implemented a sick leave payout policy in 2023. Employees who retire from the Utility can use their sick leave balance to purchase Utility health insurance. The enty to record the liability was booked to this account in 2023.

a/n 930 Miscellaneous General Expenses - 86% Increase - With the completion of the GWA project, bonuses were provided to employees.

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	2,322,148	2,164,479	1
	Less: Local and School Tax Equivalent on Meters Charged to Sewer Department	25,815	39,498	2
Net Property Tax Equivalent		**2,296,333**	**2,124,981**	3
	Social Security	153,666	148,503	4
	PSC Remainder Assessment	11,963	13,273	5
	Unemployment Compenstion	0	3,330	6
	DNR WATER USE FEE	125	125	7
Total Tax Expense		**2,462,087**	**2,290,212**	8

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.

COUNTY: WAUKESHA(1)

SUMMARY OF TAX RATES		
1. State Tax Rate	mills	0.000000
2. County Tax Rate	mills	1.440000
3. Local Tax Rate	mills	8.880000
4. School Tax Rate	mills	5.840000
5. Vocational School Tax Rate	mills	0.260000
6. Other Tax Rate - Local	mills	0.000000
7. Other Tax Rate - Non-Local	mills	0.000000
8. Total Tax Rate	mills	**16.420000**
9. Less: State Credit	mills	1.280000
11. Net Tax Rate	mills	**15.140000**

PROPERTY TAX EQUIVALENT CALCULATION		
12. Local Tax Rate	mills	**8.880000**
13. Combined School Tax Rate	mills	**6.100000**
14. Other Tax Rate - Local	mills	**0.000000**
15. Total Local & School Tax Rate	mills	**14.980000**
16. Total Tax Rate	mills	**16.420000**
17. Ratio of Local and School Tax to Total	dec.	**0.912302**
18. Total Tax Net of State Credit	mills	**15.140000**
19. Net Local and School Tax Rate	mills	**13.812253**
20. Utility Plant, Jan 1	$	223,074,901
21. Materials & Supplies	$	396,982
22. Subtotal	$	**223,471,883**
23. Less: Plant Outside Limits	$	49,414,177
24. Taxable Assets	$	**174,057,706**
25. Assessment Ratio	dec.	0.965900
26. Assessed Value	$	**168,122,338**
27. Net Local and School Tax Rate	mills	**13.812253**
28. Tax Equiv. Computed for Current Year	$	**2,322,148**

PROPERTY TAX EQUIVALENT - TOTAL

PROPERTY TAX EQUIVALENT CALCULATION		
1. Utility Plant, Jan 1	$	223,074,901
2. Materials & Supplies	$	396,982
3. Subtotal	$	**223,471,883**
4. Less: Plant Outside Limits	$	49,414,177
5. Taxable Assets	$	**174,057,706**
6. Assessed Value	$	**168,122,338**
7. Tax Equiv. Computed for Current Year	$	**2,322,148**
8. Tax Equivalent per 1994 PSC Report	$	840,079
9. Amount of Lower Tax Equiv. as Authorized by Municipality for Current Year (see notes)	$	
10. Tax Equivalent for Current Year (see notes)	**$**	**2,322,148**

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)

General Footnote

The Lower Tax Equivalent for 2023 was actually "higher" because we use an equivalent calculated from the 2021 report. Due to timing and budgets, the Utility and the City have agreed to this two-year cycle (reported in 2021, calculated in 2022, expensed in 2023) verified in a Memorandum of Understanding dated 2/24/2014.

$2,355,094 was expensed in 2023; however, the program will not allow/save a higher number in this cell. Per the PSC in 2014 (this was also an issue in 2022), WWU will have to use the number calculated in Schedule W-7 $2,322,148 and record the difference of $32,946 in Schedule F-2 under Miscellaneous Debits to Surplus (Acct 435) as a PILOT adjustment.

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						1
Organization (301)	0				**0**	2
Franchises and Consents (302)	0				**0**	3
Miscellaneous Intangible Plant (303)	0				**0**	4
Total Intangible Plant	**0**	**0**	**0**	**0**	**0**	5
SOURCE OF SUPPLY PLANT						6
Land and Land Rights (310)	204,625		498		**204,127**	7
Structures and Improvements (311)	0				**0**	8
Collecting and Impounding Reservoirs (312)	0				**0**	9
Lake, River and Other Intakes (313)	0				**0**	10
Wells and Springs (314)	1,507,630				**1,507,630**	11
Supply Mains (316)	1,084,144	50,435,307			**51,519,451** *	12
Other Water Source Plant (317)	0				**0**	13
Total Source of Supply Plant	**2,796,399**	**50,435,307**	**498**	**0**	**53,231,208**	14
PUMPING PLANT						15
Land and Land Rights (320)	181,670	238,744			**420,414** *	16
Structures and Improvements (321)	4,112,794	16,599,433			**20,712,227** *	17
Other Power Production Equipment (323)	0				**0**	18
Electric Pumping Equipment (325)	4,340,290	5,266,162	223,066		**9,383,386** *	19
Diesel Pumping Equipment (326)	0				**0**	20
Other Pumping Equipment (328)	0				**0**	21
Total Pumping Plant	**8,634,754**	**22,104,339**	**223,066**	**0**	**30,516,027**	22
WATER TREATMENT PLANT						23
Land and Land Rights (330)	0				**0**	24
Structures and Improvements (331)	2,147,280				**2,147,280**	25
Sand or Other Media Filtration Equipment (332)	371,206		3,736		**367,470**	26
Membrane Filtration Equipment (333)	0				**0**	27
Other Water Treatment Equipment (334)	1,467,015	1,105,873			**2,572,888** *	28
Total Water Treatment Plant	**3,985,501**	**1,105,873**	**3,736**	**0**	**5,087,638**	29
TRANSMISSION AND DISTRIBUTION PLANT						30
Land and Land Rights (340)	110,083				**110,083**	31
Structures and Improvements (341)	0				**0**	32
Distribution Reservoirs and Standpipes (342)	6,473,372	19,312,054			**25,785,426** *	33
Transmission and Distribution Mains (343)	55,508,147	5,198,771	127,544		**60,579,374** *	34
Services (345)	7,750,839	762,710	55,112		**8,458,437** *	35
Meters (346)	4,122,697	498,188	243,030	(130,640)	**4,247,215** *	36

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)		
Hydrants (348)	4,542,705	582,995	21,798		**5,103,902**	*	37
Other Transmission and Distribution Plant (349)	0				**0**		38
Total Transmission and Distribution Plant	**78,507,843**	**26,354,718**	**447,484**	**(130,640)**	**104,284,437**		39
GENERAL PLANT							40
Land and Land Rights (389)	69,179				**69,179**		41
Structures and Improvements (390)	2,388,536	8,285	4,000		**2,392,821**		42
Office Furniture and Equipment (391)	193,670				**193,670**		43
Computer Equipment (391.1)	576,035	7,425			**583,460**		44
Transportation Equipment (392)	1,062,544	168,390	118,867		**1,112,067**	*	45
Stores Equipment (393)	9,764				**9,764**		46
Tools, Shop and Garage Equipment (394)	438,188	5,798			**443,986**		47
Laboratory Equipment (395)	5,842				**5,842**		48
Power Operated Equipment (396)	1,034,996	187,759	134,462		**1,088,293**	*	49
Communication Equipment (397)	64,714				**64,714**		50
SCADA Equipment (397.1)	820,038	1,936,221			**2,756,259**	*	51
Miscellaneous Equipment (398)	0				**0**		52
Total General Plant	**6,663,506**	**2,313,878**	**257,329**	**0**	**8,720,055**		53
Total utility plant in service directly assignable	**100,588,003**	**102,314,115**	**932,113**	**(130,640)**	**201,839,365**		54
Common Utility Plant Allocated to Water Department	0				**0**		55
TOTAL UTILITY PLANT IN SERVICE	**100,588,003**	**102,314,115**	**932,113**	**(130,640)**	**201,839,365**		56

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.
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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 number.

a/n 316 Supply Mains: 53,682' of supply main and 13 valves were installed as part of the GWA project to supply Lake Michigan water to Waukesha residents (6240-CW-117).

a/n 320 Pumping Land and Land Rights: Land was purchased for the BPS, as part of the GWA project to supply Lake Michigan water to Waukesha residents (6240-CW-117).

a/n 321 Pumping Structures and Improvement: A booster pumping station was constructed as part of the GWA project to supply Lake Michigan water to Waukesha residents (6240-CW-117).

a/n 325 Electric Pumping Equipment: Pumping equipment was installed at the new BPS as part of the GWA project to supply Lake Michigan water to Waukesha residents (6240-CW-117). Generator plugs were purchased for wells #7 and #8. A motor and pump were purchased for well #10.

a/n 334 Other Water Treatment Equipment: Treatment equipment was installed at the new BPS as part of the GWA project to supply Lake Michigan water to Waukesha residents (6240-CW-117). ChlorAm and nitrogen analyzers were installed at three booster stations.

a/n 342 Transmission and Distribution Reservoirs and Standpipes: Two reservoirs and a tower were constructed as part of the GWA project to supply Lake Michigan water to Waukesha residents (6240-CW-117).

a/n 343 Transmission and Distribution Mains: 15,189 feet of Utility financed main, 66 valves, and 4 valve boxes were installed or replaced in 2023.

a/n 345 Transmission and Distribution Services: 107 Utility financed services and 2 service valves were installed or replaced in 2023.

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: 42 Utility financed hydrants and 1 gate valve were installed or replaced in 2023.

General Footnote

Adjustments are Non-Zero
a/n 346 Transmission and Distribution Meters: Meters are held in inventory throughout the year. At year-end, they are reclassified 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 2023.

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

a/n 325 Electric Pumping Equipment: A motor, pump, and cable were retired from well #10 and a generator was retired from Hillcrest Booster.

a/n 343 Transmission and Distribution Mains: 9,615 feet of Utility financed main, 42 valves and 4 manholes were retired in 2023.

a/n 345 Transmission and Distribution Services: 122 Utility financed services and one service valve were retired in 2023.

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.

Water Utility Plant in Service - Plant Financed by Contributions

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- Explain fully as a footnote the nature of all entries reported in Column (e), Adjustments.
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- 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.
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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						1
Organization (301)	0				**0**	2
Franchises and Consents (302)	0				**0**	3
Miscellaneous Intangible Plant (303)	0				**0**	4
Total Intangible Plant	**0**	**0**	**0**	**0**	**0**	5
SOURCE OF SUPPLY PLANT						6
Land and Land Rights (310)	0				**0**	7
Structures and Improvements (311)	0				**0**	8
Collecting and Impounding Reservoirs (312)	0				**0**	9
Lake, River and Other Intakes (313)	0				**0**	10
Wells and Springs (314)	0				**0**	11
Supply Mains (316)	0				**0**	12
Other Water Source Plant (317)	0				**0**	13
Total Source of Supply Plant	**0**	**0**	**0**	**0**	**0**	14
PUMPING PLANT						15
Land and Land Rights (320)	0				**0**	16
Structures and Improvements (321)	625,300	63,828			**689,128** *	17
Other Power Production Equipment (323)	0				**0**	18
Electric Pumping Equipment (325)	1,145,986	30,000			**1,175,986**	19
Diesel Pumping Equipment (326)	0				**0**	20
Other Pumping Equipment (328)	0				**0**	21
Total Pumping Plant	**1,771,286**	**93,828**	**0**	**0**	**1,865,114**	22
WATER TREATMENT PLANT						23
Land and Land Rights (330)	0				**0**	24
Structures and Improvements (331)	638,453				**638,453**	25
Sand or Other Media Filtration Equipment (332)	613,980				**613,980**	26
Membrane Filtration Equipment (333)	0				**0**	27
Other Water Treatment Equipment (334)	0				**0**	28
Total Water Treatment Plant	**1,252,433**	**0**	**0**	**0**	**1,252,433**	29
TRANSMISSION AND DISTRIBUTION PLANT						30
Land and Land Rights (340)	222,655	11,142			**233,797**	31
Structures and Improvements (341)	0				**0**	32
Distribution Reservoirs and Standpipes (342)	8,205	530,000			**538,205** *	33
Transmission and Distribution Mains (343)	27,439,218	591,317			**28,030,535** *	34
Services (345)	8,531,526	264,903			**8,796,429** *	35
Meters (346)	0				**0**	36

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)	3,702,824	94,426			**3,797,250** *	37
Other Transmission and Distribution Plant (349)	0				**0**	38
Total Transmission and Distribution Plant	**39,904,428**	**1,491,788**	**0**	**0**	**41,396,216**	39
GENERAL PLANT						40
Land and Land Rights (389)	0				**0**	41
Structures and Improvements (390)	0				**0**	42
Office Furniture and Equipment (391)	0				**0**	43
Computer Equipment (391.1)	0				**0**	44
Transportation Equipment (392)	0				**0**	45
Stores Equipment (393)	0				**0**	46
Tools, Shop and Garage Equipment (394)	0				**0**	47
Laboratory Equipment (395)	0				**0**	48
Power Operated Equipment (396)	0				**0**	49
Communication Equipment (397)	0				**0**	50
SCADA Equipment (397.1)	0				**0**	51
Miscellaneous Equipment (398)	0				**0**	52
Total General Plant	**0**	**0**	**0**	**0**	**0**	53
Total utility plant in service directly assignable	**42,928,147**	**1,585,616**	**0**	**0**	**44,513,763**	54
Common Utility Plant Allocated to Water Department	0				**0**	55
TOTAL UTILITY PLANT IN SERVICE	**42,928,147**	**1,585,616**	**0**	**0**	**44,513,763**	56

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 321 Pumping Structures and Improvement: A Developer financed PRV structure was contributed in 2023.

a/n 342 Transmission and Distribution Reservoirs and Standpipes: Grant funds were received for the Tank erection portion of the new GWA tower.

a/n 343 Transmission and Distribution Mains: 5,724 feet of Contractor/Developer financed main and 14 valves were installed in 2023.

a/n 345 Transmission and Distribution Services: 41 Contractor/Developer financed services were installed in 2023.

a/n 348 Transmission and Distribution Hydrants: 12 Contractor/Developer financed hydrants and one hydrant valve were installed in 2023.

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									1
Structures and Improvements (311)	0							**0**	2
Collecting and Impounding Reservoirs (312)	0							**0**	3
Lake, River and Other Intakes (313)	0							**0**	4
Wells and Springs (314)	1,507,630	2.90%						**1,507,630**	5
Supply Mains (316)	346,553	1.80%	473,432					**819,985**	6
Other Water Source Plant (317)	0							**0**	7
Total Source of Supply Plant	**1,854,183**		**473,432**	**0**	**0**	**0**	**0**	**2,327,615**	8
PUMPING PLANT									9
Structures and Improvements (321)	2,123,796	3.20%	397,201					**2,520,997**	10
Other Power Production Equipment (323)	0							**0**	11
Electric Pumping Equipment (325)	1,375,246	4.40%	301,921	223,066		1,825		**1,455,926**	12
Diesel Pumping Equipment (326)	0							**0**	13
Other Pumping Equipment (328)	0							**0**	14
Total Pumping Plant	**3,499,042**		**699,122**	**223,066**	**0**	**1,825**	**0**	**3,976,923**	15
WATER TREATMENT PLANT									16
Structures and Improvements (331)	1,191,413	3.20%	68,713					**1,260,126**	17
Sand or Other Media Filtration Equipment (332)	146,755	3.30%	12,188	3,736		12		**155,219**	18
Membrane Filtration Equipment (333)	0							**0**	19
Other Water Treatment Equipment (334)	1,295,311	6.00%	121,197					**1,416,508**	20
Total Water Treatment Plant	**2,633,479**		**202,098**	**3,736**	**0**	**12**	**0**	**2,831,853**	21
TRANSMISSION AND DISTRIBUTION PLANT									22
Structures and Improvements (341)	0							**0**	23
Distribution Reservoirs and Standpipes (342)	2,678,309	1.90%	306,459					**2,984,768**	24
Transmission and Distribution Mains (343)	6,222,148	1.30%	754,569	127,544	15,432			**6,833,741**	25
Services (345)	2,318,508	2.90%	235,034	55,112				**2,498,430**	26
Meters (346)	2,472,810	5.50%	230,173	243,030		24,673		**2,484,626**	27

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)	611,269	2.20%	106,113	21,798	15,991			**679,593**	28
Other Transmission and Distribution Plant (349)	0							**0**	29
Total Transmission and Distribution Plant	**14,303,044**		**1,632,348**	**447,484**	**31,423**	**24,673**	**0**	**15,481,158**	30
GENERAL PLANT									31
Structures and Improvements (390)	1,112,362	2.90%	69,330	4,000				**1,177,692**	32
Office Furniture and Equipment (391)	146,693	5.80%	3,021					**149,714**	33
Computer Equipment (391.1)	534,111	20.00%	23,317					**557,428**	34
Transportation Equipment (392)	874,300	13.30%	66,997	118,867		43,000		**865,430**	35
Stores Equipment (393)	9,764	5.80%						**9,764**	36
Tools, Shop and Garage Equipment (394)	367,670	5.80%	8,712					**376,382**	37
Laboratory Equipment (395)	5,842	5.80%						**5,842**	38
Power Operated Equipment (396)	591,172	7.50%	79,623	134,462		48,414		**584,747**	39
Communication Equipment (397)	64,714	15.00%						**64,714**	40
SCADA Equipment (397.1)	820,038	9.20%	89,066					**909,104**	41
Miscellaneous Equipment (398)	0							**0**	42
Total General Plant	**4,526,666**		**340,066**	**257,329**	**0**	**91,414**	**0**	**4,700,817**	43
Total accum. prov. directly assignable	**26,816,414**		**3,347,066**	**931,615**	**31,423**	**117,924**	**0**	**29,318,366**	44
Common Utility Plant Allocated to Water Department	0							**0**	45
TOTAL ACCUM, PROV, FOR DEPRECIATION	**26,816,414**		**3,347,066**	**931,615**	**31,423**	**117,924**	**0**	**29,318,366**	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									1
Structures and Improvements (311)	0							**0**	2
Collecting and Impounding Reservoirs (312)	0							**0**	3
Lake, River and Other Intakes (313)	0							**0**	4
Wells and Springs (314)	0							**0**	5
Supply Mains (316)	0							**0**	6
Other Water Source Plant (317)	0							**0**	7
Total Source of Supply Plant	**0**		**0**	**0**	**0**	**0**	**0**	**0**	8
PUMPING PLANT									9
Structures and Improvements (321)	275,183	3.20%	21,031					**296,214**	10
Other Power Production Equipment (323)	0							**0**	11
Electric Pumping Equipment (325)	677,132	4.40%	51,084					**728,216**	12
Diesel Pumping Equipment (326)	0							**0**	13
Other Pumping Equipment (328)	0							**0**	14
Total Pumping Plant	**952,315**		**72,115**	**0**	**0**	**0**	**0**	**1,024,430**	15
WATER TREATMENT PLANT									16
Structures and Improvements (331)	280,171	3.20%	20,431					**300,602**	17
Sand or Other Media Filtration Equipment (332)	256,803	3.30%	20,261					**277,064**	18
Membrane Filtration Equipment (333)	0							**0**	19
Other Water Treatment Equipment (334)	0	6.00%						**0**	20
Total Water Treatment Plant	**536,974**		**40,692**	**0**	**0**	**0**	**0**	**577,666**	21
TRANSMISSION AND DISTRIBUTION PLANT									22
Structures and Improvements (341)	0							**0**	23
Distribution Reservoirs and Standpipes (342)	2,260	1.90%	5,191					**7,451**	24
Transmission and Distribution Mains (343)	7,312,177	1.30%	360,553					**7,672,730**	25
Services (345)	4,884,069	2.90%	251,255					**5,135,324**	26
Meters (346)	0							**0**	27

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)	1,641,022	2.20%	82,501					**1,723,523**	28
Other Transmission and Distribution Plant (349)	0							**0**	29
Total Transmission and Distribution Plant	**13,839,528**		**699,500**	**0**	**0**	**0**	**0**	**14,539,028**	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	**15,328,817**		**812,307**	**0**	**0**	**0**	**0**	**16,141,124**	44
Common Utility Plant Allocated to Water Department	0							**0**	45
TOTAL ACCUM, PROV, FOR DEPRECIATION	**15,328,817**		**812,307**	**0**	**0**	**0**	**0**	**16,141,124**	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 72òin diameter in the 72òcategory.

	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)**	**2021-2030 (l)**	**Total (m)**	
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		35,861	46,037	97,337	45,454	28,511	14,780	13,482	5,032	837	1,115	**288,446**	4
8.000		6,909	1,680	49,283	115,378	151,344	106,317	195,564	130,477	63,465	16,287	**836,704**	5
10.000		102	635	142	160		53	1,436	22	201		**2,751**	6
12.000			1,675	18,957	53,851	56,629	35,052	79,792	88,682	66,512	16,481	**417,631**	7
14.000				174	282				8		169	**633**	8
16.000		231		133	11,599	36,352	9,576	21,378	28,490	18,139	709	**126,607**	9
20.000				9,263	16,460	4,655	2,804	11,877	13,045	2,583	1,778	**62,465**	10
24.000				1,103		2,096	6		4,297	22,980	372	**30,854**	11
30.000										186	51,818	**52,004**	12
36.000											2,846	**2,846**	13
Total	**0**	**43,103**	**50,027**	**176,392**	**243,368**	**279,592**	**168,827**	**324,970**	**271,951**	**174,911**	**91,575**	**1,824,716**	14

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

Sources of Water Supply - Statistics

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

	Sources of Water Supply (000's gal)						Total Gallons	
	Raw Water Withdrawn		Finished Water Pumped		Purchased Water (Imported)		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	148,167		148,167				**148,167**	1
February	138,224		138,224				**138,224**	2
March	153,631		153,631				**153,631**	3
April	143,591		143,591				**143,591**	4
May	166,400		166,400				**166,400**	5
June	174,854		174,854				**174,854**	6
July	186,680		186,680				**186,680**	7
August	181,580		181,580				**181,580**	8
September	161,117		161,117				**161,117**	9
October						172,585	**172,585 ***	10
November						144,424	**144,424**	11
December						152,392	**152,392**	12
TOTAL	**1,454,244**	**0**	**1,454,244**	**0**	**0**	**469,401**	**1,923,645**	13

Sources of Water Supply - Statistics

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

Sources of Water Supply - Statistics (Page W-14)

General Footnote

OCTOBER:

Waukesha Water Utility transitioned from ground water to Lake Michigan surface water purchased from Milwaukee Water Works on October 9, 2023. Purchased water received prior to October 9, 2023 was used for flushing, cleaning, and disinfection processes at the BPS, but did not enter the distribution system until transition.

There is a difference between the daily volume of water purchased from MWW and that which enters the WWU distribution system based on the presence of the onsite storage at the BPS. This is evident by comparing pumpage (purchased from MWW) and demand volumes:

ĭ The maximum daily pumpage from MWW occurred on October 10, 2023, the day after the transition from groundwater to Lake Michigan water. This high pumpage day was associated with system flushing related to the transition and totaled 9,361,000 gallons. The average daily pumpage from MWW, excluding the testing waters used prior to transition, was 5,257,197 gallons. This resulted in a ratio of maximum daily pumpage to average daily pumpage of 1.78.

ĭ The maximum daily demand in the WWU distribution system was 8,684,300 gallons, which also occurred on October 10, 2023. The average daily demand in the WWU distribution system was 5,274,659 gallons. This resulted in a ratio of maximum daily demand to average daily demand of 1.65.

The difference between the pumpage and demand volumes is relatively minor; however, different sections within DNR may use the different volumes. For example, the water use and water supply section will likely use water demand volumes, whereas sections regulating with the Diversion Approval and return flow will likely use pumpage volumes.

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 ï 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		1
Finished Water pumped or purchased (000s)	1,923,645	2
Less: Gallons (000s) sold to wholesale customers (exported water)	0	3
Subtotal: Net gallons (000s) entering distribution system	**1,923,645**	4
Less: Gallons (000s) sold to retail customers (billed, metered)	1726513	6
Less: Gallons (000s) sold to retail customers (billed, unmetered)	0	7
Gallons (000s) of Non-Revenue Water	**197,132**	8
Gallons (000s) of unbilled-metered (including customer use to prevent freezing)	27,061	9
Gallons (000s) of unbilled-unmetered (including unmetered flushing, fire protection)	14,274	10
Subtotal: Unbilled Authorized Consumption	**41,335**	11
Total Water Loss	**155,797**	12
Gallons (000s) estimated due to unauthorized consumption (includes theft) default option	10434	14
Gallons (000s) estimated due to data and billing errors	1	15
Gallons (000s) estimated due to customer meter under-registration	1	16
Subtotal Apparent Losses	**10,436**	17
Gallons (000s) estimated due to reported leakage (mains, services, hydrants, overflows)	145,364	18
Gallons (000s) estimated due to unreported and background leakage	(3)	19
Subtotal Real Losses (leakage)	**145,361**	20
Non-Revenue Water as percentage of net water supplied	10%	21
Total Water Loss as percentage of net water supplied	8%	22
OTHER STATISTICS		23
Maximum gallons (000s) pumped by all methods in any one day during reporting year	8,684	24
Date of maximum	10/10/2023	25
Cause of maximum		26
Flushing the day after transition to Milwaukee Water Works.		27
Minimum gallons (000s) pumped by all methods in any one day during reporting year	3,459	28
Date of minimum	01/09/2023	29
Total KWH used by the utility (including pumping, treatment facilities and other utility operations)	6,142,673	30
If water is purchased:		31
Vendor Name	Milwaukee Water Works	32
Point of Delivery	BPS at 2010 E. Broadway, Waukesha, WI	33
Source of purchased water	Surface	34
Vendor Name (2)		35
Point of Delivery (2)		36
Source of purchased water (2)		37
Vendor Name (3)		38
Point of Delivery (3)		39
Source of purchased water (3)		40
Number of main breaks repaired this year	35	41
Number of service breaks repaired this year	5	42
Does the utility have an asset management plan?	Yes	43

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 ï 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.

Sources of Water Supply - Well Information

- Enter characteristics for each of the utilityôs functional wells (regardless of whether it is ñin serviceò 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 utilityôs 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	2,545,442	Yes	*	1
WELL #11		RL255	127	16	215,208	Yes	*	2
WELL #12		RL256	144	16	675,197	Yes	*	3
WELL #13		WK947	105	16	748,942	Yes	*	4
WELL #2		EQ944	1,835	14	1	No	*	5
WELL #3		BH429	1,995	14	1,020,634	Yes	*	6
WELL #5		BH431	2,120	19	1,637,014	Yes	*	7
WELL #6		BH432	2,075	20	3,175,436	Yes	*	8
WELL #7		BH433	1,650	20	1,012,380	Yes	*	9
WELL #8		BH434	2,024	20	2,680,618	Yes	*	10
WELL #9		BH435	1,725	20	1,934,965	Yes	*	11
					15,645,837			12

Sources of Water Supply - Well Information

- Enter characteristics for each of the utilityôs functional wells (regardless of whether it is ñin serviceò 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 utilityôs 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 ñCompletedò without a value greater than zero in this column.

Wells #3, 5, 6, 7, 8, 9, 10, 11, 12, & 13 were only in service until 10/9/2023. The Utility switched to Milwaukee Water on 10/9/2023.

Sources of Water Supply - Intake Information

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

Pumping & Power Equipment

	Pump							Pump Motor or Standby Engine				
Identification (a)	Location (b)	DNR Well Id (c)	Primary Purpose (d)	Primary Destination (e)	Year Installed (f)	Type (g)	Actual Capacity (gpm) (h)	Year Installed (i)	Year Actual Capacity Determined (j)	Type (k)	Horse-power (l)	
#10	WELL #10	BH436	Primary	Reservoir	2019	Submersible	2,389	2019	2022	Electric	700	1
#13A	WELL #13	WK947	Primary	Reservoir	2018	Submersible	520	2019	2022	Electric	30	2
#13B	WELL #13	WK947	Booster	Distribution	2009	Centrifugal	900	2009	2021	Electric	100	3
#13C	WELL #13	WK947	Booster	Distribution	2009	Centrifugal	900	2009	2021	Electric	100	4
#3A	WELL #3	BH429	Primary	Distribution	2015	Submersible	709	2015	2022	Electric	250	5
#5A	WELL #5	BH431	Primary	Reservoir	2001	Vertical Turbine	1,137	1991	2022	Electric	250	6
#5B	WELL #5	BH431	Booster	Distribution	1956	Centrifugal	1,200	1956	2021	Electric	75	7
#5C	WELL #5	BH431	Booster	Distribution	1996	Centrifugal	1,108	1996	2021	Electric	40	8
#6A	WELL #6	BH432	Primary	Reservoir	2015	Submersible	2,205	2015	2022	Electric	400	9
#6B	WELL #6	BH432	Booster	Distribution	2004	Centrifugal	2,000	2004	2021	Electric	150	10
#6C	WELL #6	BH432	Booster	Distribution	2000	Centrifugal	2,300	2000	2021	Electric	150	11
#7	WELL #7	BH433	Primary	Distribution	2005	Submersible	703	2005	2022	Electric	200	12
#8A	WELL #8	BH434	Primary	Reservoir	2018	Submersible	1,862	2014	2022	Electric	300	13
#8B	WELL #8	BH434	Booster	Distribution	2006	Centrifugal	2,600	2006	2021	Electric	150	14
#8C	WELL #8	BH434	Booster	Distribution	2006	Centrifugal	2,600	2006	2021	Electric	150	15
#9A	WELL #9	BH435	Primary	Reservoir	2002	Submersible	1,344	2002	2022	Electric	350	16
#9B	WELL #9	BH435	Booster	Distribution	2009	Centrifugal	2,200	2009	2021	Electric	150	17
#9C	WELL #9	BH435	Booster	Distribution	2009	Centrifugal	2,200	2009	2021	Electric	150	18
#9D	WELL #9	BH435	Booster	Distribution	2009	Centrifugal	1,400	2009	2021	Electric	50	19
AIRPORT BOOSTER-A	AIRPORT BOOSTER		Booster	Distribution	2017	Centrifugal	1,100	2017	2021	Electric	125	20
HIGHLINE BOOSTER-A	HIGHLINE BOOSTER		Booster	Distribution	1998	Centrifugal	1,000	2019	2021	Electric	50	21
HIGHLINE BOOSTER-B	HIGHLINE BOOSTER		Booster	Distribution	1998	Centrifugal	1,000	2019	2021	Electric	50	22
HIGHLINE BOOSTER-C	HIGHLINE BOOSTER		Booster	Distribution	1998	Centrifugal	1,000	2019	2021	Electric	50	23

Pumping & Power Equipment

	Pump							Pump Motor or Standby Engine				
Identification (a)	Location (b)	DNR Well Id (c)	Primary Purpose (d)	Primary Destination (e)	Year Installed (f)	Type (g)	Actual Capacity (gpm) (h)	Year Installed (i)	Year Actual Capacity Determined (j)	Type (k)	Horse-power (l)	
HILLCREST BOOSTER-A	HILLCREST BOOSTER		Booster	Distribution	1996	Centrifugal	250	1996	2021	Electric	15	24
HILLCREST BOOSTER-B	HILLCREST BOOSTER		Booster	Distribution	2008	Centrifugal	120	2008	2021	Electric	15	25
HILLCREST BOOSTER-C	HILLCREST BOOSTER		Booster	Distribution	1996	Centrifugal	2,000	1996	2021	Electric	75	26
HILLCREST BOOSTER-D	HILLCREST BOOSTER		Booster	Distribution	2016	Centrifugal	60	2016	2021	Electric	15	27
MADISON BOOSTER-A	MADISON BOOSTER		Booster	Distribution	2007	Centrifugal	2,100	2007	2021	Electric	125	28
MADISON BOOSTER-B	MADISON BOOSTER		Booster	Distribution	2007	Centrifugal	2,100	2007	2021	Electric	125	29
OAKMONT BOOSTER #1	OAKMONT BOOSTER		Booster	Distribution	2004	Centrifugal	150	2004	2021	Electric	8 *	30
OAKMONT BOOSTER #2	OAKMONT BOOSTER		Booster	Distribution	2004	Centrifugal	150	2004	2021	Electric	8 *	31
OAKMONT BOOSTER #3	OAKMONT BOOSTER		Booster	Distribution	2004	Centrifugal	1,000	2004	2021	Electric	40	32
OAKMONT BOOSTER #4	OAKMONT BOOSTER		Booster	Distribution	2004	Centrifugal	1,000	2004	2021	Electric	40	33
RIVER HILLS-A	RIVER PLACE		Booster	Distribution	2004	Centrifugal	175	2004	2021	Electric	5	34
RIVER HILLS-B	RIVER PLACE		Booster	Distribution	2007	Centrifugal	175	2007	2021	Electric	5	35
SOUTHEAST BOOSTER	WELL #5		Booster	Distribution	1983	Centrifugal	900	1983	2021	Electric	40	36
STARDUST BOOSTER-A	STARDUST BOOSTER		Booster	Distribution	2003	Centrifugal	700	2003	2021	Electric	15	37
STARDUST BOOSTER-B	STARDUST BOOSTER		Booster	Distribution	2015	Centrifugal	1,000	1991	2021	Electric	30	38
STARDUST BOOSTER-C	STARDUST BOOSTER		Booster	Distribution	2013	Centrifugal	2,000	2013	2021	Electric	60	39
WELL #11	2578 RIVER RD	RL255	Primary	Reservoir	2013	Submersible	149	2013	2022	Electric	40	40
WELL #12	2566 RIVER RD	RL256	Primary	Reservoir	2013	Submersible	469	2013	2022	Electric	50	41
WOODRIDGE BOOSTER-A	WOODRIDGE BOOSTER		Booster	Distribution	2015	Centrifugal	1,000	1999	2021	Electric	40	42
WOODRIDGE BOOSTER-B	WOODRIDGE BOOSTER		Booster	Distribution	2015	Centrifugal	1,000	1999	2021	Electric	40	43

Pumping & Power Equipment

Pumping & Power Equipment (Page W-18)

General Footnote

Oakmont Booster #1 & #2 actual Horsepower, column (l) should be ñ7.5ò However, the program gives an error if whole numbers are not entered, so we rounded up to ñ8òin order to save and complete the schedule.

Reservoirs, Standpipes and Elevated Tanks

Å 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)	
1	#13	#13	2009	Reservoir	Concrete	0	300,000	
2	#2	#2	1932	Reservoir	Concrete	0	0	*
3	#5	#5	1956	Reservoir	Concrete	0	2,000,000	
4	#6	#6	1960	Reservoir	Concrete	0	2,000,000	
5	#8	#8	1968	Reservoir	Concrete	0	2,000,000	
6	#9	#9	1970	Reservoir	Concrete	0	1,500,000	
7	EVERGREEN TOWER	EVERGREEN TOWER	1958	Elevated Tank	Steel	108	250,000	*
8	HILLCREST/WELL #10	#10	1978	Reservoir	Concrete	123	5,000,000	
9	HUNTER TOWER	HUNTER TOWER	1998	Elevated Tank	Steel	185	400,000	
10	MEADOWBROOK	MEADOWBROOK	1999	Elevated Tank	Steel	159	300,000	
11	MORRIS TOWER	MORRIS TOWER	1998	Elevated Tank	Steel	120	100,000	
12	NE AREA/DAVIDSON	NE AREA/DAVIDSON	1968	Elevated Tank	Steel	88	250,000	
13	NW AREA/UWW	NW AREA/UWW	2009	Elevated Tank	Concrete	99	1,000,000	

Reservoirs, Standpipes and Elevated Tanks

Å 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. The reservoir has been removed/demolished.
Evergreen Tower is out of service, but is still owned by the Utility as of 12/31/2023.

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 _ Ion Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal _ Corrosion _ 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 _ Ion Exchange _ Iron/Manganese _ Nitrate Removal x Radium Removal x Corrosion _ Other	Yes	WELLHOUSE	Treatment discontinued on 10/9/2023 when the Utility switched to Milwaukee Water	2
#5	1956	1	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Ion Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal _ Corrosion _ Other	No	WELLHOUSE	Treatment discontinued on 10/9/2023 when the Utility switched to Milwaukee Water	3
#6	1960	3	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Ion Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal _ Corrosion _ Other	No	WELLHOUSE	Treatment discontinued on 10/9/2023 when the Utility switched to Milwaukee Water	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)	Point of Application (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 _ Ion Exchange _ Iron/Manganese _ Nitrate Removal x Radium Removal x Corrosion _ Other	Yes	WELLHOUSE	Treatment discontinued on 10/9/2023 when the Utility switched to Milwaukee Water	5
#9	1970	2	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Ion Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal _ Corrosion _ Other	No	WELLHOUSE	Treatment discontinued on 10/9/2023 when the Utility switched to Milwaukee Water	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 _ Ion Exchange _ Iron/Manganese _ Nitrate Removal x Radium Removal x Corrosion _ Other	Yes	WELLHOUSE	Treatment discontinued on 10/9/2023 when the Utility switched to Milwaukee Water	7
WELL #11	2006	1	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Ion Exchange x Iron/Manganese _ Nitrate Removal _ Radium Removal x Corrosion _ Other	Yes	WELL 8 TRMT PLANT	Treatment discontinued on 10/9/2023 when the Utility switched to Milwaukee Water	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 _ Ion Exchange x Iron/Manganese _ Nitrate Removal _ Radium Removal x Corrosion _ Other	Yes	WELL 8 TRMT PLANT	Treatment discontinued on 10/9/2023 when the Utility switched to Milwaukee Water	9
WELL #13	2009	1	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Ion Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal x Corrosion _ Other	Yes	WELLHOUSE	Treatment discontinued on 10/9/2023 when the Utility switched to Milwaukee Water	10
WELL #7	1963	1	_ Ultraviolet Light x Liquid Chlorine _ Gas Chlorine _ Ozone _ Other _ None	_ Flocculation/Sedimentation _ Sand Filtraton _ Activated Carbon Filtration _ Membrane Filtration _ Ion Exchange _ Iron/Manganese _ Nitrate Removal _ Radium Removal x Corrosion _ Other	No	WELLHOUSE	Treatment discontinued on 10/9/2023 when the Utility switched to Milwaukee Water	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.
- Report all pipe larger than 72òin diameter in the 72òcategory.

			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	14				**14**	6
Ductile Iron, Lined (late 1960's to present)	Distribution	6	90,653	35	260	(414)	**90,014** *	7
Ductile Iron, Lined (late 1960's to present)	Transmission	6	4	176			**180**	8
Lined Cast Iron (mide-1950's to early 1970)	Distribution	6	193,722		3,415	580	**190,887** *	9
Other Metal	Distribution	6	17			(17)	**0** *	10
PVC	Distribution	6	6,343	519	10		**6,852**	11
Ductile Iron, Lined (late 1960's to present)	Distribution	8	514,576	106	368	9	**514,323** *	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	984			**1,108**	14
HDPE	Distribution	8	3,025				**3,025**	15
Lined Cast Iron (mide-1950's to early 1970)	Distribution	8	72,779		4,405	(312)	**68,062** *	16
Other Metal	Distribution	8	891			(3)	**888** *	17
PVC	Distribution	8	229,301	10,339	4	(393)	**239,243** *	18
Ductile Iron, Lined (late 1960's to present)	Distribution	10	167				**167**	19
Ductile Iron, Lined (late 1960's to present)	Transmission	10	19				**19**	20
HDPE	Distribution	10	201				**201**	21
Lined Cast Iron (mide-1950's to early 1970)	Distribution	10	927				**927**	22
PVC	Distribution	10	1,436				**1,436**	23
Ductile Iron, Lined (late 1960's to present)	Distribution	12	198,449	704	82	5	**199,076** *	24
Ductile Iron, Lined (late 1960's to present)	Supply	12	1,163				**1,163**	25
Ductile Iron, Lined (late 1960's to present)	Transmission	12	8,554				**8,554**	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.
- Report all pipe larger than 72òin diameter in the 72òcategory.

Pipe Material (a)	Main Function (b)	Diameter (inches) (c)	Number of Feet: First of Year (d)	Added During Year (e)	Retired During Year (f)	Adjustments Increase or (Decrease) (g)	End of Year (h)	
HDPE	Distribution	12	782				**782**	27
Lined Cast Iron (mide-1950's to early 1970)	Distribution	12	27,679		808	107	**26,978** *	28
Other Metal	Distribution	12	2,801				**2,801**	29
PVC	Distribution	12	157,666	6,380	21	(2)	**164,023** *	30
PVC	Supply	12	2				**2**	31
Ductile Iron, Lined (late 1960's to present)	Transmission	14	290				**290**	32
HDPE	Distribution	14	169				**169**	33
Lined Cast Iron (mide-1950's to early 1970)	Transmission	14	174				**174**	34
Ductile Iron, Lined (late 1960's to present)	Supply	16	3,803				**3,803**	35
Ductile Iron, Lined (late 1960's to present)	Transmission	16	97,138	200	34	9	**97,313** *	36
HDPE	Supply	16	782				**782**	37
HDPE	Transmission	16	1,869				**1,869**	38
Lined Cast Iron (mide-1950's to early 1970)	Transmission	16	3,558		168	1	**3,391** *	39
PVC	Transmission	16	4,337				**4,337**	40
Ductile Iron, Lined (late 1960's to present)	Transmission	20	35,023	212	23	17	**35,229** *	41
Lined Cast Iron (mide-1950's to early 1970)	Transmission	20	11,955			2	**11,957** *	42
PVC	Transmission	20	2,831				**2,831**	43
Ductile Iron, Lined (late 1960's to present)	Transmission	24	25,825	372		(4)	**26,193** *	44
HDPE	Transmission	24	1,306				**1,306**	45
Lined Cast Iron (mide-1950's to early 1970)	Transmission	24	1,108				**1,108**	46
Ductile Iron, Lined (late 1960's to present)	Supply	30		8,400			**8,400**	47
Ductile Iron, Lined (late 1960's to present)	Transmission	30		2,992			**2,992**	48
HDPE	Transmission	30	186				**186**	49
Total Within Municipality			**1,704,274**	**31,419**	**9,598**	**(415)**	**1,725,680**	50
Ductile Iron, Lined (late 1960's to present)	Distribution	4	1,656				**1,656**	51
Ductile Iron, Lined (late 1960's to present)	Distribution	6	501				**501**	52
Ductile Iron, Lined (late 1960's to present)	Distribution	8	6,758				**6,758**	53

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 72òin diameter in the 72òcategory.

			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)	
HDPE	Distribution	8	52				**52**	54
PVC	Distribution	8	2,741				**2,741**	55
Ductile Iron, Lined (late 1960's to present)	Distribution	12	10,347				**10,347**	56
PVC	Distribution	12	3,904				**3,904**	57
Ductile Iron, Lined (late 1960's to present)	Transmission	16	9,862				**9,862**	58
HDPE	Transmission	16	692				**692**	59
Lined Cast Iron (mide-1950's to early 1970)	Transmission	16	4,474				**4,474**	60
PVC	Transmission	16	82				**82**	61
Ductile Iron, Lined (late 1960's to present)	Transmission	20	9,042				**9,042**	62
Lined Cast Iron (mide-1950's to early 1970)	Transmission	20	3,407				**3,407**	63
Ductile Iron, Lined (late 1960's to present)	Transmission	24	1,717				**1,717**	64
HDPE	Transmission	24	529				**529**	65
Ductile Iron, Lined (late 1960's to present)	Supply	30		40,426			**40,426**	66
HDPE	Supply	36		2,846			**2,846**	67
Total Outside Municipality			**55,764**	**43,272**			**99,036**	68
Total Utility			**1,760,038**	**74,691**	**9,598**	**(415)**	**1,824,716**	69

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 72òin diameter in the 72òcategory.

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 2023 for Developer financed projects is 5,724 feet, added at actual cost. There was also 68,967 feet of Utility financed main installed in 2023.

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, material, and footage of the main to actual.

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)	
Copper	0.500	4				4		1
Copper	0.750	1,360		38		1,322		2
Copper	1.000	13,698		59		13,639	13	3
Other Plastic	1.000	1,188	79	1		1,266	1	4
Copper	1.250	1,627		6		1,621	1	5
Other Plastic	1.250	547	38			585		6
Copper	1.500	503		5		498	3	7
Other Plastic	1.500	150	9			159		8
Copper	2.000	453		2		451	6	9
Other Plastic	2.000	59	2			61		10
Copper	3.000	8				8		11
Ductile Iron, Lined (late 1960's to present)	4.000	103				103	1	12
Lined Cast Iron (mide-1950's to early 1970)	4.000	25		3		22	1	13
Other Plastic	4.000	16				16		14
Unlined Cast Iron (pre-early 1950's)	4.000	5				5		15
Ductile Iron, Lined (late 1960's to present)	6.000	126	1			127	2	16
Lined Cast Iron (mide-1950's to early 1970)	6.000	11				11		17
Other Plastic	6.000	208	16			224	1	18
Unlined Cast Iron (pre-early 1950's)	6.000	2				2		19
Ductile Iron, Lined (late 1960's to present)	8.000	85	1			86		20
Lined Cast Iron (mide-1950's to early 1970)	8.000	8				8		21
Other Plastic	8.000	36	2	1		37	3	22
Other Plastic	10.000	1				1		23
Ductile Iron, Lined (late 1960's to present)	12.000	1				1		24
Other Plastic	12.000	1				1		25
Utility Total		**20,225**	**148**	**115**		**20,258**	**32**	26

Utility-Owned Water Service Lines

- Å The utility's service line is the pipe from the main to and through the curb stop.
- Å Explain all reported adjustments as a schedule footnote.
- Å 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.
- Å For service lines added during the year in column (d), as a schedule footnote:
  - Ŭ Explain how the additions were financed.
  - Ŭ If assessed against property owners, explain the basis of the assessments.
  - Ŭ 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.
  - Ŭ If any were financed by application of Cz-1, provide the total amount recorded and the number of service lines recorded under this method.
- Å 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 2023, 41services were Developer/Contractor installed and are accounted for based on actual cost. 107 services were replaced or installed and funded by the Utility. Services installed by a homeowner are contracted by that homeowner.

Meters

- Å Include in Columns (b-f) meters in stock as well as those in service.
- Å 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.
- Å Use Column (e) to show correction to previously reported meter count because of inventory or property record corrections
- Å Totals by size in Column (f) should equal same size totals in Column (s).
- Å Explain all reported adjustments as schedule footnote.
- Å 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)	(l)	(m)	(n)	(0)	(p)	(q)	(r)	(s)		
5/8	17,524	950	845	(12)	17,617	221	16,755	495	41	6	36	126					158	**17,617**	*	1
3/4	1,726	43	53	(1)	1,715	7	1,313	229	16	4	117	25					11	**1,715**	*	2
1	935	12	27	2	922	4	52	250	31	30	538	4					17	**922**	*	3
1 1/2	373			3	376	80		130	13	14	203	1					15	**376**	*	4
2	367			2	369	81		136	28	49	119	2					35	**369**	*	5
3	50	14	8		56	31		17	3	12	15						9	**56**	*	6
4	15	5	2		18	9		3	6	3	1						5	**18**	*	7
6	10				10	8		2	5	1							2	**10**	*	8
Total	**21,000**	**1,024**	**935**	**(6)**	**21,083**	**441**	**18,120**	**1,262**	**143**	**119**	**1,029**	**158**					**252**	**21,083**		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: 21083)

Advanced Metering Infrastructure (AMI) - fixed network

Other

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

- Å Include in Columns (b-f) meters in stock as well as those in service.
- Å 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.
- Å Use Column (e) to show correction to previously reported meter count because of inventory or property record corrections
- Å Totals by size in Column (f) should equal same size totals in Column (s).
- Å Explain all reported adjustments as schedule footnote.
- Å Do not include station meters in the meter inventory used to complete these tables.

Meters (Page W-23)

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.

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 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 the property prior to the twenty-year limit and are scrapped and retired.

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.

All in-service 6" meters were tested in 2023.

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	**3,432**	54	31	(2)	**3,453**	2
Total Fire Hydrants	**3,506**	**54**	**31**	**(2)**	**3,527**	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	1,664
Number of Distribution System Valves end of year	8,289
Number of Distribution Valves operated during Year	1,665

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.

List of All Station and Wholesale Meters

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

	Purpose (a)	Meter Size (inches) (b)	Location or Description (c)	Type (d)	Date of Last Meter Test (e)	
1	Station Meter	6	Well #11	Magnetic	03/29/2023	1
2	Station Meter	8	Well #12	Magnetic	03/29/2023	2
3	Station Meter	8	Well #3	Magnetic	03/29/2023	3
4	Station Meter	8	Well #7	Magnetic	03/29/2023	4
5	Station Meter	12	Well #13-1	Magnetic	03/29/2023	5
6	Station Meter	12	Well #13-2	Magnetic	03/29/2023	6
7	Station Meter	12	Well #5	Magnetic	03/29/2023	7
8	Station Meter	12	Well #6	Magnetic	03/29/2023	8
9	Station Meter	12	Well #8-1	Magnetic	03/29/2023	9
10	Station Meter	12	Well #8-2	Magnetic	03/29/2023	10
11	Station Meter	16	Well #10	Magnetic	03/29/2023	11
12	Station Meter	16	Well #9	Magnetic	03/29/2023	12

List of All Station and Wholesale Meters

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

List of All Station and Wholesale Meters (Page W-26)

General Footnote

Waukesha Water Utility supply meter testing is on a two-year cycle and is scheduled for testing again in 2025. The meters were tested on 3/29/2023 and prior to that, they were tested on 3/10/2021.

Water Conservation Programs

- Å 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.
- Å 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				1
Program Administration	9,919	0	0	2
Customer Outreach & Education	9,744	0	0	3
Other Program Costs	16,847	0	0	4
Total Administrative and General Expenses	**36,510**	**0**	**0**	5
Customer Incentives				6
Residential Toilets	4,300	43	436,321	7
Multifamily/Commercial Toilets	3,500	35	493,115	8
Faucets	0	0	0	9
Showerheads	171	7	3,577	10
Clothes Washers	0	0	0	11
Dishwashers	0	0	0	12
Smart Irrigation Controller	0	0	0	13
Commercial Pre-Rinse Spray Valves	0	3	21,024	14
Cost Sharing Projects (Nonresidential Customers)	0	0	0	15
Customer Water Audits	0	0	0	16
Other Incentives	560	28	17,374 *	17
Total Customer Incentives	**8,531**	**116**	**971,411**	18
TOTAL CONSERVATION	**45,041**	**116**	**971,411**	19

Water Conservation Programs

- Å 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.
- Å 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.

Other program costs include advertising for the sprinkling program, the Conservation Plan Update, and other incentive programs offered.

Please explain all values in Other Program Costs.

Twenty-eight rain barrel incentives were reimbursed in 2023 for a total of $560.00 and a water savings of 17,374 gallons.

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 ñWithin Muni Boundaryò refers to those located inside the jurisdiction that owns the water utility.

Municipality (a)	Customers End of Year (b)	
Pewaukee (City)	56	1
Waukesha (City) **	20,678	2
Waukesha (Town)	129	3
Total - Waukesha County	**20,863**	4
Total - Customers Served	**20,863**	5
Total - Outside Muni Boundary	**185**	6
Total - Within Muni Boundary **	**20,678**	7

*** = Within municipal boundary*

Privately-Owned Water Service Lines

- Å The privately owned service line is the pipe from the curb stop to the meter.
- Å Explain all reported adjustments in columns(f) as a schedule footnote.
- Å Report in column (h) the number of privately-owned service lines included in column (g) which are temporarily shut off at the curb box or otherwise not in use at end of year.
- Å 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)	Customer Owned Service Laterals Not in Use at End of Year (h)	Replaced During Year Using Financial Assistance from Utility (i)	
Copper	0.500	4				4			1
Galvanized	0.750	9		8		1			2
Copper	0.750	1,316		38		1,278			3
Copper	1.000	13,698		59		13,639	13		4
Other Plastic	1.000	1,223	87	1		1,309	1		5
Copper	1.250	1,627		6		1,621	1		6
Other Plastic	1.250	548	38			586			7
Copper	1.500	502		5		497	3		8
Other Plastic	1.500	150	9			159			9
Copper	2.000	453		2		451	6		10
Other Plastic	2.000	59	2			61			11
Copper	3.000	8				8			12
Ductile Iron, Lined (late 1960's to present)	4.000	103				103	1		13
Lined Cast Iron (mide-1950's to early 1970)	4.000	25		3		22	1		14
Other Plastic	4.000	16				16			15
Unlined Cast Iron (pre-early 1950's)	4.000	5				5			16
Ductile Iron, Lined (late 1960's to present)	6.000	126	1			127	2		17
Lined Cast Iron (mide-1950's to early 1970)	6.000	11				11			18
Other Plastic	6.000	208	16			224	1		19
Unlined Cast Iron (pre-early 1950's)	6.000	2				2			20
Ductile Iron, Lined (late 1960's to present)	8.000	85	1			86			21
Lined Cast Iron (mide-1950's to early 1970)	8.000	8				8			22
Other Plastic	8.000	36	2	1		37	3		23
Other Plastic	10.000	1				1			24
Ductile Iron, Lined (late 1960's to present)	12.000	1				1			25
Other Plastic	12.000	1				1			26
Utility Total		**20,225**	**156**	**123**		**20,258**	**32**		27

Privately-Owned Water Service Lines

- Å The privately owned service line is the pipe from the curb stop to the meter.
- Å Explain all reported adjustments in columns(f) as a schedule footnote.
- Å Report in column (h) the number of privately-owned service lines included in column (g) which are temporarily shut off at the curb box or otherwise not in use at end of year.
- Å 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 not aware of any lead property services remaining in the system. Adjustments were made to update known property services in the system.

Water Residential Customer Data ï Disconnection, Arrears, and Tax Roll

- Å For disconnection notices sent to residential customers for non-payment, report only the 10-day disconnection notice (e.g., printed on bill, separate mailed notice, etc.) for residential customers, and do not count subsequent reminders, such as 5-day notices, door tags or other personal contact attempts.
- Å For residential customers, include any account that includes a service being used primarily for residential living, including multifamily residential.
- Å For residential arrears, include billed amounts past due and unpaid.
- Å For tax roll customers, report number of residential customers transferred to the tax roll as required by Wis. Stat. Ä 66.0809.
- Å For tax roll arrears, report dollar amount of residential arrears transferred to the tax roll as required by Wis. Stat. Ä 66.0809.

	Description (a)	Amount (b)
Disconnection Notices		
1.	Total number of disconnection notices sent to residential customers for non-payment as of March 31	0
2.	Total number of disconnection notices sent to residential customers for non-payment as of June 30	0
3.	Total number of disconnection notices sent to residential customers for non-payment as of September 30	0
4.	Total number of disconnection notices sent to residential customers for non-payment as of December 31	0
Disconnections		
1.	Total number of residential disconnections of service performed for non-payment as of March 31	0
2.	Total number of residential disconnections of service performed for non-payment as of June 30	0
3.	Total number of residential disconnections of service performed for non-payment as of September 30	0
4.	Total number of residential disconnections of service performed for non-payment as of December 31	0
Arrears (Customers)		
1.	Total number of residential customers with arrears as of March 31	1,926
2.	Total number of residential customers with arrears as of June 30	2,062
3.	Total number of residential customers with arrears as of September 30	2,106
4.	Total number of residential customers with arrears as of December 31	1,913
Arrears (Dollar Amounts)		
1.	Total dollar amount of residential customer arrears as of March 31	667,608
2.	Total dollar amount of residential customer arrears as of June 30	1,000,095
3.	Total dollar amount of residential customer arrears as of September 30	1,346,459
4.	Total dollar amount of residential customer arrears as of December 31	248,853
Tax Roll		
1.	Total number of residential customers with arrears placed on the tax roll	1,265
2.	Total dollar amount of residential arrears placed on the tax roll	472,397
	Footnotes	**Yes**

Water Residential Customer Data ï Disconnection, Arrears, and Tax Roll

- Å For disconnection notices sent to residential customers for non-payment, report only the 10-day disconnection notice (e.g., printed on bill, separate mailed notice, etc.) for residential customers, and do not count subsequent reminders, such as 5-day notices, door tags or other personal contact attempts.
- Å For residential customers, include any account that includes a service being used primarily for residential living, including multifamily residential.
- Å For residential arrears, include billed amounts past due and unpaid.
- Å For tax roll customers, report number of residential customers transferred to the tax roll as required by Wis. Stat. Ä 66.0809.
- Å For tax roll arrears, report dollar amount of residential arrears transferred to the tax roll as required by Wis. Stat. Ä 66.0809.

Water Residential Customer Data ï Disconnection, Arrears, and Tax Roll (Page W-30)

General Footnote

Disconnections: The Waukesha Water Utility does not send disconnection notices for non-payment.
Tax Roll: The tax roll dollar amount $472,397.43 includes the 10% tax roll penalty.

PUBLIC SERVICE COMMISSION OF WISCONSIN
REPORT ON WATER CONSERVATION PROGRAMS

Utility Name:	Waukesha Water Utility - 6240
Report Date:	03/29/2024
Report Period:	01/01/2023 – 12/31/2023
Report Frequency:	Annual
Billing Frequency:	Monthly
Person Submitting Report:	Cortney Nagel

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.

I. EXECUTIVE SUMMARY

Water conservation is important in the City of Waukesha. Since 2006, Waukesha Water Utility (WWU) has implemented a variety of conservation programs, and the City's conservation efforts became more focused with the passage of NR 852.

In 2023, Waukesha Water Utility transitioned from groundwater to surface water. It was a very busy year and because of the transition, WWU had the opportunity for extra water conservation education and outreach events. While providing updates to the public about the water transition, the Utility took the initiative to include messaging about water conservation, as well.

In addition to the extra education opportunities, WWU had the following conservation achievements as listed below:

- WWU reached out and began working with a large multi-family on a toilet change out project. However, the project was put on hold due to apartment manager staff changes. WWU will follow up with this multi-family in 2024.

- WWU worked with Carroll University, a commercial account, on a toilet change out project and issued a $3,100 toilet rebate incentive.

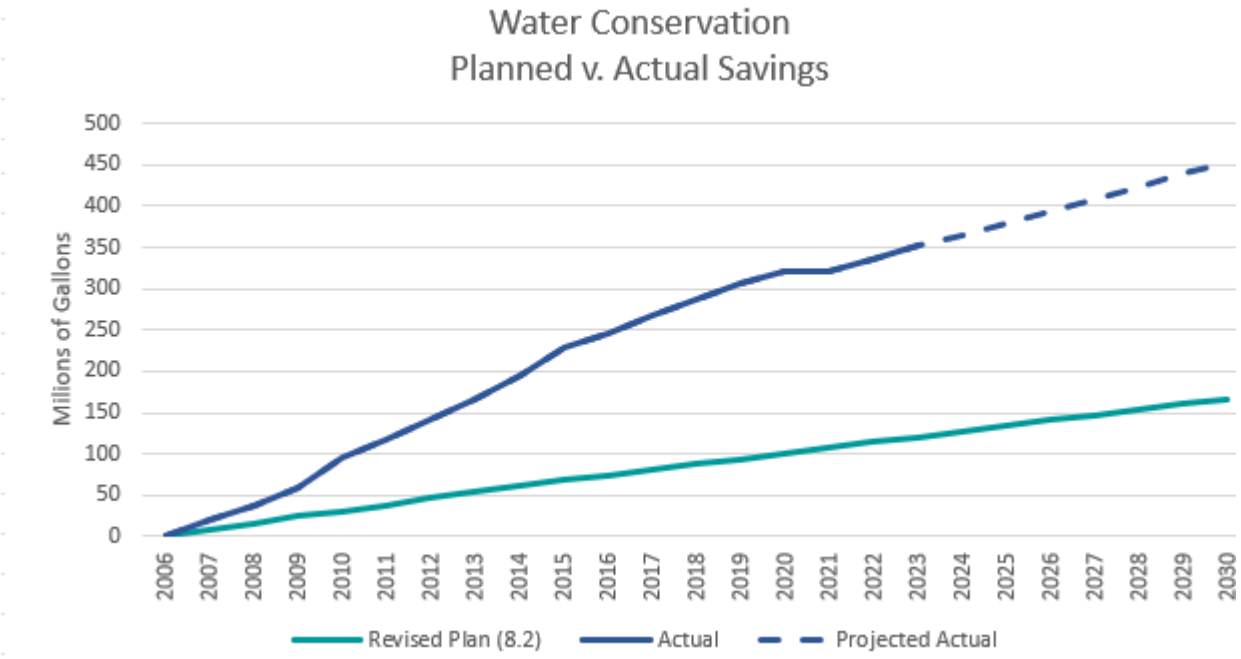
- WWU processed 28 rain barrel rebates, the most rebates in one year since the rain barrel program started. This may be due to the extra WWU summer outreach events (i.e. Farmers Market and Waukesha's Tribute Tuesday summer concert events).

- WWU mailed out business incentive letters to the top 50 industrial and commercial water users. Two industrial companies responded back and participated in the Site-Specific Grant program. They both completed their water conservation projects at the end of 2023. Once the estimated water savings are confirmed in 2024, incentives will be provided.

- WWU worked with three restaurants to change out their pre-rinsed spray valves.

- WWU conducted 23 water audits and 119 data logs to help customers locate leaks.
- WWU mailed out twenty-one letters to residential customers about disconnecting their sewer credits.
- WWU issued five irrigation permits that mandate the use of a WaterSense controller.
- WWU updated its Conservation Plan in 2022 and in 2023 completed the amendments suggested by the Public Service Commission (PSC).

As mentioned in previous reports, and shown in the graph below, the Utility has exceeded its conservation goals; and because the Utility uses criterion recommended in the 2012, (cost effectiveness) to guide its efforts, the Utility achieves its goals by spending only a modest amount.



II. ANNUAL BUDGET AND EXPENDITURES

Per Docket 6240-WR-111 the PSC determined that a reasonable level of conservation costs recoverable in rates is $62,271. This is consistent with several past rate cases.

The actual costs since 2019 are as follows:

	Actual				
	2023	2022	2021	2020	2019
Revenue					
Rates	$ 62,271	$ 62,271	$ 62,271	$ 62,271	$ 62,271
Sewer Reimbursement	30,000	30,000	30,000	30,000	30,000
	92,271	92,271	92,271	92,271	92,271
Expenses					
Program Administration	9,919	9,714	11,144	8,829	8,630
Customer Outreach and Education	9,744	14,880	6,354	8,538	14,875
Other Program Costs	16,847	58,265	2,031	2,497	2,549
Leak Surveys		-	-	-	-
Toilet Rebates	7,800	18,897	28,995	34,550	46,382
Grants & Incentives	731	6,136	580	330	190
	45,042	107,892	49,104	54,744	72,626
Excess(Deficit)	$ 47,229	$ (15,621)	$ 43,167	$ 37,527	$ 19,645

Program revenue remained consistent from 2022 to 2023. The current rate order (Docket #6240-WR-111) 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. The rate order includes a new requirement that the Utility must return $121,296 in underspent conservation funds (from prior years) back to customers over the next three years.

In 2023, prior to the Utility transitioning to Great Lakes water, the Utility included messages about water conservation in with the newsletters, bill inserts, social media, and press releases for the water transition. In addition, information about Waukesha's water conservation program, the reduction in water softeners for most customers, and future rate increases was shared during radio and television interviews, open houses, a weekly staffed booth at Waukesha's Farmers Market, and at a monthly staffed booth at the City's summer Tribute Tuesday events.

The Waukesha School District continued its youth education program on a smaller scale when compared to pre-COVID times; and Waukesha County, who hosted the annual Boy Scouts Soil and Water Conservation Merit Badge program, has decided to offer the program every 3rd year (instead of every year) because they now have several badges that they offer and are rotating their programs.

Residents and property owners continue to replace water guzzling fixtures. The Utility had one customer who received an incentive for replacing 30 commercial toilets along with 1 of their residential toilets. In total, $8,531 was spent on incentives that have a direct effect on water

conservation measurements, while $20,893 was spent on program operating expenses in 2023; $15,618 was also spent on completing the Conservation Plan Update. These program costs generated an excess of $47,229 in 2023.

The most significant changes in expenses between 2023 and 2022 are the Conservation Plan Update and the decrease in toilet rebates (192 vs. 78). The Utility plans to continue its efforts of replacing inefficient toilets and promoting its business conservation incentive program in 2024.

III. INCENTIVE PROGRAMS

The Utility has four active incentive programs:

1. Toilet Rebate Program
2. Shower Head Rebate Program
3. Rain Barrel Rebate Program
4. 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 depending on the cost of the toilet.

In 2023, the Utility was focused on transitioning to a new water source, so we did not spend as much time, as we did in previous years, on toilet rebates for large multi-families. However, the East Terrace Apartments, which is a large multi-family, applied for a multi-family toilet rebate. The Utility began pre-inspecting the toilets, but the manager who applied for the toilet rebate quit working at the apartment building. A second manager was hired and quit; and now a third manager has been hired. With this transition in management, the multi-family had put the toilet change out process on hold. The Utility will follow up with East Terrace Apartments in 2024.

In addition to the large multi-family applying for a toilet rebate, there was also a commercial account that applied for a toilet rebate. Carroll University changed out toilets throughout some of their older dorms.

By the end of 2023, the Utility processed a total of 78 toilet rebates. This included 43 residential toilets (which includes the single residential, duplexes and triplexes), 31 commercial toilets (30 from Carroll University and 1 from another commercial account), 0 industrial, and 4 toilets from large multi-family properties.

Carroll University changed 31 toilets dating back to 1962.

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

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

December 29, 2023

Carroll University, Inc.
Waukesha, WI 53186

Re: Water Conservation Rebate

Dear Carroll University,

The Senior Project Manager with Siemens Energy Performance Services, applied for Waukesha Water Utility's water conservation toilet rebate program on behalf of Carroll University. The toilets that qualify for a rebate are toilets installed in 1993 or prior, are at least 3.5 gallons per flush (gpf), and are replaced with a 1.28 gpf WaterSense toilet.

According to Siemen's pre-inspection audit and their Project Tracking Report, the Utility determined that 31 toilets, from 9 buildings, qualify for the rebate. The 31 toilets are listed below.

Building	Location	Number of Toilets Replaced	Existing Toilet Gallons/Flush	New Installed Toilet Gallons/Flush
Van Male Natatorium – Visitor Area	Main Entry M/F	2	3.5 gpf	1.28 gpf
117 Wright Street – Staff	N/A	1	3.5 gpf	1.28 gpf
Ganfield Gymnasium – Visitor	Basement M/F/Unisex	3	3.5 gpf	1.28 gpf
Grounds Building – Staff	N/A	1	3.5 gpf	1.28 gpf
Human Resources – Staff	N/A	1	3.5 gpf	1.28 gpf
Humphrey Art Chapel – Visitor	1st floor M/F/Unisex, 2nd floor M/F/Unisex, Nursing Center Unisex	8	3.5 gpf	1.28 gpf
Ottersan Theater – Visitor	Basement M/F, 1st Floor M/F, Dressing Room M/F	6	3.5 gpf	1.28 gpf
Shattuck Music Center	Basement M/F	9	3.5 gpf	1.28 gpf
Total Toilets Replaced		31		

The Utility's incentive is available only for the cost of the toilets, not for labor or installation costs; and the maximum incentive a customer may receive is up to $100 per toilet. Enclosed is a rebate check for $3,100.

Waukesha Water Utility would like to thank Carroll University for replacing the water wasting toilets and your commitment to conserving water.

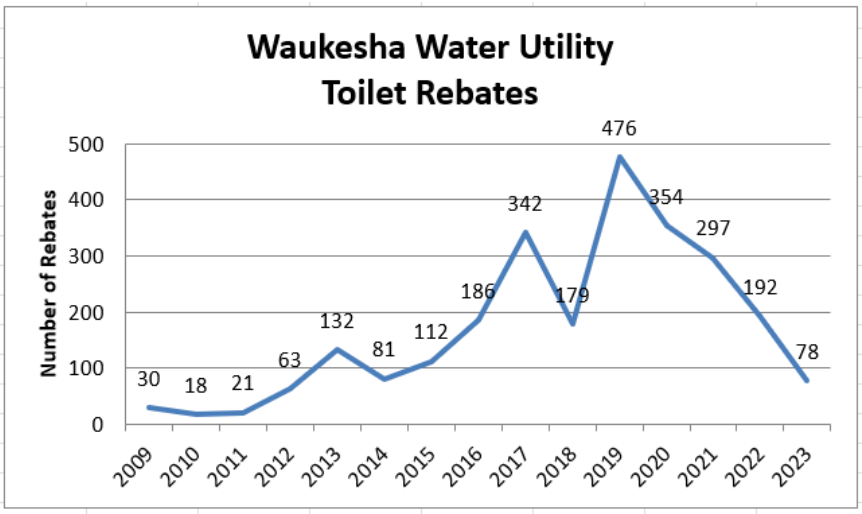
If you have any questions regarding this incentive, please call me at 262-409-4423.

Sincerely,

WAUKESHA WATER UTILITY
Customer Relations Coordinator

Enclosure: Rebate Check

Cover Letter for Carroll's Toilet Rebate



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. With the Version 4.2 AWE Tool, avoided costs are included in the unit and benefit cost calculations.

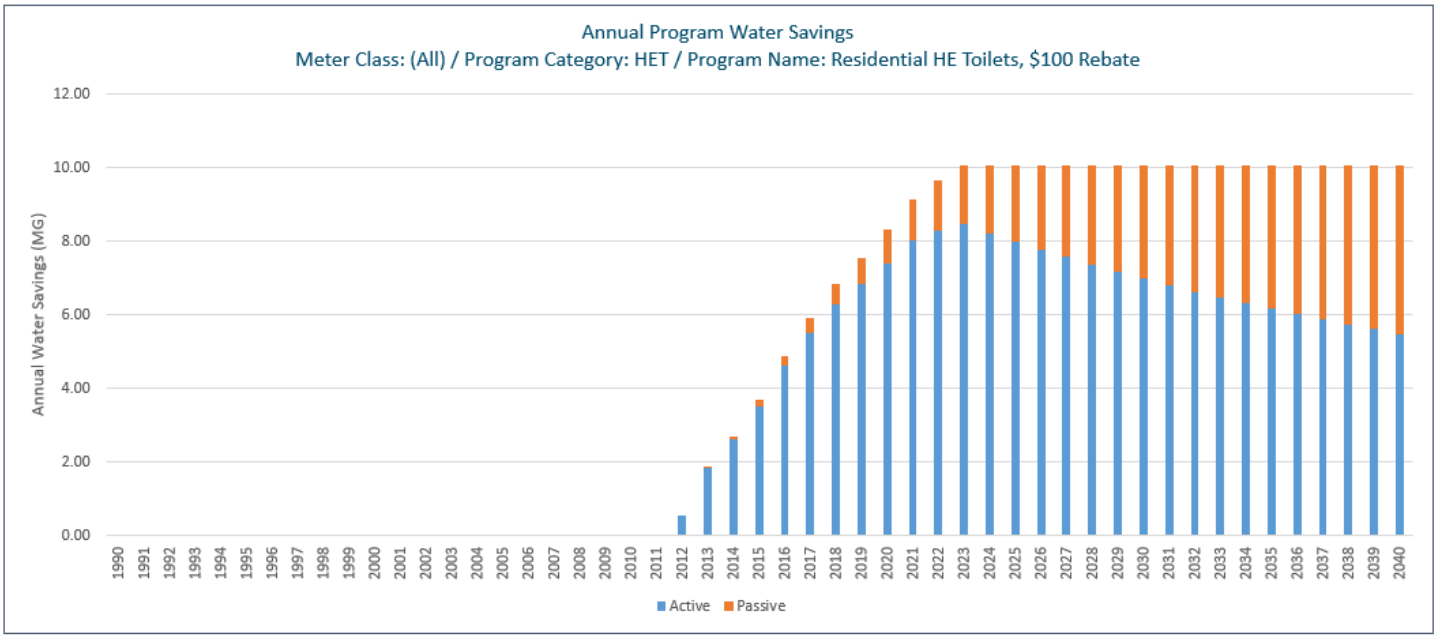
Class	Activity Name	Utility Unit Cost ($/MG)	PV Cost	Utility Unit Benefit ($/MG)	PV Benefit	B/C Ratio
Residential	Residential HE Toilets, $25 Rebate	170	1,601.32	616	5,802.45	3.6
Industrial/Commercial	CII Tank-Type HE Toilet, $50 Rebate (Industrial & Co	102	1,011.60	616	6,109.29	6.0
Residential	Residential HE Toilets, $100 Rebate	340	52,197.63	616	94,569.82	1.8
Commercial	Commercial HE Toilet, Large MF $100 Rebate	306	105,520.42	616	212,420.20	2.0

In 2023, $100 toilet rebates for single-family residences and $100 rebates for commercial\multi-family customers were issued. The projected water savings through 2040, for those rebates, are demonstrated by the graphs on the next two pages.

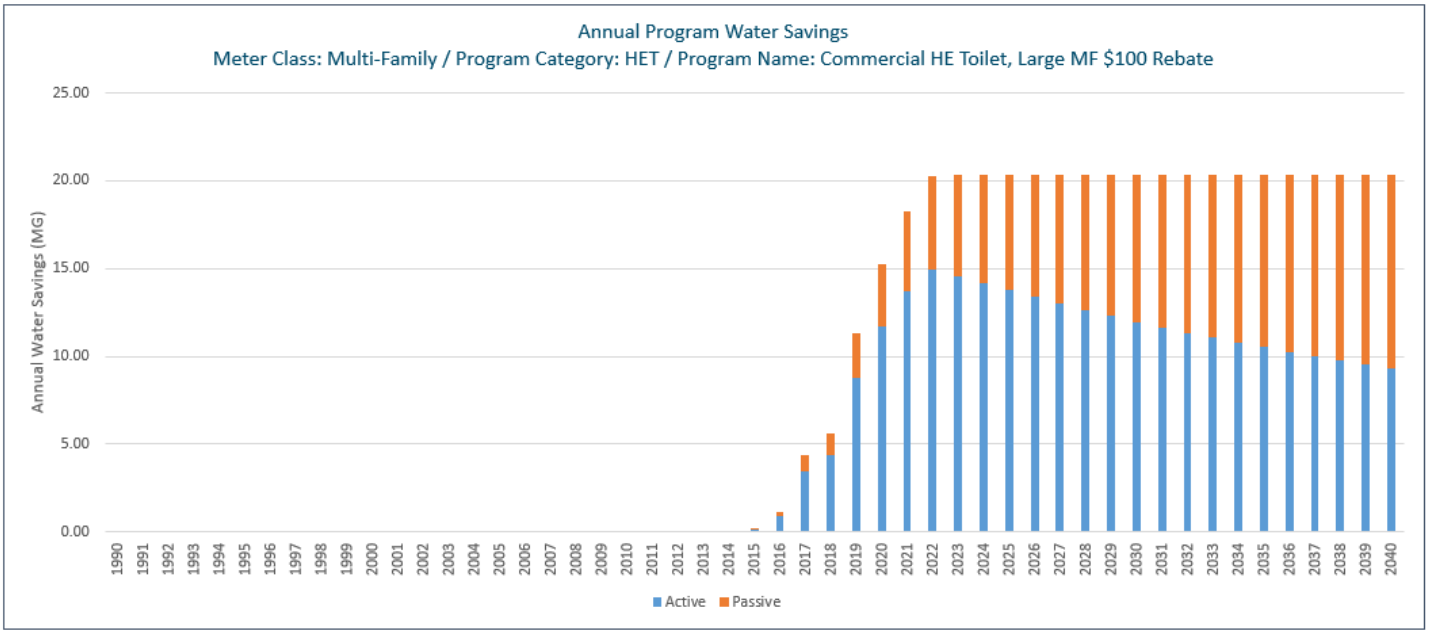
Projected water savings for past program incentives such as a $25 residential toilet rebate or $50 industrial toilet rebates can be found in past annual reports or provided upon request.

The following graphs, from the AWE Tracking Tool version 4.2, relate to water saved by the $100 residential, multi-family, and commercial rebates.

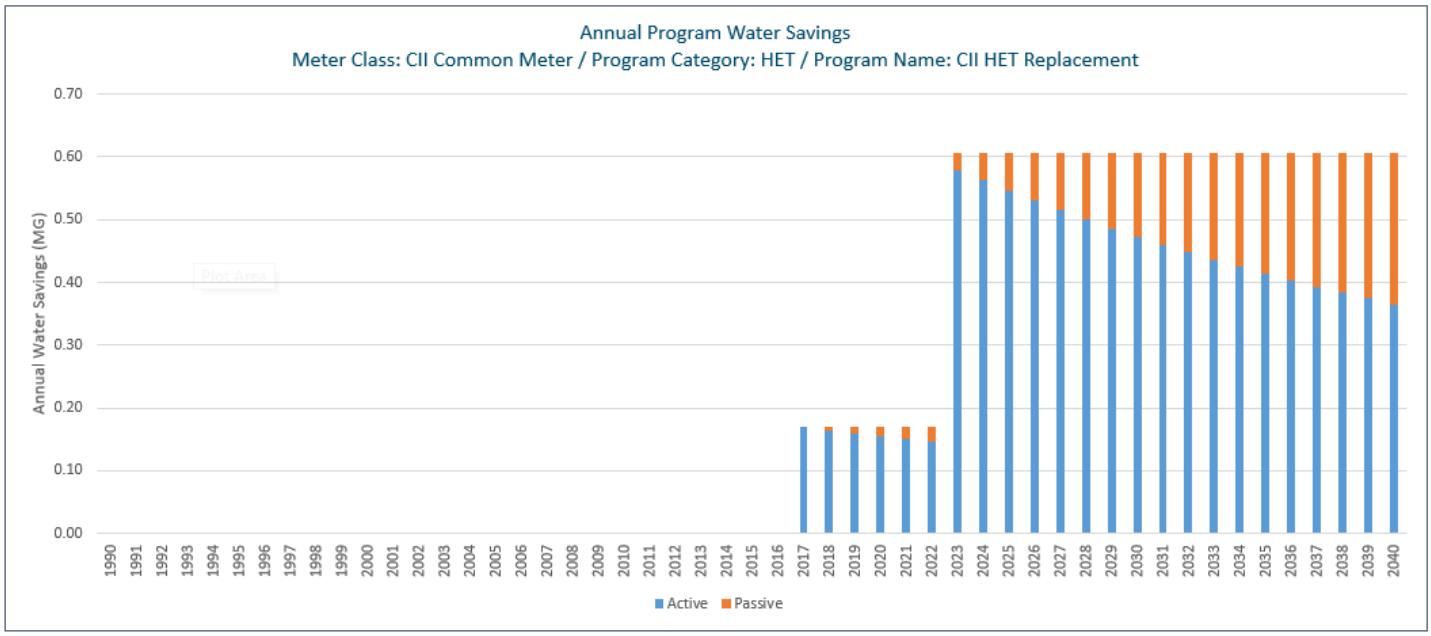
The first graph relates to water saved by the $100 residential rebates.



The second graph relates to water saved by the $100 large multi-family toilet rebates.



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



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 2023, there were 7 shower head rebates, 5 for residential accounts and 2 for multi-family accounts.

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
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, depending on family size.)
$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.

1. 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.
6. **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.
8. **An original, unaltered, dated sales receipt listing the make and model numbers, MUST accompany the rebate application.**
9. **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.**
10. 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.
12. Rebates are not available for the costs of installation.
13. **Old toilets/showerheads cannot be reused.**
14. 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

NAME:_____ Owner □ Occupant □ Account #:_____
SERVICE ADDRESS (Where toilet/showerhead installed):_____
MAIL REBATE TO THIS ADDRESS: _____
CITY: _____ STATE:_____ ZIP:_____
PHONE (Day): _____ PHONE (Evening):_____
EMAIL:_____ Preferred Method of Contact: □ Email □ Phone
How did you hear about this program?

Number of Toilets at this Address:	Number of Toilets Currently Replaced for this Rebate Application:	Number of Showers at this Address:	Number of Showerheads Currently Replaced for this Rebate Application:	Number of persons in Household:

Old Toilet(s) Information: (this information may be found in the toilet tank or under the tank lid.)

Year of old toilet(s):_____ Size, Make, and Model: _____ _____ _____
(sizes) (makes) (model numbers)

Or

Measurement(s) of the height, depth, and width of the water level (when the tank(s) is full)

_____ _____ _____
(height) (depth) (width)

New Toilet/Shower Head Information:

Toilet: Date of purchase:____ Store where purchased from: _____ Purchase Price: $_____

_____ _____ _____ Is this a 1.28 gal/flush Toilet?_____
Manufacturer Model Name Model Number Is this a WaterSense Toilet? _____

_____ _____ _____ Is this a 1.28 gal/flush Toilet?_____
Manufacturer Model Name Model Number Is this a WaterSense Toilet? _____

Date(s) installed:_____ Install Cost:$_____ Installed by: □ Do-it yourself □ Plumber

---

Shower Head: Date of purchase:_____ Store where purchased from:_____ Price:$_____

_____ _____ _____ Is this a WaterSense Fixture?_____
Manufacturer Model Name Model Number How Many Installed? _____

_____ _____ _____ Is this a WaterSense Fixture?_____
Manufacturer Model Name Model Number How Many Installed?_____

Date installed:_____ Install Cost: $_____ Installed by: □ Do-it yourself □ Plumber

I have read and understand the policy as stated in the program guidelines and I agree to a possible site visit by Waukesha Water Utility for installation verification. Reminder: Receipt & Installation Pictures Must Be Attached.

_____ _____
Property Owner Signature Date

Toilet & Shower Head Rebate Application Back Side

Waukesha Water Utility
SERVING WAUKESHA SINCE 1880

look for WaterSense Meets EPA Criteria

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.

SECTION 3: CUSTOMER LEGAL INFORMATION

Company Legal Name:	Tax Identification Number (complete ONE only, must be 9 digits): FEIN: _____-_____ OR SSN: _____-_____-_____
Company Contact Name:	Business Classification of Customer (Check ONE only. Required for all businesses, including non- ❑ Corporation ❑ Partnership ❑ Sole Proprietorship ❑ LLC ❑ Other _____

Street Address:	City:	State:	Zip Code:

Owner Name (Corporations excluded):	Phone:	Fax:	Email:

SECTION 4: PAYMENT INFORMATION (All information is required to receive payment)

Make Incentive Check Payable to (check **ONE**): ❑ Company Name ❑ Business Owner's Legal Name (Only if Sole Proprietor)

Make Check to the Attention of:

Alternate Mailing Address (if different from address above):	City:	State:	Zip Code:

P:\CONSERVATION\2015\Grants\Application Form\Large Multi-Family and Commercial Toilet Rebate_2019a.docx

New Toilet Rebate Application for Large Multi-Family/Commercial Front Side

Waukesha Water Utility
SERVING WAUKESHA SINCE 1896

Large Multi-Family/Commercial Toilet Rebate Application

SECTION 5: JOB SITE INFORMATION (Where project will occur)

Job Site Name:		Project Contact Name:		
Job Site Street Address (physical address):		City:	State:	Zip Code:
Project Contact Phone:	Project Contact Fax :	Project Contact E-mail:	Preferred Means of communication: ❑ Phone ❑ Fax ❑ Mail ❑ E-mail	
Account #:		Customer #:		

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

Project Description (including costs):

For Multi-Family: How Many Apartment Units Will Have Toilets Changed Out:_____ Number of Toilets/Unit:_____

Address(es) of the Building(s) Where Change Out Will Occur: _____

_____ Year(s) Building(s) Built:_____

For Commercial: Choose Business Type ❑ School ❑ Food Processing ❑ Food Service ❑ Lodging ❑ Other _____
❑ Healthcare ❑ Manufacturing, type _____ Number of Toilets to be Changed Out _____

New Toilet Information:

Toilets to be Purchased From: _____ Price per Toilet: _____

Toilet Manufacturer(s): _____ Model Number(s):_____

Are These New Toilets At Least 1.28 gpf? _____ Are the New Toilets WaterSense Certified?_____

SECTION 7: BACKGROUND QUESTIONS

1. Check which best describes where you are right now with your project:
   - ❑ Considering project
   - ❑ Assessing feasibility
   - ❑ Getting vendor bids and/or savings estimates
   - ❑ Received management approval
   - ❑ Started installation

2. Check your reasons for pursuing this project:
   - ❑ Reduce maintenance costs
   - ❑ Replace worn out equipment
   - ❑ Reduce utility costs
   - ❑ Comply with regulatory equipment
   - ❑ Achieve company goal or mandate

APPLICANT:

Name: _____

Signature: _____

Date: _____

WAUKESHA WATER UTILITY:

Name: _____

Signature: _____

Date: _____

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

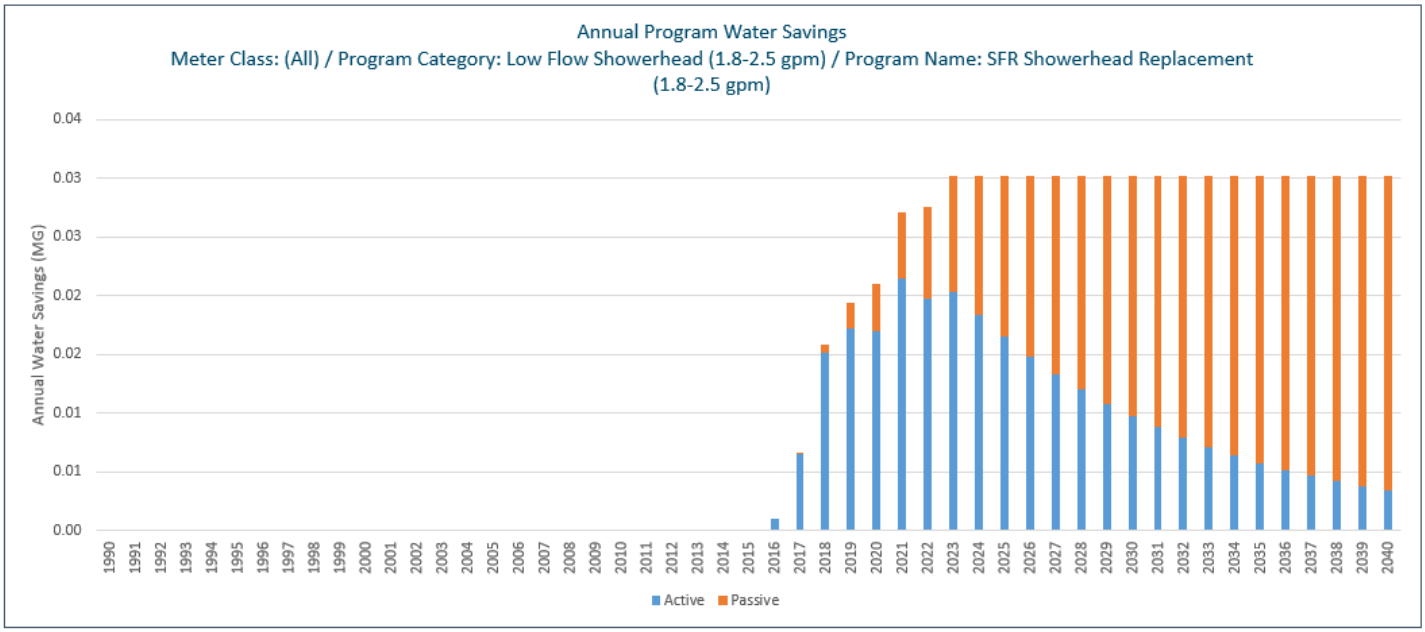
New Toilet Rebate Application for Large Multi-Family/Commercial Back Side

Using the Alliance for Water Efficiency (AWE) Conservation Tracking Tool, the annual cost effectiveness of the showerhead 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. It was also included in the 2022 Conservation Plan Update. While it is not the most effective conservation measure, water is being conserved and that is the ultimate goal of the program.

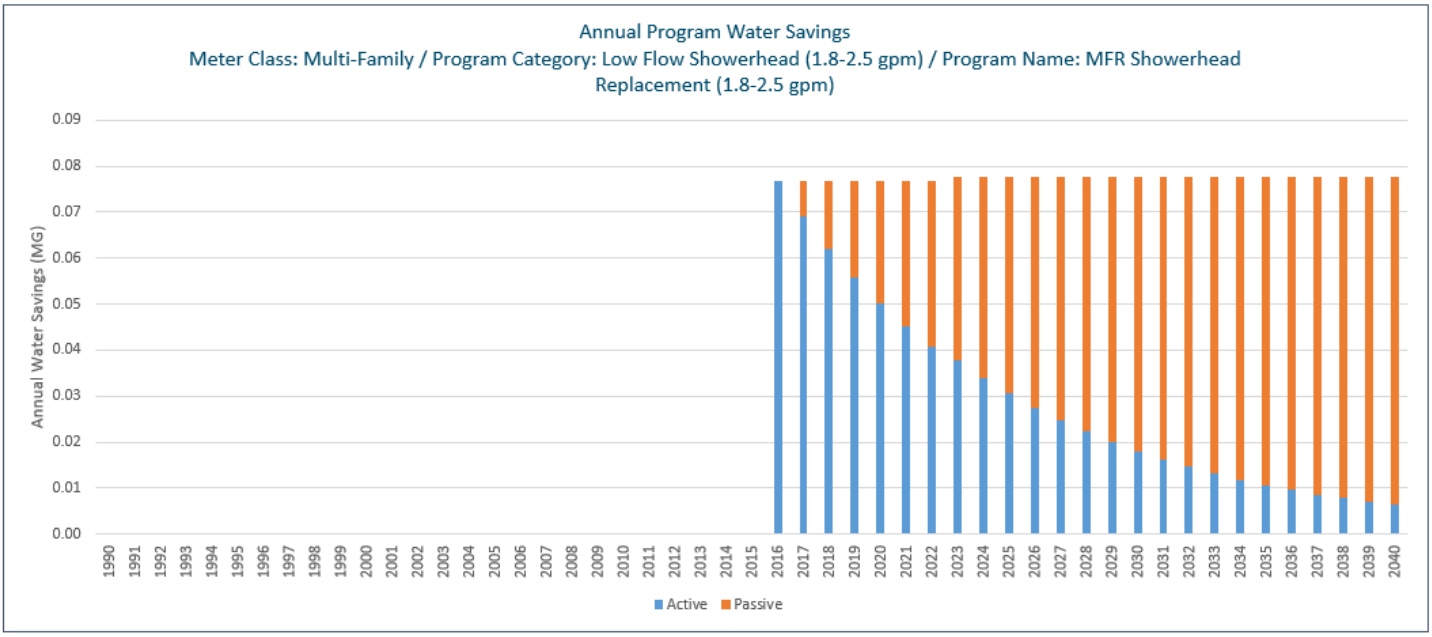
Class	Activity Name	Utility Unit Cost ($/MG)	PV Cost	Utility Unit Benefit ($/MG)	PV Benefit	B/C Ratio
Residential	SFR Showerhead Replacement (1.8-2.5 gpm)	4,892	830.19	616	104.54	0.1

The projected water savings through 2040 for single families is demonstrated below.



Class	Activity Name	Utility Unit Cost ($/MG)	PV Cost	Utility Unit Benefit ($/MG)	PV Benefit	B/C Ratio
Multi-Family	MFR Showerhead Replacement (1.8-2.5 gpm)	3,716	855.53	616	141.82	0.2

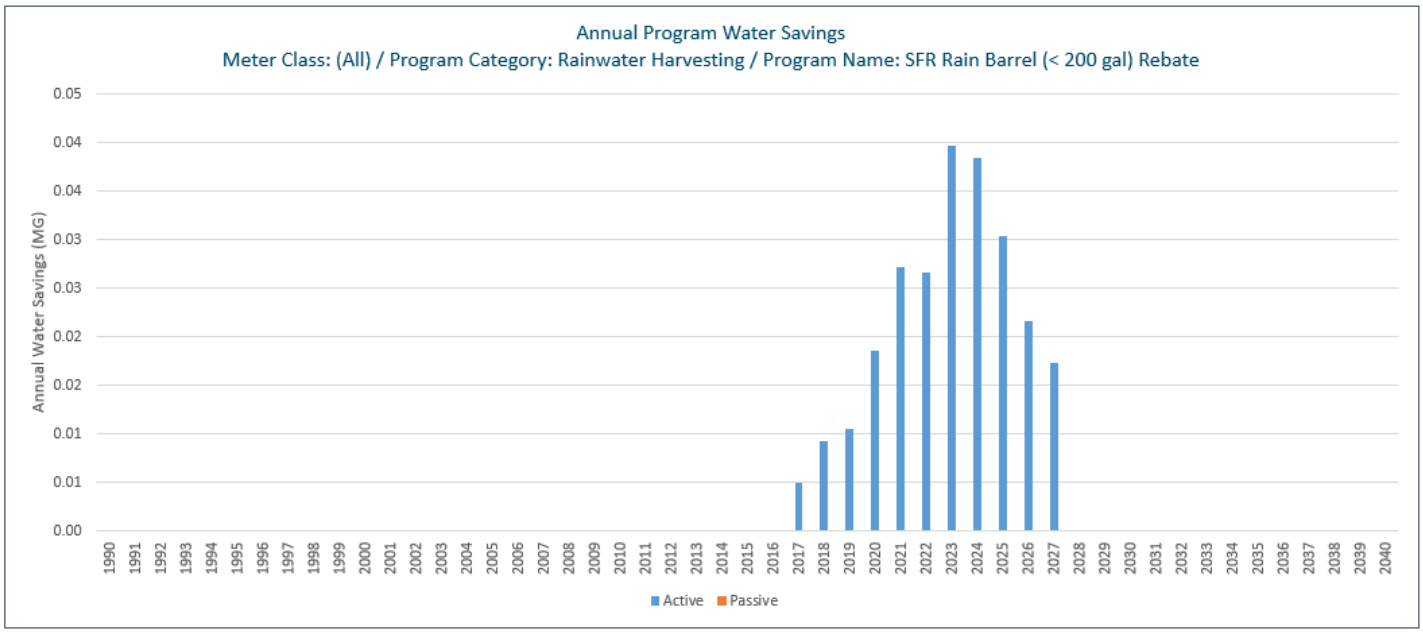
The projected water savings through 2040 for large multi-families is demonstrated below.



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 2023, there were 28 rain barrel rebates.

The projected water savings is demonstrated by the graph below:



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

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

RAIN BARREL
$20 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 **original** 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

- **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 tight-fitting, 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

Name:_____ Owner □ Occupant □ Account Number:_____

Service Address (Where rain barrel is installed ~ **must** be installed in the Waukesha Water Utility service area):_____

Mail Rebate to this Address:_____

Phone (Day):_____ Phone (Evening):_____ Email Address:_____

How Did You Hear About the Rain Barrel Rebate Program?:_____

Number of Rain Barrels at this Address:_____ Number of Rain Barrels for this Rebate Application:_____

Date of Purchase:_____ Store/Place Where Purchased From:_____ Purchased Price:_____

Type of Barrel:_____ Capacity (Gallons):_____ Date Installed:_____
(Brand/Make) (Model Number)

If you are the renter, is the required written consent of the property owner attached: Yes □ No □ Or, not required, I am the Property Owner: □

Is the required photo attached showing the installed Rain Barrel (on a level, firm surface, under the downspout, with a secure lid): Yes □ No □

Is the required **original** purchase receipt attached: Yes □ No □

I 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).
I have all the necessary paperwork and photos attached, and agree to a possible site visit by the Waukesha Water Utility for installation verification.

_____ _____
Signature Date

Rain Barrel Rebate Application Back Side

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 save 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.

Letters with the Incentive Application are mailed out annually to the top 50 water users in the commercial, public and industrial sectors.

In 2023, there were 2 industrial accounts, Life Way and Prolec-GE, who participated in the Site-Specific Grant program and completed their water conservation projects. However, no incentives were given out in 2023 as we are waiting to verify the water savings. Once the water savings has been confirmed, the Utility will process the incentives in 2024.

The Utility will continue to promote the business incentive in 2024, as these incentives tend to have the greatest water conservation impact.

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

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

May 2023

Re: Water Conservation Incentive Program

To: Whom It May Concern:

Waukesha Water Utility is sending you a reminder about our Conservation Incentive program for non-residential 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; 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

Copy of the Business Incentive Cover Letter Mailed to the Top 50 Industrial, Commercial, and Public Water Users

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

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 2: 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.

SECTION 3: CUSTOMER LEGAL INFORMATION

Company Legal Name:	Tax Identification Number (complete ONE only, must be 9 digits): FEIN: ____-_____ OR SSN: _____-_____-_____		
Company Contact Name:	Business Classification of Customer (Check ONE only. Required for all businesses, including non-profits): ❑ Corporation ❑ Partnership ❑ Sole Proprietorship ❑ LLC ❑ Other		
Street Address:	City:	State:	Zip Code:
Owner Name (Corporations excluded):	Phone:	Fax:	Email:

SECTION 4: PAYMENT INFORMATION (All information is required to receive payment)

Make Incentive Check Payable to (check ONE): ❑ Company Name ❑ Business Owner's Legal Name (Only if Sole Proprietor)

Make Check to the Attention of:

Alternate Mailing Address (if different from address above):	City:	State:	Zip Code:

SECTION 5: JOB SITE INFORMATION (Where project will occur)

Job Site Name:		Project Contact Name:	
Job Site Street Address (physical address):		City:	State: Zip Code:
Project Contact Phone	Project Contact Fax :	Project Contact E-mail:	Preferred Means of communication: ❑ Phone ❑ Fax ❑ Mail ❑ E-mail
Account #:		Customer #:	

Business Type (Check ONE):

❑ School ❑ Food Processing ❑ Food Service ❑ Lodging ❑ Other _____

❑ Healthcare ❑ Manufacturing, type _____

Front Side of Incentive Application

Waukesha Water Utility

Water Conservation Incentive

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

Project Description (including costs):

Projected Annual Gallons Saved	3 yr. Average Annual Consumption:	Project Start Date:	Project Completion Date:

Hours of Operation (i.e. 8 a.m. - 9 p.m.)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
____ to ____	____ to ____	____ to ____	____ to ____	____ to ____	____ to ____	____ to ____

❑ Information on existing equipment, system operation and building operation attached (If available).

❑ Specification sheets and/or project proposals attached (If available).

SECTION 7: BACKGROUND QUESTIONS

1. Check which best describes where you are right now with your project:
   - ❑ Considering project
   - ❑ Assessing feasibility
   - ❑ Getting vendor bids and/or savings estimates
   - ❑ Received management approval
   - ❑ Started installation

2. Check your reasons for pursuing this project:
   - ❑ Reduce maintenance costs
   - ❑ Replace worn out equipment
   - ❑ Reduce energy costs
   - ❑ Comply with regulatory equipment
   - ❑ Achieve company goal or mandate

APPLICANT:

Name: _____

Signature: _____

Date: _____

WAUKESHA WATER UTILITY:

Name: _____

Signature: _____

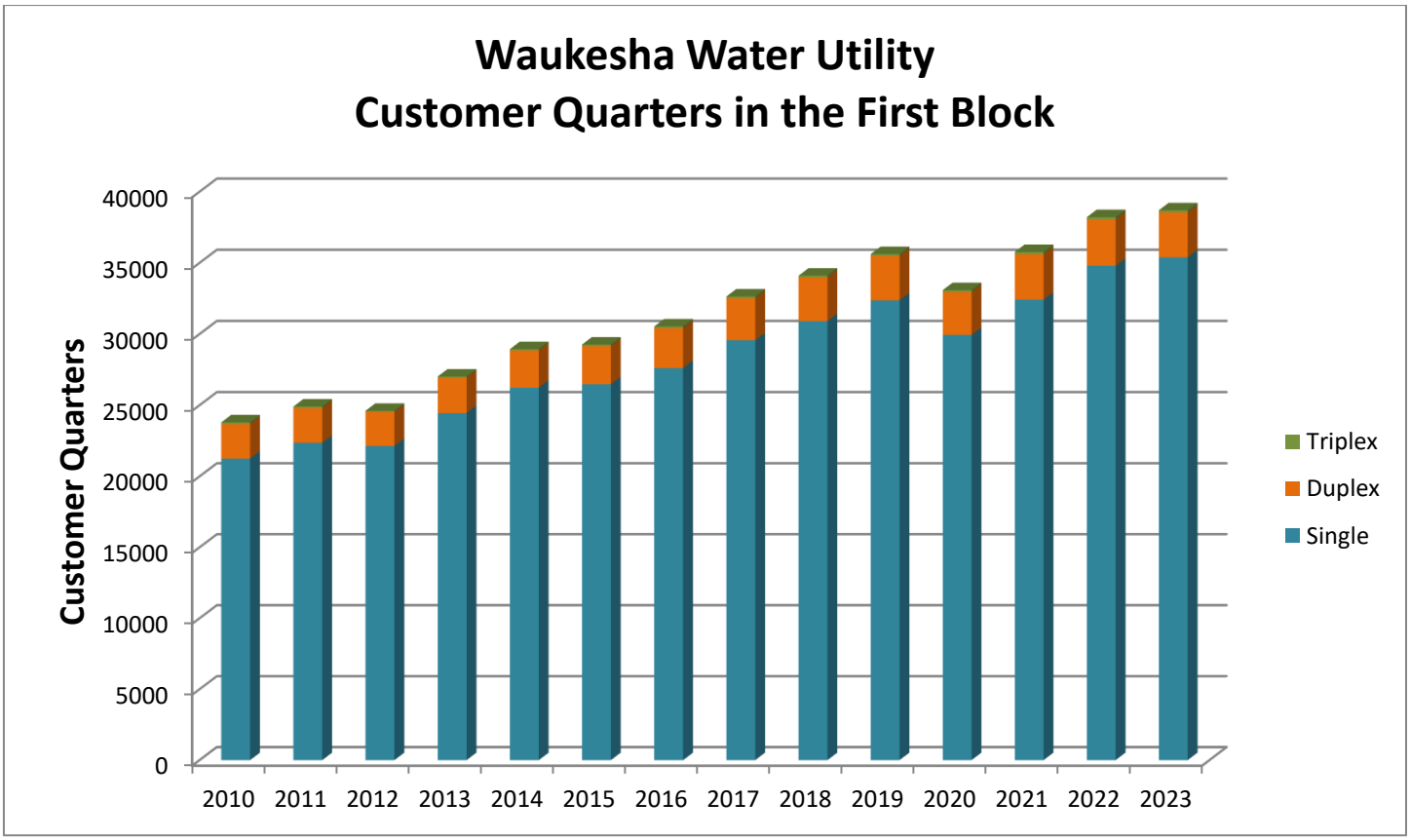
Date: _____

P:\Conservation\2015\Grants\Application Form\App Water Conservation Incentive_Back Side.docx

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. From 2010 to 2023, with the exception of 2020, the number of customers within the first block has increased. It is assumed that the combination of the rate structure and other conservation measures, such as the installation of high-efficient appliances and equipment, are the reason for this trend.



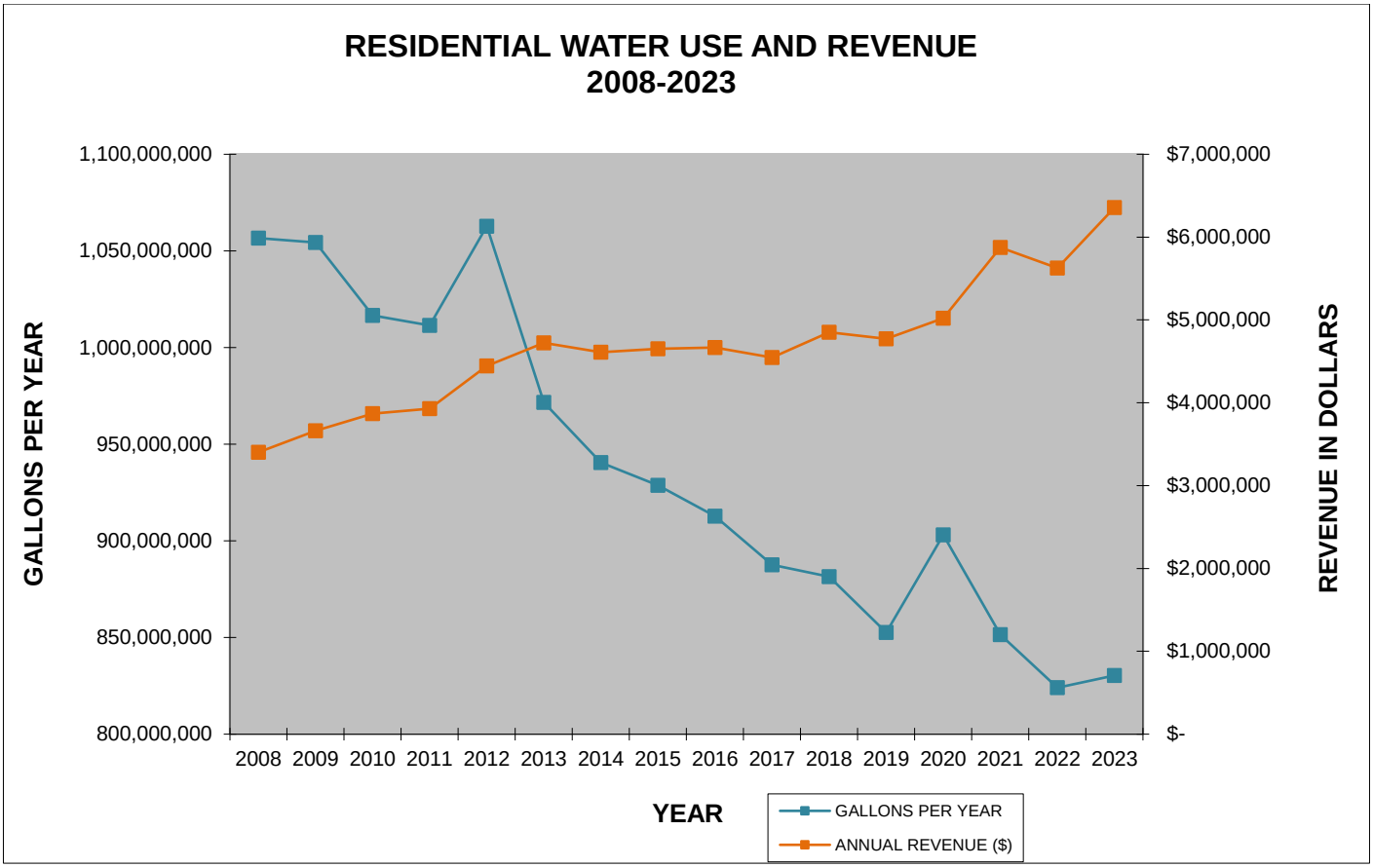
The detailed data, on the next three pages, supplements the consumption history supplied in previous years reports. To provide a more accurate picture of "# of customers," volumes associated with final reads have been excluded.

Single Family Consumption				
	2023			
Interval	# of Customers	%	Consumption	%
	January			
0-3,333	7,734	46.6%	16,435,800	25.5%
3,334-6,667	7,170	43.2%	33,282,600	51.7%
>6,667	1,693	10.2%	14,678,500	22.8%
January Total	16,597	100.0%	64,396,900	100.0%
	February			
0-3,333	9,339	56.5%	19,286,300	34.5%
3,334-6,667	6,223	37.7%	28,247,100	50.6%
>6,667	960	5.8%	8,324,900	14.9%
February Total	16,522	100.0%	55,858,300	100.0%
	March			
0-3,333	10,243	62.1%	20,816,200	39.9%
3,334-6,667	5,520	33.4%	24,830,800	47.7%
>6,667	742	4.5%	6,459,900	12.4%
March Total	16,505	100.0%	52,106,900	100.0%
	April			
0-3,333	8,370	50.6%	17,690,100	29.1%
3,334-6,667	6,854	41.4%	31,516,400	51.8%
>6,667	1,330	8.0%	11,617,100	19.1%
April Total	16,554	100.0%	60,823,600	100.0%
	May			
0-3,333	10,199	61.4%	20,885,100	39.3%
3,334-6,667	5,637	33.9%	25,352,900	47.7%
>6,667	773	4.7%	6,860,900	12.9%
May Total	16,609	100.0%	53,098,900	100.0%
	June			
0-3,333	7,829	46.9%	16,455,800	23.8%
3,334-6,667	6,691	40.1%	31,368,600	45.4%
>6,667	2,163	13.0%	21,239,600	30.8%
June Total	16,683	100.0%	69,064,000	100.0%
	July			
0-3,333	6,593	39.5%	13,948,900	17.6%
3,334-6,667	6,996	41.9%	33,144,300	41.8%
>6,667	3,114	18.6%	32,244,500	40.6%
July Total	16,703	100.0%	79,337,700	100.0%
	August			
0-3,333	8,177	48.9%	17,158,500	25.3%
3,334-6,667	6,526	39.0%	30,319,400	44.6%
>6,667	2,021	12.1%	20,433,700	30.1%
August Total	16,724	100.0%	67,911,600	100.0%
	September			
0-3,333	7,222	43.2%	15,305,400	21.3%
3,334-6,667	7,083	42.4%	33,161,000	46.1%
>6,667	2,410	14.4%	23,541,000	32.7%
September Total	16,715	100.0%	72,007,400	100.0%
	October			
0-3,333	10,280	61.5%	20,953,600	38.7%
3,334-6,667	5,509	33.0%	24,802,400	45.8%
>6,667	919	5.5%	8,422,000	15.5%
October Total	16,708	100.0%	54,178,000	100.0%
	November			
0-3,333	10,055	60.2%	20,759,900	37.7%
3,334-6,667	5,730	34.3%	25,926,300	47.0%
>6,667	921	5.5%	8,451,400	15.3%
November Total	16,706	100.0%	55,137,600	100.0%
	December			
0-3,333	10,123	60.6%	20,877,200	38.6%
3,334-6,667	5,725	34.3%	25,795,300	47.7%
>6,667	849	5.1%	7,399,200	13.7%
December Total	16,697	100.0%	54,071,700	100.0%
	Annual			
0-3,333	8,847	53.2%	220,572,800	29.9%
3,334-6,667	6,305	37.9%	347,747,100	47.1%
>6,667	1,491	9.0%	169,672,700	23.0%
Annual Total	16,644	100.0%	737,992,600	100.0%

Two Family Consumption				
	2023			
Interval	# of Customers	%	Consumption	%
	January			
0-6,667	724	58.2%	2,961,400	36.0%
6,668-11,667	418	33.6%	3,583,900	43.6%
>11,667	103	8.3%	1,677,300	20.4%
January Total	1,245	100.0%	8,222,600	100.0%
	February			
0-6,667	820	66.2%	3,300,700	44.6%
6,668-11,667	356	28.8%	3,045,000	41.2%
>11,667	62	5.0%	1,052,400	14.2%
February Total	1,238	100.0%	7,398,100	100.0%
	March			
0-6,667	882	71.5%	3,476,000	50.3%
6,668-11,667	295	23.9%	2,510,400	36.3%
>11,667	57	4.6%	922,000	13.3%
March Total	1,234	100.0%	6,908,400	100.0%
	April			
0-6,667	751	60.7%	3,101,300	38.9%
6,668-11,667	390	31.5%	3,351,400	42.1%
>11,667	97	7.8%	1,513,100	19.0%
April Total	1,238	100.0%	7,965,800	100.0%
	May			
0-6,667	884	71.3%	3,484,700	51.0%
6,668-11,667	308	24.8%	2,613,900	38.2%
>11,667	48	3.9%	739,800	10.8%
>6,667	1,240	100.0%	6,838,400	100.0%
May Total				
	June			
0-6,667	760	61.4%	3,046,200	39.2%
6,668-11,667	391	31.6%	3,354,500	43.1%
>11,667	86	7.0%	1,378,700	17.7%
June Total	1,237	100.0%	7,779,400	100.0%

	July			
0-6,667	661	53.3%	2,732,300	30.8%
6,668-11,667	433	34.9%	3,727,200	42.1%
>11,667	145	11.7%	2,400,100	27.1%
July Total	1,239	100.0%	8,859,600	100.0%
	August			
0-6,667	759	61.3%	3,029,200	38.2%
6,668-11,667	374	30.2%	3,203,100	40.4%
>11,667	106	8.6%	1,692,300	21.4%
August Total	1,239	100.0%	7,924,600	100.0%
	September			
0-6,667	697	56.3%	2,868,500	33.2%
6,668-11,667	402	32.5%	3,481,400	40.3%
>11,667	139	11.2%	2,278,300	26.4%
September Total	1,238	100.0%	8,628,200	100.0%
	October			
0-6,667	870	70.1%	3,388,500	48.5%
6,668-11,667	312	25.1%	2,651,900	37.9%
>11,667	59	4.8%	948,900	13.6%
October Total	1,241	100.0%	6,989,300	100.0%
	November			
0-6,667	813	65.7%	3,232,000	43.3%
6,668-11,667	343	27.7%	2,927,300	39.3%
>11,667	82	6.6%	1,296,300	17.4%
November Total	1,238	100.0%	7,455,600	100.0%
	December			
0-6,667	839	67.9%	3,335,900	45.5%
6,668-11,667	314	25.4%	2,636,400	35.9%
>11,667	83	6.7%	1,365,200	18.6%
December Total	1,236	100.0%	7,337,500	100.0%
	Annual			
0-6,667	788	63.6%	37,956,700	41.1%
6,668-11,667	361	29.2%	37,086,400	40.2%
>11,667	89	7.2%	17,264,400	18.7%
Annual Total	1,239	100.0%	92,307,500	100.0%

Three Family Consumption				
	2023			
Interval	# of Customers	%	Consumption	%
	January			
0-6,667	36	48.0%	143,600	25.3%
6,667-20,000	37	49.3%	380,400	67.1%
>20,000	2	2.7%	43,200	7.6%
January Total	75	100.0%	567,200	100.0%
	February			
0-6,667	43	57.3%	177,700	34.8%
6,667-20,000	30	40.0%	290,200	56.8%
>20,000	2	2.7%	43,100	8.4%
February Total	75	100.0%	511,000	100.0%
	March			
0-6,667	45	60.8%	183,700	39.0%
6,667-20,000	28	37.8%	266,600	56.6%
>20,000	1	1.4%	20,700	4.4%
March Total	74	100.0%	471,000	100.0%
	April			
0-6,667	38	50.7%	167,400	30.8%
6,667-20,000	37	49.3%	375,800	69.2%
>20,000	-	0.0%	-	0.0%
April Total	75	100.0%	543,200	100.0%
	May			
0-6,667	43	58.1%	170,800	36.7%
6,667-20,000	31	41.9%	294,600	63.3%
>20,000	-	0.0%	-	0.0%
May Total	74	100.0%	465,400	100.0%
	June			
0-6,667	41	55.4%	173,100	33.7%
6,667-20,000	32	43.2%	317,000	61.7%
>20,000	1	1.4%	23,500	4.6%
June Total	74	100.0%	513,600	100.0%
	July			
0-6,667	34	45.9%	141,500	24.6%
6,667-20,000	38	51.4%	382,400	66.6%
>20,000	2	2.7%	50,600	8.8%
July Total	74	100.0%	574,500	100.0%
	August			
0-6,667	36	48.6%	149,700	25.7%
6,667-20,000	35	47.3%	330,500	56.7%
>20,000	3	4.1%	102,700	17.6%
August Total	74	100.0%	582,900	100.0%
	September			
0-6,667	31	41.3%	130,300	19.6%
6,667-20,000	40	53.3%	400,700	60.4%
>20,000	4	5.3%	132,500	20.0%
September Total	75	100.0%	663,500	100.0%
	October			
0-6,667	38	51.4%	163,900	31.3%
6,667-20,000	35	47.3%	330,300	63.2%
>20,000	1	1.4%	28,800	5.5%
October Total	74	100.0%	523,000	100.0%
	November			
0-6,667	34	45.3%	137,800	23.1%
6,667-20,000	36	48.0%	328,800	55.1%
>20,000	5	6.7%	129,600	21.7%
November Total	75	100.0%	596,200	100.0%
	December			
0-6,667	43	57.3%	178,800	34.0%
6,667-20,000	30	40.0%	292,200	55.6%
>20,000	2	2.7%	54,200	10.3%
December Total	75	100.0%	525,200	100.0%
	Annual			
0-6,667	39	51.7%	1,918,300	29.3%
6,667-20,000	34	45.7%	3,989,500	61.0%
>20,000	2	2.6%	628,900	9.6%
Annual Total	75	100.0%	6,536,700	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 – NON-RESIDENTIAL CUSTOMERS

Commercial, Industrial and Public rates were set in 2012 with declining blocks.

In October 2023, the Utility had a rate increase approved by the PSC. Below are the updated rates.

Rates per 1,000 Gallons October 1, 2023	
Gallons	Commercial, Industrial, Public
0 - 25,000	$8.35
25,001 - 500,000	$7.56
Over 500,000	$6.74

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 Usage for Non-Residential							
Billing Class	2017 (Gallons)	2018 (Gallons)	2019 (Gallons)	2020 (Gallons)	2021 (Gallons)	2022 (Gallons)	2023 (Gallons)
Commercial	729,873,000	707,267,000	696,184,000	663,605,300	706,398,800	658,694,660	672,678,700
Industrial	232,668,900	230,557,100	220,675,300	161,293,500	137,807,900	132,963,100	149,727,100
Public	72,384,600	67,338,800	65,913,900	47,756,950	62,240,450	54,600,900	58,452,000
Irrigation	n/a	4,447,476	2,879,000	6,206,500	11,538,200	6,485,400	9,218,900

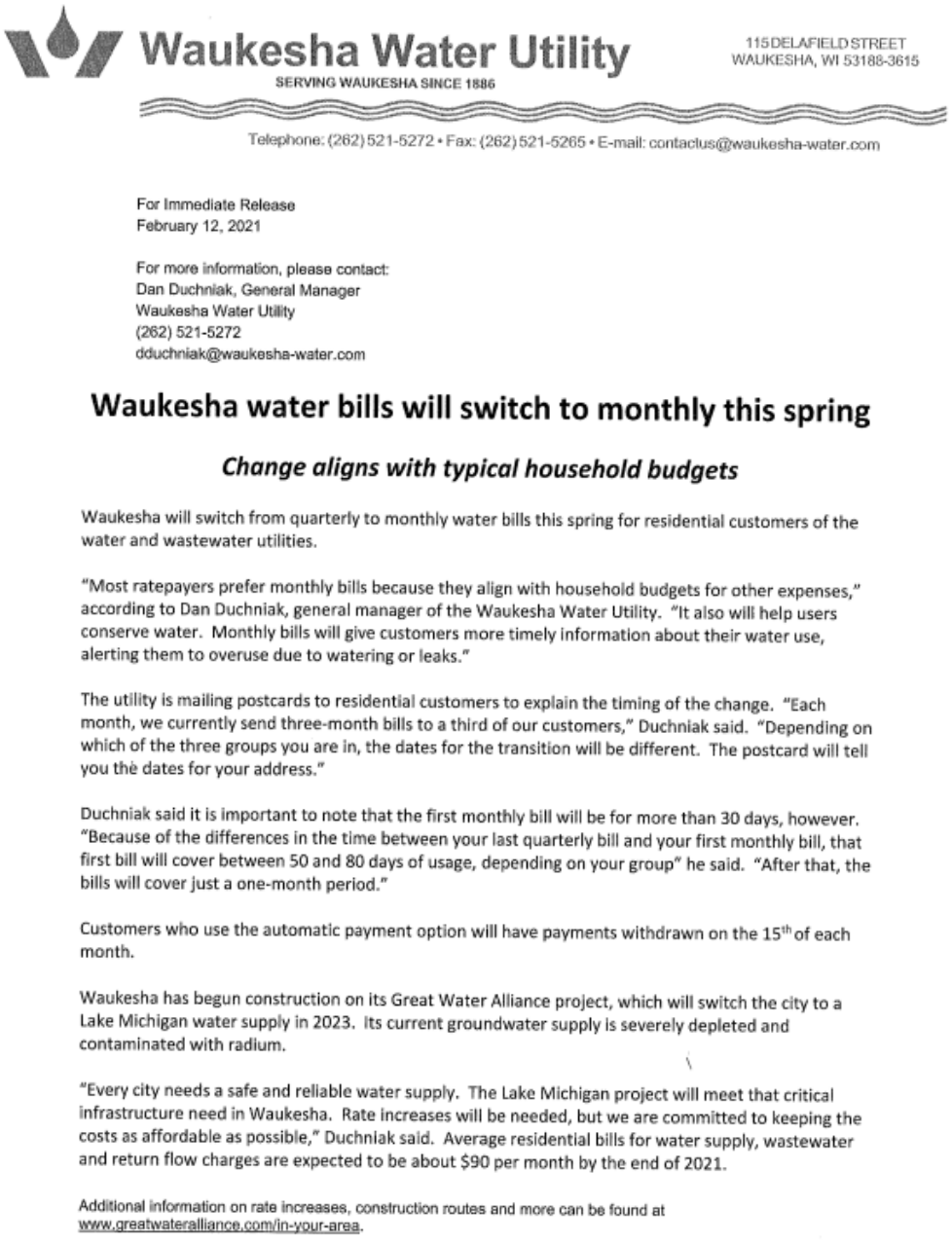
Therefore, the Utility uses efforts, other than the rate structure, to incent conservation.

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

1. Monthly Billing (for all customer classes)
2. Irrigation Rates (for all customer classes)
3. Sprinkling Ordinance (for all customer classes)
4. Irrigation Ordinance (for all customer classes)
5. Sewer Ordinance Change (for all customer classes)
6. Yard Sign Campaign (for all customer classes)
7. Waukesha Rain Barrel Promotion Program (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. Monthly Billing

In the spring of 2021, the Utility switched to monthly billing for all customers classes. Previously, large industrial customers were billed monthly, while all other customers were billed quarterly. Most ratepayers prefer monthly billing because it's easier to budget with other monthly expenses. In addition, monthly billing helps users conserve water because monthly bills give customers more timely information about their water usage, alerting them to overuse due to watering or leaks. A copy of the Press Release is shown below.



Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

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

For Immediate Release
February 12, 2021

For more information, please contact:
Dan Duchniak, General Manager
Waukesha Water Utility
(262) 521-5272
dduchniak@waukesha-water.com

Waukesha water bills will switch to monthly this spring

Change aligns with typical household budgets

Waukesha will switch from quarterly to monthly water bills this spring for residential customers of the water and wastewater utilities.

"Most ratepayers prefer monthly bills because they align with household budgets for other expenses," according to Dan Duchniak, general manager of the Waukesha Water Utility. "It also will help users conserve water. Monthly bills will give customers more timely information about their water use, alerting them to overuse due to watering or leaks."

The utility is mailing postcards to residential customers to explain the timing of the change. "Each month, we currently send three-month bills to a third of our customers," Duchniak said. "Depending on which of the three groups you are in, the dates for the transition will be different. The postcard will tell you the dates for your address."

Duchniak said it is important to note that the first monthly bill will be for more than 30 days, however. "Because of the differences in the time between your last quarterly bill and your first monthly bill, that first bill will cover between 50 and 80 days of usage, depending on your group" he said. "After that, the bills will cover just a one-month period."

Customers who use the automatic payment option will have payments withdrawn on the 15th of each month.

Waukesha has begun construction on its Great Water Alliance project, which will switch the city to a Lake Michigan water supply in 2023. Its current groundwater supply is severely depleted and contaminated with radium.

"Every city needs a safe and reliable water supply. The Lake Michigan project will meet that critical infrastructure need in Waukesha. Rate increases will be needed, but we are committed to keeping the costs as affordable as possible," Duchniak said. Average residential bills for water supply, wastewater and return flow charges are expected to be about $90 per month by the end of 2021.

Additional information on rate increases, construction routes and more can be found at www.greatwateralliance.com/in-your-area.

Utility Switching to Monthly Billing
Press Release

2. 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.

In 2023, the volumetric rate was increased to $11.88 per thousand gallons; and the Utility received 5 applications for irrigation meters.

A copy of the Irrigation Application, which shows the monthly service charges and the combined water and return flow volumetric charges, is shown on the following pages.

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 Delafield Street
Waukesha, WI 53188-3615

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 $135.00 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 October 1, 2023 are as follows:

	Monthly Service Charge		**Monthly Service Charge**
Meter Size	$	Meter Size	$
5/8"	16.00	3"	115.00
¾"	16.00	4"	156.00
1"	26.00	6"	252.00
1 ¼"	39.00	8"	382.00
1 ½"	44.00	10"	553.00
2"	68.00	12"	676.00
Volumetric Charge			$16.17 per 1,000 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

G:\ADMIN\Applications for New Services\Annual Forms Update\2023\non-pdf\Application for Irrigation Meter 10 01 23.docx

Cover Letter for Irrigation Meter Application

Waukesha Water Utility

IRRIGATION METER

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

1. **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.

2. **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.

3. **Pay the application fee ($135)**
   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

Waukesha Water Utility

APPLICATION FOR IRRIGATION METER

1. Property Address _____

2. Building Type __Single Family __Duplex __Triplex __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 measured by this meter

   _____ ¾" Garden Hose _____ ½" Garden Hose _____ Underground Sprinkler

8. Gallons per minute needed _____

9. City Plumbing Permit # _____

10. Who is responsible for payment? ____Owner ____Plumber

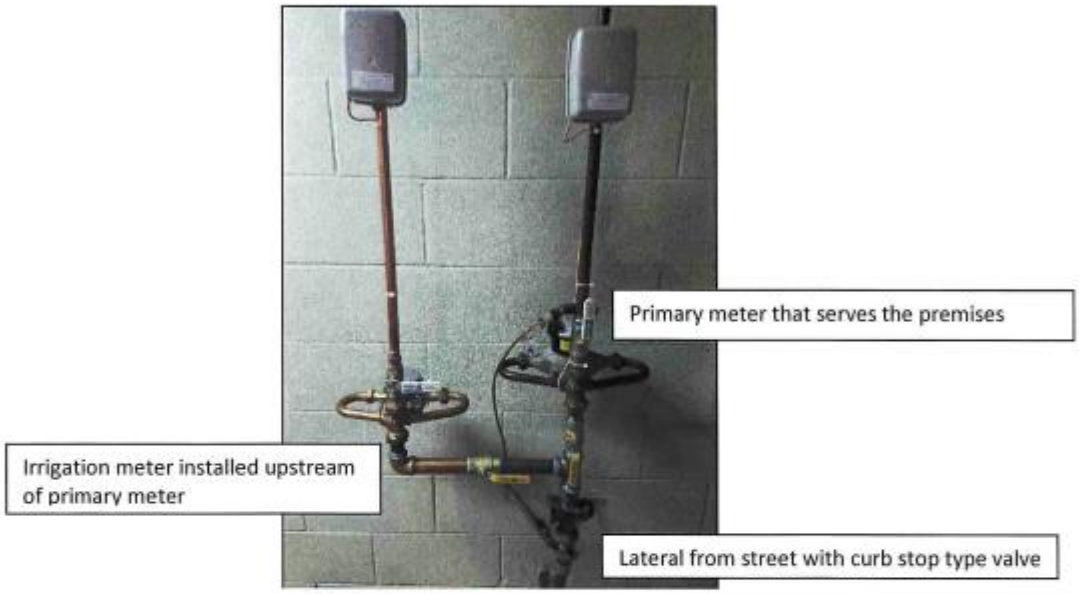
11. Are you aware of Waukesha's Sprinkling Ordinance (as explained in the cover letter)? __Yes __No

Signature _____ Date _____

Irrigation Meter Application Form

Waukesha Water Utility

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.

Irrigation Meter Installation Specifications Sheet

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

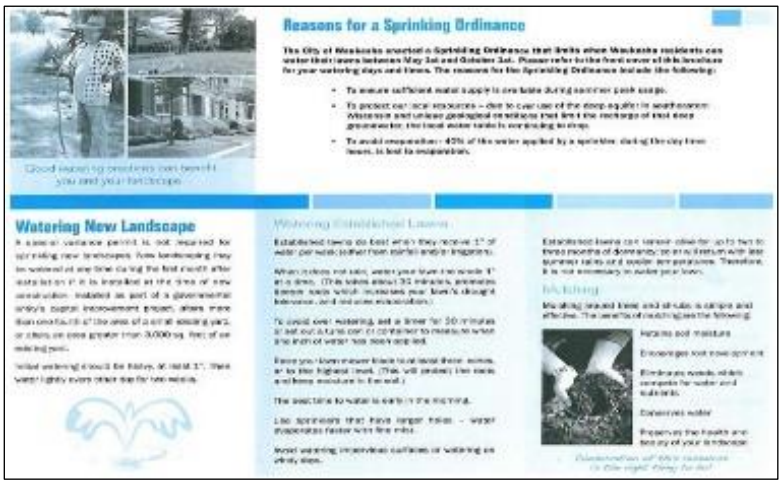
There is a discussion of each of these tools below; followed by data that demonstrates the efficacy of the Utility's approach.

3. 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.

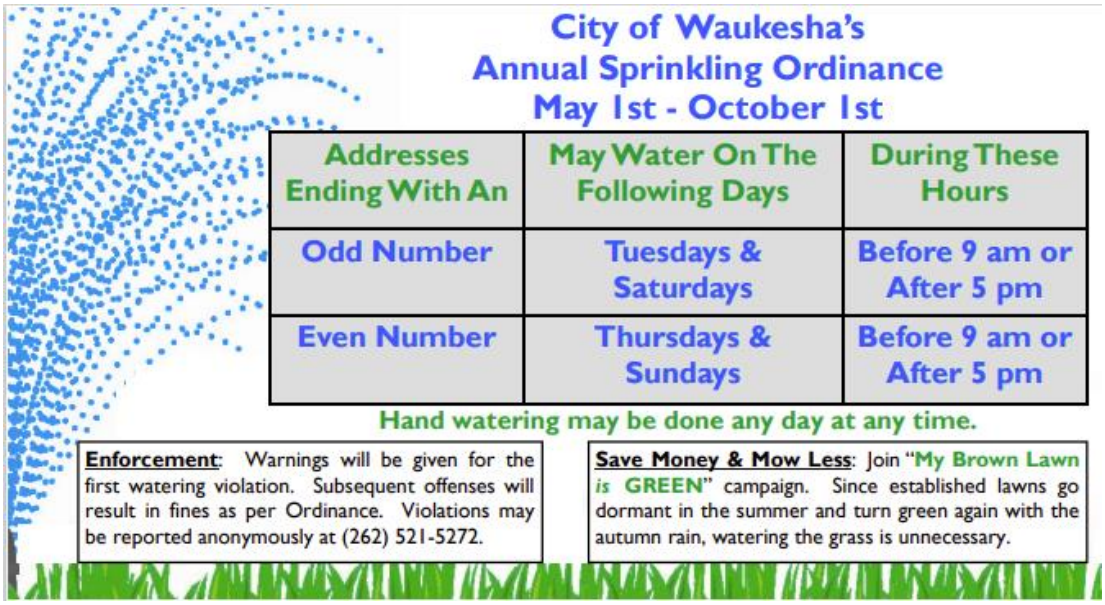
A brochure that explains the ordinance is placed at several public locations.

Brochure Outside



Brochure Inside

In addition to the Sprinkling Ordinance brochure, a Bill Message is placed on a monthly bill and Bill Inserts are sent to all customers each year to remind customers of the Ordinance.



City of Waukesha's Annual Sprinkling Ordinance May 1st - October 1st

Addresses Ending With An	May Water On The Following Days	During These Hours
Odd Number	Tuesdays & Saturdays	Before 9 am or After 5 pm
Even Number	Thursdays & Sundays	Before 9 am or After 5 pm

Hand watering may be done any day at any time.

Enforcement: Warnings will be given for the first watering violation. Subsequent offenses will result in fines as per Ordinance. Violations may be reported anonymously at (262) 521-5272.

Save Money & Mow Less: Join "My Brown Lawn *is* GREEN" campaign. Since established lawns go dormant in the summer and turn green again with the autumn rain, watering the grass is unnecessary.

Front Side

Did you know…

- You can get the following rebates from the Utility:
  - $100 for WaterSense toilets
  - $25 for WaterSense showerheads
  - $20 for rain barrels

  For details visit: https://waukesha-water.com/wtc.html.

- Toilets leaks tend to be invisible and can waste hundreds of gallons of water per day. To identify silent toilet leaks, put 8-10 drops of food coloring into the water in the tank and wait 20 minutes. If color appears in the bowl before flushing, your toilet has a leak.

- 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; and when you don't water, you don't have to mow as often.

- 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 information, please visit our website at www.waukesha-water.com

Back Side

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

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

Before citations are issued, **Notices are sent to violators** to encourage them to comply. In 2023, we had zero reported violators.

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

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

Press Release

City of Waukesha's Annual Sprinkling Ordinance

May 2023 - 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.

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

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

Re: Sprinkling Violation at

Dear Water Utility Customer:

It has been observed that you have been sprinkling at your property during unauthorized periods, specifically on

Conservation Ordinance #20-06, Chapter 13.11 of the City Municipal Code was passed by the Waukesha Common Council in April 2006 which restricts the days and times for outdoor water sprinkling. These restrictions are in effect Annually from May 1st through October 1st, and are as follows:

> Addresses ending with an Odd Number may water on Tuesdays and Saturdays, before 9:00 a.m. or after 5:00 p.m.
>
> Addresses ending with an Even Number may water on Thursdays and Sundays, before 9:00 a.m. or after 5:00 p.m.

Please adjust your sprinkling times to coordinate with the days and times that are applicable to your address; and please adjust your sprinklers so that they are not watering the sidewalks or driveway.

Enclosed is a brochure to help answer any questions you may have. If you would like additional information, please contact the Waukesha Water Utility at 262-521-5272.

We appreciate your prompt response and your assistance in helping protect and maintain our water supplies for the future.

Sincerely,

WAUKESHA WATER UTILITY
Customer Service

Violation Letter

Waukesha Water Utility
Serving Waukesha Since 1886

Department Home | Customer Service | New Water Supply Program | Utility and Commission | Conservation

Sprinkling Ordinance

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

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 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.

Sprinkling Ordinance & Tips Posted on the Website

WaterSense®

4. Landscape Irrigation System Ordinance

In May of 2015, the Utility adopted an Ordinance 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, which can save a home between 30-50% on its summer water bills, and reduces landscape run off by as much as 71%.

The City's Inspector's office performs the plan review, issues the permit, and retains the records surrounding the installation of the systems. The Utility educates the public about the Ordinance and provides the Inspector's office with the permitting forms.

In 2023, there were 5 permits issued.

Copies of the application, instructions and contractor certificate can be found on the next pages.

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 Family __3 Family __Multi Family __Commercial __Industrial __Public

Fixtures	Type	Quantity
Backflow Preventer	Annual Inspection Required Y N	
Irrigation Controller	WaterSense Labeled Y N **Provide Cut Sheet**	

Estimated System Cost _____

_____ _____
Signature of Applicant Date

The nonrefundable permit fee of $50.00 and the applicable plan review fee per approved fee schedule was collected, and the permit is hereby approved.

_____ _____ _____
Signature Title Date

White Copy – Contractor Yellow Copy – Owner Pink Copy – City of Waukesha, Building Inspector

This form is also available online at http://www.ci.waukesha.wi.us/dept/building/FORMS.htm

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

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:

1. Be drawn to scale and indicate the scale used.
2. Include the name and dated signature of the designer.
2. 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.
5. 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.ci.waukesha.wi.us/dept/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

PERMIT 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

I, _____, installed an Irrigation System installed at
Name of Contractor

_____, and certify that I have:
Installation Address

✓ (Check those that apply)

☐ Installed the System in accordance with all applicable ordinances, statutes, codes, rules and regulations; confirmed the correct operation of the entire System; and confirmed that the System has been installed substantially according to the Irrigation Plan and all terms and conditions 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.

☐ Supplied the Owner with the manufacturers' manuals for the controller and other components of the System.

☐ Supplied the Owner with a list of System components that require maintenance, and the recommended frequency for maintenance.

☐ Informed the Owner of their responsibility to drain the System before November 1st of each year.

_____ _____
Contractor's Signature Date

_____ _____
Owner's Signature Date

White Copy – Contractor Yellow Copy – Owner Pink Copy – City of Waukesha, Building Inspector

This form is also available online at http://www.ci.waukesha.wi.us/dept/building/FORMS.htm

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Irrigation System Contractor Certificate

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

In 2016, Waukesha's Sewer Credit Meter Ordinance was revised to better support Waukesha's water conservation efforts. 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, to eliminate water use activities that are considered non-essential, such as outdoor water use, the Utility decided to phase out sewer credit meters. Sewer credit meters installed prior to December 31, 2016, will expire seven years from the date they were installed, and they will no longer receive a credit.

In 2023, the Utility mailed letters to 21 customers who reached their 7-year phase out period. These letters informed customers that their sewer credit will be discontinued. There are 25 residential sewer credit accounts remaining.

A copy of the letter is shown on the following page.

Waukesha Water Utility

P O Box 1648
Waukesha, WI 53187-1648

SERVING WAUKESHA SINCE 1886

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

March 02, 2023

Customer Address

RE: **Sewer Credit Ordinance Change**
Customer Address, Account #

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 **March 20, 2023**, 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

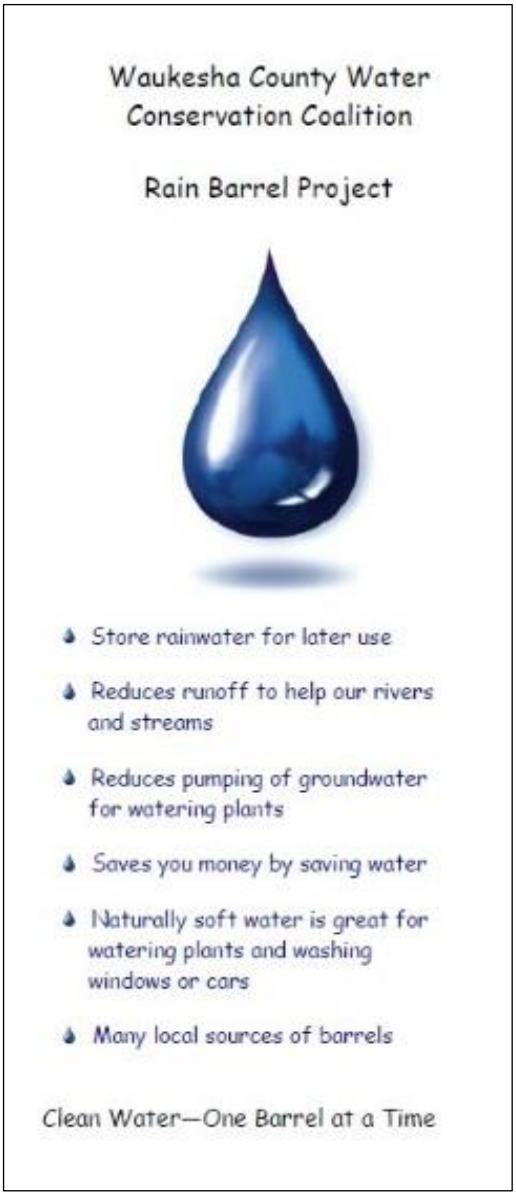
6. My Brown Lawn is Green Yard Sign Campaign

Furthermore, the Utility continues 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.

7. Rain Barrel Promotion Program

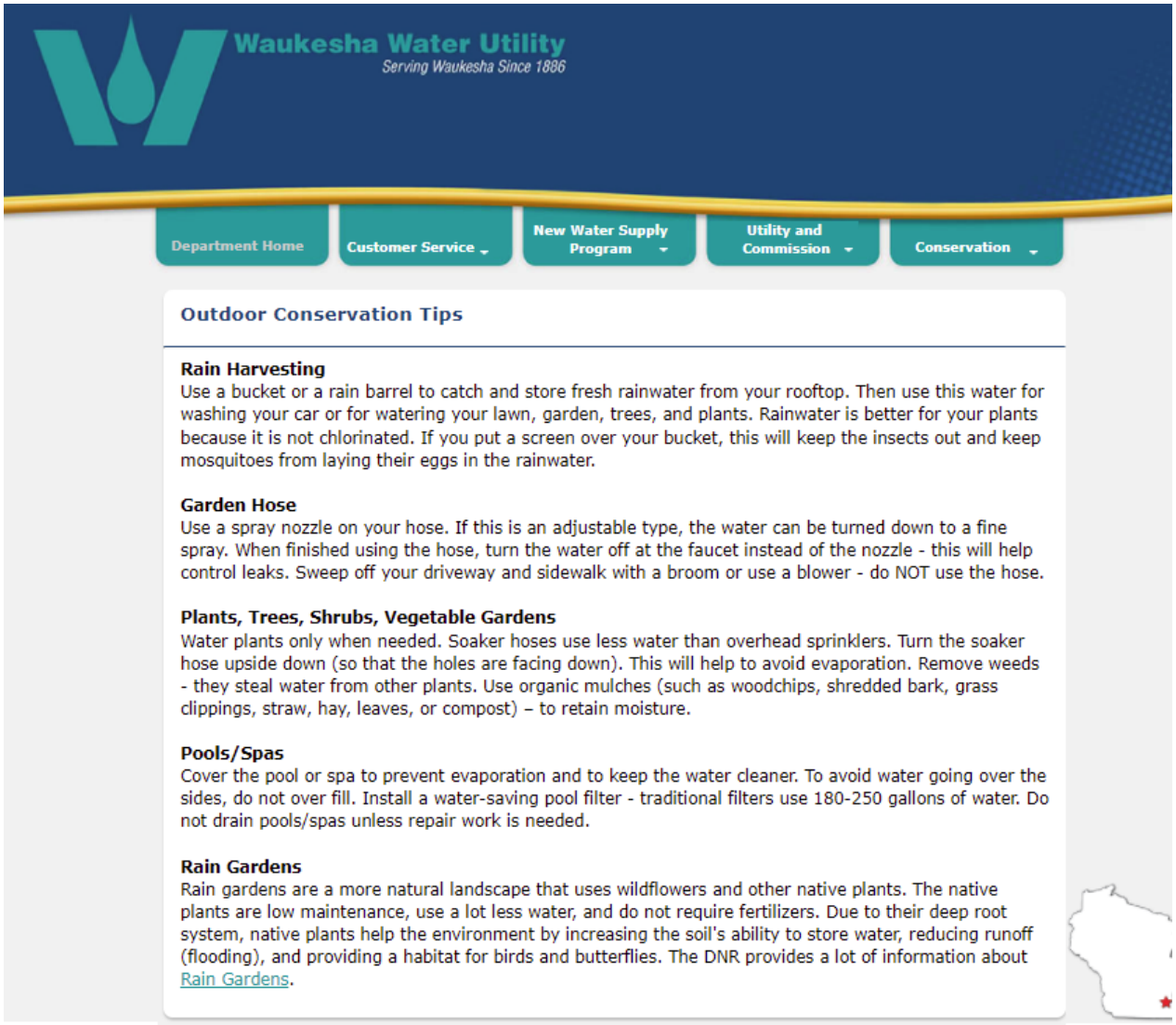
Waukesha Water Utility used to promote the Waukesha School District's and Waukesha County's rain barrel sales program. However, since rain barrels have gained popularity and can be purchased at local hardware stores etc., the School District and the County have decided to stop making rain barrels.

The Utility will continue to promote the use of rain barrels with bill messages, in the City's Activity Guide (as shown in the education section), at outreach events, and any time a customer calls and requests information.



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.



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.

Summer Volumes as a Percent of Total Gallons Pumped

Year	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
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%
2020	1,933,288	883,493	45.7%	1,353,088	659,505	48.7%	638,805	322,421	50.5%	495,632	259,293	52.3%
2021	1,923,146	873,172	45.4%	1,380,064	692,322	50.2%	709,503	364,389	51.4%	474,758	256,450	54.0%
2022	1,881,926	836,791	44.5%	1,355,610	659,350	48.6%	624,695	320,709	51.3%	461,504	241,754	52.4%
2023	1,925,251	870,631	45.2%	1,410,371	731,433	51.9%	429,041	221,809	51.7%	512,334	283,860	55.4%
Average			**44.6%**			**49.1%**			**49.8%**			**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).

WaterSense®

9. Pre-Rinsed Spray Valves

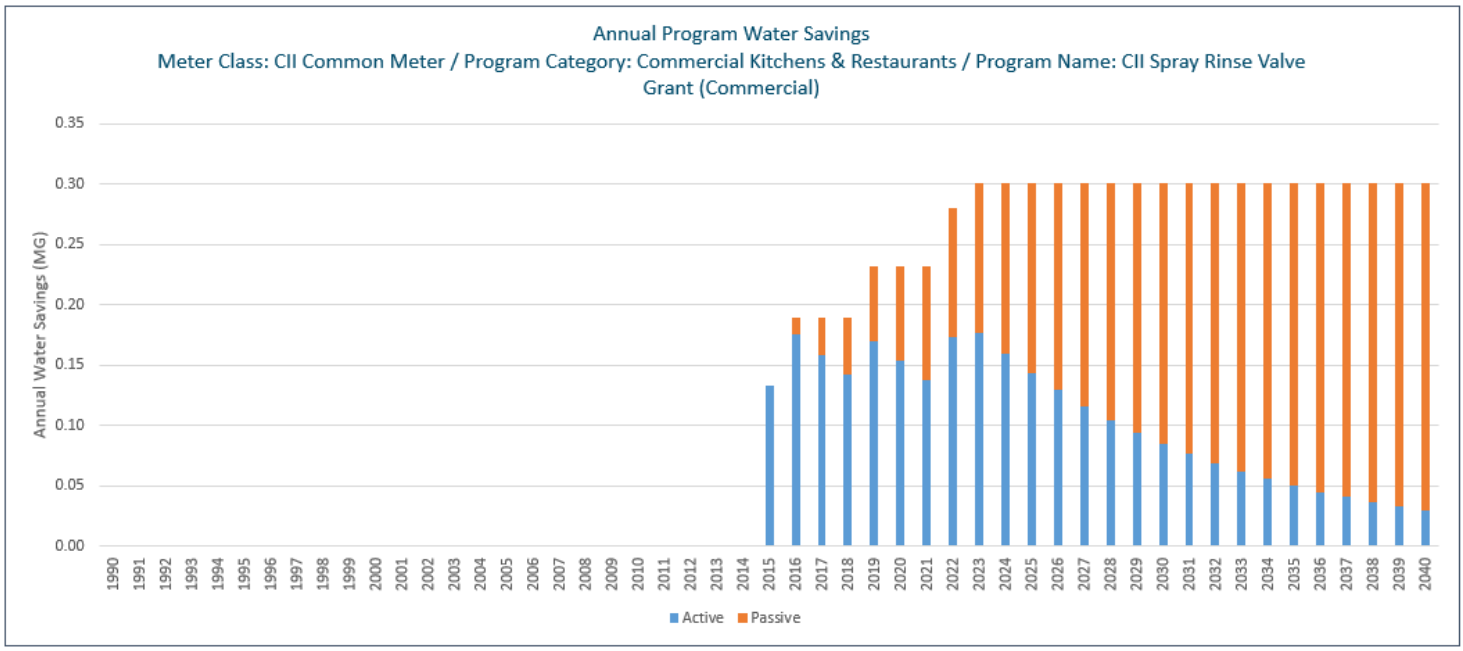
In November 2015, the Utility implemented a conservation initiative for water efficient pre-rinsed spray valves. Pre-rinsed spray valves were offered to large water using customers for free. The spray valves are valued at approximately $150 and maintain good pressure while using 60% less water. The spray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

In 2023, the Utility changed out pre-rinsed spray valves at 3 restaurants.

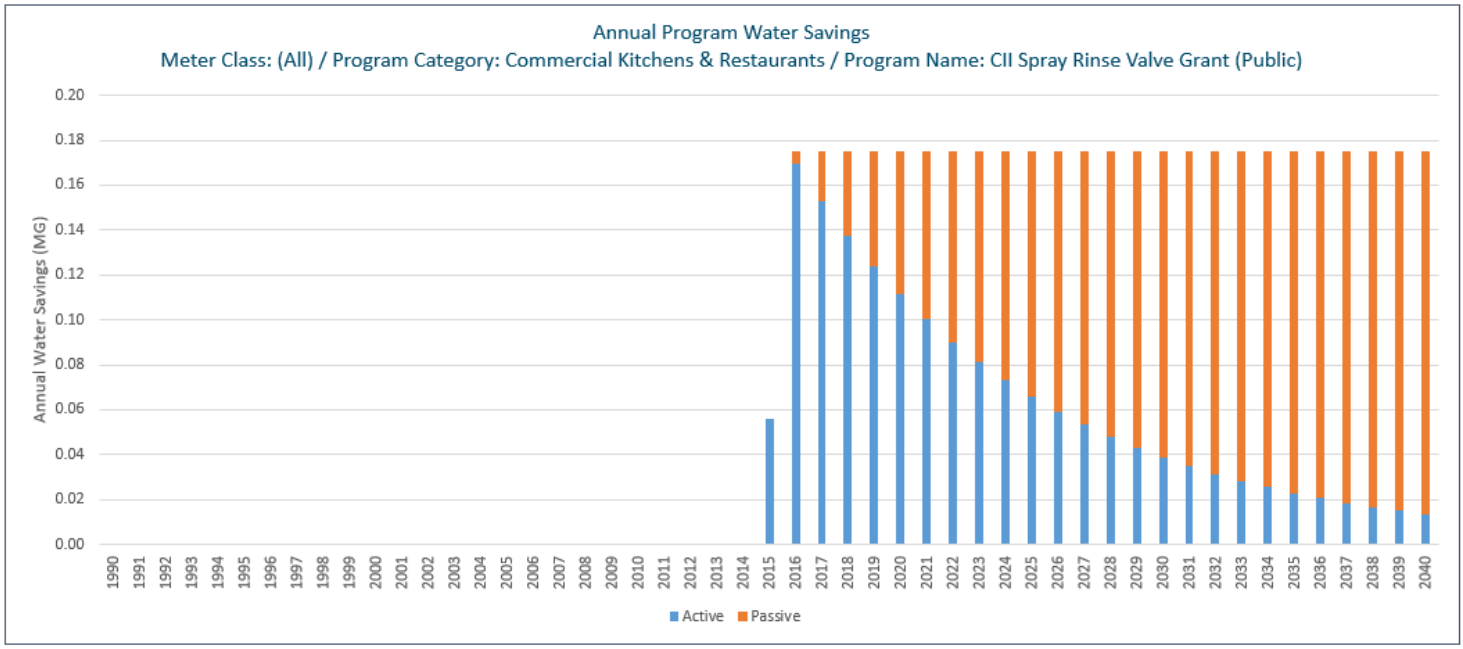
The following page shows the annual cost effectiveness of the program for past activity, along with the projected water savings through 2040, for both commercial and public accounts.

Class	Activity Name	Utility Unit Cost ($/MG)	PV Cost	Utility Unit Benefit ($/MG)	PV Benefit	B/C Ratio
Commercial	CII Spray Rinse Valve Installation (Commercial)	988	1,230.05	616	766.91	0.6
Public	CII Spray Rinse Valve Installation (Public)	988	447.00	616	278.69	0.6

The first graph relates to water saved by the Pre-Rinsed Spray Valves for Commercial Customer Accounts

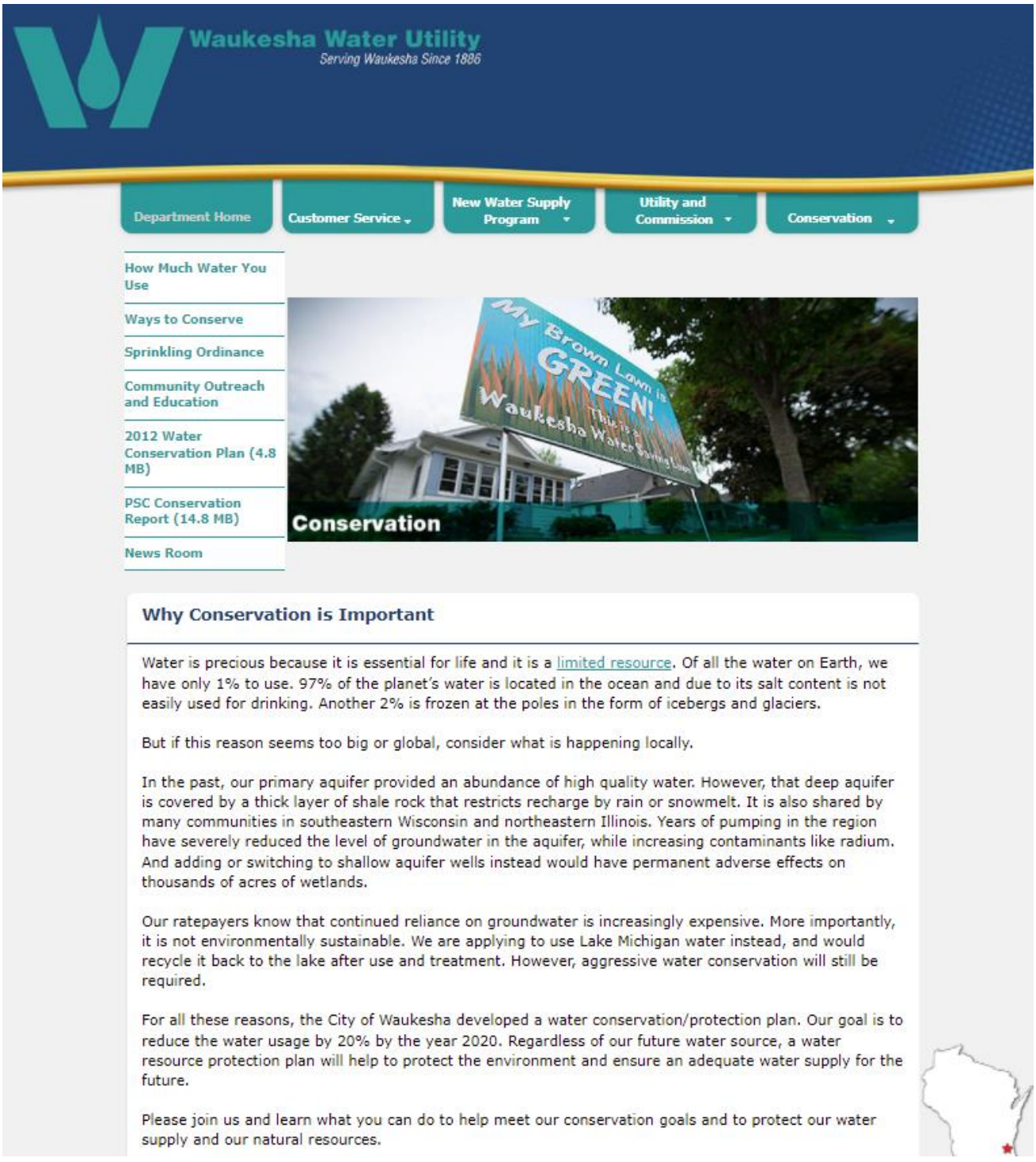


The second graph relates to water saved by the Pre-Rinsed Spray Valves for Public Customer Accounts



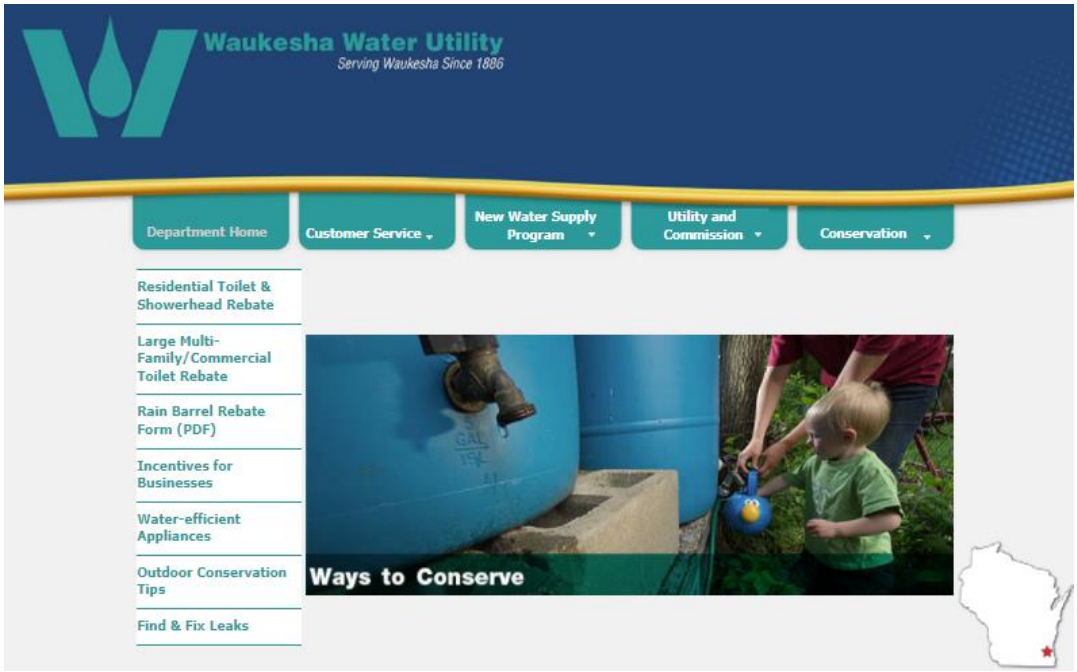
10. Why It's Important to Conserve & Ways to Conserve

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 “Ways to Conserve” there is information about the toilet rebate, the incentive for businesses, the sprinkling ordinance, and outdoor conservation tips. All of these topics have been previously addressed. In addition, we have added information on Water-Efficient Appliances, as shown below.



Ways to Conserve on Webpage

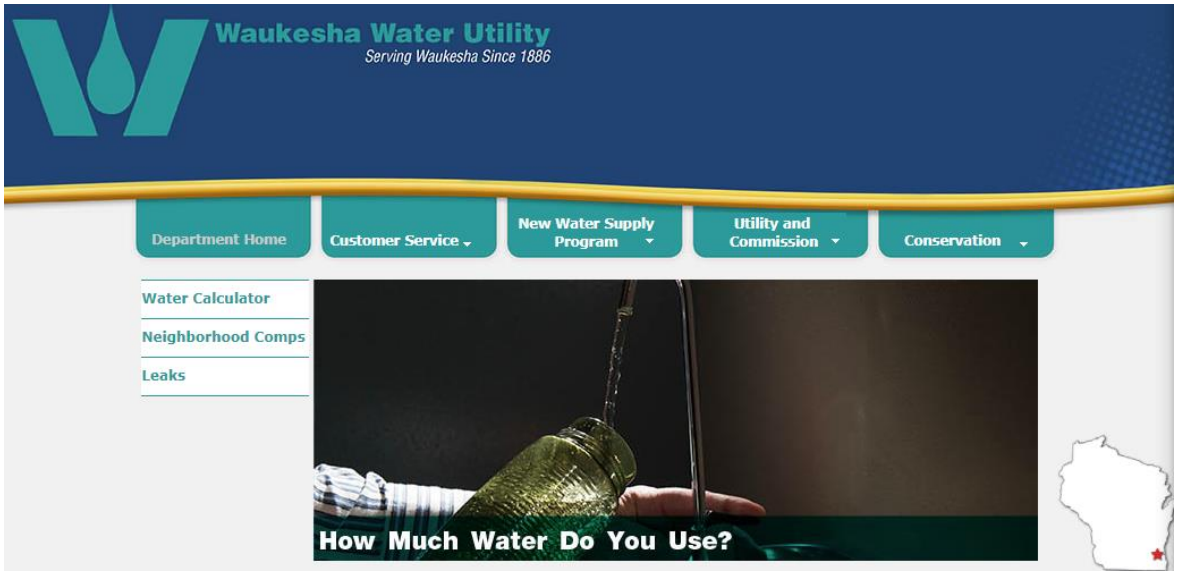
Water Efficient Appliances Webpage

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 selections under the “How Much Water Do You Use” webpage include the following:

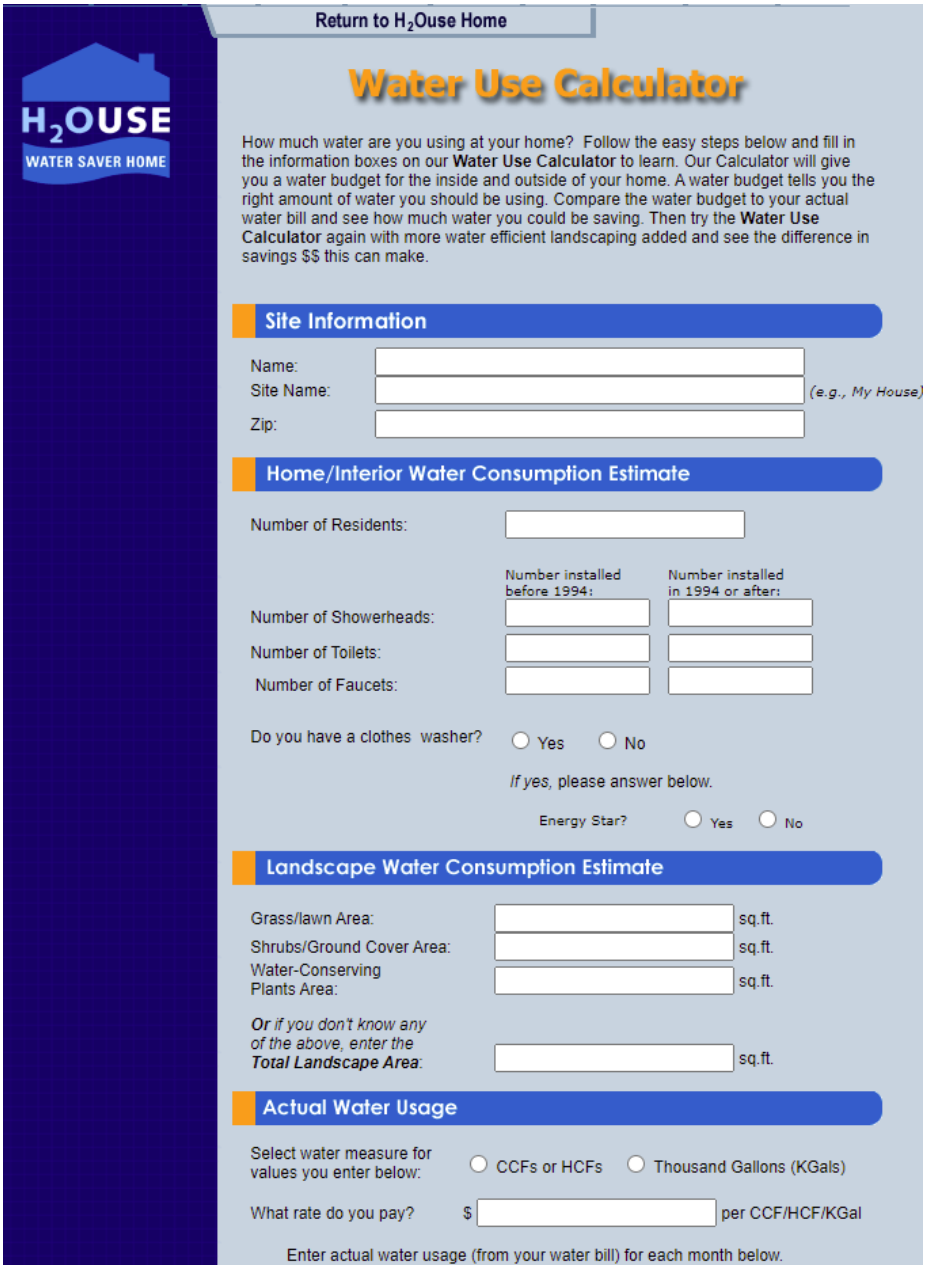
- Water Calculator (as shown on the next page)
- Leaks (please refer to item #12)
- How Your Water Consumption Compares to your Neighbors (please refer to #13)



Information Regarding ‘How Much Water Do You Use’ on Webpage

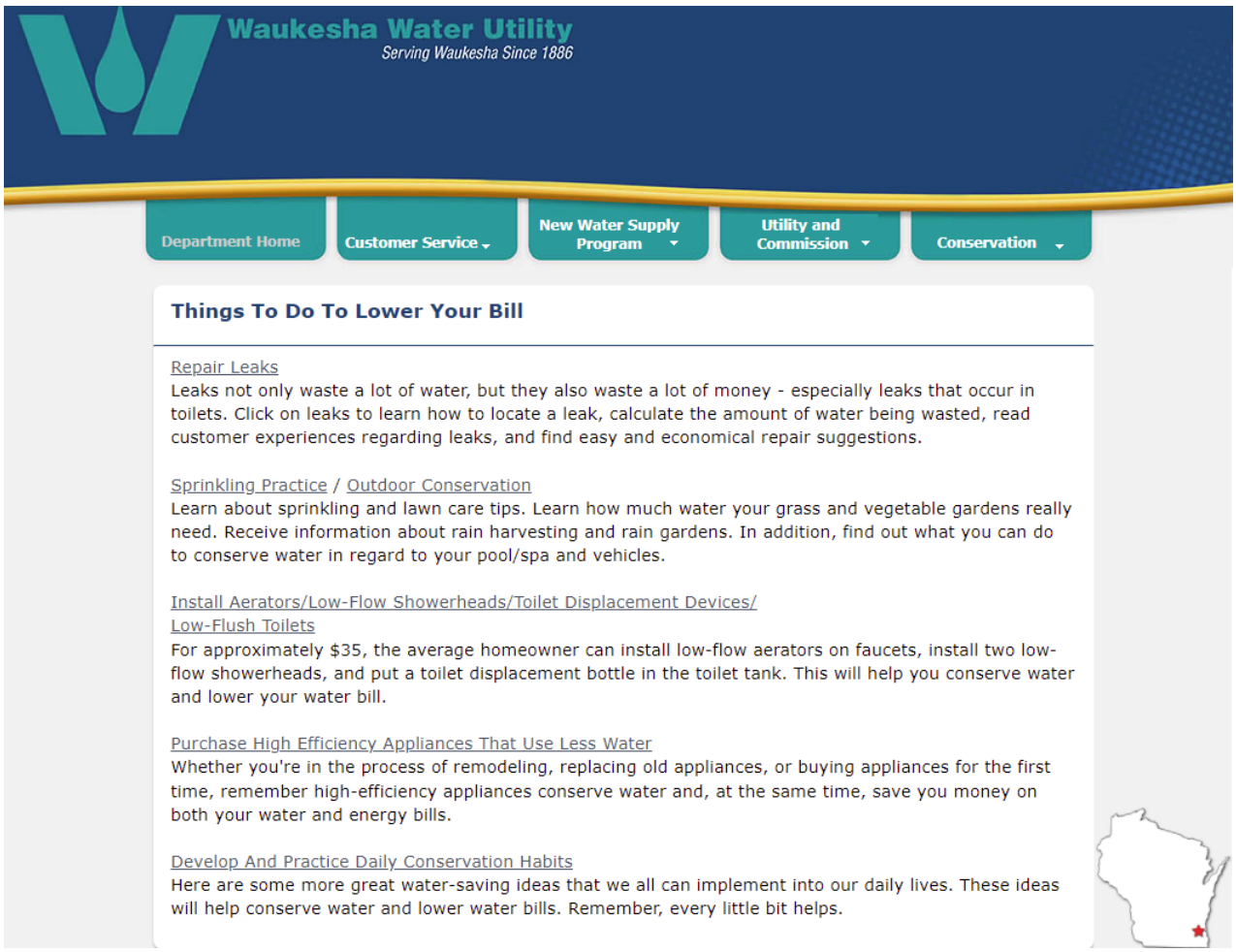
The water calculator links to H_2OUSE Water Saver Water Use Calculator.

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.

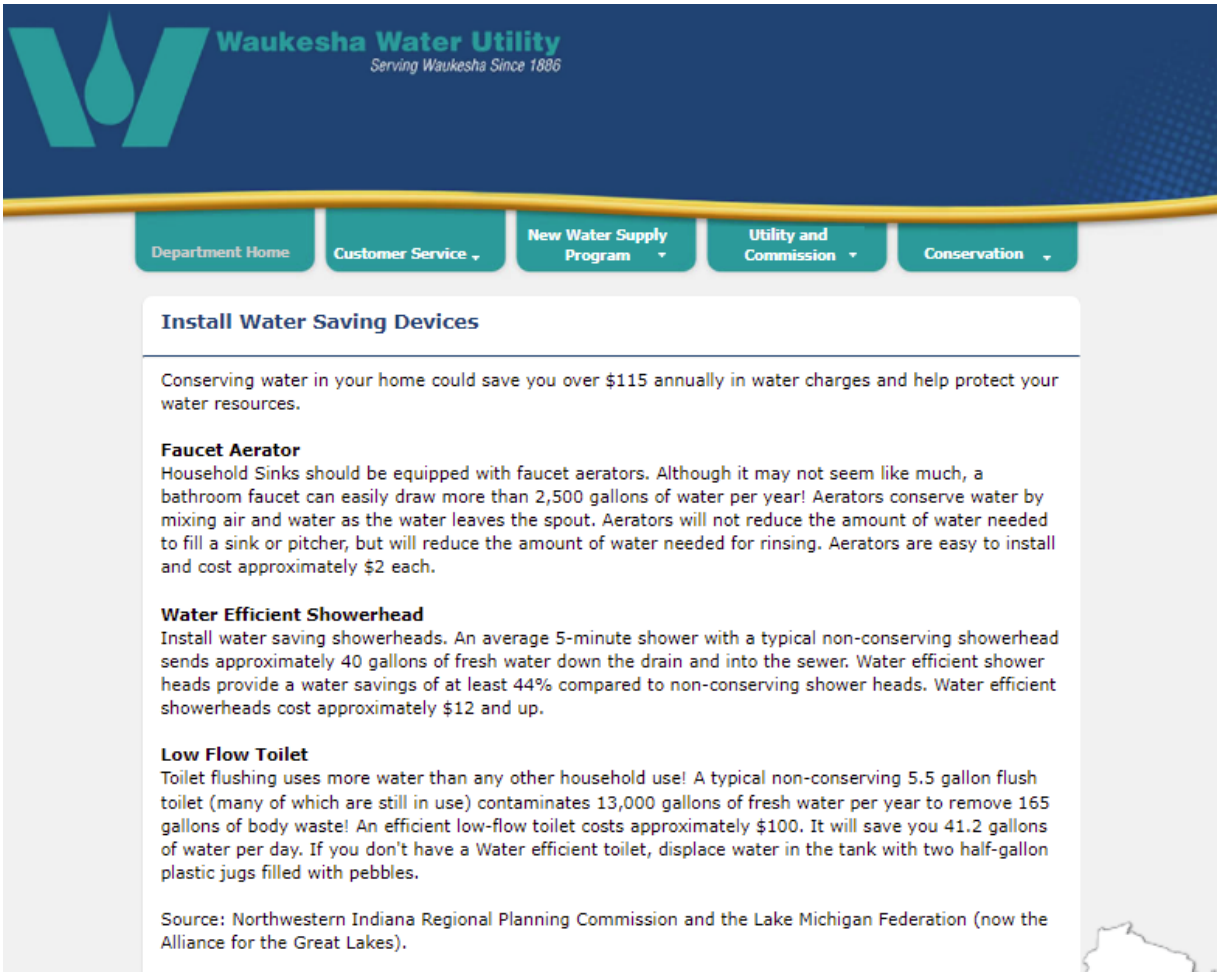


The selections under “Things to do to Lower Your Bill” webpage include the following:

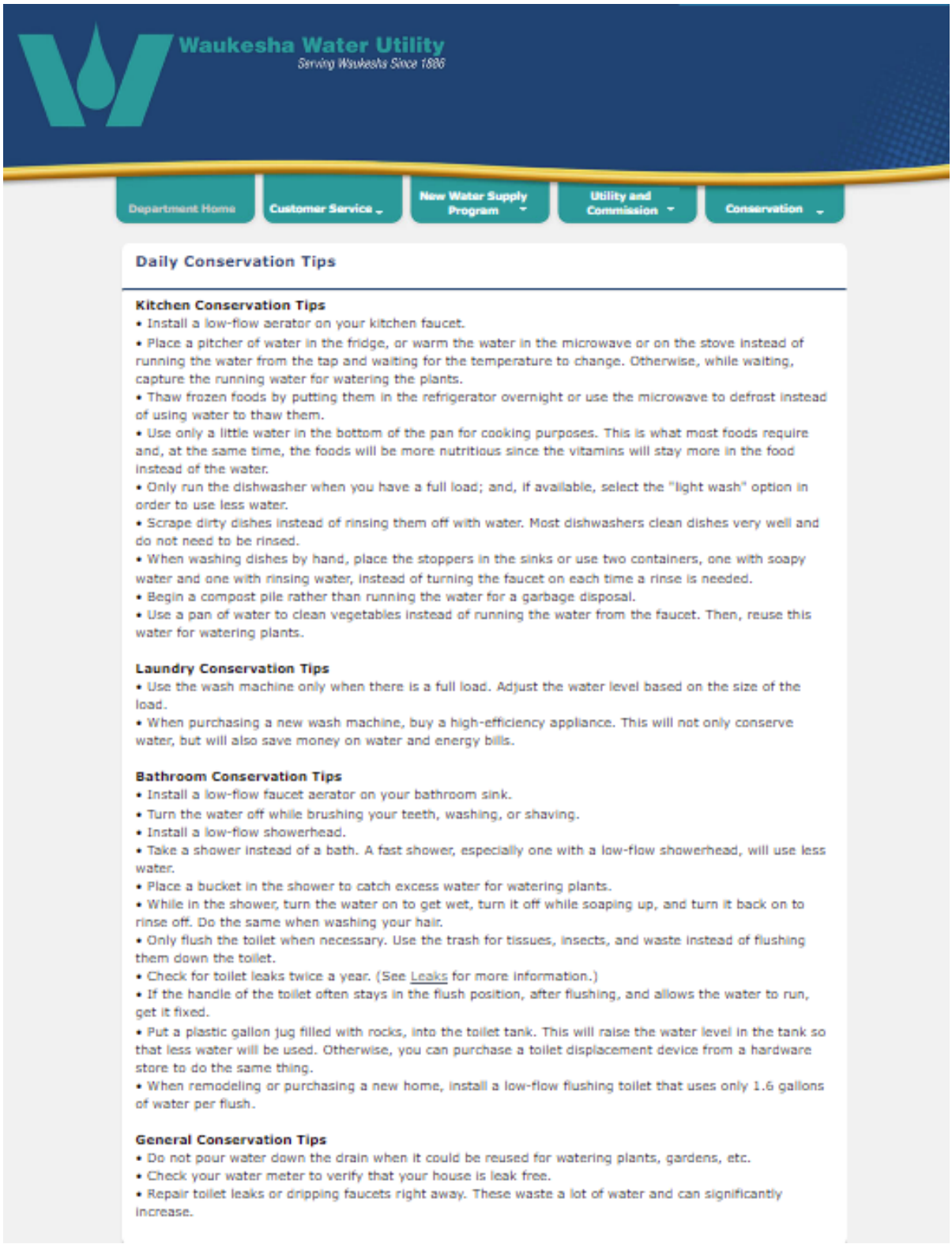
- Repair Leaks (please refer to #12)
- Sprinkling Practice/Outdoor Conservation (which links to the Ordinance & Outdoor Tips – as mentioned previously)
- Install Aerators/Low-Flow Showerheads/Toilet Displacement Devices/Low-Flush Toilets (as shown on the next page)
- Purchase High Efficiency Appliances 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



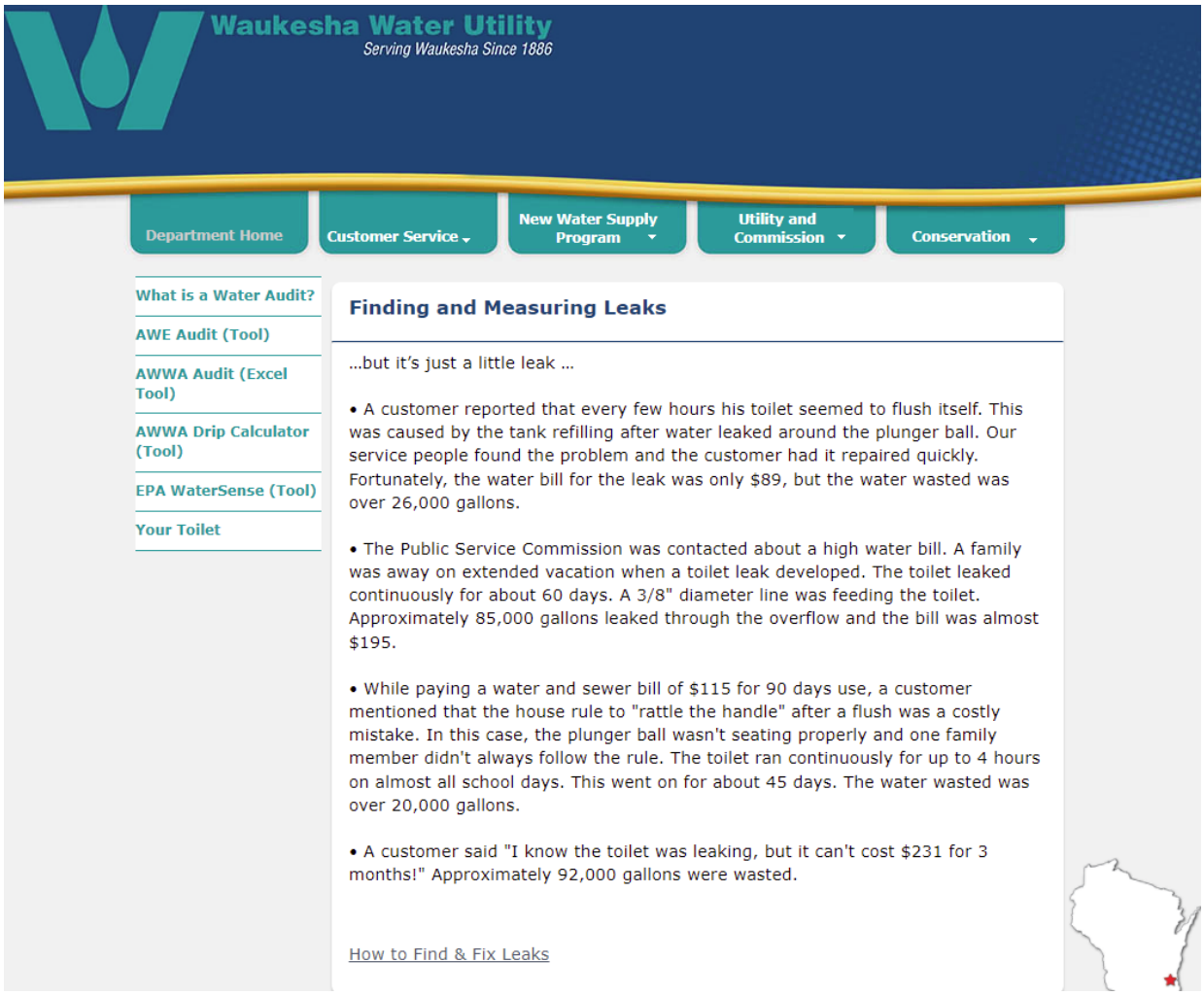
Information on Aerators, High-Efficiency Shower Heads and Toilets on Webpage



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

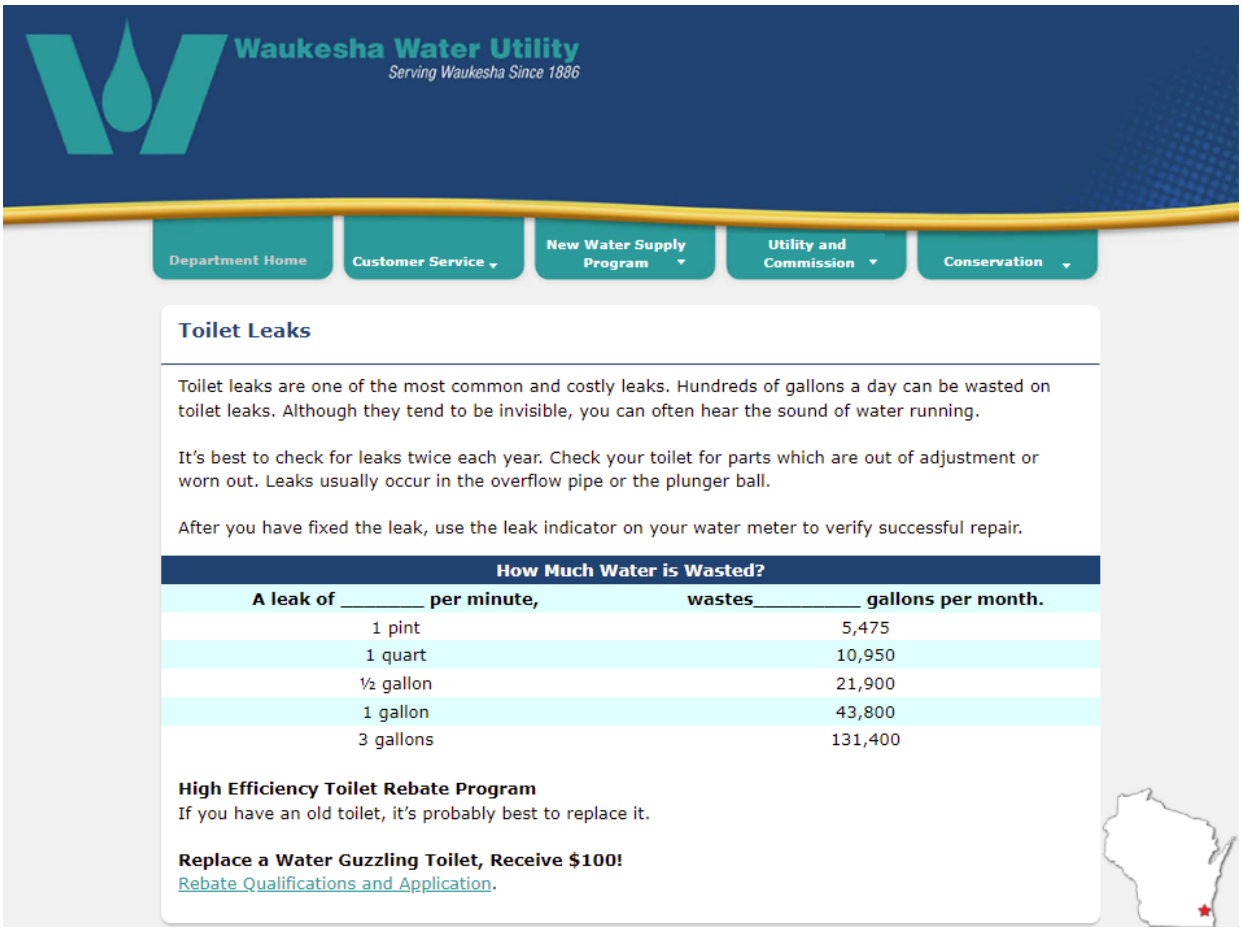
Also, the Utility has a link on its website to the Environmental Protection Agency's (EPA) WaterSense site for detailed information on Finding & Fixing Leaks.

Leaks Can Run, but They Can't Hide

Are you ready to chase down leaks? Household leaks can waste nearly 1 trillion gallons of water annually nationwide, so each year we hunt down the drips during Fix a Leak Week. Mark your

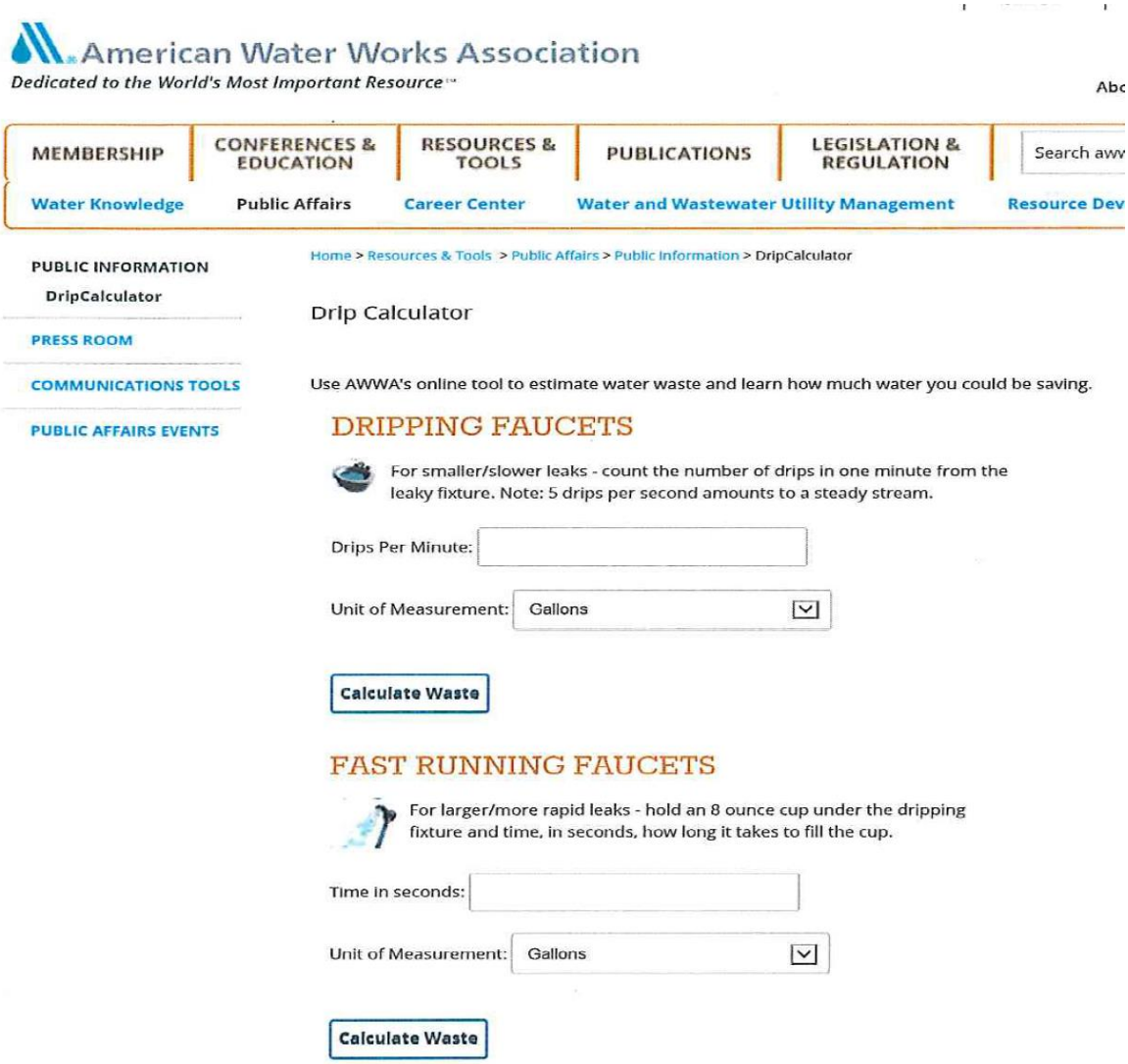
Link to Water Sense Finding and Fixing Leaks

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).



Information on website regarding Toilet Leaks

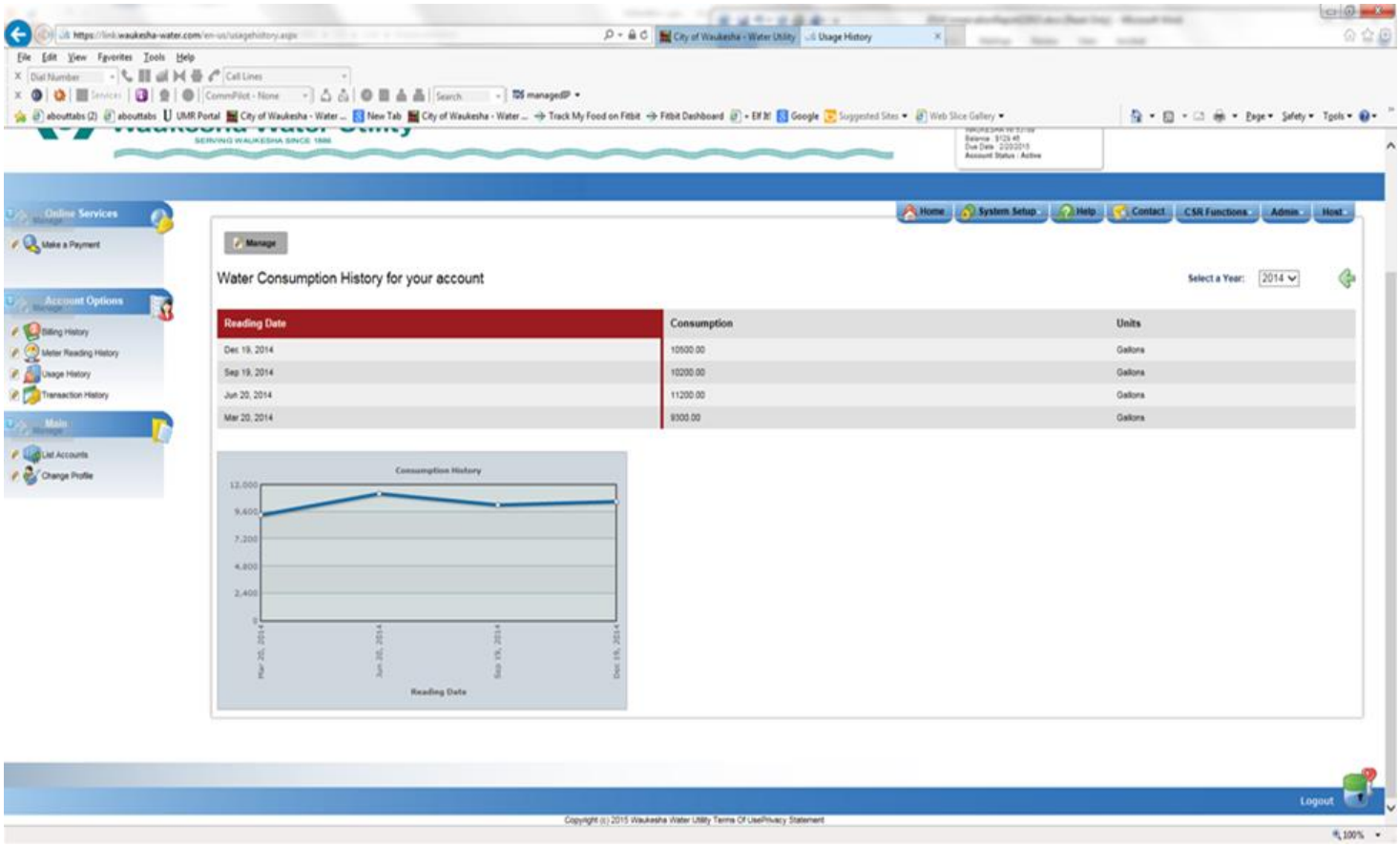
A link is available to the American Water Works Association's (AWWA) drip calculator to calculate how much water is wasted on dripping and running faucets.



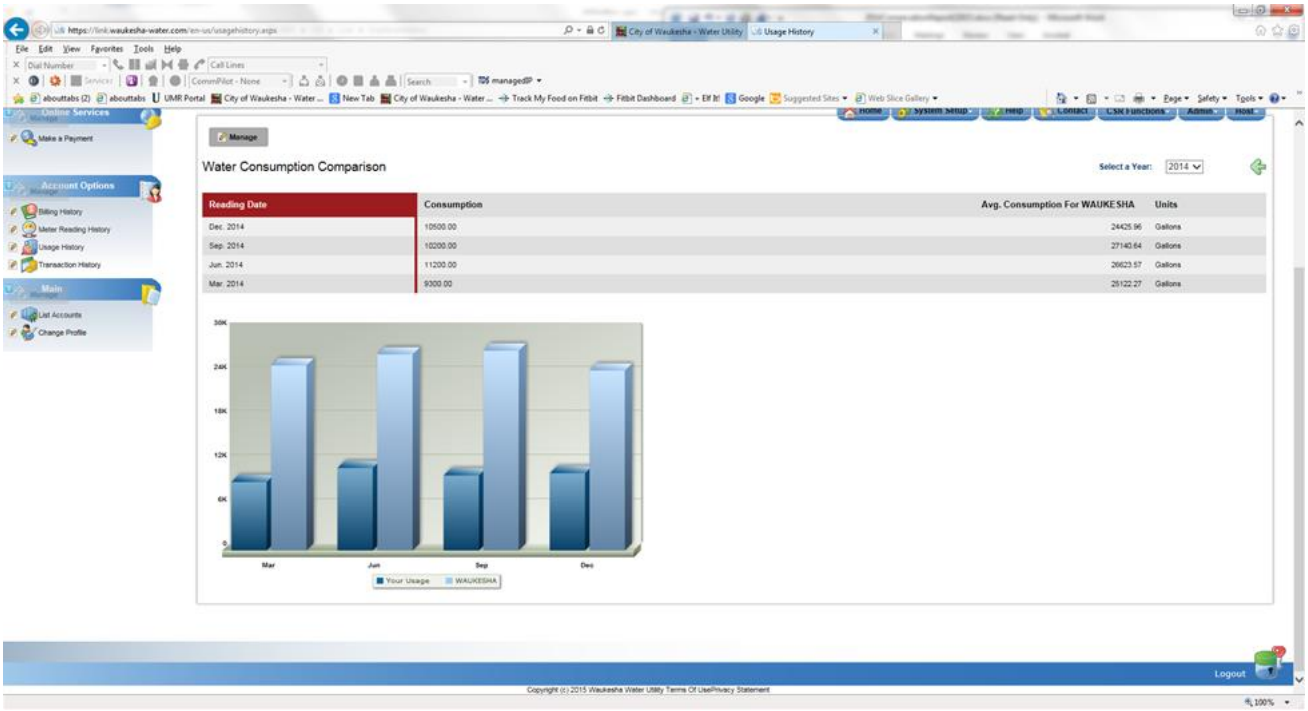
Link to AWWA's Drip Calculator

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

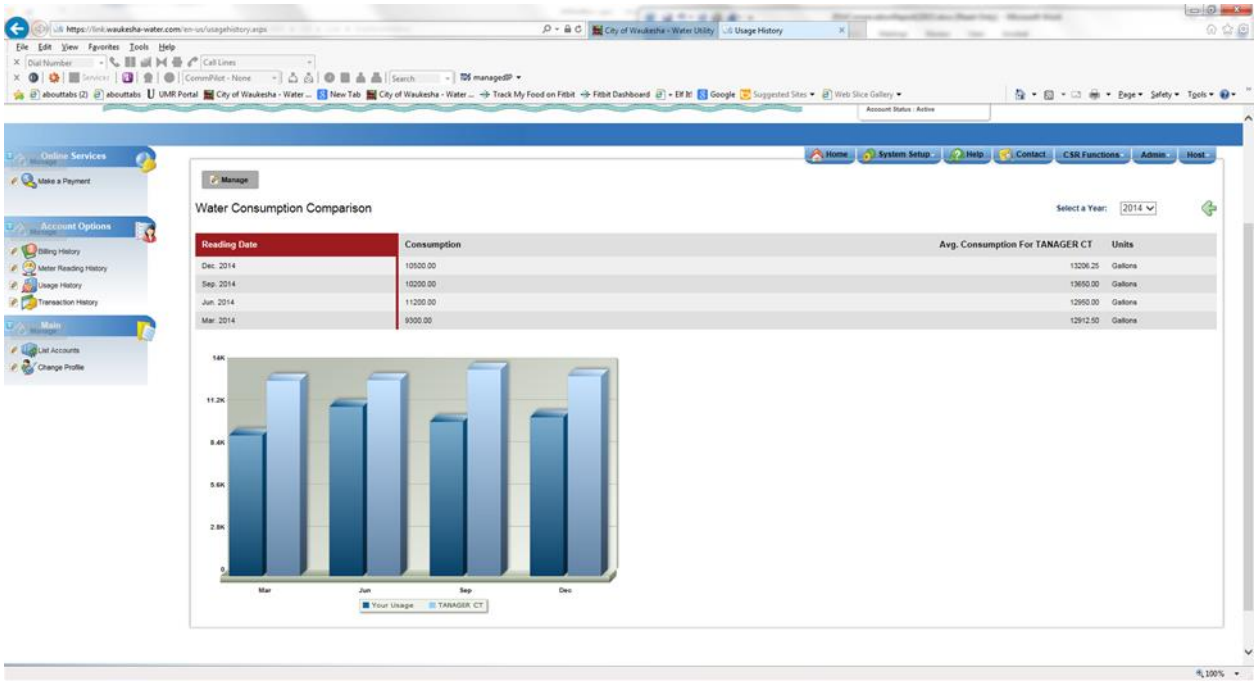
In 2014, the Utility installed Link, a system available to customers to pay their bills online. Integral to Link is the customer's ability to search transaction and consumption history. Now, a customer can compare their consumption across seasons.



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

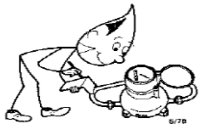
Account Number

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

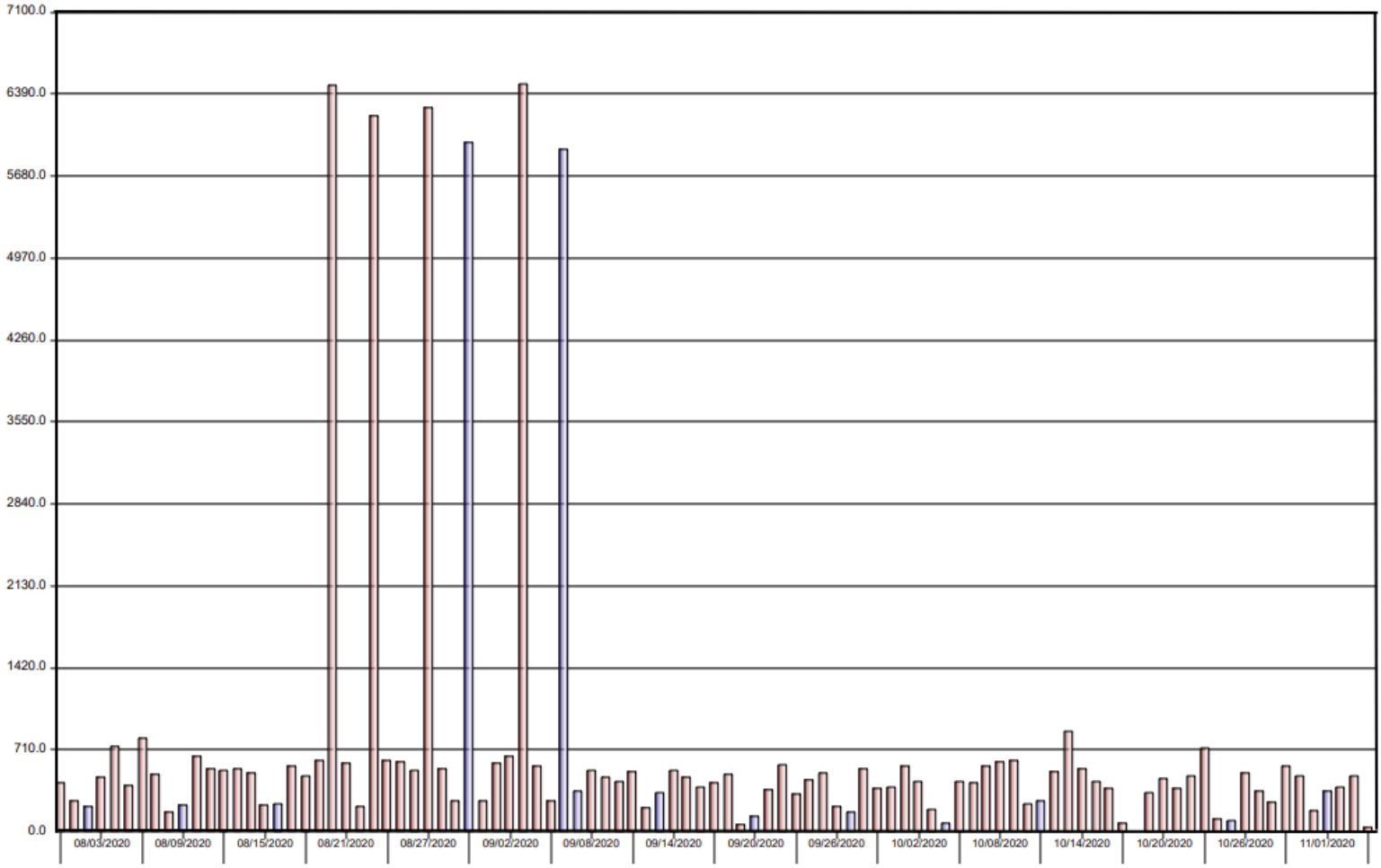
Courtesy Card Notify Customers of a Possible Leak

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-family properties, commercial, public, and industrial accounts.

In 2023, the Utility conducted 23 residential water audits and 119 data logging reports (77 for residential accounts, 12 for multi-family accounts, 5 for public accounts, 18 for a commercial account, and 7 for industrial accounts).

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



Data Logging Report for a Commercial 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.)

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

What is a Water Audit?

Businesses

Saving Water: It's just good business

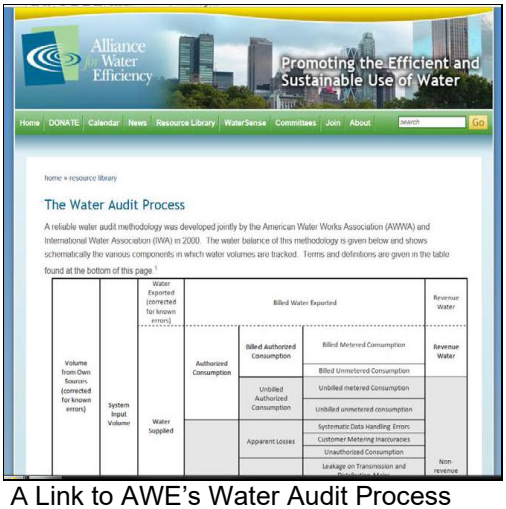
Using water efficiently is not just good for Waukesha and the environment; it's a smart business strategy. Reducing your water use can save you money on your water, wastewater and energy bills and cut on-site treatment costs. Every business is a little different, but a water audit is an easy way to start.

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 cost-effective water-saving measures.

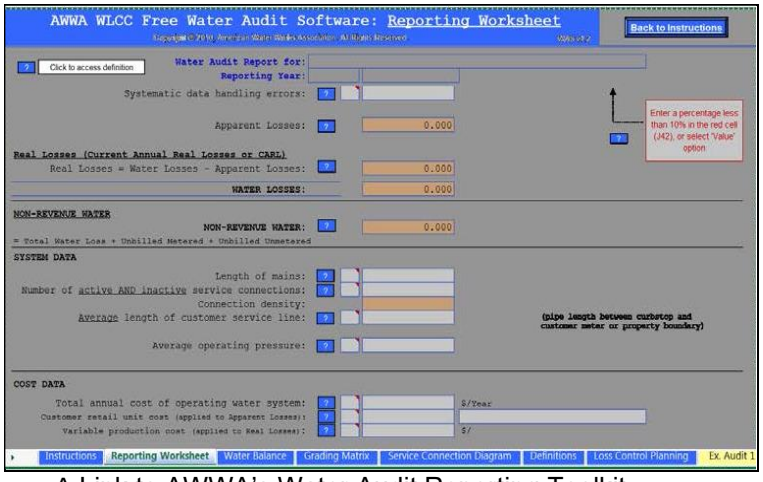
- Step One – Gather data such as maps showing locations and equipment where water is used, water bills and consumption data, equipment manuals and so on
- Step Two – Walk through your facility and verify water uses, estimate hours and rate of use, look for leaks and ways to reduce water use
- Step Three – 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 estimated 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 Inserts

[X] Local Newspaper

[X] Public Outreach & Community Meetings

[X] School Programs

[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: 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. <u>Education Programs</u>

In 2023, the Utility also utilized the following education platforms and topics for water conservation announcements.

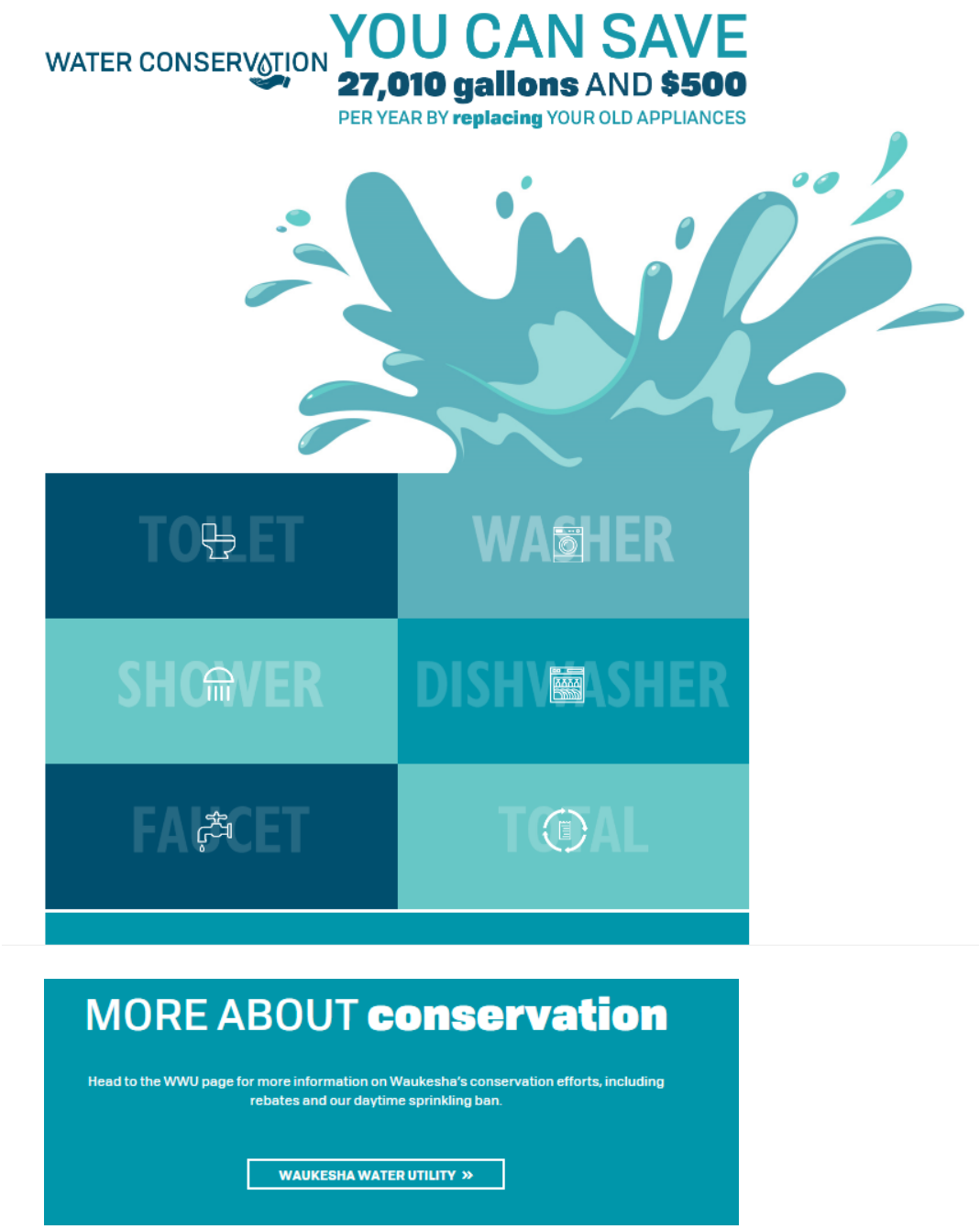
1. Great Water Alliance Website
2. Great Water Alliance Social Media
3. City of Waukesha's *What's Up in Waukesha* Weekly Electronic Newletter
4. City of Waukesha's Social Media
5. City of Waukesha's *Clear as Water* Information Videos
6. City of Waukesha's *The News Splash* Newsletter
7. City of Waukesha's Department of Public Works *The WORKS Space* Newsletter
8. Advertisement for the Toilet & Shower Head Rebate Program
9. Irrigation Ordinance Bill Insert
10. EPA WaterSense's National Fix a Leak Week
11. National Drinking Water Week
12. Tips on How to Prevent Frozen Pipes

1. Great Water Alliance Website

In 2018, the Great Water Alliance created a website for the purpose of updating communication efforts for the Great Lakes Water Supply program. In 2019, the GWA added water conservation information to its site. The conservation topics include the following:

- You Can Save Water and Money by Replacing Your Old Appliances
- Waukesha's Sprinkling Ordinance
- Finding & Measuring Leaks
- Outdoor Water Conservation Tips

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



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.

Waukesha's Sprinkling Ordinance Information on GWA's Website

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 quarter.)

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.

A customer said, "I know the toilet was leaking, but it can't cost **$1,498** for 3 months!" This leak wasted approximately **92,000** 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 **$561**.

HOW TO FIND & FIX LEAKS »

Conservation Information on GWA's website – Finding & Measuring Leaks

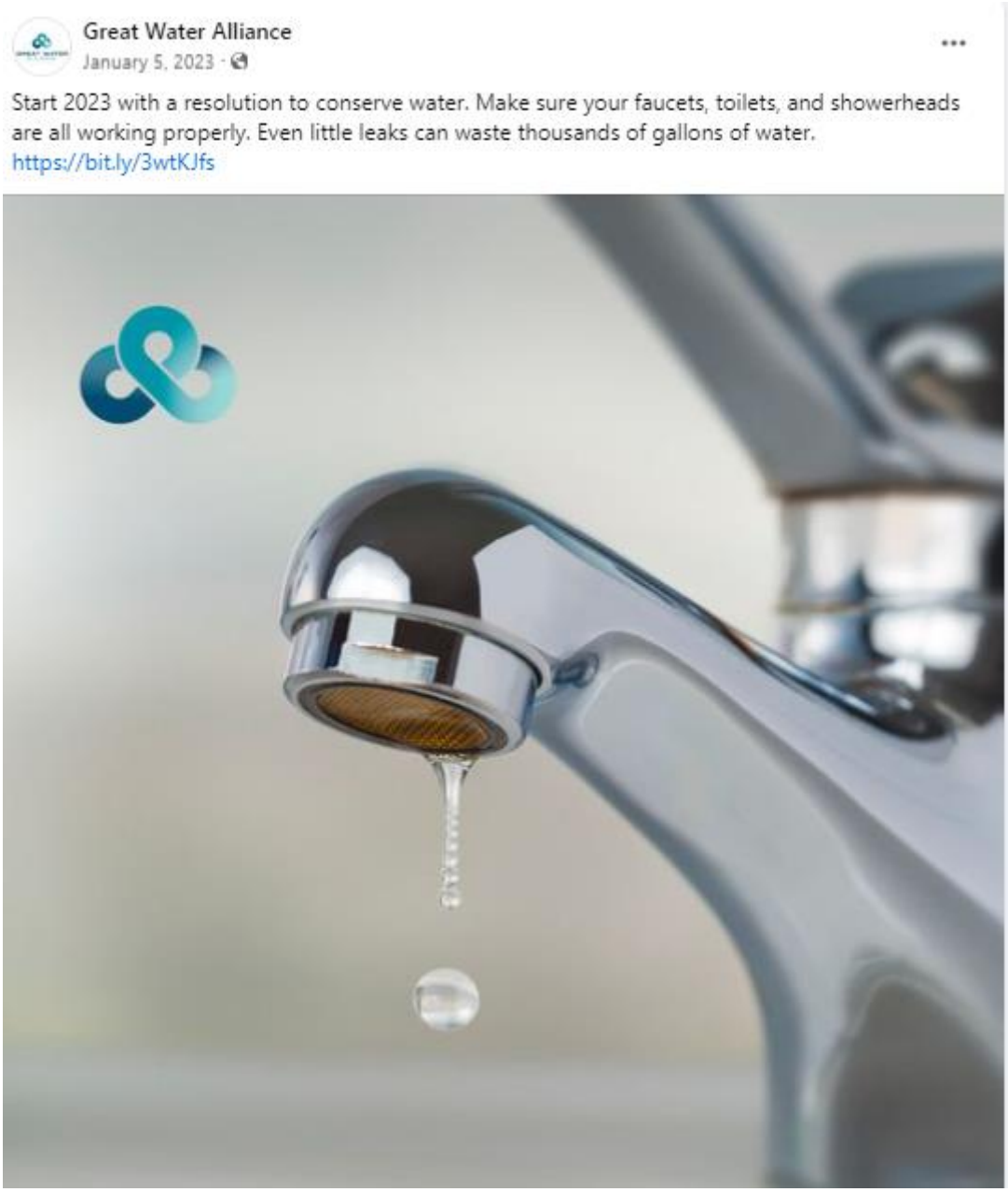
Conservation Information on GWA's website – Outdoor Conservation Tips

2. Great Water Alliance Social Media

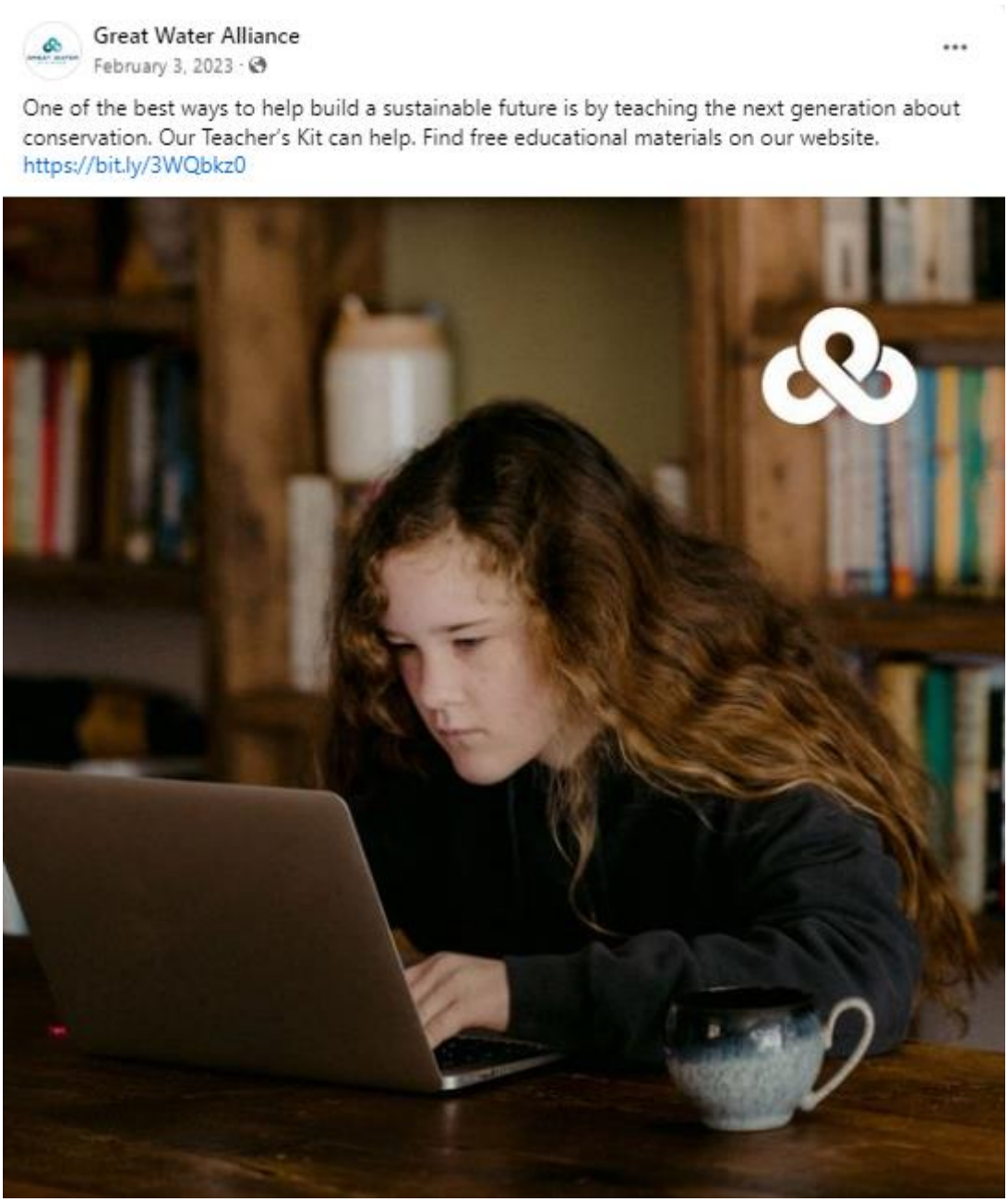
In addition to the conservation information posted on the GWA's website, conservation messages were also posted on GWA's Facebook and Twitter social media accounts. In 2023, GWA posted the following:

- Start 2023 with a Resolution to Conserve Water
- One of the Best Ways to Build a Sustainable Future is by Teaching the Next Generation About Water Conservation – Our Teacher's Kit Can Help
- Fix a Leak Week – Save Money and Conserve Water by Finding & Fixing Leaks
- Take Advantage of those Spring Showers by Installing a Rain Barrel
- Waukesha's Sprinkling Ordinance is Now in Effect – Make Sure You're Conserving Water and Protecting Your Lawn by Following These Sprinkling Tips
- Installing a Rain Barrel Can Save Homeowners About 1,300 Gallons of Water a year. Learn More About Rain Barrels and the Rain Barrel Rebate Program.
- Join Us at Waukesha's Farmer's Market – Get Answers to Your Questions About the Water Transition, Conservation Rebates, and More.
- Bypass Your Water Softener for Two Months After the Transition (And what to do with the softener after the transition – do you still need it in the future?)

A copy of the messages posted on Facebook and Twitter are shown on the following pages.



New Year's Conservation Resolutions
Social Media Post



Teach Our Next Generation About Water Conservation
Our Teacher's Kit Can Help
Social Media Post

Great Water Alliance
March 20, 2023 ·

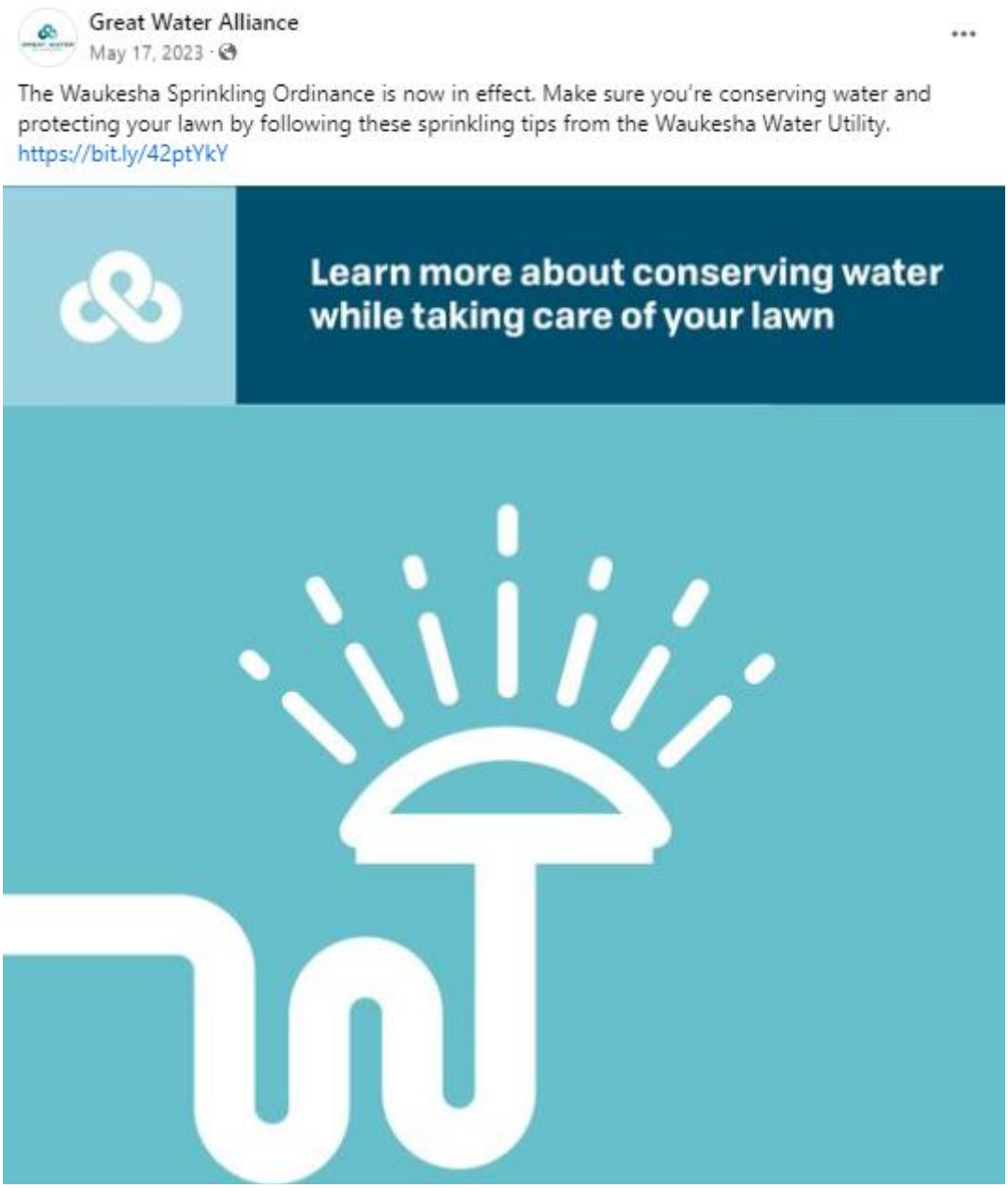
Household leaks can waste nearly 1 trillion gallons of water annually nationwide, so each year we hunt down the drips during Fix a Leak Week, March 20 to 26, 2023. Learn more about how you can save money and conserve water by finding and fixing leaks. https://bit.ly/3wtKJfs

Fix a Leak Week
Social Media Post

Great Water Alliance
April 4, 2023 ·

Take advantage of those spring showers by installing a rain barrel. Mother nature will thank you.
https://bit.ly/3wtKJfs

Rain Barrel
Social Media Post April 2023



Sprinkling Ordinance
Social Media Post

Rain Barrel
Social Media Post June 2023

Great Water Alliance
June 8, 2023 ·

Join us on June 10th at the Waukesha farmer's market at St. Paul and Madison Ave. Program experts will be there to answer your questions about water transition, conservation rebates, and more. Can't make it? Find your answers on our website. https://bit.ly/3Tingty

Join Us at the Farmers Market
For Water Transition & Water Conservation Information
Social Media Post June 2023

Great Water Alliance
August 18, 2023 ·

The City of Waukesha
August 18, 2023 ·

Waukesha Water Utility staff will be at the Farmers Market on Saturday, August 19 to answer your questions about what you need to do to prepare for Waukesha's transition from its current groundwater source to 100% Lake Michigan water.

The transition is scheduled for mid-September 2023.

https://greatwateralliance.com/transition/

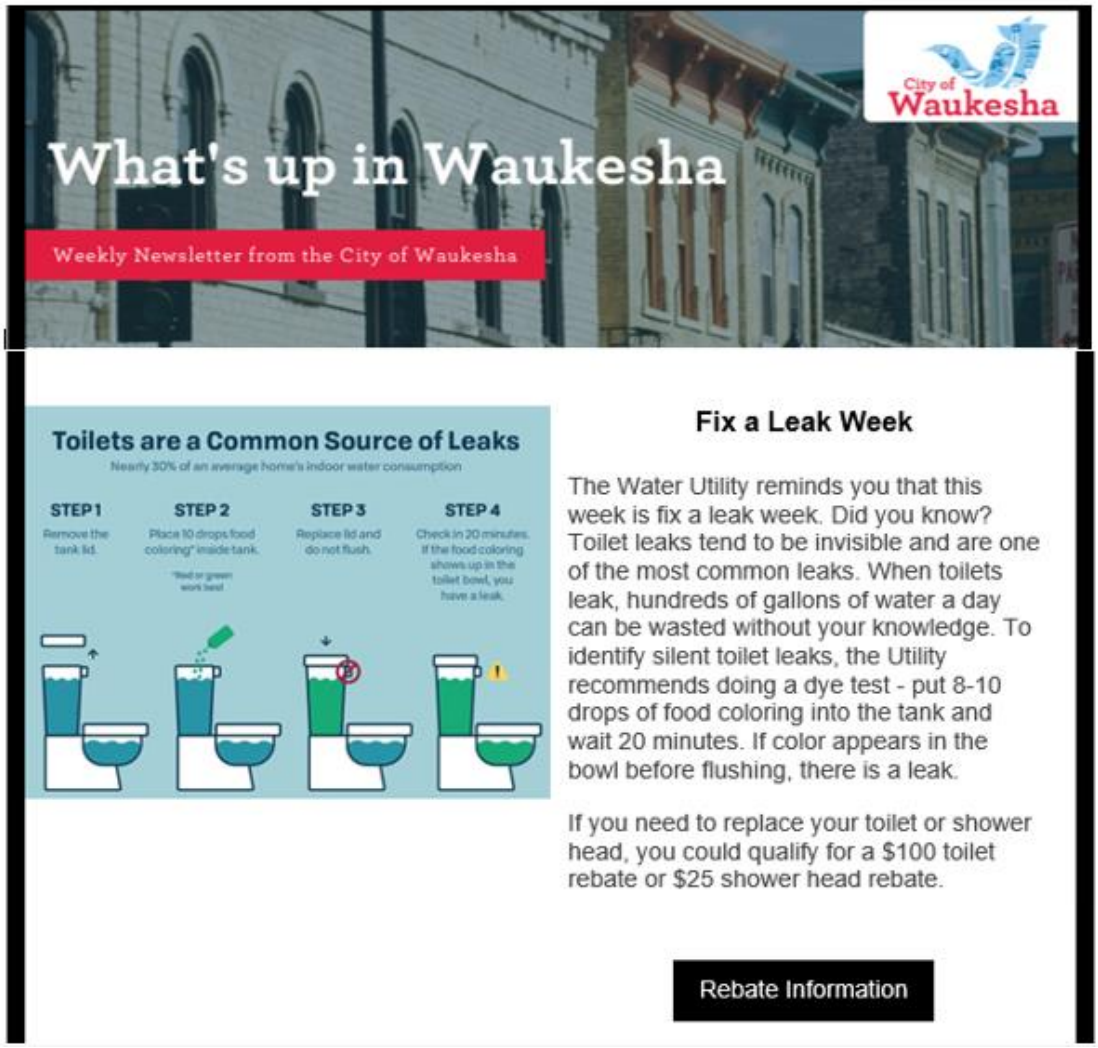
#WaukeshaWater #WaukeshaWaterProject Great Water Alliance

Waukesha Water Utility at the Farmers Market
Transition & Conservation Information
Social Media Post August 2023

What to do with the Water Softener After the Transition and in the Future Social Media Post
Milwaukee Water is 60% Softer – Softeners Are Not Needed
If You Decide to Keep Your Softener – It Needs to be Optimized

3. City of Waukesha's *What's Up in Waukesha* Electronic Newsletter

The City's *What's Up in Waukesha* E-Newsletter goes out every week to 6,723 newsletter subscribers. In 2023, due to Waukesha transitioning to the Great Lakes water, the Utility had additional opportunities to advertise and talk about water conservation. The 2023 E-Newsletters are shown below and on the following pages.



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

Water Transition Open House

Come learn more about what to expect with the upcoming switch to Lake Michigan water and ask questions.

- Thursday, May 4 from 5:30pm - 7:30 pm

OR

- Saturday, May 6 from 10am - 12pm

The open house will be held at Waukesha City Hall Council Chambers, 201 Delafield St. The Thursday, May 4th presentation will also be streamed live on the website.

You can also get many of your questions answered on the water transition webpage.

Water Transition Information

Water Transition Open House advertised in the City's E-Newsletter
(Where water conservation was talked about during the presentation and also had a person working at the conservation information table.)

Water Transition Open House

Come learn more about what to expect with the upcoming switch to Lake Michigan water and ask questions.

- Thursday, May 4 from 5:30pm - 7:30 pm

OR

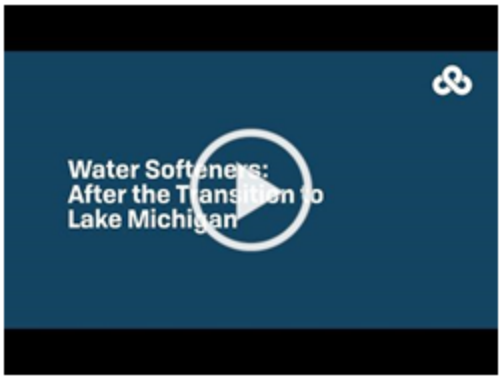
- Saturday, May 6 from 10am - 12pm

The open house will be held at Waukesha City Hall Council Chambers, 201 Delafield St. The Thursday, May 4 presentation will also be streamed live on the website.

You can also get many of your questions answered on the water transition webpage.

Water Transition Information

Water Transition Open House advertised a second time in the City's E-Newsletter
(Where water conservation was talked about during the presentation
and also had a person working at the conservation information table.)



Will I need my water softener?

In late summer 2023 (currently estimated September), Waukesha will transition from its current water source to Lake Michigan water.

Lake Michigan water is 60% softer than our current water supply. It is recommended that you bypass your water softener just before the transition and try the unsoftened water for a month or two once the transition is complete to determine your satisfaction with unsoftened water. Most Lake Michigan water users don't use water softeners. If you decide you would like to continue to use your softener, then you must have your water softener optimized for the new, softer water supply. This means having an approved optimizer adjust the settings for hardness, salt dosage and reserve capacity. For more information on water softeners or softener optimization, visit www.waukesha-wi.gov/watersoftener or call the Clean Water Plant at (262) 524-3628.

Once the transition is complete, Waukesha's water source will be 100% Lake Michigan water. There will be no blending of Waukesha's current groundwater supply with the Lake Michigan supply.

Water Transition Information

What to do with the Water Softener After the Transition E-Newsletter Post
(Milwaukee Water is 60% Softer – Optimizing water softeners or getting rid of a water softener will conserve water.)

Water Transition Info

Waukesha's water transition is coming in mid-September. Please read the important transition bill insert, which is included in this month's water bill or is available online:

- Transition Details in English
- Transition Details in Spanish

This information will let you know what you need to do before the transition takes place and will provide you with information on what you might experience during the transition.

Businesses and landlords, please share this important information with your personnel and tenants.

Water Transition Information

Water Transition Bill Insert E-Newsletter Post
(The bill inserts include water conservation information.)

Water Utility at Farmer's Market

Waukesha Water Utility staff will be at the Farmers Market on Saturday, August 19 to answer your questions about what you need to do to prepare for Waukesha's transition from its current groundwater source to 100% Lake Michigan water.

The transition is scheduled for mid-September 2023.

Water Transition Information

Utility at Farmers Market E-Newsletter Post
(There was a lot of information about water conservation at the Farmers Market booth.)

Steps to take BEFORE the transition

We recommend that you do following now, prior to the start of the water transition:

Contact your Medical Provider if you are a Kidney Dialysis Patient- In-home kidney dialysis patients should contact their medical provider for guidance on any needed modifications to dialysis machines and procedures.

Consult a Local Pet Store if you own Aquatic Life- Owners of fish, reptiles, and amphibians should consult local pet stores about required changes in the water treatment since Waukesha's water disinfectant will be changing from chlorine to chloramines.

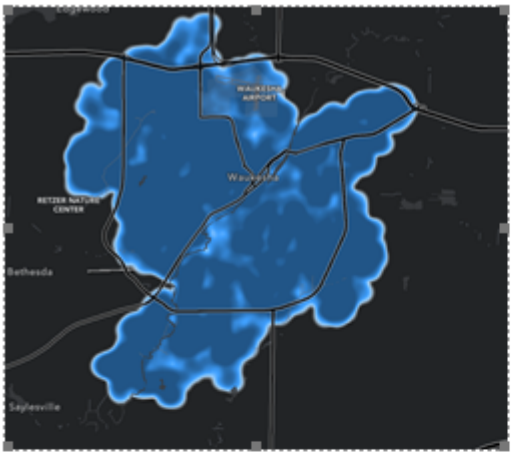
Remove or bypass in-home water filtration systems. Remove or bypass in-home water filtration systems – like the ones used with some refrigeration water dispensers or attached to kitchen faucets – before the start of the transition. Customers should also bypass any reverse osmosis (RO) system if they have one. Customers can resume using filters again in a normal manner after the transition, or after they've flushed their system (if they have discolored water) and the water runs clear.

Bypass your water softener. Lake Michigan water is 60% softer than our current water supply. You may choose to try the unsoftened water for a month or two by placing your softener in the bypass mode (refer to the product manual online for your brand of softener). Simply unplugging your softener will not bypass it. Most Lake Michigan water users don't use water softeners.

Once the transition is complete, Waukesha's water source will be 100% Lake Michigan water.

Water Transition Information

2nd E-Newsletter Post Regarding Water Softeners



100% Lake Michigan Water

Waukesha Water Utility customers have officially been switched over to 100% Lake Michigan water!

The transition was completed two weeks earlier than anticipated. The Utility spent several years preparing for the transition to minimize the impacts. We're pleased to report that the transition went very smoothly, and most customers did not experience any discolored water.

Now that the transition is complete, customers can replace their aerators and filters and continue to use the water as normal.

For continued use, softeners must be optimized by January 1, 2025, or try the unsoftened lake water for one to two months by temporarily placing your softener in the bypass mode (consult your manual) and unplugging it. More details about water softening options can be found on our website.

Waukesha Water Utility would like to thank the City of Waukesha's residents and businesses, those in the surrounding communities, the contractors, and the employees for their support to make this achievement possible.

Waukesha Water Utility

3rd E-Newsletter Post Regarding Water Softeners

4. City of Waukesha's Social Media

In 2023, the following information was posted on the City's social media.

Waukesha Water Utility will be at the Farmers Market City's Social Media Post
(Information for the Upcoming Water Transition & Waukesha's Water Conservation Program)

The City of Waukesha
September 21, 2023 ·

The Waukesha Water Utility will begin the transition to Lake Michigan water on Monday, October 9. The entire transition could take as long as one month, as Lake Michigan water enters the supply system. However, impacts at individual locations will likely be experienced for no more than a few days.

During the transition it is recommended that you do the following:

- Remove certain water filters. This includes removing filters in refrigerators, on kitchen sinks, in reverse osmosis systems, etc. and keep them removed during the transition.

- Bypass your water softener. We recommend keeping it bypassed for a month or two to determine your satisfaction with unsoftened water. Lake Michigan water is 60% softer than our current water supply. Most Lake Michigan water users don't use water softeners. If you decide you would like to continue to use your softener, then you must have your water softener optimized for the new, softer water supply.

More details on the transition: https://greatwateralliance.com/transition/

#Waukesha #WaukeshaWaterProject #WaukeshaWater

City's Social Media Post Included Information About Water Softeners

The City of Waukesha
October 5, 2023 ·

The Waukesha Water Utility will start the transition to Lake Michigan water on Monday, October 9.

Here are some steps to take before the transition:

■ Remove or bypass in-home water filtration systems – like the ones used with some refrigeration water dispensers or attached to kitchen faucets – before the start of the transition. Customers should also bypass any reverse osmosis (RO) system if they have one. Customers can resume using filters again in a normal manner after t... See more

City's 2nd Social Media Post Regarding Information About Water Softeners

The City of Waukesha
October 24, 2023 ·

Waukesha Water Utility customers have officially been switched over to 100% Lake Michigan water!

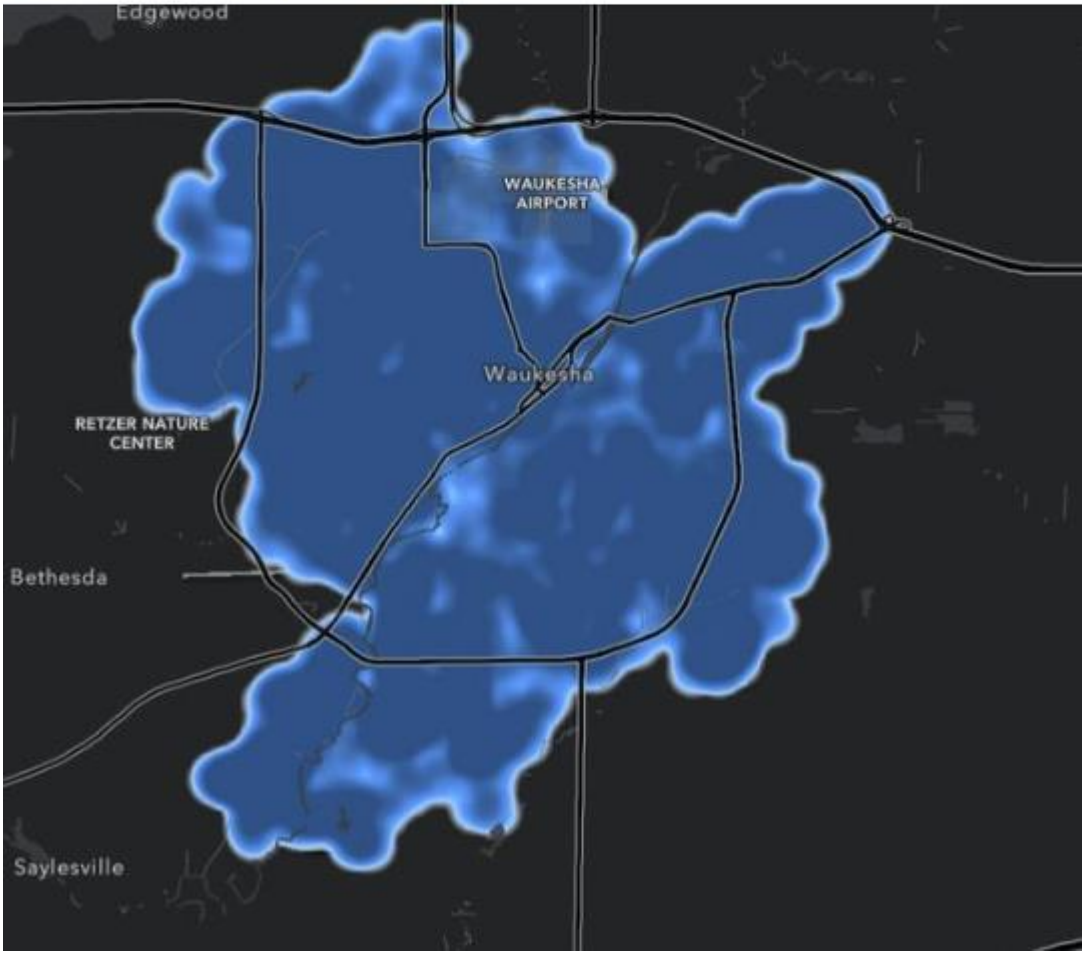
The transition was completed two weeks earlier than anticipated. The Utility spent several years preparing for the transition to minimize the impacts. We're pleased to report that the transition went very smoothly, and most customers did not experience any discolored water.

Now that the transition is complete, customers can replace their aerators and filters and continue to use the water as normal.

For continued use, softeners must be optimized by January 1, 2025, or try the unsoftened lake water for one to two months by temporarily placing your softener in the bypass mode (consult your manual) and unplugging it. More details about water softening options can be found here: https://www.waukesha-wi.gov/.../softener-salt-program.php

Waukesha Water Utility would like to thank the City of Waukesha's residents and businesses, those in the surrounding communities, the contractors, and the employees for their support to make this achievement possible.

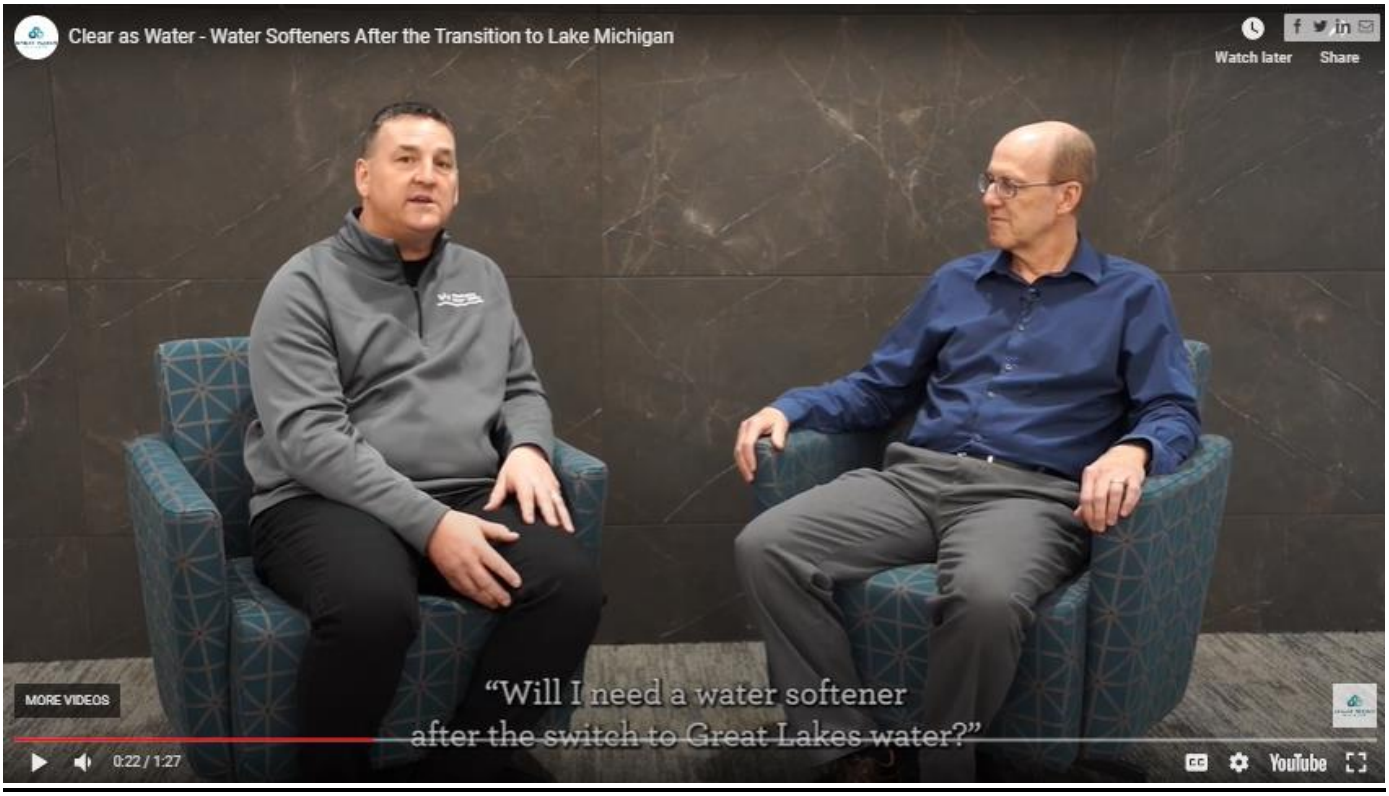
#Waukesha #WaukeshaWaterProject #WaukeshaWater



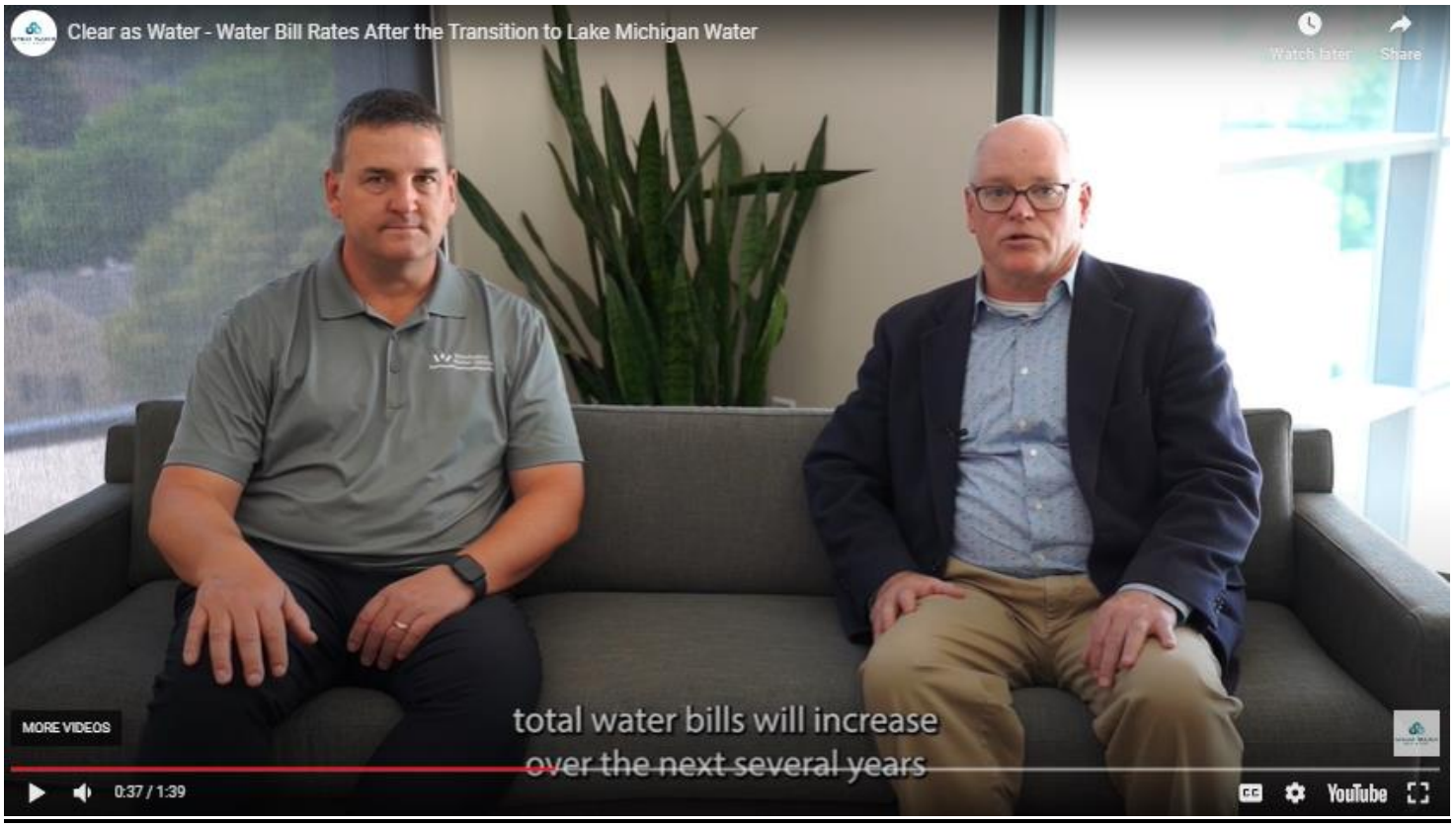
City's 3rd Social Media Post Regarding Information About Water Softeners
(Milwaukee Water is 60% Softer – optimizing water softeners or getting rid of a water softener will conserve water.)

5. City of Waukesha's *Clear as Water* Information Videos

In 2023, the Utility partnered with the City of Waukesha's Clean Water Plant and the Mayor's office to produce *Clear as Water* information videos. These videos were designed to answer questions regarding Waukesha's transition to Great Lakes water. Two of these videos also provided a conservation benefit as explained below and on the next page. These videos were posted on the City's YouTube channel and on the Utility's and GWA's websites.

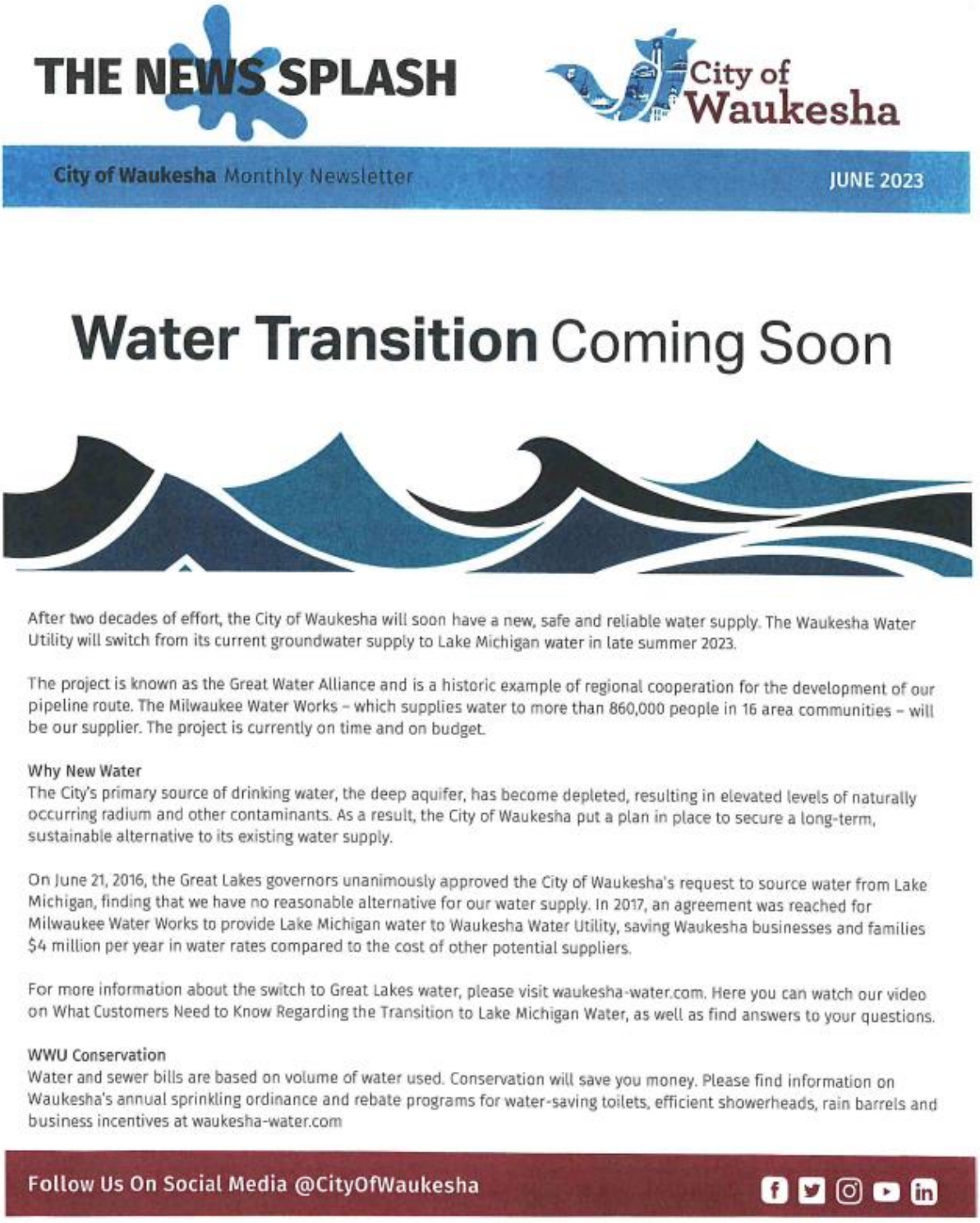


The first video was with the Clean Water Plant answering the question if water softeners are needed after the switch to Lake Michigan. As mentioned previously, if people get rid of, or reduce the hardness setting on their water softeners, this will reduce the softener regeneration cycles and conserve water.



The second informational video had to do with rates – due to the transition, total water bills will increase over the next several years which will most likely reduce water waste.

6. City of Waukesha's *The News Splash* Newsletter/Water Bill Inserts



THE NEWS SPLASH

City of Waukesha

City of Waukesha Monthly Newsletter JUNE 2023

Water Transition Coming Soon

After two decades of effort, the City of Waukesha will soon have a new, safe and reliable water supply. The Waukesha Water Utility will switch from its current groundwater supply to Lake Michigan water in late summer 2023.

The project is known as the Great Water Alliance and is a historic example of regional cooperation for the development of our pipeline route. The Milwaukee Water Works – which supplies water to more than 860,000 people in 16 area communities – will be our supplier. The project is currently on time and on budget.

Why New Water

The City's primary source of drinking water, the deep aquifer, has become depleted, resulting in elevated levels of naturally occurring radium and other contaminants. As a result, the City of Waukesha put a plan in place to secure a long-term, sustainable alternative to its existing water supply.

On June 21, 2016, the Great Lakes governors unanimously approved the City of Waukesha's request to source water from Lake Michigan, finding that we have no reasonable alternative for our water supply. In 2017, an agreement was reached for Milwaukee Water Works to provide Lake Michigan water to Waukesha Water Utility, saving Waukesha businesses and families $4 million per year in water rates compared to the cost of other potential suppliers.

For more information about the switch to Great Lakes water, please visit waukesha-water.com. Here you can watch our video on What Customers Need to Know Regarding the Transition to Lake Michigan Water, as well as find answers to your questions.

WWU Conservation

Water and sewer bills are based on volume of water used. Conservation will save you money. Please find information on Waukesha's annual sprinkling ordinance and rebate programs for water-saving toilets, efficient showerheads, rain barrels and business incentives at waukesha-water.com

Follow Us On Social Media @CityOfWaukesha

City of Waukesha's News Splash Newsletter/Water Bill Insert
Included information about the Transition & Water Conservation

THE NEWS SPLASH

City of Waukesha

City of Waukesha Monthly Newsletter JULY 2023

Water Transition Information

Will I Still Need My Water Softener After the Transition?
With the upcoming transition to the new Lake Michigan water supply, Waukesha residents will now have water that is at least 60% softer. In fact, most Lake Michigan water customers don't use water softeners. When Waukesha transitions to Lake Michigan water in late summer 2023, you may want to try the unsoftened water for a month or two to determine your satisfaction with the reduced water hardness. If you then decide you would like to continue to use your softener, you must have it optimized. This means having an approved optimizer adjust the settings for hardness, salt dosage, and reserve capacity. For more information on optimizing your softener, please visit waukesha-wi.gov/watersoftener or call the Clean Water Plant at 262-524-3628.

Do I Need to Worry About Cryptosporidium in My Water?
No. Milwaukee's water treatment facilities are among the most advanced in the country. The Water Works has technology and redundancies to ensure that Waukesha will have a constant flow of reliable, high-quality water for decades to come.

Will Sewer Overflows in Milwaukee Contaminate Waukesha's New Drinking Water Supply?
No. Sewer overflows have been significantly reduced in Milwaukee, but those that do occur are not a threat to drinking water from the Milwaukee Water Works. Milwaukee's water intake pipe is far from shore and deep in Lake Michigan. In addition, Milwaukee Water Works treats the water with ozone disinfection, biologically active filtration, and chloramine disinfection. MWW is also nationally recognized as a leader for its comprehensive water quality monitoring program.

Visit greatwateralliance.com/transition for a video and more FAQs regarding the upcoming transition to Lake Michigan water.

Remember to Conserve Water
The Utility has rebates for new water saving toilets, showerheads, and rain barrels. For details visit: waukesha-water.com/wtc.html

Follow Us On Social Media @CityOfWaukesha

City of Waukesha's News Splash Newsletter/Water Bill Insert
Included information about the Transition & Water Conservation

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

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

Water Transition Coming Soon

Important Information to Help Residents and Businesses Prepare

In late summer 2023 (currently estimated early September), Waukesha will transition from its current water source to Lake Michigan water. As we get closer to the transition date, we would like to make sure residents, businesses and other Waukesha Water Utility customers know what you need to do *before* the transition takes place, while also providing you with information on what you might experience *during* the transition. **(Businesses and landlords – please share this important information with your personnel and tenants.)**

Things You May Need to Do *BEFORE* the Transition

When Waukesha transitions from its current groundwater supply to 100% Lake Michigan water from Milwaukee, there will be differences in the water characteristics and in the treatment methods. **(If you have a business that treats water for processes or products, now is the time to consult with your water treatment professionals to plan for any needed adjustments.)**

One permanent difference is a change in the disinfection process from chlorine (currently used by Waukesha) to **chloramines** (used by Milwaukee and the 860,000 people it serves). Both are commonly used to ensure public health protection and the change should be unnoticeable. However, the switch to chloramine may affect some health treatments, such as kidney dialysis. Also, chloramines, like chlorine, can be harmful to fish, reptiles and amphibians, if you are not prepared, and may require different treatment. Below is information on how customers with dialysis and pet aquariums need to prepare.

- Kidney Dialysis
  Kidney dialysis patients should contact their physician or local kidney dialysis center, *before* the water transition begins, for guidance on modifications to dialysis machines and procedures. Let your medical provider know that Waukesha will be getting a new water supply and modifications may be needed.

- Fish, Reptiles, & Amphibians
  Owners of fish, reptiles, and amphibians should consult local pet stores, *before* the transition begins, about required changes in water treatment. Area pet stores should be familiar with precautions (inexpensive water treatment or specified carbon filters) to remove chloramines in the new water supply. Let your pet store know that your new water supply will be from Milwaukee, which currently supplies many area communities, and that you will need treatment to remove the chloramines.

What You May Experience *DURING* the Transition

The entire transition could take as long as one month, as Lake Michigan water enters the supply system. However, impacts at individual locations will likely be noticeable for no more than a few days, if they are noticeable at all. Information on how to stay up to date on timing and other details of the transition are included below.

WWU's Water Bill Insert Page 1
Included information about the Transition and Page 2 included information about Water Softeners

During the transition, most differences will be unnoticeable, but utility customers could experience **temporary** changes such as having a **chlorine-like smell or taste**. This will be due to increased chlorine levels during the transition to ensure a safe drinking water supply. Once the transition is complete, those disinfectant levels will be similar to the level of the current water supply. **The water will be safe to drink during and after the transition.**

Water discoloration could also occur for a short period of time due to the normal buildup of sediment in the pipes, similar to what happens during our annual pipe flushing. Discolored water is aesthetically unappealing but does not pose a human health issue. However, you should **remove certain water filters** (like filters in refrigerators, on kitchen sinks, in reverse osmosis systems, etc.) during the transition. Also, **avoid activities like laundering or making ice** until the water is clear. (**Laundromats, hospitals, nursing homes, hotels, restaurants, and landlords,** etc. may want to notify their staff members and tenants to avoid laundering and making ice, and to remove filters, during the transition.)

If you end up with color in your clothes, **do not put them in the dryer** because that can set the stain. To remove the color, you can use products like Red-B-Gone or Iron Out, from local hardware stores or online. The utility will have limited supplies of this product too. **Flushing your system's water pipes with cold water is typically the best way to resolve any problems with discolored water** and will help the water run clear again. Any discoloration will be temporary, and the water will continue to meet water quality regulations.

Other permanent changes in water characteristics may include pH, mineral content, alkalinity and hardness. Some people will also notice a slight change in the taste, due to differences in mineral content in the Milwaukee water, which is currently used by over 860,000 people in 16 other nearby communities.

Lake Michigan water is 60% softer than our current water supply, which will be another permanent benefit. We recommend that you **bypass your water softener for a month or two once the transition is complete** to determine your satisfaction with unsoftened water. Most Lake Michigan water users don't use water softeners. If you decide you would like to continue to use your softener, then you must have your water softener optimized for the new, softer water supply. This means having an approved optimizer adjust the settings for hardness, salt dosage and reserve capacity. For more information on water softeners or softener optimization, visit www.waukesha-wi.gov/watersoftener or call the Clean Water Plant at (262) 524-3628.

Once the transition is complete, Waukesha's water source will be 100% Lake Michigan water. There will be no blending of Waukesha's current groundwater supply with the Lake Michigan supply. However, we will maintain some groundwater wells to be used only in an emergency situation.

Stay Up to Date

Delivery of high-quality, reliable water to customers is and will continue to be the Waukesha Water Utility's top priority. The utility has undertaken extensive analysis to ensure that the introduction of this new supply will be as simple as possible for customers. The switch to Lake Michigan water benefits all businesses and residents by ensuring a safe and reliable water supply for the long term. However, we understand there may be temporary inconveniences and we appreciate your patience and understanding.

If you have any questions, please visit www.waukesha-water.com for a link to extensive information about the switch, including a video regarding the transition, Frequently Asked Questions, and updates on timing of the transition. Or contact the utility at (262) 521-5272.

WWU's Water Bill Insert Page 2
Included information about the Transition and information about Water Softeners

THE NEWS SPLASH

City of Waukesha

Water Transition Coming in Mid-September

Stay Tuned to the City's Social Media and to The Waukesha Freeman for Updates

Waukesha will switch from its current groundwater source to Lake Michigan water in mid-September. As with any major construction project, there are many specific components that must be completed and tested, so the transition date has not yet been determined.

You can keep up to date on timing and other information about the transition at Waukesha Water Utility's website at www.waukesha-water.com. Updates will also be in or through *The Waukesha Freeman*. But for the easiest notifications, simply sign up for the City's weekly electronic newsletter (see the Connect link at www.waukesha-wi.gov) or follow the City of Waukesha Facebook postings.

The list below is a friendly reminder of things you should do ***before*** the transition occurs:

- If you have a business that treats water for processes or products, please consult with your water treatment professionals for any needed adjustments.
- Kidney dialysis patients should contact their physician or local kidney dialysis center for guidance on any needed modifications to dialysis machines and procedures.
- Owners of fish, reptiles and amphibians should consult local pet stores about required changes in the water treatment.
- If you have a water filter for your refrigerator, faucet, or reverse osmosis system, remove or bypass the water filter before the transition starts and until the transition is complete, so that it doesn't get clogged.
- Turn the valve to bypass your water softener before the transition and leave it bypassed for about two months to determine your satisfaction with unsoftened water. Most Lake Michigan water users don't use water softeners. If you decide you want to continue to use your softener, then you must have your softener optimized. For more information on water softeners, visit www.waukesha-wi.gov/watersoftener or call the Clean Water Plant at (262) 524-3628.

For more information what you may experience *during* the transition and about the transition, visit www.waukesha-water.com or call the Utility at (262) 521-5272.

Follow Us On Social Media @CityOfWaukesha

City of Waukesha's News Splash Newsletter/Water Bill Insert
Included information about the Transition & Water Softeners

Water Transition to Begin October 9, 2023

What You May Experience During the Transition & How to Prepare

Waukesha will begin the switch from groundwater to Lake Michigan water on October 9.

The transition was originally planned to begin between September 14 and 18, but a specific date was not set. By pushing the transition back to October 9, it will allow customers and businesses more time to prepare for the transition and will ensure the best product from the start.

What You May Experience *DURING* the Transition

The transition to Lake Michigan water will move approximately 50 million gallons of water through more than 300 miles of water mains over the course of several weeks, starting on the east side of the city. For about 90% of our customers, the transition will start and end within the first five days. But for customers on the edges of our service area or at dead ends and cul-de-sacs, it may take as long as three to four weeks for the new water supply to reach them.

During the transition, some customers may notice a **chlorine-like smell or taste**. This is because the disinfectant level will be temporarily increased to ensure a safe drinking water supply. Once the transition is complete, the disinfectant levels will return to normal. The water will be safe to drink during and after the transition. Customers may also notice a subtle permanent change in the taste of water because the new supply has fewer naturally occurring minerals than the current groundwater supply.

Some customers may also experience **discolored water** during the initial transition due to the large volume of water (50 million gallons) moving through the water pipes. The discolored water, if a customer has it at all, may last a couple of days, or less, at individual locations. This will be similar to what occurs during the annual flushing of our water mains, as the normal build up of sediment in pipes is stirred up by water movement.

Reddish water is aesthetically unappealing but does not pose an immediate human health risk. If you have discolored water, avoid doing laundry, making ice, and using the water until the water runs clear. If you accidentally stain your laundry, avoid drying it as this can set the stain. To remove the color, use Red-B-Gone, Iron Out, or other rust removers from local hardware stores or online. The utility will have limited supplies of this product too.

Flushing your system's water pipes with **cold water only** is typically the best way to resolve any problems with discolored water. Remove the screens or aerators from the ends of the indoor faucets to prevent clogging. Then run all ***cold*-water** faucets, including the bathtub, wide open and simultaneously for three to five minutes. During that time, also flush each toilet two or three times. When the water clears, turn off the water and reinstall the aerators. Flushing the large flow of water through your pipes will generally dislodge any buildup of organic material that is causing discoloration or other issues. For a typical house, the cost of the water used to flush your service should be less than a dollar.

WWU's Water Bill Insert Page 1

Included information about the Transition and Page 2 included information about Water Softeners & Conservation

What Should You Do *BEFORE* for the Transition?

One permanent difference with the transition is a change in the disinfection process from chlorine, that Waukesha has used, to chloramines, that is used by Milwaukee. Both disinfectants are commonly used by water utilities to ensure public health protection and the change should be generally unnoticeable. However, **kidney dialysis patients** should contact their dialysis center for guidance on any needed modifications to in-home dialysis procedures. Also, **owners of fish, reptiles, and amphibians** should consult local pet stores about required changes in water treatment.

The Utility also recommends **removing or bypassing in-home water filtration systems** – like the ones used with some refrigerator water dispensers or attached to kitchen faucets – before the start of the transition. Customer should also **bypass any reverse osmosis (RO) system,** if they have one. Customers can resume using filters after the first five days, when the majority of the water has been transitioned to Lake Michigan water. However, you may still experience a little discolored water while hydrants are flushed on dead end streets and cul-de-sacs.

Users should also **bypass water softeners** during the transition. Customers should check their user manual or look online for instructions for their softener model. Simply unplugging the softener will not bypass it.

Most people who use lake water do not use softeners. Lake water is 60% softer than our current supply. We recommend that you continue to bypass your softeners for a month or two to see if you are satisfied with the new water without a softener.

(The November bill insert will have more information on what to do with the water softener after the transition has been completed.)

Water Conservation

As part of the new water supply program, the Great Lakes Compact approval required a set of water conservation goals to be completed by 2050. The City of Waukesha has already met those goals, but our dedication to water conservation doesn't end here.

As a leader in conservation efforts, Waukesha continues to offer rebate programs for water-saving toilets, showerheads, rain barrels, and business incentives. The city will also provide educational information about conserving water. Learn more about Waukesha's water conservation programs at https://waukesha-water.com/wtc.html or call 262-521-5272.

Stay Up to Date

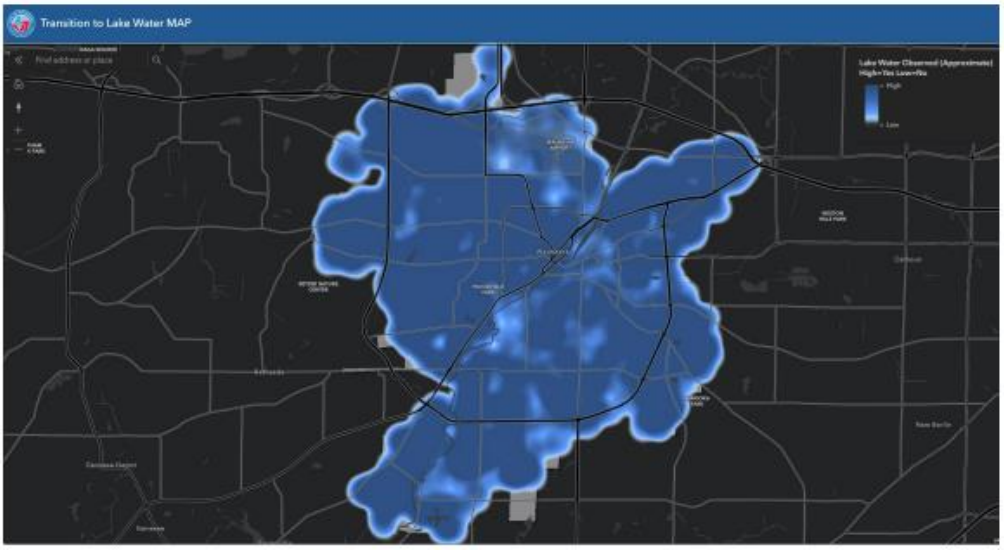
The switch to Lake Michigan water is a historic achievement that will benefit all Waukesha residents and businesses by ensuring a safe and reliable water supply for generations to come. Milwaukee Water Works (MWW) is recognized as a national leader for providing safe, high-quality drinking water. We appreciate your patience, understanding, and cooperation during the temporary inconveniences and thank everyone for their continued support in making this achievement possible.

Stay tuned to Waukesha Water Utility's website for updates on the water transition and for answers to frequently asked questions at www.waukesha-water.com or call us at 262-521-5272.

WWU's Water Bill Insert Page 2
Included information about the Transition, Water Softeners, & Water Conservation

THE NEWS SPLASH

City of Waukesha



Welcome to Lake Michigan Water

Waukesha's Interactive Map Shows the Transition is Complete

The Transition Was a Success

Waukesha Water Utility customers have officially been switched over to 100% Lake Michigan water. The Utility spent several years preparing for the transition to minimize the impacts. With a large volume of water (50 million gallons) going through the 300 miles of pipes, the Utility wanted customers to be prepared for the possibility of discolored water. We're pleased to report that the transition went very smoothly, and most customers did not experience any discolored water, due to the aggressive flushing program completed beforehand.

Attention Owners of Fish, Reptiles & Amphibians

If you own fish, reptiles, or amphibians, and haven't already done so, we recommend that you consult your local pet store about the required changes in water treatment. Let your pet store know that your new water supply now comes from Lake Michigan and that you will need new treatment to remove the chloramines.

Aerators, Water Filters & Water Softeners

Now that the transition is complete, customers can replace their aerators and filters and continue to use the water as normal.

For continued use, softeners must be optimized by January 1, 2025, or try the unsoftened lake water for one to two months by temporarily placing your softener in the bypass mode (consult your manual) and unplugging it. More details about water softening options can be found at www.waukesha-wi.gov/watersoftener.

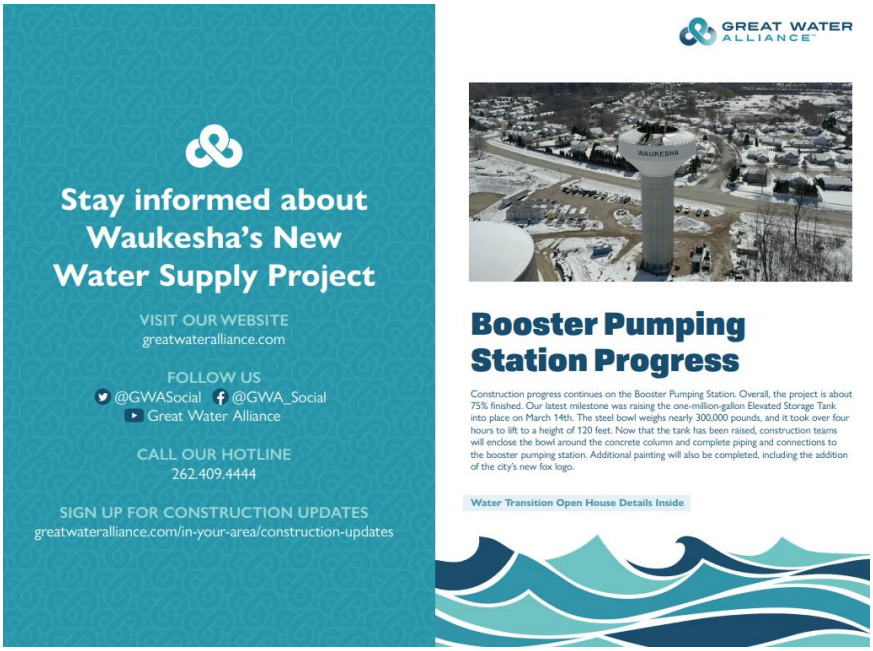
Reliable Water Supply for Generations

The successful switch to Lake Michigan water is a historic achievement that will benefit all Waukesha residents and businesses by ensuring a safe and reliable water supply for generations to come. We thank you for your patience and thank everyone for their continued support in making this achievement possible.

Follow Us On Social Media @CityOfWaukesha

City of Waukesha's News Splash Newsletter/Water Bill Insert
Included information about the Transition & Water Softeners

7. City of Waukesha's Department of Public Works (DPW) *The WORKS Space* Newsletter/Inserts



Stay informed about Waukesha's New Water Supply Project

VISIT OUR WEBSITE
greatwateralliance.com

FOLLOW US
@GWASocial @GWA_Social
Great Water Alliance

CALL OUR HOTLINE
262.409.4444

SIGN UP FOR CONSTRUCTION UPDATES
greatwateralliance.com/in-your-area/construction-updates

GREAT WATER ALLIANCE

Booster Pumping Station Progress

Construction progress continues on the Booster Pumping Station. Overall, the project is about 75% finished. Our latest milestone was raising the one-million-gallon Elevated Storage Tank into place on March 14th. The steel bowl weighs nearly 300,000 pounds, and it took over four hours to lift to a height of 120 feet. Now that the tank has been raised, construction teams will enclose the bowl around the concrete column and complete piping and connections to the booster pumping station. Additional painting will also be completed, including the addition of the city's new fox logo.

Water Transition Open House Details Inside

DPW's Spring 2023 Newsletter Insert – Outside Cover

WHY NEW WATER?

The City of Waukesha needs a long-term, sustainable alternative to its existing water supply. The City's primary source of drinking water, a deep aquifer, has become depleted, resulting in elevated levels of naturally occurring radium and other contaminants.

On June 21, 2016, the Great Lakes governors unanimously approved the City of Waukesha's request to source water from Lake Michigan, finding that we have no reasonable alternative for our water supply. And, at the end of 2017, an agreement was reached for Milwaukee Water Works to provide Lake Michigan water supply to the Waukesha Water Utility. The cost of water from Milwaukee – which supplies water to more than 860,000 people in 16 area communities – will be substantially lower than it would be from other potential suppliers.

Now, after years of scientific analysis, regional cooperation and community input, the Great Water Alliance program has entered its final year, on time and on budget. We are about to enter the Transition Phase, which will include testing to ensure all pipelines and pumping stations are working properly before Waukesha switches from groundwater to its new water supply in late summer.

To learn more about what you should expect at your home or business during the water transition to Lake Michigan water, visit **greatwateralliance.com** or join us for our spring open houses.

Dates:
Thursday, May 4th from 5:30 PM - 7:30 PM
or
Saturday, May 6th from 10:00 AM - 12:00 PM

Location:
Council Chambers at Waukesha City Hall
201 Delafield St
Waukesha, WI 53188

Water Conservation Program

As part of the new water supply program, the Great Lakes Compact approval required a set of water conservation goals to be completed by 2050. The City of Waukesha has already met those goals, but our dedication to water conservation doesn't end here.

As a leader in conservation efforts, Waukesha continues to offer rebate programs for water-saving toilets, showerheads, rain barrels and business incentives. The city also will continue to enforce sprinkling mandates and provide educational information about conserving water.

And with water and sewer rates based on the volume of water used, conservation will save ***you*** money.

Learn more about Waukesha water conservation programs at **https://waukesha-water.com/wtc.html** or call **(262) 521-5272.**

WATER TRANSITION FAQs

Q: What will the water transition involve?

A: For many years, water in Waukesha has been supplied through groundwater wells located throughout the city. After the transition in late summer 2023, treated Lake Michigan water will be supplied by the City of Milwaukee to Waukesha's water distribution system. Pump stations, storage reservoirs and other facilities will help deliver Lake Michigan water (currently about 6 million gallons a day, on average) to the Waukesha Water Utility (WWU) distribution system, achieving Waukesha's long-term vision of ensuring a reliable supply for generations to come.

Q: What is Waukesha doing to ensure high-quality water during and following the water transition?

A: Waukesha has undertaken extensive studies to minimize temporary discolored water or other water quality issues during the transition to a new water supply. This includes testing samples of Waukesha water pipes with Milwaukee water to check for any reaction to the different water chemistry. The studies were carefully coordinated with state and federal regulators as well as other water quality experts and found no long-term adverse impacts of the water transition.

More than a dozen area communities have successfully switched from groundwater to Milwaukee water without water quality problems. As part of Waukesha's ongoing commitment to ensuring safe, reliable water, Waukesha Water Utility will also continue to monitor the water quality at the Booster Pumping Station and within the distribution system to address any issues that may arise during or after the transition.

Q: Will I notice any differences in the water at my home during the transition?

A: As our experts work to introduce a new and reliable water supply to over 300 miles of water pipelines in Waukesha, you may notice temporary changes, including a rusty color, or changes in the taste or smell. These changes will be temporary, if you experience them at all. The water meets all water quality regulations. Running water through your water pipes will help clear up these aesthetic issues.

Once the transition has been completed, customers in the areas south and southeast of the Fox River will enjoy slightly higher water pressures due to the addition of the new water tower. In other areas, there should be no impacts on pressure for normal usage after the transition. Lake Michigan water is also at least 60% softer than groundwater, which will be a permanent benefit of the new water supply.

One difference with the new water supply is a change in the disinfection process from chlorine (used by Waukesha) to chloramines (used by Milwaukee). Both are commonly used to ensure public health protection, and the change should be unnoticeable. However, the switch to chloramine may affect some health treatments, like dialysis, so you may wish to consult your health care provider. Owners of aquariums or fishponds should also consult local pet stores about changes in water treatment that will be required.

For answers to other Frequently Asked Questions, please go to **greatwateralliance.com.**

You can also sign up online to receive updates about the upcoming transition through our newsletter.

DPW's Spring 2023 Newsletter Insert – Inside
Water Transition & Water Conservation Information

Lake Michigan Water Transition and Your Softener

As part of the city's discharge permit from the Wisconsin Department of Natural Resources (DNR), the Clean Water Plant must reduce chloride discharge. Chloride can be toxic to aquatic life.

Chloride removal at the plant is not feasible. The City of Madison estimated its cost to be nearly $2 billion to install chloride removal treatment.

The largest chloride loading comes from water softener salt. With the upcoming switch to Lake Michigan water, our water will be 60% softer. Most existing Lake Michigan water customers do not have softeners.

The city is trying to preserve the option for residents to have softeners, but they must have their softener optimized by an approved optimizer company to minimize salt use. Optimization includes checking or adjusting the settings for hardness, salt dosage and reserve capacity, and may involve changing some internal softener parts.

Commonly Asked Questions:

I received a high water user letter. What if I can't get an optimization appointment in time?

If you plan to keep using your softener after the water switch, keep trying to contact your optimizer until their schedule opens up. Regardless of water usage, for continued use all softeners must be optimized by 1/1/2025.

My softener brand is not on the optimizer list. What do I do?

Call 262-524-3628 and we will assist you.

I'm considering buying a new softener. What should I do?

Consider trying Lake Michigan water first without a softener. It may be satisfactory to you without softening.

I was told my time clock softener can't be optimized. Do I need to buy a new one?

They can be optimized in most cases, depending on your water usage. If you want to keep using a softener with Lake Michigan water, we encourage you to replace your time clock unit with a demand-based softener. All new softeners must be optimized at the time of installation.

For more information, visit:

www.waukesha-wi.gov/government/departments/softener-salt-program.php

Remember to Conserve Water

Water and sewer bills are based on the volume of water used. Conservation will save you money.

Find information on Waukesha's annual sprinkling ordinance and rebate programs for water-saving toilets, efficient showerheads, rain barrels and business incentives at **waukesha-water.com/wtc.html**.

Stay informed about Waukesha's Water Transition

VISIT OUR WEBSITE
waukesha-water.com

FOLLOW US
@GWASocial @GWA_Social
Great Water Alliance

CALL US
(262) 521-5272

Waukesha Water Utility | GREAT WATER ALLIANCE

Welcome to Lake Michigan Water

On June 21, 2016, the eight Great Lakes governors unanimously approved the City of Waukesha's request to source water from Lake Michigan. And now, after years of planning, design, permitting and construction, we are excited to transition to a safe, sustainable water supply for the people of Waukesha.

The switch to Lake Michigan water is a historic achievement that will benefit all Waukesha residents and businesses by ensuring a safe and reliable water supply for generations to come. We appreciate your patience, understanding and cooperation, and thank everyone for their continued support in making this achievement possible.

DPW's Fall 2023 Newsletter Insert – Outside Cover

TIMING

The transition to Lake Michigan water is scheduled to begin **October 9, 2023.** Approximately 50 million gallons of water will flow through more than 300 miles of water mains over the course of several weeks, starting on the east side of the city. For about 90% of our customers, the transition will start and end within the first five days. But for customers on the edges of our service area or at dead ends and cul-de-sacs, it may take as long as three to four weeks after the starting date for the new water supply to reach them.

WATER FILTRATION AND REVERSE OSMOSIS SYSTEMS

To avoid filters getting clogged, the Waukesha Water Utility (WWU) recommends removing or bypassing in-home water filtration systems (like the ones used for some refrigerator water dispensers or kitchen faucet attachments), as well as bypassing reverse osmosis (RO) systems if customers have one **before the start of the transition.** Customers can resume using filters again after the first five days, when the majority of the water has been transitioned to Lake Michigan water. However, you may still experience some discolored water while hydrants are being flushed on dead-end streets and cul-de-sacs.

WATER TASTE

During the transition, some customers might notice a chlorine-like smell or taste. This is only temporary, due to a short-term increase in disinfectant levels to ensure a safe drinking water supply. The water has been and will continue to be safe to drink. Customers may also notice a subtle, permanent change in the taste of water because the new supply has fewer naturally occurring minerals than the previous groundwater supply.

WATER DISCOLORATION

Some customers may also experience discolored water during the initial transition due to the large volume of water (50 million gallons) moving through the water pipes. The discolored water, if a customer has it at all, may last a couple of days, or less, at individual locations. This will be similar to what occurs during the annual flushing of our water mains, as the normal buildup of sediment in pipes is stirred up by water movement.

Reddish water is aesthetically unappealing but does not pose an immediate risk to human health. If you have discolored water, avoid doing laundry, making ice and using the water until it runs clear. If you accidentally stain your laundry, avoid drying it as this can set the stain. To remove the color, use Red-B-Gone, Iron Out or other rust removers from local hardware stores or online. The WWU will have limited supplies of this product too.

Flushing your system's water pipes with **cold water only** is typically the best way to resolve any problems with discolored water. Remove the screens or aerators from the ends of the indoor faucets to prevent clogging. Then run all **cold-water** faucets, including the bathtub, wide open and simultaneously for three to five minutes. During that time, also flush each toilet two or three times. When the water clears, turn off the water and reinstall the aerators. Flushing a large flow of water through your pipes will generally dislodge any buildup of organic material that is causing discoloration or other issues. For a typical house, the cost of the water used to flush your service should be less than a dollar.

If you are dealing with discolored water for more than a couple of days, please call the WWU at **262-521-5272.** Find more information on how to solve discolored water issues in the frequently asked questions section at **www.greatwateralliance.com/transition.**

WATER SOFTENERS

While the city is trying to preserve your option to use a softener, the only sustainable solution to meet our chloride limits is for softener owners to either have them professionally optimized by **January 1, 2025** or to bypass them. An optimized softener adjusted to Lake Michigan's water hardness will use on average 80% less salt than an unoptimized softener set for groundwater hardness. Most Lake Michigan water users do not soften their water. You may choose to try the unsoftened water yourself for a month by placing your softener in bypass mode (refer to the product manual online for your brand of softener). Do not simply unplug your softener as this does not bypass it. If you have questions about your water softener or the optimization program, visit **www.waukesha-wi.gov/watersoftener** or call the Clean Water Plant staff at **262-524-3628.**

TRANSITION UPDATES

Stay tuned to the WWU's website for updates on the water transition and for answers to frequently asked questions visit **www.waukesha-water.com** or call us at **262-521-5272.**

DPW's Fall 2023 Newsletter Insert – Inside
Water Transition & Water Softener Information

Water Softener Optimization Update

The Clean Water Plant is required by the State of Wisconsin to reduce chlorides, which can be harmful to fish and other aquatic life in the Fox River and other bodies of water.

The largest source of chloride loadings (greater than 50%) is salt used in the regeneration of water softeners. In an effort to meet permit limits, the city has an ongoing softener optimization program that prioritizes high salt users (i.e., high water users with softeners).

A letter will soon be sent to all high water users letting them know that their softeners must be optimized before September 1, 2023. After that date, non-optimized softeners for high water users will be prohibited from use.

What is optimization? It's the adjustment of several key softener parameters by an approved optimization company to meet the requirements of this program. Reducing salt use benefits your facility or home by reducing salt costs and handling, while helping the city reduce chloride discharged to the Fox River and Root River. The city is supporting this program by contributing $30 toward the service call cost directly to the optimization company.

Optimizing water softeners helps preserve our water resources.

What if you're not a high water user? We encourage you to bypass or disconnect your softener after the switch to Lake Michigan water in late 2023. Lake water has only 1/3 of the hardness of our current water supply, and most Milwaukee water customers do not use softeners. All non-optimized softeners in Waukesha will be prohibited starting January 1, 2025.

For more information, call 262-524-3628 or visit:
www.waukesha-wi.gov/government/departments/softener-salt-program.php

DPW's Winter 2023 Newsletter
Water Softener Information

8. Advertisement of the Toilet & Shower Head Rebate Program

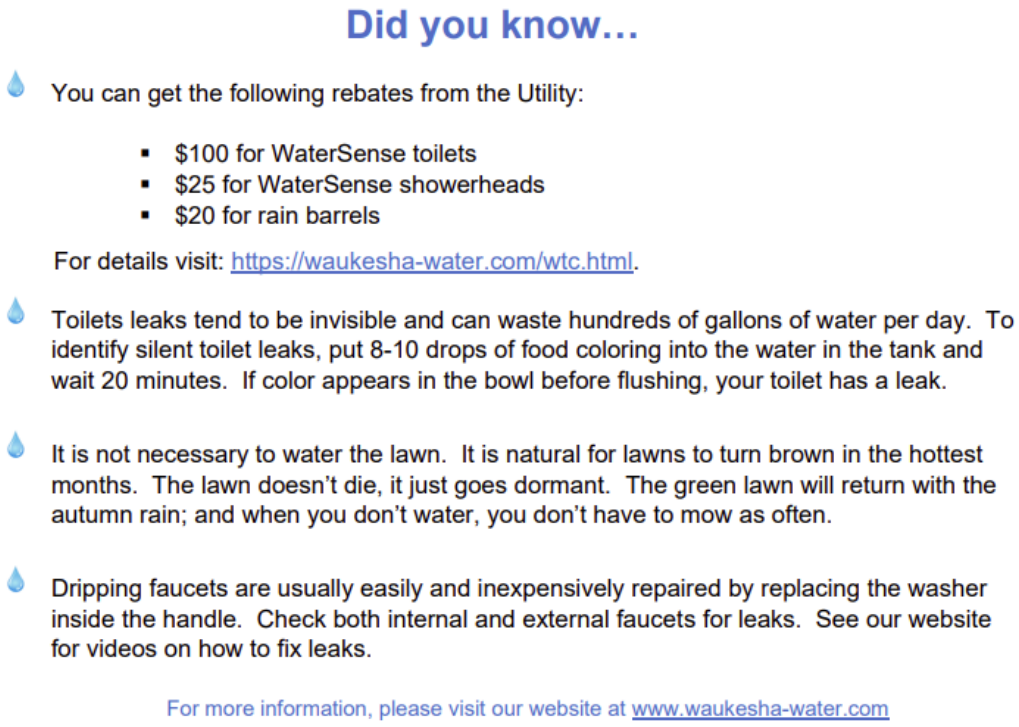
The Utility has publicized the toilet & shower head rebate program in the following ways: messages on bills, bill inserts, ads placed in the City Park & Recreation's Activity Guide, rebate applications on display at Home Depot, and information is given to local plumbers. Information is also posted on 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 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…

You can get the following rebates from the Utility:

- $100 for WaterSense toilets
- $25 for WaterSense showerheads
- $20 for rain barrels

For details visit: https://waukesha-water.com/wtc.html.

Toilets leaks tend to be invisible and can waste hundreds of gallons of water per day. To identify silent toilet leaks, put 8-10 drops of food coloring into the water in the tank and wait 20 minutes. If color appears in the bowl before flushing, your toilet has a leak.

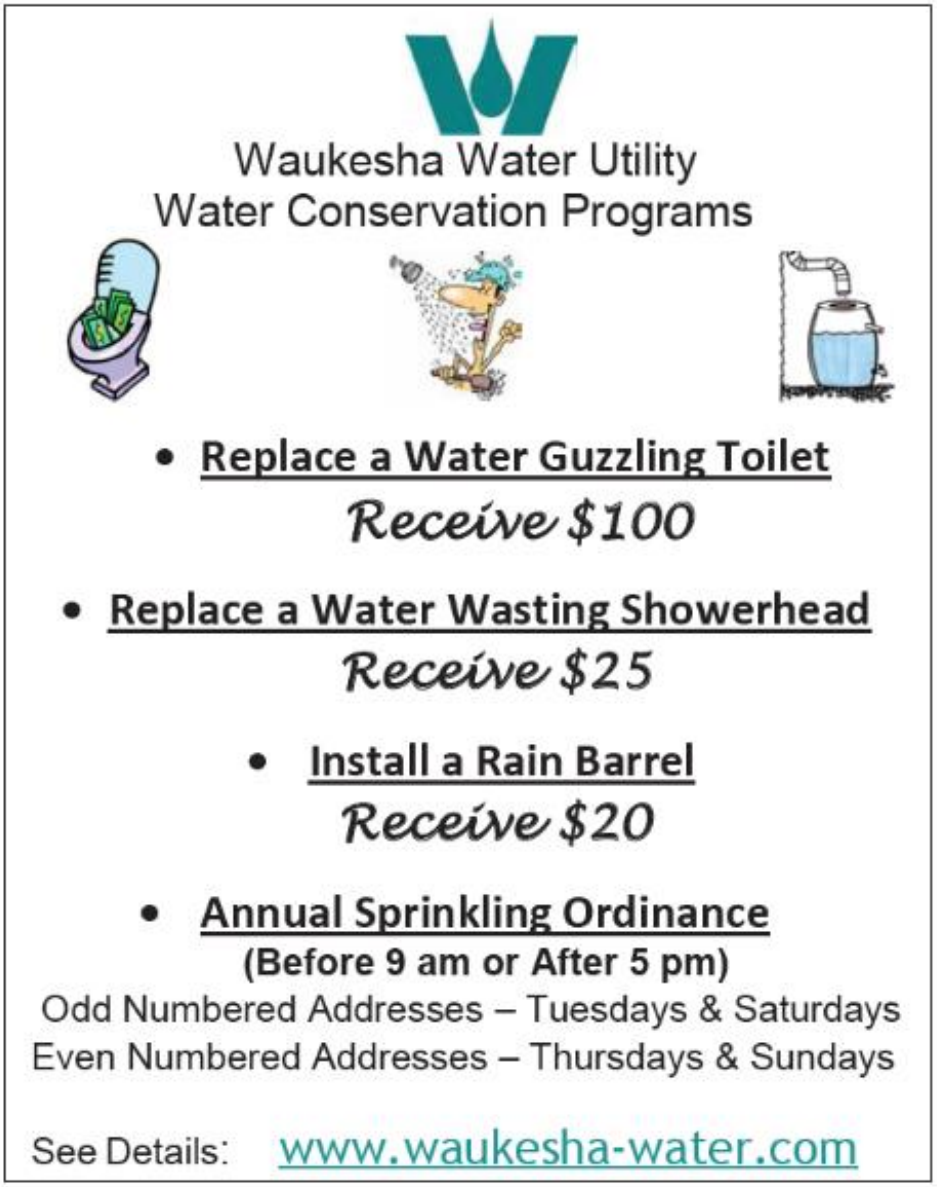
It is not necessary to water the lawn. It is natural for lawns to turn brown in the hottest months. The lawn doesn't die, it just goes dormant. The green lawn will return with the autumn rain; and when you don't water, you don't have to mow as often.

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.

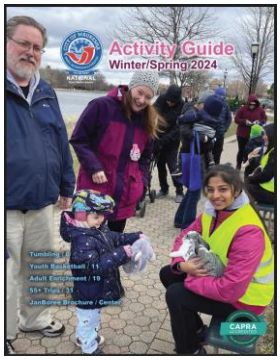
For more information, please visit our website at www.waukesha-water.com

c. City's Park & Recreation Activity Guide:

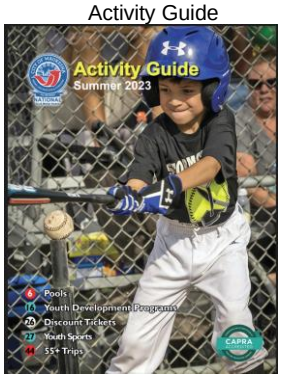
The toilet and shower head rebate program was advertised in the City's Activity Guide. This Guide is on the City's website and is mailed out to approximately 30,000 homes three times a year.



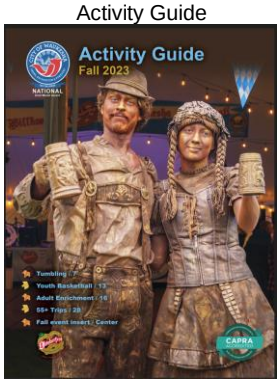
Toilet, Showerhead, & Rain Barrel Rebate Ad in the City's Activity Guide



2023 Winter/Spring Activity Guide



2023 Summer Activity Guide



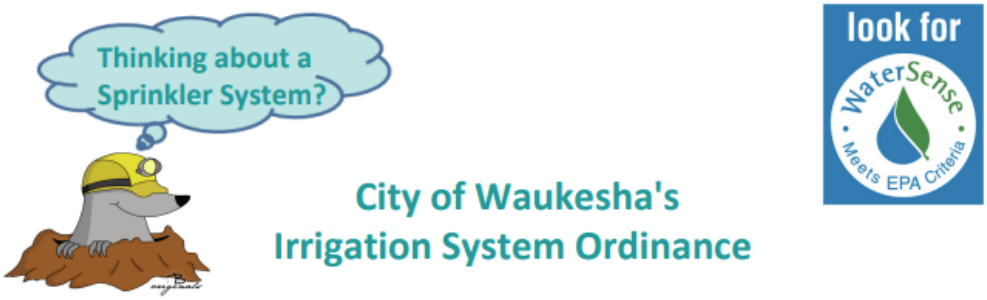
2023 Fall Activity Guide

6. 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.



Irrigation System Ordinance Postcard

WaterSense®

7. 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:

- The following message was added to the bills.

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."

- A press release
- Information on the home page of the Utility's website
- Classroom Materials on our website that teach students to check for toilet leaks.

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

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886
115 DELAFIELD STREET
WAUKESHA, WI 53188-3615
Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

For Immediate Release

Toilet Leaks Tend to be Invisible and Can Cost a lot of Money

When toilets leak, hundreds of gallons of water a day can be wasted without the homeowner's knowledge. For this reason, Waukesha Water Utility encourages customers to check their toilets for leaks during this year's national Fix a Leak Week.

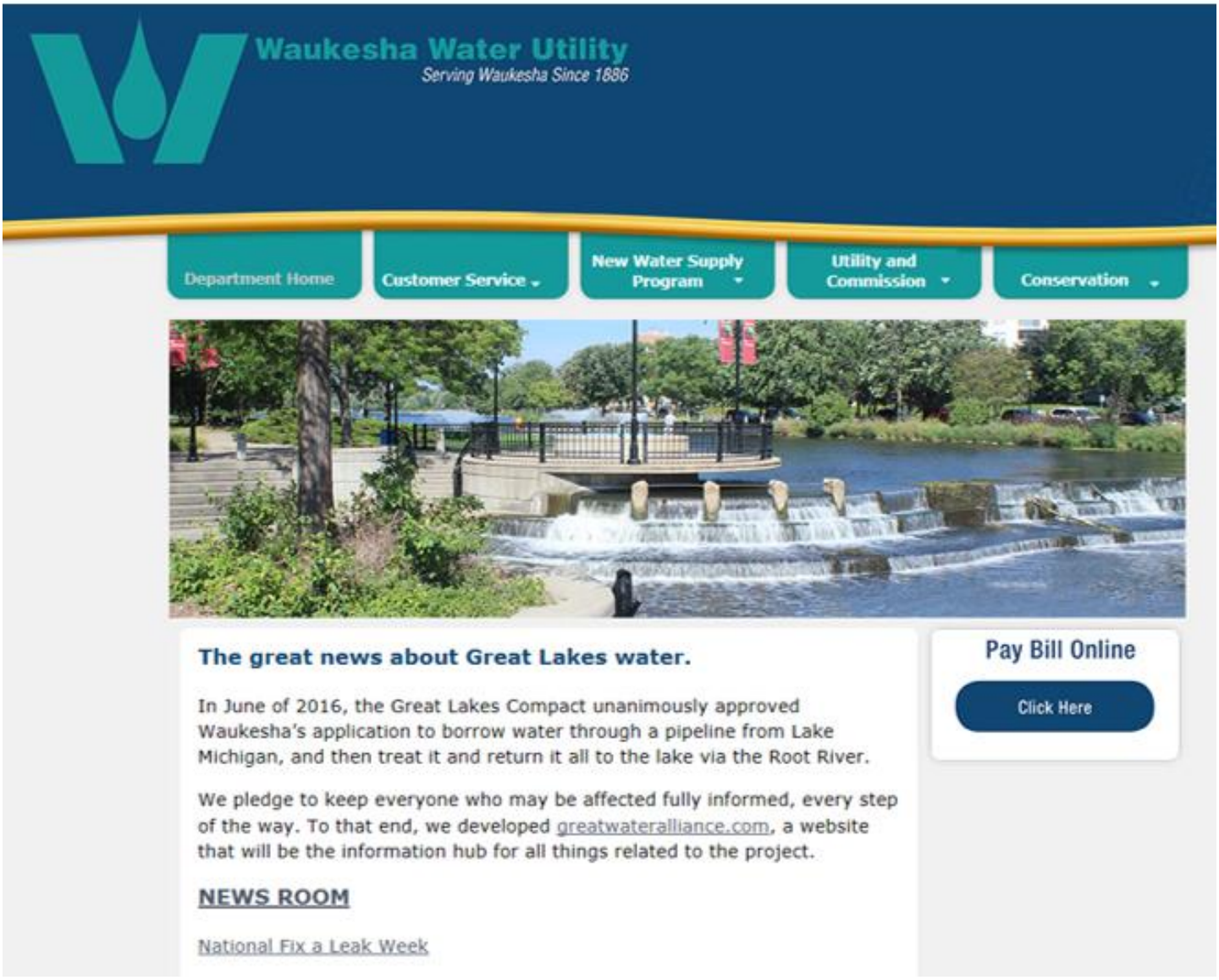
To identify silent toilet leaks, the Utility recommends doing a dye test – put 8-10 drops of food coloring into the tank and wait 20 minutes. If color appears in the bowl before flushing, there is a leak. Below is a diagram on how to do the dye test.

You may also want to check the age of your toilet, while you're testing your toilet for leaks. Replacing water-wasting toilets installed 1993 or earlier, with a WaterSense-labeled toilet can save homeowners approximately 13,000 gallons of water per year and $300 on water and wastewater bills. If you live in the city of Waukesha, you may also qualify for a $100 toilet rebate and a $25 shower head rebate.

In addition to testing the toilet for leaks, check for dripping faucets, showerheads, irrigation systems, spigots, and other fixtures. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings.

For more information about the toilet rebate, or finding and fixing leaks, visit the Utility's conservation page at www.waukesha-water.com.

Press Release for National Fix a Leak Week



Fix a Leak Week Information on the Utility's Website

Since 1886

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

SIZE OF LEAK (Diameter)		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. Hundreds of gallons of water a day 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

Front Side of the Student Activity Sheet – on Utility's Website

Activity #2: ***Record your Data & Calculate How Many Gallons of Water Your Toilet Uses***

1. How many toilets do you have? _____ Did you test all your toilets for leaks? _____

2. Does your toilet leak? (Did the dye color appear in the bowl?) _____ Toilet #1 _____ 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 _____ Size _____ Make _____ Model

   Toilet #2 _____ Size _____ Make _____ Model

5. Using a ruler on the outside of the toilet tank, measure the water level (Be sure to measure in feet – answers maybe recorded with decimals or fractions.)

   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. Toilet #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) _____ gals. Toilet #1 _____ gals. Toilet #2

$100 Toilet Rebate

8. Is your toilet a pre-1994 toilet? (Look at your answer in #3) _____ Toilet #1 _____ Toilet #2

9. Does your toilet use 3.5 gallons/flush or more? (Look at your answer in #7) _____ 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 guzzling toilet. Is your family eligible? _____ Toilet #1 _____ Toilet #2

12. Have you told your parents about this $100 toilet rebate? _____

If your family is eligible, the old toilet needs to be replaced with a WaterSense 1.28 gpf toilet. Your parents can call the Waukesha Water Utility at (262) 521-5272 or visit our website for more information at www.ci.waukesha.wi.us/waterhome.

_____ Parent Signature _____ Date

Back Side of Student Activity Sheet – on Utility's Website

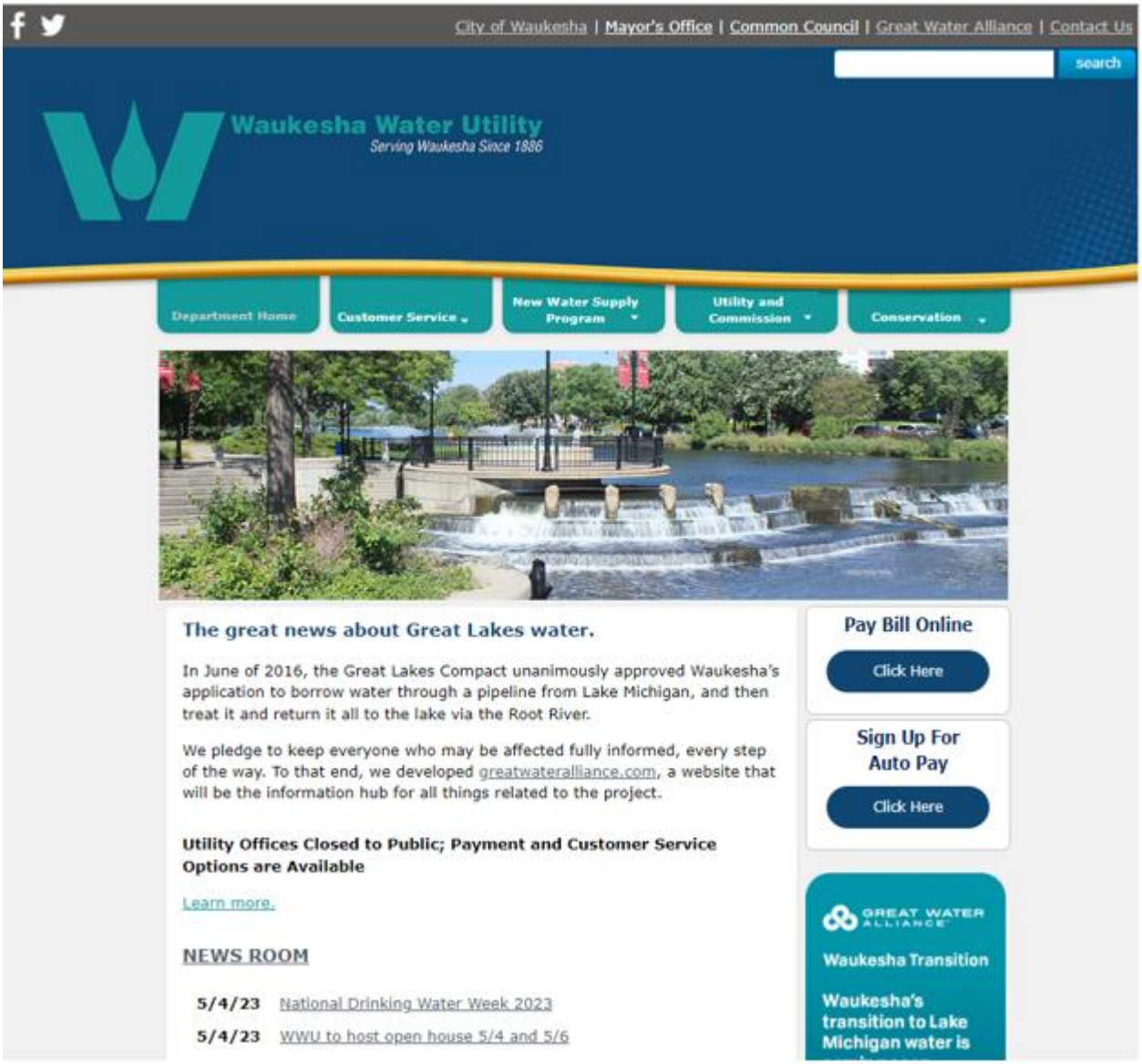
8. National Drinking Water Week

May 7th-13th, 2023, 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.

The press release 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. The press release was in the Waukesha Freeman and posted on the Utility's website.

The Mayoral Proclamation was read at the Common Council meeting and included on the City's social media and on the City's electronic newsletter.

Copies of these items are shown on the following pages.


City of Waukesha | Mayor's Office | Common Council | Great Water Alliance | Contact Us
search
Waukesha Water Utility
Serving Waukesha Since 1886
Department Home
Customer Service
New Water Supply Program
Utility and Commission
Conservation
The great news about Great Lakes water.
In June of 2016, the Great Lakes Compact unanimously approved Waukesha's application to borrow water through a pipeline from Lake Michigan, and then treat it and return it all to the lake via the Root River.
We pledge to keep everyone who may be affected fully informed, every step of the way. To that end, we developed greatwateralliance.com, a website that will be the information hub for all things related to the project.
Utility Offices Closed to Public; Payment and Customer Service Options are Available
Learn more.
NEWS ROOM
5/4/23 National Drinking Water Week 2023
5/4/23 WWU to host open house 5/4 and 5/6
Pay Bill Online
Click Here
Sign Up For Auto Pay
Click Here
GREAT WATER ALLIANCE
Waukesha Transition
Waukesha's transition to Lake Michigan water is

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

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

Water Conservation Rebates, Incentive Program, & National Drinking Water Week

Waukesha, WI – As Mayor Shawn Reilly commemorates National Drinking Water Week with a Mayoral Proclamation, Waukesha Water reminds customers about the residential water conservation rebates and the incentive program for businesses.

Waukesha Water Utility encourages water conservation with $100 WaterSense toilet rebates and $25 WaterSense showerhead rebates. Residents who replace their 1993 or older toilet with a 1.28 gpf (gallon per flush) WaterSense toilet, can save approximately 9,000-11,000 gallons of water per year. Replacing a 1992 or older showerhead can save approximately 2,900 gallons of water per year, and approximately 300 kwh of electricity annually.

The Utility also has $20 rebates for rain barrels. Harvesting rainwater is easy and a great way to conserve water. A 50-60 gallon rain barrel, which connects to a downspout to capture rain water, can collect a surprising amount of water: $1/10^{th}$ of an inch of rain falling on a 1,000 square 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.

In addition to the residential rebates, the Utility has an incentive program for businesses to replace equipment with new technology to save water. For organizations to be eligible for an incentive, a *Water Conservation Incentive Application* must be submitted to the Utility; and businesses must receive approval for the project before new technology is ordered. Waukesha Water will assess the projects to determine if the project is eligible for an incentive.

Drinking Water Week is the perfect time to remind customers about the rebates and incentive program, a time when we celebrate water and remind everyone of the importance of protecting and conserving this valuable resource. To read the Mayoral Proclamation, or for more information about the rebates and the incentive program, visit the Utility's website at www.waukesha-water.com or call (262) 521-5272.

Press Release Regarding National Drinking Water Week

City of Waukesha

Office of the Mayor
201 Delafield Street
Waukesha, Wisconsin 53188-3646

Shawn N. Reilly
sreilly@waukesha-wi.gov
1-262-524-3700

National Drinking Water Week
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; and

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

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

WHEREAS, the Waukesha Water Utility encourages and provides $100 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; and

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

WHEREAS, Waukesha will finish construction of the historic Great Water Alliance project for Lake Michigan water, ensuring that our drinking water supply will be sustainable and reliable for generations to come;

NOW THEREFORE, I, Shawn Reilly, Mayor of the City of Waukesha, proclaim April 30th to May 6th, 2023 as

NATIONAL DRINKING WATER WEEK

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

Signed this 2nd day of May, 2023

Shawn N. Reilly

Shawn N. Reilly, Mayor
City of Waukesha

Mayoral Proclamation for National Drinking Water Week

9. 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 and on the Utility's website. Due to the timing of the cold weather, there was no press release in 2023. Instead, the Utility published the press release in December 2022 and January 2024. Since there was no press release submitted in 2023, the 2022 press release is shown below.

For Immediate Release

Waukesha Water Utility

Press Release

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

Prevent Freezing Pipes

Waukesha, WI, - December 22, 2022 Cold weather and wind chills 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.

Prevent Freezing Pipes Press Release

B. Community Presentations & Public Outreach Events

In 2023, the following community presentations and public outreach events took place:

1. Milwaukee School of Engineering (MSOE) Presentation
2. Waukesha Kiwanis Club Presentation
3. New Perspectives Senior Living Center Presentation
4. Wisconsin Wastewater Operators' Association Presentation
5. Waukesha City Hall Open House Presentations and Information Tables
6. Downtown Waukesha Business Association Presentation
7. City of Waukesha Common Council Presentation
8. Wisconsin Government Leaders Round Table Discussion
9. Great Lakes – St. Lawrence River Compact Council Presentation
10. City of Waukesha Groovin' with Gina Presentation
11. Rosewood Condo Association Presentation
12. AWWA Management Seminar Presentation
13. Waukesha County Museum Senior Group History Talk

14. WAUK Radio *All Things Waukesha* Interview with Don Browne
15. AWWA Tri-County Water Association Presentation
16. Orientation Meeting with Alderman Mike Anderson
17. Orientation Meeting with Alderman Paul Wuteska
18. National Extension Tourism Conference
19. Waukesha County's Master Naturalists
20. Waukesha's Tribute Tuesdays
21. Waukesha's Farmer's Market

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

1. Milwaukee School of Engineering (MSOE)

In January of 2023, Dan Duchniak gave a presentation to the Milwaukee School of Engineering graduate students.

Dan talked about how Waukesha is transitioning from its current groundwater source to Lake Michigan water. He talked about the construction process and costs/issues affecting the cost. He also talked about rate projections, Waukesha's water conservation program, and the elimination and optimization of water softeners.

2. Waukesha's Kiwanis Club

In February 2023, Dan Duchniak gave a presentation to Waukesha's Kiwanis Club.

He provided a Great Water Alliance update. He talked about how Waukesha is transitioning to Great Lakes water. He talked about the Compact and how the Utility is required to return the water to the Great Lakes basin. He gave a project overview and talked about costs, rates, Waukesha's water conservation program and the elimination and optimization of water softeners.

3. New Perspectives Senior Living Center

In February 2023, Dan Duchniak gave a presentation to the residents at New Perspectives Living center.

Dan provided an update on the transition project. He talked about the construction process, the cost projections, future rates, Waukesha's water conservation program, and the elimination and optimization of water softeners.

4. Wisconsin Wastewater Operators Association

In March 2023, Dan Duchniak gave a presentation to the Wisconsin Wastewater Operators Association group.

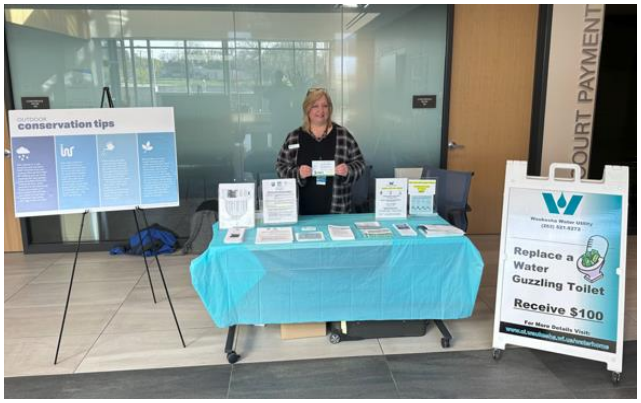
During this presentation, Dan talked about the reason Waukesha needs a new water supply. He talked about our sustainability and radium issues. He also talked about Waukesha's new water supply and provided an update on the transition project. Dan talked about the return flow and discharge process, issues affecting project costs, future rates, and the elimination and optimization of water softeners.

5. Water Transition Open House Presentation & Information Tables

In May 2023, the Utility held two open houses at Waukesha's City Hall for all city residents. The first open house took place on an evening during the week and the other on a Saturday.

At both open houses, Dan Duchniak gave a presentation regarding *What Residents Should Know: Waukesha's Transition to Lake Michigan Water*. Dan provided background information on the reason Waukesha needs a new water source and talked about what people can experience during the transition. Dan also talked about costs, rates, water conservation, and because Lake Michigan water is 60% softer, residents can eliminate or optimize their water softeners.

In addition to Dan's presentation, the Great Water Alliance staff and City employees worked at information tables – which included a table, at both open houses, for water conservation. The conservation table included information on Waukesha's sprinkling ordinance, toilet/showerhead and rain barrel rebates, business incentives, how to find and fix leaks, ways to conserve booklets, water conservation activity and coloring books for children, and *My Brown Lawn is Green* yard signs.



Waukesha Downtown Business Association

6. Waukesha's Downtown Business Association

In May 2023, Dan Duchniak gave a presentation to Waukesha's Downtown Business Association.

Dan informed the businesses that Waukesha will be transitioning to a new water source and explained what they might experience so they could prepare. Once again, Dan also talked about rates, water conservation, and that water softeners are no longer needed since Lake Michigan water is 60% softer than our groundwater source.

In addition to Dan's presentation, the Utility had a water conservation information table that included information about Waukesha's sprinkling ordinance, toilet/showerhead and rain barrel rebates, business incentives, pre-rinsed spray valves, how to find and fix leaks, and *My Brown Lawn is Green* yard signs.

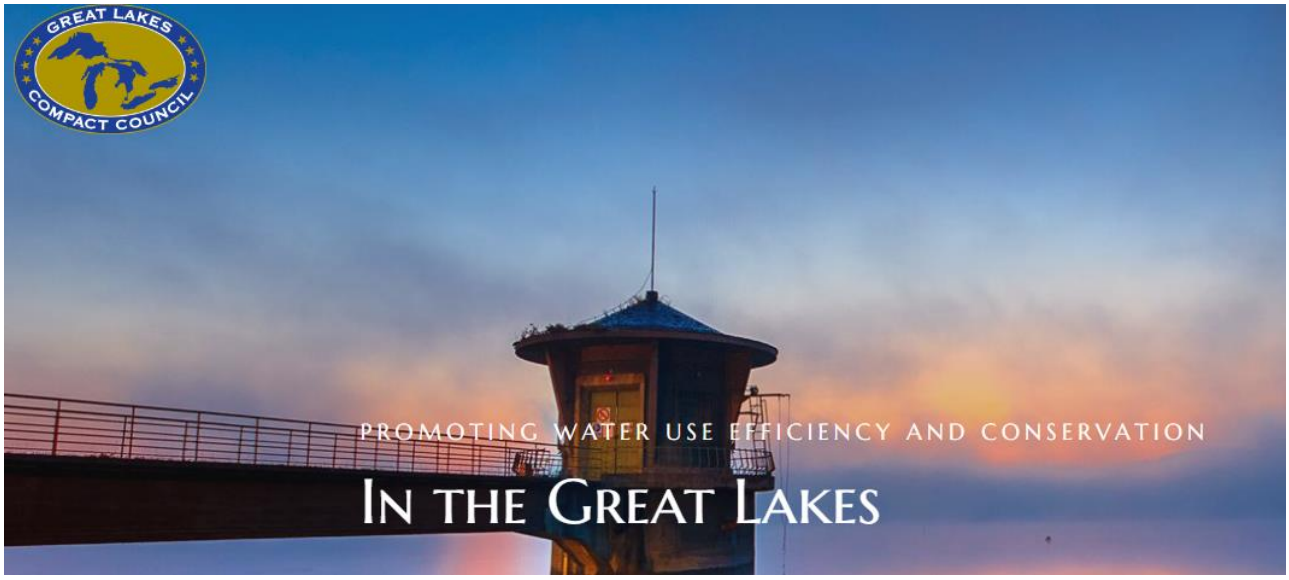
7. City of Waukesha's Common Council

In May 2023, Dan gave a presentation to Waukesha's Common Council.

Dan talked about Waukesha continuing to provide high quality drinking water as Waukesha transitions from groundwater to treated Lake Michigan water from Milwaukee. He talked about the transition process, what customers can expect with the new water supply, and that Waukesha residents/businesses no longer need water softeners (or can optimize their softeners) because Milwaukee's water is 60 percent softer.

8. Wisconsin Government Leaders Round Table in Lake Geneva

In 2023, Dan participated in the Wisconsin Government Leaders round table discussion that was held in Lake Geneva. Dan talked about Waukesha's need for a new water source. He talked about how Waukesha studied potential water supply alternatives for years. He explained how one of the alternatives included water conservation. He also talked about the Application for Great Lakes water and the approval process.



9. Great Lakes Compact Council

In June 2023, Dan gave a presentation to the Great Lakes Compact Council. The presentation was about the Great Water Alliance water project.

During the presentation, Dan talked about Waukesha's water issues, the implementation of Conditions of the Council Approval – which includes NR852's water conservation requirements (Waukesha's water conservation program), pharmaceutical and personal products reduction program (which includes the chloride reduction program), the elimination/optimization of water softeners, and a project/construction overview.

10. City of Waukesha Groovin' With Gina

The City of Waukesha has a monthly employee training series with the City's Administrator. Dan Duchniak was asked by the interim city administrator to give a presentation about Waukesha's Great Lakes project.

Dan's introduction included background information as to why Waukesha needs a new water source. He also talked about the years of studies for potential water supply alternatives (which included water conservation). He talked about the application, approval, and permitting process and gave an overview of the construction project. He also talked about what people can expect during the transition, that Milwaukee water is 60% softer so water softeners can be eliminated or optimized, and provided information on costs/rates, and Waukesha's water conservation program.

11. Rosewood Condo Association

Dan Duchniak was asked by the Rosewood Condo Association to give a presentation on Waukesha's Great Lakes project.

Dan explained the reasons Waukesha needs a new water source. He provided a project overview, talked about what residents can expect during the transition, and talked about rates. During the presentation, Dan also talked about Waukesha's conservation program (rebates, sprinkling ordinance, etc.) and talked about how customers can eliminate their water softeners because Milwaukee water is 60% softer.

American Water Works Association

Dedicated to the World's Most Vital Resource

UTILITY MANAGEMENT

12. <u>American Water Works Association – Utility Management Seminar</u>

In 2023, Dan Duchniak gave a presentation at AWWA's Utility Management seminar where he talked about Waukesha's need to reduce its chloride levels. He talked about how Waukesha transitioned to Great Lakes water and how Lake Michigan water is 60% softer. Therefore, residents can eliminate their water softeners or have them optimized. This will help reduce the chloride levels, conserve water, and save customers money on their water bills.

13. Waukesha County Historical Society & Museum

Dan was asked to give a presentation to the Waukesha County Historical Society Senior History Group.

Dan talked about the history of Waukesha's water. He talked about how in the late 1800's Waukesha was famous for its spring water – the water used to flow abundantly out of the springs and Waukesha was known nationally known as the Spring City. He also talked about Waukesha's groundwater source and how over time, the water tables declined and were contaminated with radium. Then Dan talked about Waukesha's new water supply, about the application, approval, and permitting process. He provided an overview of the construction project and talked about what people can expect during the transition. He also explained why customers no longer need water softeners – because Milwaukee water is 60% softer and, by eliminating water softeners, this would conserve water and save customers money. Dan also talked about rates and about Waukesha's water conservation program (including rebates, sprinkling ordinance, etc.)

14. <u>540 AM WAUK Radio – *All Things Waukesha* with Don Browne</u>

Dan Duchniak was contacted by Don Browne from *All Things Waukesha* to do an interview to talk about the Waukesha's water transition.

Dan explained why Waukesha needs a new water source. He talked about when the transition would take place, what customers could expect, and how they should prepare. Dan talked about rates, how water softeners can be eliminated/optimized - which would help conserve water, reduce chloride levels, and save customers money.

15. Tri-County Waterworks Association

In October 2023, Dan Duchniak gave a presentation to the Tri-County Waterworks Association about the Great Water Alliance project.

During the presentation, Dan provided background information regarding the program – he talked about how Waukesha's groundwater is severely depleted and contaminated with naturally occurring radium. He talked about Waukesha's application and approval process and gave an overview of the construction project. Dan talked about water quality, costs, rates, the elimination/optimization of water softeners, and Waukesha's water conservation program (including Waukesha's sprinkling ordinance, rebates, etc.)

16. Orientation Meeting with Waukesha's 2 New Aldermen

In 2023, Dan Duchniak met with Waukesha's 2 new aldermen – Alderman Mike Anderson and Alderman Paul Wuteska.

He gave them an overview of Waukesha Water Utility – including the history of Waukesha's water and why we need a new water source. He talked about Waukesha's service area, provided background information, and gave an overview about the Great Water Alliance project. He talked about cost projections, water quality, rates, Waukesha's water conservation program and explained why customers can eliminate/optimize their water softeners.

17. National Extension Tourism Network

The mission of the National Extension Tourism Network (NET) is to “integrate research, education, and outreach…and to support sustainable tourism”. The National Extension Tourism network reached out to the Utility and requested a tour of Waukesha’s new booster pumping station and a discussion about Waukesha’s water diversion.

Kelly Zystra and Jeff Champion met this group at the booster station and gave an overview about the Great Water Alliance project. They also talked about Waukesha’ water conservation program and how successful it has been. They talked about rain barrels, toilet and showerhead rebates; and how the Utility has worked with large multi-families and industrial companies to help them find ways to conserve water. In addition, they talked about how Lake Michigan water is 60% softer and that most people would be getting rid of their water softeners - this would also help conserve water.

18. Wisconsin Master Naturalist

Waukesha County Parks and Land Use hosted a Wisconsin Master Naturalist training program. The theme for the day was Human Impacts.

Waukesha County reached out to the Clean Water Plant and the Water Utility to ask if we would team up and give a group of about 25 people a tour of the Clean Water Plant and a Waukesha Water Utility presentation.

The Utility gave a presentation talking about the history of Waukesha's water - about Waukesha being nationally known for its Spring water; talking about its groundwater source and how it has declined and has become contaminated with naturally occurring radium, and about transitioning to Great Lakes water.

The Utility talked about how the human impacts have affected Waukesha's water and stressed the importance of water conservation. We also talked about the transition process, talked about Lake Michigan water being 60% softer so water softeners are no longer needed, and talked about rates. Eliminating or optimizing water softeners, changing out our water wasting fixtures with high-efficient fixtures, and changing our habits, would help to conserve water and residents would save money.

19. Tribute Tuesdays

In 2023, the City of Waukesha hosted a monthly Tribute Tuesday concert series during the summer months and Waukesha Water Utility had a staffed, monthly information table at each concert.

The table included information about the water transition (what customers needed to know before the transition, what they can expect, and how they should prepare) along with information on water conservation (Waukesha's sprinkling ordinance, toilet/shower head and rain barrel rebates, business incentives, how to find and fix leaks, *Ways to Conserve* booklets, and water conservation activity and coloring books for children.

20. Waukesha's Farmer's Market

Waukesha Water Utility had a monthly utility employee staffed table at Waukesha's Farmer's Market.

The table included information about the water transition along with information on water conservation (Waukesha's sprinkling ordinance, toilet/shower head and rain barrel rebates, business incentives, how to find and fix leaks, *Ways to Conserve* booklets, and water conservation activity and coloring books for children).

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 32 years, Waukesha Water Utility has partnered with the Waukesha School District to provide water education to all 5th graders. In 2022, the Clean Water Plant (CWP), formerly known as Waukesha Waste Water Treatment Plant, joined this partnership.

As part of their Environmental & Science Curriculum, the students study the natural cycles of water and the human impact on our water resources. Students get a tour of the treatment plant, they participate in a hands-on water filtering activity, and receive a presentation on the following topics:

- the water cycle
- where their water comes from
- how their water is treated and distributed
- the quality and quantity of the water, a limited resource
- conservation methods that use water resources in a sustainable manner
- the costs of municipal water, and its value compared to bottled water
- where the water goes after its used
- how the water gets cleaned/treated at the CWP
- how the water is returned to its natural source

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.

D. Partnerships

Waukesha Water Utility has many partnerships. Below are some of the partnerships that, in some way, have already been referenced throughout the report.

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 2023 is as follows. Data is entered into the format below.

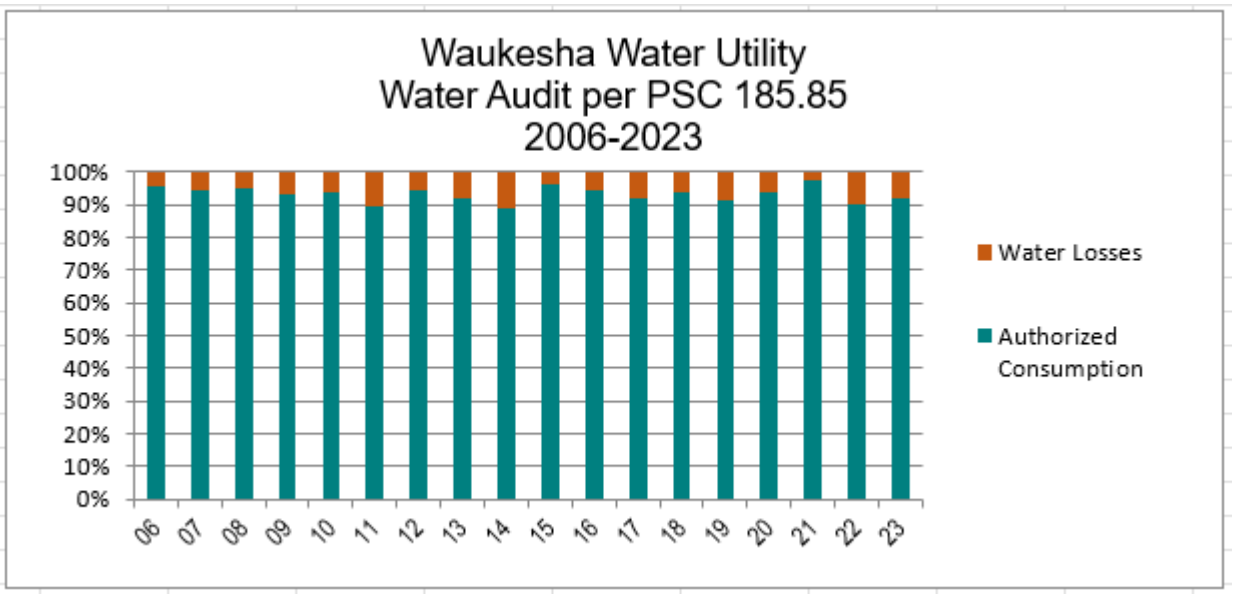
Data Input	
	2023 Total
Sales - Metered	1,726,513,000
Sales - Est. Consumption	0
Plant	172,700
Water Analyzer Water Flow (9)	1,480,240
Filter Back wash	
# 3	2,370,000
# 8	3,248,000
# 10	3,533,000
Flushing	
Mains	4,337,480
Services	0
Main Breaks	10,058,511
Morgan Ave	0
Service Breaks	375,326
Filling Mains / New Construction	344,800
Fire (524-3647)	541,150
Fill Horeb Pool	
Misc: Specify	
Cleaned Saylesville Reserv	0
Well #10 Filter Rehab	0
Elminate 16" valve on North St	0
Hydrant Repairs	89,500
Hydrant Replacement	63,000
Hydrant Surveys	129,100
Valve replacements (2)	172,000
Fire Flow Test	29,165
Leakage & Overflows at Towers	0
Total Pumped	1,923,645,100

Then the raw data is converted into the Water Balance categories specified in PSC 185.

Water Balance		2023 Total
	System Input Volume =	1,923,645,100
	Authorized Consumption =	1,767,847,739
	Water Losses =	155,797,361
		1,923,645,100
	Authorized - Billed =	1,726,513,000
	Authorized - UnBilled =	41,334,739
	Losses - Apparent =	145,363,524
	Losses - Real =	10,433,837
		1,923,645,100
Authorized Consumption	Billed & Metered	1,726,513,000
	Billed & UnMetered	0
	UnBilled & Metered	27,061,020
	UnBilled & UnMetered	14,273,719
Water Losses	Unauthorized Consumption	145,363,524
	Meter Inaccuracies	
	Data Handling Errors	
	Main Breaks	10,058,511
	Leakage & Overflows at Towers	0
	Service Breaks	375,326
		1,923,645,100
	Revenue Water =	1,726,513,000
	Non Revenue Water =	197,132,100
		1,923,645,100

The summary, above, indicates that in 2023, 8.1% of the Utility's water was lost. This loss is less than the 15% that has historically triggered a comprehensive survey and corrective action plan.

The stability of the statistics over the last sixteen years and the data itself is indicative of a diligently maintained distribution system. (The Utility reformatted its data from 2006 forward so that its display is consistent with the 2012 requirements.) Accounted for Water ranges between 88.8% and 97.6%.



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 2023, the Utility staff surveyed 1,664 hydrants. Any hydrants that were found to be leaking were repaired immediately.

In addition, the Utility replaced 12,509 feet of water main in 2023 compared to 9,953 feet in 2022. AWWA's 1% replacement goal represents roughly 17,600 feet.

VIII. CONCLUSION

			MILLIONS OF GALLONS										
Year	Annual Pumpage	Avg Day Pumpage	< 7.8	7.8 to 8.8	8.8 to 9.0	9.0 to 10.0	10.0 to 11.0	11.0 to 12.0	12.0 to 13.0	>7.8	>8.8	Peak Day	Notes
			Number of Days										
2023	1,925,251	5,275	364	1	-	-	-	-	-	1	-	8.68	Max Day relates to flushing for Transition to Great Lakes Water
2022	1,881,926	5,156	364	1	-	-	-	-	-	1	-	7.91	
2021	1,923,146	5,269	362	3	-	-	-	-	-	3	-	8.35	
2020	1,933,288	5,282	365	1	-	-	-	-	-	1	-	8.14	
2019	2,039,436	5,587	365	-	-	-	-	-	-	-	-	7.72	
2018	2,068,522	5,667	362	3	-	-	-	-	-	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

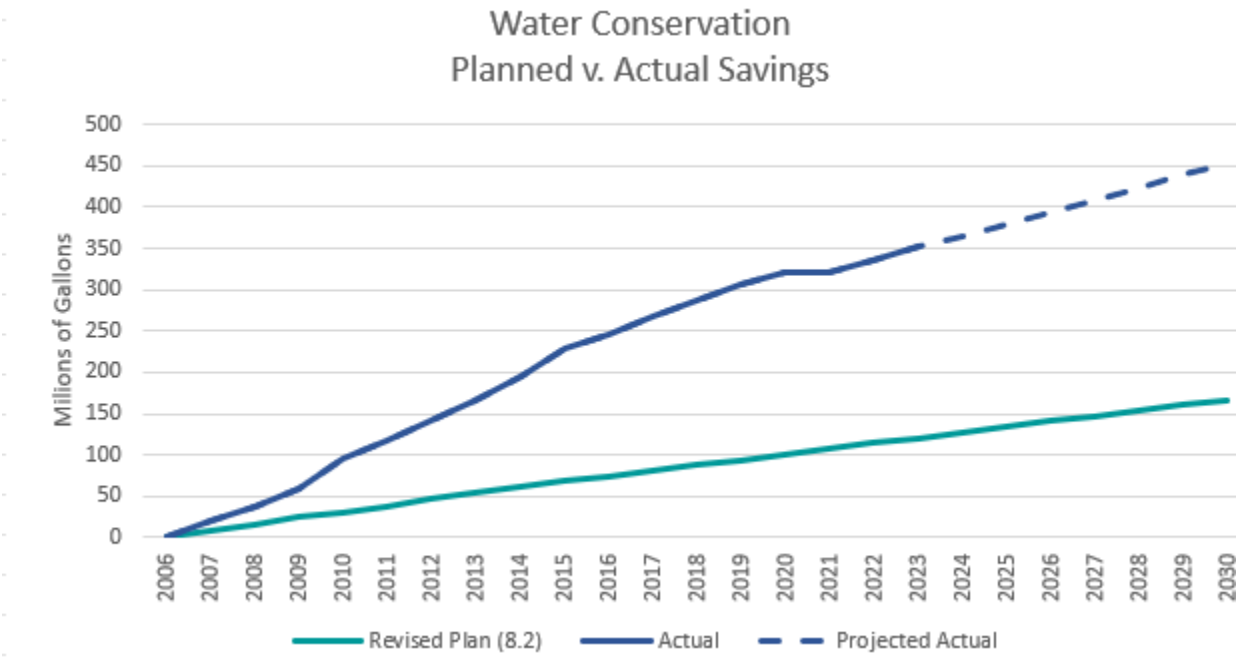
The data, above, shows the combined effect of our conservation programs. Over time:

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 140 in 2005 to a low of 0 in 2017 and 2019.

As previously reported, based on the Version 4 AWE Tool, Waukesha Water Utility has exceeded it's 2050 (the complete development/buildout) goal.



Going forward, per the 2022 Plan Update recommendation, the WWU will continue to maintain its conservation program (because water conservation savings can erode as water-using fixtures and equipment age, and customers' behaviors can change).

Furthermore, with the transition to Lake Michigan water, the reduction in water softener use, as well as planned water rate increases, water use patterns are expected to change.