

**MINUTES OF THE
MANITOWOC PUBLIC UTILITIES COMMISSION MEETING
MONDAY, OCTOBER 25, 2021**

The scheduled meeting of the Manitowoc Public Utilities Commission was called to order by Commissioner Luckow at 4:00 p.m. on Monday, October 25, 2021. In attendance were Commissioners Allie, Diedrich, Hornung, Nickels, Seidl, and Sitkiewitz. Also present were Catherine Veschi – GreatBlue Research; Andy Onesti, Cindy Carter, Don Duenkel, and Carissa Grimm – MPU; Troy Adams – General Manager; and Attorney Andrew Steimle – Steimle Birschbach, LLC.

RESIDENTIAL CUSTOMER SURVEY RESULTS: GreatBlue Research conducted the 2021 Residential Customer Survey. In general, satisfaction ratings remained consistent to 2019 with an overall satisfaction rating of 93.1% in 2021. 97.6% of respondents indicated MPU meets or exceeds expectations with a 20% increase in the rating of ‘exceeds expectations’. Water service satisfaction characteristics (odor/ taste/ clarity/ pressure) declined slightly, although still reporting a mean score of 8 or better in each category. The rating for ‘Answering Calls During an Outage’ dipped to 7.8 from 8.4 in 2019. The MPU phone system is currently configured with 23 incoming/outgoing lines. In times of large circuit outages, the system does overload and callers cannot get through to a representative. Recently, in July, the plant tie transformer tripped causing 4800 customers to lose power. Discussion ensued on enhancing communication to our customers about our low rates.

Catherin Veschi left the meeting at 4:18 p.m.

MISO ANNUAL ACTIVITY SUMMARY REPORT: The following highlights of MISO activity were presented to Commission for MISO 2020-2021: MPU’s actual peak demand is 105.8 MW; peak demand forecast error is 1.1%; 77 MW load of MPU is served through bilateral agreement with GLU; annual load forecast error was 4.74%, a slight increase from PY 2019-2020; and no major changes are needed to the current strategy for MISO PY 2021-2022 based on the results.

SHARED SAVINGS LOAN PROGRAM DISCUSSION: The Shared Savings Loan Program was setup to provide low interest rate loans to new and existing commercial and industrial customers of MPU for the installation of new energy efficient equipment and facilities. Since the program was created, there have been no loans executed with any of MPU customers. MPU has received feedback from customers that the program is too cumbersome and takes too much time and effort. Subsequently, several program changes were proposed to improve the process including utilizing Focus on Energy’s qualifiers with an incentive amount based on a set multiplier; making the loans available to any MPU customer in good-standing with their utility account; and considering a lower threshold where the request would be a grant rather than a loan. A lengthy discussion ensued on the concerns of eligibility for grants and Focus on Energy’s qualification process. The consensus was to revise the program with the considerations discussed and present at a future meeting.

Commissioner Nickels left the meeting at 4:58 p.m.

STRATEGIC PLAN REFRESH OUTCOMES UPDATE: Updates of the strategic plan refresh outcomes were distributed for review. A. Onesti updated on the development of the IRP and D.

Duenkel updated on boiler test runs. Kent Myers, Vision Companies, will facilitate a strategic planning session in late February focusing on MPU's portfolio. A request was made to have members of commission and two members of city council participate in the session.

IT MASTER PLAN SUMMARY: An Executive Summary of the IT Master Plan document that was completed by Heartland Business Systems was distributed for review. Heartland was hired to complete a thorough review of the current IT systems utilized by MPU in support of MPU and the City of Manitowoc and to create a projection of IT system requirements with an associated roadmap based on a one, three, and five-year projection.

REEDSVILLE UPDATE: MPU provided the six-month notice of contract termination to the Village of Reedsville at their August 19, 2021 Board meeting. New contract terms were offered for their consideration to ensure the contract would not be subsidized by MPU rate payers. At a special Board meeting on October 7, the Village decided to move in a different direction from MPU services. The Intergovernmental Agreement is slated to terminate on February 19, 2022. Subsequently, MPU learned the Village provided a job offer to our existing Water/Wastewater Operator, which he has accepted. A request was also made by the Village to terminate the contract as of December 31, 2021.

GENERAL MANAGER'S REPORT: T. Adams updated Commission on the following: The GLU Annual Meeting will be held on November 18, 2021 in Wisconsin Rapids. Michael Nolan is traveling to Manitowoc prior to the GLU meeting and a meeting will be coordinated with commission. APPA Legislative Rally is February 28 to March 2. Koch Carbon reported that a unit train of petroleum coke was loaded at the Pine Bend facility. Koch requires expeditious turnaround due to shipping constraints and rail demand. Fuel logistics are strained and MPU needs to maintain good working relationships with all suppliers. Based on competing work load, MPU resources, weather, progress, etc., supplemental personnel may be released early if appropriate.

GLU UPDATE: The update was distributed for review; no discussion.

CBCWA UPDATE: The update was distributed for review; no discussion.

MINUTES: The Minutes from the Regular Session Meeting on October 11, 2021 were presented for approval.

MOTION: A Motion was made by Commissioner Allie and seconded by Commissioner Sitkiewitz to approve the Regular Session Minutes from October 11, 2021. Motion carried unanimously.

APPROVAL OF CLAIMS: Claims List dated October 25, 2021; and Wire Transfers dated through October 20, 2021 were presented for approval.

APPROVAL OF WWTF CLAIMS: Claims List dated October 15, 2021; and Claims List dated October 22, 2021 were presented for approval.

FINANCIAL REPORTS FOR AUGUST AND SEPTEMBER 2021: The financial reports for August and September 2021 were previously distributed to the Commission for review and discussion.

MOTION: A Motion was made by Commissioner Allie and seconded by Commissioner Sitkiewitz to approve the Claims List dated October 25, 2021 check nos. 95991 through 96100 totaling \$1,461,763.97; Wire Transfers dated through October 20, 2021 totaling \$3,357,205.81; Claims List for WWTF batch 713.10.2021 dated October 15, 2021 totaling \$57,169.77; Claims List for WWTF batch 714.10.2021 dated October 22, 2021 totaling \$80,206.18; and to place on file the Financial Reports for August and September 2021. Motion carried unanimously.

NEXT MEETING: Monday, November 8, 2021 at 4:00 p.m.

ADJOURN: A Motion was made to adjourn the meeting by Commissioner Sitkiewitz. Meeting adjourned at 5:19 p.m.



Approved: Troy Adams, General Manager



Approved: Dan Hornung, Secretary