

## Utility Emergencies and Repairs



Occasionally power outages and main breaks occur. Weather, traffic accidents, construction accidents and equipment failure can all result in loss of Utilities. Whatever the cause, our crews will work to restore power and water as quickly as possible.

To report an emergency, call 920-324-7920, 24 hours a day.

### Examples of an Electrical Emergency:

- No Power or Half Power
- Wire Down
- Pole Struck or Leaning

### Examples of a Water Emergency:

- No Water or Loss of Pressure
- Water Bubbling in Street or Yard
- Hydrant Struck or Running

## Winter Schedule Includes Tree Trimming

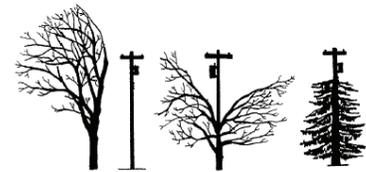
Waupun Utilities is in the process of trimming trees and cleaning other vegetation from electric facilities and asks for your cooperation and understanding during this process. This is critical to the reliability of the electric system and safety of our customers and employees.

Each year the utility trims around the overhead lines to reduce power outages and fires. Trees are good conductors of electricity because they have sap running throughout the tree. If you touch a tree that is touching an energized wire you could be exposed to an electrocution hazard.

The utility also needs to maintain clearances around underground utility equipment. A minimum distance of ten feet is required in front of the equipment and a minimum of three feet is required on the sides and rear of the equipment. Trees, shrubs, fences and other obstructions that are in the work zone create unsafe working conditions and add time to an outage situation.

Our electric crew performs tree trim-

ming every winter when the ground is frozen and able to support our vehicles. In addition to our crew's work, a tree trimming contractor will be performing tree maintenance in our service territory for a 2 to 4 week period. Our goals are to maintain the beauty and health of the pruned trees and to reduce the amount of future prunings.



Examples of trimming according to international pruning standards .

As part of our tree trimming program, we also rely on customers informing us of potential hazardous situations. If you have questions or concerns about a tree growing close to power lines in your area, please contact us at 920-324-7920, and one of our utility representatives will investigate and discuss options with you.

## City Street Extension on East Side



This fall, residents began noticing construction work on City-owned property to the south of Mayfair Street, near Waupun Jr/Sr High School. In September, the Waupun Common Council

awarded a contract to a construction firm to begin building Taft Lane.

Taft is a new street that runs north and south from Mayfair Street. With the completion of Taft Lane, ten new residential lots are available for development. The lots are zoned R2, allowing single and 2-family residential units to be constructed.

This fall the City reached an agreement with a developer to build eight condo units on the first four lots along the west side of Taft Lane. Construction on the first units has begun.

Anyone interested in available lots should contact Kathy Schlieve, Waupun City Administrator, at 920.324.7912 or [Kathy@cityofwaupun.org](mailto:Kathy@cityofwaupun.org).



# OPERATIONS UPDATE



## Randy Bentley, Meter and Maintenance Electrician, Nears Retirement

Randy Bentley is a familiar face of the utilities, and will wrap up his career in early January.

Things have certainly progressed during Randy's 29 years of service for the utilities. In the late 1980s water meters were changed to a remote outside register so the monthly reading could be read from outside the property rather than going in the basement. Move forward from hand written readings, to device readings, to automated metering infrastructure (AMI) sending the readings remotely to the office.

Randy's responsibilities included testing and installing electric meters, reading industrial route meters, troubleshooting customer issues, and all electrical troubleshooting at the wells, lift stations, water and wastewater plants, and the office/garage complex.

Randy lists several highlights over the past 29 years, including going from all records being handwritten to being computerized; automating the water and wastewater treatment plants and lift stations, deployment of the electric and water AMI systems; and working with both residential and commercial customers to help reduce consumption and lower bills.

Randy exemplified willingness to jump into projects, troubleshoot and provide customer service, and keep things running smoothly at the utilities. He is thankful that he was able to work, raise a family, and retire in his hometown. Best wishes from Waupun Utilities on a job well done!



## Seasonal Work Continues

With the change of seasons, our crews continue to plan projects and perform system maintenance.

The electric crew will perform tree trimming, and continue with a voltage conversion of a portion of the electric system on the west side of the city.

The water and sanitary crew continues with leak detection and repairs. The crew will perform distribution system maintenance.

Staff at the wastewater treatment facility prepared for the winter season by starting heating systems and making operational changes with the biological system.

Utility crews remain available and on call to continue to provide the utility services we provide for our customers.



One very common question received from customers is "Why is my bill higher this month?" In efforts to assist the customer, we suggest answers ranging from seasonal use (heater or air-conditioning), ask about usage patterns, and walk them through scenarios.

Waupun Utilities offers a tool for customers to monitor or explore their energy usage, which provides useful and insightful data and information.

**MyMeter** is available and provides secure online access to the data from your electric meter to help you compare and manage your usage, spot trends, and even receive utility-related alerts and set up individualized challenges. It is a tool to define when energy use occurs.

A tool for your energy use...



## How to Get Started with MyMeter

Setting up a MyMeter account is quick and easy. Follow the steps below and you will be ready to take control of managing your energy and water use. To see a complete user guide, visit [waupunutilities.com](http://waupunutilities.com).

### Create Your Account

Go to [mymeter.waupunutilities.com](http://mymeter.waupunutilities.com) and select "create an account". Be sure to use your correct account number and account name as they appear on your monthly utility bill.



After the simple account set up, you will be ready to view and manage your usage data.

Whether you are looking to track and compare your usage, receive data and alerts wherever you are, or set customizable markers, MyMeter will be the tool to evaluate your usage.

It's your energy, make the most of it!

### OFFICE:

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Office: 920-324-7920  
FAX: 920-324-7922

*Commission meetings are held the second Monday of each month at 4:00 p.m., in the utility conference room.*

### WEBSITE:

[www.waupunutilities.com](http://www.waupunutilities.com)

### UTILITY COMMISSIONERS:

Joe Heeringa, President  
Dave Gerritson  
Jeff Homan  
Mike Johnson  
Pete Kaczmariski  
Ryan Mielke  
Mike Thurmer

### GENERAL MANAGER

Randy Posthuma

### WATER & SEWER MAINT/TREATMENT SUPERVISOR

Steve Schramm

### FINANCE DIRECTOR

Jared Oosterhouse, CPA

*If you would like further information regarding this newsletter, please contact us at 324-7920.*