



AGENDA OF THE WATER COMMISSION

**MONDAY, SEPTEMBER 13, 2021, 8:30 AM
GREEN BAY WATER UTILITY**

A. Roll Call.

B. Approval of the Agenda.

C. Approval of Minutes.

1. Approval of Commission Meeting Minutes from July 12, 2021, August 16, 2021 and September 1, 2021

D. Regular Business.

1. Approval of New Position: Education and Outreach Coordinator
2. Approval of Utility Wage Structure to Recruit and Retain Utility Workforce

E. Informational.

1. PSC Annual Report Compliance - Meter Count Discrepancy
2. Building Remodel Update
3. General Manager Update

F. Adjournment.

G. Zoom Information

1. Join Zoom Meeting
<https://zoom.us/j/98284055918?pwd=eHBxaWkvNIJ2a3N0RERUWkRsNjVkUT09>

Meeting ID: 982 8405 5918
Passcode: 385002

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- 1) **ACCESSIBILITY:** Any person wishing to attend who requires special accommodation because of a disability, should contact the City Safety Manager at 920-448-3125 at least 48 hours before the scheduled meeting time so that arrangements can be made.
- 2) **QUORUM:** Please take notice that a majority or quorum of the Common Council may attend this Water Commission meeting and will constitute a meeting of the Common Council for purposes of discussion and information gathering relative to this agenda.
- 3) **REPRESENTATION:** The party requesting the communication, or their representative, should be present at this meeting.



MINUTES OF THE WATER COMMISSION

MONDAY, JULY 12, 2021, 8:30 AM

GREEN BAY WATER UTILITY

In Person at City Hall, Room 207 (Limited Seating)

Virtual Attendance also available via Zoom

A. ROLL CALL.

Called to Order by President Heugel at 8:30 a.m.

Commissioners: John Heugel, Jamie Wall, Doug Martin, Kathryn Hasselblad-Pascale, Tom Karman, Elizabeth Wheat, Jacque Boyle, Kathy Lefebvre

Other: William Vande Castle

Utility Staff: Nancy Quirk, Brian Powell, Stephanie Rogers, Kevin Brunner, Justin Hewitt, Andrea Hay, Jessica Cortes, Kristin Romanowicz, Meghan Finger

B. APPROVAL OF THE AGENDA.

Motion by Wall, second by Karman to approve agenda as presented. Passed unanimously.

C. APPROVAL OF MINUTES.

1. Approval of Commission Meeting Minutes of June 14, 2021

Motion by Wall, second by Karman to approve minutes as presented. Passed unanimously.

D. REGULAR BUSINESS.

1. Approval of Employee Handbook Chapter 9, Section 1 - Hours of Work

Motion by Hasselblad-Pascale, second by Martin to approve Employee Handbook Chapter 9, Section 1 - Hours of Work Policy as presented. Adoption of ratified policy passed unanimously.

2. Financial Report - May 2021

Business Manager Rogers reviewed financial reports from May 2021. Financials are within

expectations. No substantive issue of concern was identified. Motion by Wall, second by Hasselblad-Pascale to receive financials and place on file. Passed unanimously.

E. INFORMATIONAL.

1. Strategic Plan Update - Quarter 2

General Manager Quirk presented an update of the Strategic Goals completed during Quarter Two.

2. Building Remodel Update

Engineering Services Manager Romanowicz gave a building remodel update. Exterior walls have started and progress can be seen on site. Change orders have been reviewed by Commissioners and have been placed on file.

3. Consideration of adjournment to CLOSED SESSION pursuant to Section 19.85(1)(d) Wis. Stats., for Consideration of Strategies for Crime Detection or Prevention; to wit: Utility Cyber Security Review

Motion by Hasselblad-Pascale, second by Wall for Commission meeting to adjourn at 8:45 a.m. to CLOSED SESSION pursuant to Section 19.85(1)(d) Wis. Stats., for Consideration of Strategies for Crime Detection or Prevention; to wit: Utility Cyber Security Review. Roll Call was taken: John Heugel, yes; Jamie Wall, yes; Doug Martin, yes; Kathryn Hasselblad-Pascale, yes; Tom Karman, yes; Elizabeth Wheat, yes; Jacque Boyle, yes. Roll call vote passed unanimously. Utility Staff presented general information from our Risk & Resiliency analysis from the 2018 American Water Infrastructure Act (AWIA) and our recent cyber security study and answered Commissioners questions.

4. Return to Open Session

Motion by Wall, second by Martin to return to Open Session at 9:22 a.m. No reportable action taken in Closed Session.

5. General Manager Update

1. Human Resources Update

- a. Distribution Crew Update - Human Resources Coordinator Cortes noted that there is an internal candidate for Crew Leader that will be moved.
- b. Webinar for WIAWWA on Workforce Issues - General Manager Quirk is heading an Education Ad Hoc Committee and Human Resources Cortes will be presenting at a Webinar on Tuesday, July 13th on Recruiting Efforts.
- c. Midterm Goal Review - General Manager Quirk stated that employees will be having a mid-year review to go over goals status that was set in their yearly reviews.

2. Communications Director Hay will be presenting at AWWA Management Conference in August.

3. Pipe Diver Update - Operations Manager Powell gave the Commission an update. The Smartball made it through all 25 miles of main and identified two leaks. The Pipe Diver did get stuck in a valve, but was successfully removed and we are awaiting the results.

4. Building Project Change Orders were reviewed by the Commission and are placed on file.

5. Main Break on Dousman Street on July 4th - Main break caused a back up well to kick on, which contains a small amount of radium, and as required by EPA, a notification postcard is being sent to homeowners in that area affected.
6. PFAS Testing Statement on Website - Communication Director Hay has added verbiage to the Utility website that we are testing the water and contains links to information on PFAS.

F. ADJOURNMENT.

I. Motion to Adjourn

Motion to adjourn by Karman, second by Hasselblad-Pascale. Motion passed unanimously.

President Heugel adjourned meeting at 9:48 am.

G. ZOOM INFORMATION

I.

Join Zoom Meeting

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MINUTES OF THE WATER COMMISSION

**MONDAY, AUGUST 16, 2021, 8:30 AM
GREEN BAY WATER UTILITY
631 S Adams St**

A. ROLL CALL.

Called to Order by President Heugel at 8:30 a.m.

Commissioners: John Heugel, Jamie Wall, Doug Martin, Kathryn Hasselblad-Pascale, Tom Karman, Elizabeth Wheat

Excused/Absent: Jacque Boyle, Kathy Lefebvre

Other: William Vande Castle, Patrick Glynn

Utility Staff: Nancy Quirk, Russ Hardwick, Andrea Hay, Stephanie Rogers, Jason Maes, Brian Powell, Jessica Cortes, Kristin Romanowicz

B. APPROVAL OF THE AGENDA.

Motion by Wall, second by Hasselblad-Pascale to approve agenda as presented. Passed unanimously.

C. APPROVAL OF MINUTES.

1. Approval of Commission Meeting Minutes of July 12, 2021

No action taken. Minutes deferred until next meeting.

D. REGULAR BUSINESS.

1. 2022 Salary Planning - Patrick Glynn of Carlson Dettmann

Patrick Glynn of Carlson Dettmann presented information on 2022 Salary Planning regarding wage issues in the changing economy.

2. Approve Policy 405.9 - Water Quality Sampling

Motion by Hasselblad-Pascale, second by Martin to approve Policy 405.9, Water Quality Sampling as

presented. Policy passed unanimously.

3. Financials Report - June & July 2021

Business Manager Rogers reviewed financials from June and July 2021. Financials are within expectations. No substantive issue of concern was identified. Motion by Karman, second by Martin to receive financials and place on file. Passed unanimously.

E. INFORMATIONAL.

I. Building Remodel Update

Engineering Services Manager Romanowicz gave the following building remodel updates:

- Building addition is more complete looking with walls and structure.
- Inside remodel should be complete at the end of September.
- Phase I of the construction will be completed by the end of September to beginning of October. At that time, the Front Office Staff will transition out of their current area (Phase 2 remodel) into areas of the remodeled office so they can continue to serve our customers who visit our office. Existing office staff working remotely will return to their remodeled offices.
- There was a second change order issued for \$40,000. Current budget is around \$4,602,000.

2. General Manager Update

A. Human Resources Update

I. Distribution Crew – Jim Koss was promoted to Crew Leader and Don Fenlon promoted to Distribution Maintenance Operator.

B. Pipe Diver Update – Talking with Pure Technologies on how to finish the project.

C. Main Breaks this Summer – We had over 40 main breaks in the month of July due to hot weather.

D. Budget 2022 Update – Managers are working on 2022 budget and will be meeting in September and October to finalize and bring to Commission.

E. Pilot Plant Update – Russ Hardwick has met with the DNR and received approval to start project in December or January 2022.

F. ADJOURNMENT.

I. Motion to Adjourn

Motion to adjourn by Wall, second by Karman. Motion passed unanimously.

President Heugel adjourned meeting at 10:08 a.m.

G. ZOOM INFORMATION

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MINUTES OF THE WATER COMMISSION

WEDNESDAY, SEPTEMBER 1, 2021, 2:00 PM
GREEN BAY WATER UTILITY
Virtual Meeting

A. ROLL CALL.

Called to Order by President Heugel at 2:02 pm.

Commissioners: John Heugel, Jamie Wall, Doug Martin, Kathryn Hasselblad-Pascale, Tom Karman, Elizabeth Wheat

Other: Attorney Bill Vande Castle

Utility Staff: Nancy Quirk, Brian Powell, Kristin Romanowicz, Jason Maes, Stephanie Rogers, Andrea Hay

B. REGULAR BUSINESS.

I. The Commission may convene in Closed Session pursuant to Section 19.85(1) (g), Wis. Stats., for the purpose of conferring with legal counsel for the governmental body who is rendering oral or written advice concerning strategy to be adopted by the body with respect to litigation in which it is or is likely to become involved; to-wit: Ben Culbertson Claim. The Commission will thereafter reconvene in Open Session pursuant to Section 19.85(2), Wis. Stats., to take action on items discussed in Closed Session, if appropriate, and to consider the remainder of the agenda.

Motion by Hasselblad-Pascale, second by Martin for Commission to convene at 2:03 p.m. into Closed Session pursuant to Section 19.85(1) (g), Wis. Stats., for the purpose of conferring with legal counsel for the governmental body who is rendering oral or written advice concerning strategy to be adopted by the body with respect to litigation in which it is or is likely to become involved; to-wit: Ben Culbertson Claim.

Motion by Hasselblad-Pascale, second by Martin to return to Open Session at 3:44 p.m. Motion to return to Open Session passed unanimously.

President Heugel stated that the Commission discussed matters regarding the December 8, 2020 water main break at 12th Avenue and West Mason Street with Utility Staff and Attorney Vande

Castle. No action was taken in Closed Session.

Motion by Martin, second by Karman where the Commission directs retention of a litigation law firm, based within Green Bay Water Utility service area, to recover damages sustained by Utility and to resolve all claims and causes of action arising from December 8, 2020 water main break at 12th Avenue and West Mason Street. Passed unanimously. Roll call was taken: John Heugel, yes; Jamie Wall, yes; Doug Martin, yes; Tom Karman, yes; Kathryn Hasselblad-Pascale, yes. Roll call vote passed unanimously.

C. ADJOURNMENT.

Motion to adjourn by Martin, second by Karman. Motion passed unanimously.

President Heugel adjourned meeting at 3:47 p.m.

D. ZOOM INFORMATION

I. Join Zoom Meeting

<https://us06web.zoom.us/j/85087766090?pwd=ckhCNlZxOWsxZDR6Y3dUc2tDNmQzUT09>

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Green Bay Water Utility

MEMORANDUM

DATE: September 9, 2021
TO: Green Bay Water Commissioners
FROM: Nancy Quirk, P.E., General Manager
RE: Approval of Education and Outreach Coordinator Position

Green Bay Water Utility requests the commission's approval to create an Education and Outreach Coordinator position. This communication team member will be vital in strengthening our physical presence in the community to fulfill the strategic goal of increasing our community's interest, trust, and understanding of drinking water as a valuable commodity and rewarding industry. The need for this position grows in the face of affordability issues, climate change, a nationwide water infrastructure crisis, worker shortage, increased distrust in government, emerging contaminants (like PFAS) and lack of understanding concerning drinking water as a valuable, essential municipal service.

The need for an education and outreach coordinator in Green Bay was first documented in the 2017 Green Bay Water Utility workforce study, and again identified in the goals and strategies in our 2020 Strategic Plan. The utility has successfully improved key stakeholder communication with the Mayor, Common Council, Commissioners, Utility employees and City Staff. We have also improved DNR, wholesale and industrial communication, using traditional methods (postcards, reports, letters) and digital media (website, social media, emails). We have also seen a remarkable uptick in positive press over the last few years as well. Still, residential customers continue to struggle to distinguish our drinking water utility from the city and wastewater services, which negatively impacts the value placed on drinking water.

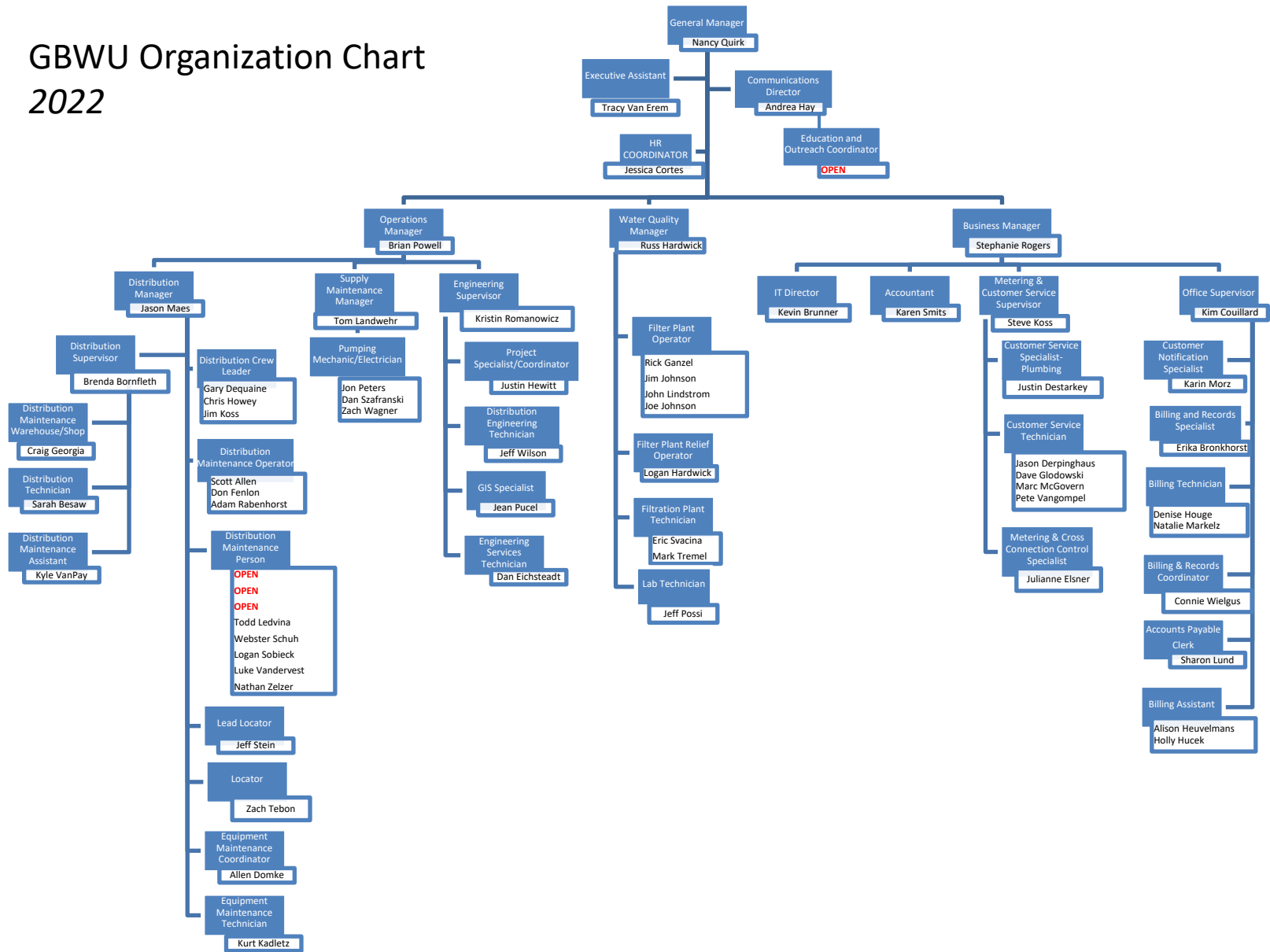
We hired water industry communication consultant Raftelis to launch an audit of our communications program in January 2021 to evaluate our progress and assess our greatest needs. While the final report and recommendations will not be presented to the commission until December (estimate), this group of water experts strongly urged us to proceed immediately with the request for commission approval of this new, full-time position for 2022—to assist the Director of Communications in meeting Green Bay's need for connectivity with the school system, neighborhood organizations, community organizations and minority groups.

Communication Director Andrea Hay was able to reach out to fellow council members on the national Public Affairs Council (PAC) for the American Water Works Association (AWWA) who are nationally-recognized utility communicators and gathered job descriptions from similar utilities. These position descriptions were compiled by Human Resources and the General Manager per our utility's specific needs as identified by Raftelis to create a job description and candidate requirements. The documents were further assessed by the City of Green Bay Human Resources Department, and our salary research consultants at Carlson Dettmann, who evaluated the criteria. They recommend proceeding with a Grade I classification, which by 2021 rates is a starting wage of \$27.11-\$34.64 per hour.

Thank you for your consideration. We plan to include this position in the 2022 budget with a start date in the first quarter of that year, with your approval. Attached you'll find the proposed organization chart for your reference.

GBWU Organization Chart

2022





Green Bay Water Utility

MEMORANDUM

DATE: September 1, 2021

TO: Green Bay Water Commissioners

FROM: Nancy Quirk, P.E., General Manager

RE: Approval of Revised Wage Structure for Workforce Vitality

Green Bay Water Utility seeks commission approval to alter our pay structure to follow the market by 60th percentile instead of the current 50th percentile, increasing control point pay by 5 percent. These increases grow earning potential to retain our valuable, talented, existing workforce—and puts us in a better position to attract high-quality workers with experience, which has been a significant issue for the utility in recent years.

Commissioners attending August's meeting heard Patrick Glynn of Carlson Dettmann provide a bleak water sector employment forecast, and both Green Bay Water Utility managers and Patrick believe the proposed step increases are a reasonable course of action as an acknowledgment of the ten-year labor deficit we find ourselves in. As salaries increase across the state and country, we know here that nearly every position we attempted to hire in the last 3-4 years has resulted in less than three qualified or capable candidates— regardless of department or profession: office, filter plant, construction, or fieldwork. Employees leaving our utility consistently report that their reason for leaving hinges on pay—even if they enjoyed the work, excelled at their jobs, and got along well with their colleagues and supervisors. While Wisconsin government agencies have relied on benefits for decades to be the lucrative bargaining chips used in salary negotiations, our benefits continue to decline while essential industries like ours fight to maintain a full capacity workforce.

The importance of Wisconsin's third-largest drinking water utility cannot be overstated. Every facet of this community relies on us. As leaders in this critical industry, it is our duty to treat this as a matter of public health and economic vitality by staying competitive, focused on developing a new strategy that reflects the current market. We see the alternative as a choice to lose our innovative, experienced staff members. While the pay raise is not excessive, it is sufficient to demonstrate to the employees that we are addressing an issue they have frequently expressed to us as unfavorable—losing trained, skilled workers to our competition.

Current	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Note: We will continue to use half steps in our current and proposed structure above step 5.			
50 % Market	90	92.5	95	97.5	100	102.5	105.0	107.5	110.0	112.5	115.0				
Proposed			Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13
60% Market			95	97.5	100	102.5	105.0	107.5	110.0	112.5	115.0	117.5	120.0	122.5	125.0

An example:

			Current Step 1	Current Step 2	Current Step 3	Current Step 4	Current Step 5 Control Point	Proposed Step 4	Proposed Step 5 Control Point
GRADE	JOB TITLE	DEPARTMENT	90.0%	92.5%	95.0%	97.5%	100.0%	102.5%	105.0%
G	DISTRIBUTION MAINT PERSON	DISTRIBUTION	\$23.13	\$23.78	\$24.42	\$25.06	\$25.70	\$26.34	\$26.99



Green Bay Water Utility

MEMORANDUM

DATE: September 9, 2021
TO: Green Bay Water Commissioners
FROM: Nancy Quirk, P.E., General Manager
RE: PSC Annual Report Compliance – Meter Count Discrepancy

On August 31, we received an email from the PSC:

Public Service Commission of Wisconsin (Commission) staff performed a limited review of the 2020 PSC [Annual Reports](#) and identified GREEN BAY WATER UTILITY as having a discrepancy in the data provided. Pursuant to Wis. Stat. §196.25(1), this email explains the discrepancy and recommended action that should be taken by the Utility: **Meter Count Discrepancy**

This email went to persons identified in our annual report as responsible for this data. This included an email to our Commission President for the first time ever. Commissioner Heugel asked that we present this information at our commission meeting.

Stephanie Rogers, Business Manager, has determined the corrective action as follows:

I have determined the discrepancy related to in our 2020 PSC Annual report. Page W-02 lists average number of customers by customer class which showed 36,167. Page W-23 is our listing of meters by customer class at year-end which showed 35,874, a difference of 293. This is an 8% variance in which the PSC allows a 5% variance. I have accounted for this difference as 197 clear water meters, 90 seasonal meters and 6 meters due to rounding because of taking average number of customers. The report from NorthStar (our billing software) that I use to complete W-02 included the clear water meters, these should not have been added to the W-02 schedule.

When I was finalizing the 2020 PSC annual report, I did not receive an edit check regarding this discrepancy. I would have investigated the edit check and I would not have been able to submit the report without some kind of footnote. The PSC email said the annual report program likely flagged the variance. I will watch for this edit check when I prepare the 2021 PSC annual financial report.

To resolve this issue, I had requested the PSC to allow us to amend our 2020 PSC annual report. The 2020 PSC annual report was amended on 9/2/21.

This issue has been resolved.



Green Bay Water Utility

MEMORANDUM

TO: Green Bay Water Commission
FROM: Nancy Quirk, P.E.
DATE: September 9, 2021
RE: General Manager's Update

1. Mason Street and 12th Water Main Break Claim Update
2. Improvement and Services Committee Report on Infrastructure Replacements
3. ARPA Funds for the City of Green Bay
4. Budget Schedule
5. Wisconsin Section American Water Works Association Annual Conference 2021
6. Distribution Section Vacancies
7. COVID Update