

City of Evansville **Municipal Services Committee**
Regular Meeting
City Hall, 31 S Madison St., Evansville, WI 53536
Tuesday, February 20, 2024 5:00 pm

MINUTES

1. **Call to Order:** 5:00 PM
2. **Roll Call:** Committee Chair Jim Brooks, Alder. Joy Morrison, Alder. Ben Ladick, absent.
Also in Attendance: Donna Hammett, Scott Kriebs, Kerry Lindroth, Nick Bubolz, Jason Sergeant.
3. **Motion to Approve Agenda:** Morrison/Brooks 2-0
4. **Motion to Waive the reading of the Minutes from the January 20, 2024, meeting and approve them as printed.** Morrison/Brooks 2-0
5. **Civility Reminder**
6. **Citizen Appearances**
7. **New Business**
 - A. **Quarterly Review and Discussion of Staff Approved Sewer Adjustments (Jan, Apr, Jul, Oct) (Placeholder):**
 - B. **Disconnection/Tax Roll Update (Placeholder):** No Disconnections this month due to NorthStar conversion.

Sergeant presented Stormwater report to the committee, for informational purposes, with be presented to Finance and Council.
 - C. **North Star “My Account” Information:** Hammett enclosed the billing insert that will be going with the utility bills in March. My Account launches March 12, 2024. Brooks asked if WPPI was going to have a live demonstration, Hammett stated no, there have been billing inserts that have gone out in January, and February along with emails to customers.
 - D. **Discussion and Motion to Approve Disconnection Policy:** Hammett presented a revised Disconnection Policy. Updates include taking out the 60/30-day language and adding “Residential and Commercial customers are disconnected for past due bills” Hammett explained that this change in language is due to NorthStar is a date driven software. Sergeant suggested that the language should be more like “when the balance is past due”. Motion to approve Disconnection Policy with language change-Brooks/Morrison 2-0
 - E. **Discussion and Possible Approval of High School Yearbook Sponsor Ad.** After discussion on what size ¼ page and using CTC money (customer service and branding), motion to approve ad Brooks/Morrison 2-0.
 - F. **Discussion on Ice Age Trail Community Application.** Motion to move to Tourism

8. Administrative Staff Report

- A. **Parks & Recreation Report (or placeholder):** Kriebs reported that we received a bid from True Green for herbicide application. Current working on best/policy on doing the herbicide application in house.
- B. **NorthStar Training Update:** Hammett stated that training has been going well, WPPI has been great, they have left us alone for the time being, but we have been having daily calls with them, they will be back for the next billing. Went to new user training in Sun Prairie. Learning changes to processes we need to work through.
- C. **Discussion about February 8, 2024, Storm:** Brooks want to make note of how proud of how MS handled the storm. Brooks wanted to know how communications went during the storm with the PD. Kriebs stated that cell service was spotty, so it was hit and miss, but made it work. Our biggest issue during storms is if the power, cell service and internet are down it means no phones. Hammett stated that there were 19 voice messages on the phone on Monday morning, and more than ½ those messages were complains about no status updates. Morrison asked if there could be a follow-up statement about what steps were taking. The Outage Management system is to be rolled out sometime this year. It will be use voice shots or text messages to notify customers of outages.

9. City Engineer Report

- A. **Subdivision and Development Updates-**Windmill Ridge next phase-there has been no action on this. Settlers Grove-still ironing out a few things. Standpipe development everything has been approved and construction should be starting soon.
- B. **Roadway Construction Updates-** Bids will be opened next week. Full reconstruction on Almeron, Walker St, road, sidewalk, road work. Hammett stated that she got a call about the trees that were marked for taken down, Hammett spoke to Roberts, and stated that the water & sewer laterals are right under the trees, therefore they need to be removed, and will be replaced, Bubloz, stated to have the concerns forward to him.
- C. **Lake Leota Dam Project Updates (Placeholder)-**Bids will be going out in March.

10. WPPI Energy Service Manager Report-No Report

11. Old Business

- A. **Aquatic Center, Splash pad, and Park Improvement Updates (Placeholder)-**No Report

12. Upcoming Meetings

- A. **Tuesday, March 26, 2024, at 5:00pm**

13. Motion to Adjourn: Morrison/Brooks 2-0