

PROPERTY & INFORMATION TECHNOLOGY COMMITTEE

DATE: Monday, December 7, 2020

TIME: 9:30 a.m.

LOCATION: Room 114, Wood County Courthouse

1. Call meeting to order.
2. Public Comments
3. Approve minutes from previous meetings
- 4. Information Technology**
 - a. Vouchers
 - b. Monthly Comments
- 5. Maintenance Dept.**
 - a. Vouchers
 - b. Monthly Comments
6. Jail Study Discussion
7. Potential Electric Rate Increase
8. Virtual Presentation of County owned properties
9. The committee may go into closed session pursuant to Wis. Stat. s. 19.85(1)(c) to conduct performance evaluations of the Information Technology Director and Facilities Manager.
10. Return to open session.
11. Future agenda items
12. Set date and time of next meeting.
13. Adjourn.

Join by phone

+1-408-418-9388 United States Toll

Meeting number (access code): 146 599 9385

Join by WebEx App or Web

<https://woodcountywi.webex.com/woodcountywi/j.php?MTID=m7fede5768c831a2ee70f969e6a4e41d3>

Meeting number (access code): 146 599 9385

Meeting password: PIT1207

**PROPERTY AND INFORMATION TECHNOLOGY COMMITTEE
MEETING MINUTES**

DATE: Monday, November 2, 2020
TIME: 9:30 a.m.
PLACE: Wood County Courthouse – Room 114

PRESENT: Al Breu (via WebEx), Brad Hamilton (via WebEx), Dennis Polach, Laura Valenstein, Bill Winch

OTHERS PRESENT (for part or all of the meeting): Nicole Gessert, Reuben Van Tassel, Lance Pliml (via WebEx), Amy Kaup (via WebEx), Bill Clendenning, Jason Grueneberg, Ted Ashbeck, Susanna Pearson, John Cain -Venture Architects (via WebEx). **See attached list.**

1. The meeting was called to order at 9:30 a.m. by Chair Breu.
2. Public Comments: None.
3. Approve minutes from the previous meeting.

Motion (Hamilton/Valenstein) to approve the minutes from the previous meeting. Motion carried unanimously.

4. Jason Grueneberg shared information regarding a resolution to authorize the Planning and Zoning Director to apply to the State of Wisconsin Public Service Commission for broadband expansion grants in partnership with Hilbert Communications, LLC. Grueneberg shared a handout to the Committee with background information about Bug Tussel Wireless, LLC; a subsidiary broadband wireless internet service provider of Hilbert Communications, LLC. Discussion ensued.

Motion (Hamilton/Valenstein) to approve the Planning and Zoning Director to make application for broadband grants in partnership with Hilbert Communications, LLC. Motion carried. Voting no: Winch.

5. (a) Supervisor Winch asked for clarification on items within the Information Technology vouchers. Amy Kaup answered general questions pertaining to her department's vouchers.

Motion (Hamilton/Valenstein) to approve the vouchers for the Information Technology Department. Motion carried unanimously.

(b) Information Technology Director, Kaup shared several projects that her department has been working on as indicated in her Monthly Letter of Comments.

6. (a) Supervisor Winch asked for clarification on items within the Maintenance vouchers. Van Tassel answered general questions pertaining to his department's vouchers.

Motion (Hamilton/Valenstein) to approve the vouchers for the Maintenance Department. Motion carried unanimously.

(b) Van Tassel asked if there were any questions regarding his Monthly Letter of Comments. There were none.

7. Van Tassel shared information from the Renewable and Sustainable (R&S) Committee regarding their recommendation to approve two additional R&S grant applications to use up the remaining grant funds.

Motion (Valenstein/Hamilton) to approve the Renewable and Sustainable grant applications. Motion carried unanimously.

The Committee agreed to move agenda item #9 up in the order.

9. The Committee discussed Venture Architect's recent Jail study and some additional notes compiled by John Cain. Some topics discussed at length were soil boring, discussing bonding affects with the Finance Director, and costs of delaying the project. Van Tassel will bring more information to the next meeting on questions raised.

Motion (Hamilton/Polach) to conduct ten soil boring tests done as related to the jail study. Five soil boring tests on the east side of the Courthouse property and five soil boring tests on the south side of the Courthouse property. Motion carried. Voting no: Winch.

The Committee agreed to move agenda item #10 up in the order.

10. Grueneberg indicated he has been working on a compiling a digital inventory of County owned properties to share with the Committee. He will have a virtual presentation prepared for the next Committee meeting.
8. Van Tassel shared there may be opportunities to get funding from sources outside the County budget for Renewable and Sustainable projects in the future. He is requesting approval from the Committee to allow him to have conversations with outside sources to be able to bring back future recommendations for Committee approval.

Motion (Valenstein/Hamilton) to approve Facilities Director, Van Tassel to pursue outside funding sources for Renewable and Sustainable projects. Motion carried unanimously.

11. Agenda items for the next meeting:
 - Van Tassel will bring additional information and answers for various questions pertaining to the jail study.
 - Virtual presentation from P&Z Director, Grueneberg, of County owned properties
 - Department Head Reviews
12. The next Committee meeting will be Monday, December 7, 2020 at 9:30 a.m.
13. Chair Breu declared the meeting adjourned at 10:48 a.m.

Minutes recorded and prepared by Nicole Gessert. Minutes in draft form until approved at the next PIT meeting.

BUG TUSSEL WIRELESS, LLC

COMPANY BACKGROUND AND TOWER SITING INFORMATION

Background

This document is designed to assist local municipalities, county officials, zoning administrators and interested residents in evaluating the merits of a request by Bug Tussel Wireless, LLC or one of its related companies to build a communications tower.

Who is Bug Tussel Wireless, LLC?

Bug Tussel Wireless was formed in 2003 by Steve Schneider. Steve had been an executive at Cellcom, a regional cellular provider based in Pulaski, Wisconsin, for the previous ten years. Bug Tussel was formed to provide cellular service in rural areas where the large national and regional carriers chose not to provide service or could not provide service from an economic or company objective standpoint. Many carriers had much higher returns to report to their shareholders by building in Top 100 cities or any city with significant population density.

Schneider grew up on a dairy farm in Manitowoc County and was distressed by the lack of attention that rural areas received from cellular providers. As time went on, these same rural areas were neglected for upgrades to provide high speed Internet access. Schneider and the management at Bug Tussel came up with an economic model that works to provide service in rural markets with market density as low as 2 to 5 households per square mile.

Why are the services Bug Tussel provides important to the community?

Bug Tussel utilizes its towers for the following purposes:

- A) High Speed Internet Service (512 Kbps up to 100 Mbps)
- B) Mobile voice service (provided through AT&T Mobility primarily with niches for T-Mobile, Verizon, Bell Canada, Viaero Wireless, iWireless and others)
- C) Mobile data service (provided through major national, regional and local carriers[primarily AT&T])
- D) Training (community programs to assist in the adoption of technology)

These services can be used for an array of reasons. While most people think of email and browsing the Internet, a robust wireless communications network is critical for the following applications:

- A) Law enforcement and public safety from local agencies to the FBI/CIA and FEMA
- B) Educational purposes in schools and to reduce costs for school districts through online textbooks and lifelong learning processes

- C) Agricultural purposes such as irrigation controls, mapping of soil conditions, amount of fertilizer needed per square meter or yard, yield mapping, monitoring cows for milk fever or bloat, asset management, logistics for fuel and commodity delivery.
- D) Transportation purposes such as trucking logistics and safety, railroad switching and monitoring of bearings to prevent derailments, package tracking, management of delivery routes and many others.
- E) Home security and automation including childcare oversight, geriatric oversight so people do not have to go into nursing homes, ambient intelligence where personal preferences are automatically implemented in a home or business, security alarms and monitoring, monitoring critical appliances such as freezers and refrigerators, sump pumps, and HVAC controls.
- F) Entertainment purposes such as watching videos, interactive gaming, online poker, childrens' games.
- G) Medical and health purposes such as blood clot monitoring, oversight of insulin and pain pumps, in home cancer treatments, exercise and diet monitoring, heart monitoring and automatic adjustment of pacemakers and other heart monitors, attention and communication tools for those suffering from autism, cerebral palsy or other communication limiting diseases.
- H) Remote delivery and transportation systems such as drones and self-driven vehicles.

In most of rural Wisconsin, these types of services could not be rolled out due to a lack of ubiquitous wireless communications coverage. These services are not futuristic, they are here now and are being implemented in large cities with robust communication networks. Bug Tussel Wireless works to level the playing field so that rural areas are able to utilize the same types of services as urbanized areas and therefore compete economically and socially to retain residents and attract business as that business environment is defined by local consensus. Some communities desire to retain small family owned niche farms while others work to attract corporate farms. In either case, Bug Tussel can support the community's needs and will not allow communications to be a deterrent to planned community development.

If Bug Tussel builds a site, who will use it?

Bug Tussel is first and foremost building the tower to provide wireless broadband services to residents in a 3-5 mile radius of the tower. This will typically cover 35- 75 square miles or a township or two in rural terms. Bug Tussel's service typically sells for \$25 to \$100+ depending on the uplink and downlink speeds. Bug Tussel's network and rate plans accommodate from 1 Mbps plans up to 25 Mbps plans. The average user with significant video needs is typically looking at a 3-6 Mbps plan while businesses and "super users" may require a more dedicated 25 Mbps plan. Bug Tussel also offers a 100 Mbps plan for users requiring those speeds and can provide up to 1 Gbps on a contract basis.

However, service does not stop with the provision of broadband. Each Bug Tussel tower typically is also equipped with 4G-LTE service capable of mobile broadband at 1-15 Mbps speeds while on the go, in a corn field, at school or in the local coffee shop. Recent surveys show that nearly 70 percent of data is now consumed in mobile applications and "IoT" or the Internet of Things is accelerating the growth of mobile data. Bug Tussel has agreements to allow AT&T Mobility, T-Mobile, Verizon and others to use their network. Bug Tussel also provides space to those and other carriers on their towers for the provision of service at reasonable rates. In addition to those three well recognized names, Bug Tussel

has agreements with other smaller domestic and international carriers such as Bell Canada, Union Wireless, Vodafone, Corr Wireless, Viero Wireless and others who may do business or vacation in the rural areas of Wisconsin.

By working with these carriers instead of competing with them, Bug Tussel tries to reduce the proliferation of towers and works to identify sites that can be used by multiple carriers and fits in their long term coverage needs and designs.

Theoretically, to provide solid wireless cellular coverage and broadband in homes, down in the valleys and at the end of the road; there is about one tower per township required. Bug Tussel analyzes our frequency propagation along with our partner carriers' needs so that there is a single plan to serve an entire county.

How much will your service cost?

Bug Tussel has a variety of rate plans to meet different users' needs. Rate plans do change from time to time, typically either moving down in price or increasing the amount of data or voice included in a particular package. Back in the 1980's, rates were as high as \$1.00 per minute and data was not available. Just a few years ago, minutes dropped to \$.10 per minute for voice and \$2.00 to \$3.00 per Kilobyte. Now rates are typically \$.02 to \$.04 per minute for voice and about \$10.00 per Gigabyte of data (1024 Kilobytes = 1 Megabyte; 1024 Megabytes = 1 Gigabyte; 1024 Gigabytes = 1 Terrabyte)

Our current rates as of February 14, 2017 are:

\$14.99 per month	512 Kilobytes per second for unlimited data (Checking email)
\$24.99 per month	768 Kilobytes per second for unlimited data (Limited surfing)
\$34.99 per month	1.5 Megabytes per second for unlimited data (Sending static graphics)
\$44.99 per month	2.0 Megabytes per second for unlimited data (Sending video files)
\$54.99 per month	4.0 Megabytes per second for unlimited data (Streaming Netflix)
\$69.99 per month	8.0 Megabytes per second for unlimited data (Streaming Netflix plus)
\$79.99 per month	12.0 Megabytes per second for unlimited data
\$99.99 per month	25.0 Megabytes per second for unlimited data (Business speed)

Equipment rental varies from Free at higher rate plans to \$15 per month or can be purchased for \$259. Installation and activation varies by location and type of installation.

What does "Up to 25 Mbps" mean? Does that mean I only can use 25 Megabytes? If Bug Tussel and another provider both say "Up to 25 Mbps," are they both providing the same speed of service?

Service quality varies significantly between carriers, the type of equipment they use, how they throttle traffic and how much traffic they allow on the highway.

Bug Tussel strives for a 2:1 subscription ratio on its network (if this were a highway, this is how many cars are allowed on the highway). This means that Bug Tussel's fixed broadband service has radios that transmit 100 Megabytes per second and the most customers we would configure on a radio at one time on the 25.0 Mbps plan/\$99.99 plan is eight whereas other carriers may allow up to 200. With Bug

Tussel, any time of day a customer should come close to reaching the advertised rate. Theoretically, if all of our customers were on the 2.0 Mbps plan/\$44.99 plan; we would configure for 100 users.

We currently configure our towers for an "Internet highway" speed of 400 Mbps and aim at 80 users per tower – meaning that there may be one 25.0 Mbps plan; three 12.0 Mbps plans; ten 8.0 Mbps plans; twenty 4.0 Mbps plans; forty 2.0 Mbps plans; and six 1.5 Mbps plans and everyone would operate at their optimal speed. Bug Tussel could add another 80 customers on that tower but if everyone was using the optimal speed at the exact same time, some would experience a degradation of service. If Bug Tussel has more than one or two customers on the 25 Mbps service, it will add an additional radio and dedicate one radio to the 25 Mbps service to assure that no one's speed is degraded high volume users

If a competitor provides a 100 Mbps highway and allows 200 users on rate plans of 25 Mbps, then their subscription ratio is 50:1 and they will have 1/25th the speed of Bug Tussel during peak times even though both carriers advertise "Up to 25 Mbps." This is important to realize when selecting a carrier to buy service from or for your community to partner with.

Bug Tussel, like most carriers, advertises rates that are "UP TO" the maximum for that rate plan. Bug Tussel prides itself on making sure that customers get those speeds not just at 3 a.m. but all day long. You will need to judge your experience with our competitors based on their subscription ratios which may be as high as 50:1 versus our 2:1 standard.

Bug Tussel also provides lower speed mobile data services where the "highway speed" is 57 Mbps. Typically, mobility users such as AT&T cell phones will operate at much lower speeds than what your fixed wireless service at home will operate at. Bug Tussel does not provide service directly to customers but integrates its network in rural areas to allow AT&T users to use its mobility network at their home rates if those carriers set up their rate plans in that manner.

What else can these towers be used for?

We build our towers to be able to support 3 large carrier arrays plus 1-3 smaller antenna installations.

In many cases, we work special deals with the county to provide space as needed for emergency management radios for police, sheriff's departments, ambulance districts, volunteer fire departments, school systems and other governmental entities requiring radio communications. Bug Tussel also works with paging providers and two way providers to provide a reasonably priced location on structures where needed.

Finally, our towers can also support what is known as Interexchange Traffic (IXC) or "Long Distance" where companies may pass through your community to combine traffic from different sources to get to the main Internet hubs or switching facilities of major carriers. Often this traffic is transported with a combination of fiberoptics which may go to our tower in some cases and microwave which are dishes on our towers.

Bug Tussel operates its own long distance network to transport traffic to its switching center in Madison, Wisconsin and on to the primary Internet drop point in Chicago. Bug Tussel also partners with Wisconsin Independent Networks Corp or "WIN" which provides rural IXC services through its phone

cooperative and independent telephone partners as well as connections to major cities through its own facilities going into major communities such as Milwaukee, Chicago, Minneapolis and with partners nationwide.

We already have good service in my area, why would we want more service?

Bug Tussel believes that competition is a good thing and that when you have 3 or more carriers, rates become more competitive and carriers are forced to have reasonable margins, be efficient and provide better service. Often where there is one carrier, a person may be paying \$75 to \$100 for cellular service and when a second or third competitive carrier come in those rates go down to \$50 to \$60 or less.

Another issue is that people often become accustomed to poor service where the phone doesn't work in this building or drops when you go over that hill. After a period of time, it may not bother you but when someone starts providing great service, you will notice the difference.

I never heard of Bug Tussel, why should our community trust you to do right by us?

Bug Tussel has been around for 14 years. The Company is owned by people from rural communities who understand the importance of great communications in rural areas.

We have a track record of taking unserved areas and bringing high speed services and economic development to those areas. Often our service is then bought by a larger carrier who continues to provide that service and integrates your service with their national offerings. That may happen. Our commitment is to bring the service to your community and assure that someone continues to provide that service for the long term.

We have partnered with other communities and entities who we believe are very happy with our partnerships with the community. We encourage you to ask some of our current partners if we lived up to our promises – people like Al Buechel, County Executive from Fond du Lac County; Marty Krueger, County Board Chairman from Sauk County; Dave Peterson, retired sheriff from Waushara County; Jerry Korinek, Town Board Chair from the Town of Franklin in Manitowoc County; Kriss Marion, County Board Supervisor and local business owner from LaFayette County and we could go on and on.

Also, take a look at some of the unsolicited media articles that have been written about us from within the communities we serve – a 1/26/17 article in the Brillion News, many articles in Sauk County, a cover story in 2009 in Insight Magazine and again, the list goes on.

What else is in it for our communities?

Bug Tussel believes that economic development in rural areas is largely dependent on the ability of those communities to provide services that are different but competitive with urban communities. Key among those services is broadband and cellular service. People will give up their car, they will give up eating one meal a day ... but do NOT take away their cell phone or Internet service because it is the most basic of needs to communicate with their friends and family. If you have broadband and competitive

cellular, it does not guarantee economic development. If you do NOT have broadband and competitive cellular, it guarantees that you will NOT have economic development and will eventually begin losing population and tax base.

Bug Tussel strives to partner with their served communities – before, during and after construction of a tower and site. We use local contractors whenever we can to pour our foundations, do our road work, and market our services. Once in the community, we have a budget to participate in local events – the Fourth of July parades, the Duck Run, the Kiwanis Thanksgiving dinner, the Run to Stop Breast Cancer, local blood drives. We are not based in Chicago or New York or Seattle – we are based in Wisconsin and we are here to promote Wisconsin businesses and development ... however the local community defines that development.

Bug Tussel also has an educational component through our Bug Tussel University programs where we will provide seminars for how to use the Internet, how to use Social Media, and other ways to connect technology with your community and the lives of your citizens.

Some of the neighbors don't want a tower near them and I don't want to go against what my neighbors want.

Towers have to go somewhere. We will try to find landowners and neighbors who are forward looking and want to have strong communities. Sometimes we use contractors who don't fully embrace our philosophy and in that case, we make changes. Sometimes our employees don't fully understand our mission – we strive to teach them what we are doing and how to get there. We are not always perfect, but we will strive to provide the best possible service we can for your community. We are driven not by quarterly earnings reports, but by the long-term growth of our served communities and the value created when customers stay with you not because your force them into a contract, but because they know you are looking out for their best interest. To do that, we need the help of the community to find the right locations for towers that work for our network design and also fit into your community.

What about this state law that says we must approve towers?

There is such a law in Wisconsin. It does not indicate that you "must" approve towers, but it does indicate that you cannot disapprove a tower for no reason. It was created because of significant lobbying from our industry from large carriers that had difficulty getting towers zoned just because they were towers versus legitimate planning and zoning requirements. There are cases where municipalities are unreasonable and in those cases, we may invoke the provisions of that law. However, we have found it much more valuable to work with communities to a resolution that works and creates a partnership versus friction and stress.

We view the law as a reason to for the governmental zoning and planning authorities and governance boards and the wireless carrier to sit down together and plan what works best for the community. It creates a "level playing field" where carriers are held accountable but local zoning cannot simply say "no" without a valid reason supported by FAA, FCC, EPA and other compliance rules that we must meet.

I heard that cell towers can have negative health effects. I'm afraid I'll get sick from a tower nearby.

Cell towers are made of steel and concrete and have no more health effect than the home you live in. The antennae at the top of the tower broadcast a relatively low wattage (in our case, 40 watts) that is far less impactful than the focused radiation that you get from the sun or from a tanning bed or medical Xrays and treatments or many other sources. After 30 years of cell phone use with radiation in your pocket or against your head, the incidence of brain cancer has actually decreased.

There are no proven studies at this time by reputable researchers that prove ANY negative health impacts from cell towers or phones.

My friend is a pilot and I'm afraid he will hit your tower.

Our towers are typically 150 feet up to 295 feet. Agricultural silos can go as high as 140 feet and many electric transmission lines are at 200 feet. Other than upon approach to landing, even private aviation does not and cannot fly below 500 feet unless doing crop dusting.

All of our locations are approved by the FAA and those that are near an airport or over 200 feet are lit appropriately. All of our sites have battery backup to assure that the lighting continues in the event of a power outage and all of our sites are monitored 24 hours a day to assure lighting is operational.

How many airplane versus tower accidents have you read about in the newspaper?

There was an accident in June of 2015 in California where a small plane ran into a tower designed to look like a tree. The FAA ruled that the pilot either had a medical issue or erred. The tower was not tall enough to even be registered by the FAA. The airplane was homemade. The pilot died.

There was also an incident in 2009 in Springfield, Missouri where a private 4 seater clipped a tower near a college campus. There were no injuries. The pilot was fined for not following procedure.

There was also an incident in California in 2009 where a small plane with 5 passengers including the pilot hit a guy wire in dense fog. The tower was lit and functional and not near an airport. All 5 passengers died.

That is 6 deaths in 8 years from cell towers and all involved what could arguably be pilot error versus tower siting. Last year (2016) in Wisconsin, 588 people died in motor vehicle accidents and 35,092 died nationally in 2015. In the same 8 years that 6 people died nationally from cell tower versus airplane accidents, over 200,000 people died in car accidents... and yet we continue to allow cars on the road and ban cell towers.

It is projected that by 2025, just 8 years from now, over half of those deaths will be preventable through the use of wireless technology and vehicle sensors made possible by these cell towers.

We hope you will support the development of ubiquitous cell service to prevent accidents and provide safety in your communities.

But what about the environment? Don't cell towers hurt our wildlife and their habitats?

We try to use as little space as possible to provide broad wireless communications from a single point. Cell towers are arguably far less impactful than the buying of fiberoptic cables to each home, the impact of phosphorous from fertilizers, the emissions of motor vehicles and agricultural run off.

Our Company and every tower constructor is subject to stringent regulations on protection of the habitat of lupines to assure that rare breeds of butterflies thrive and examine each tower location for the presence of long-eared bats that are threatened in Wisconsin. We do soil testing and conduct many tests in compliance with the National Environmental Protection Act. We also evaluate each site for any historical structures, any artifacts from at least 17 native American tribes who each do their own investigation at our cost (between \$5,000 and \$25,000 per site), as well as any impact to migratory birds.

In many cases, our structures actually become homes for Osprey and have encouraged their propagation in Wisconsin and other suitable habitats.

While there are situations where we can go on an existing structure, often grain elevators and silos simply do not have the height required to provide solid service in valleys and in buildings. Another consideration is that some tower owners try to prevent competition by not allowing them on their towers through exorbitant colocation rates that make it uneconomical to use a certain tower owner's location. We try to do our part by keeping our colocation on our tower rates at a reasonable level with low annual escalators.

We want to be and believe we are good stewards of the planet with nominal negative impact and significant positive impact.

What are your plans? Why are you approaching us now?

Bug Tussel has been building sites in Wisconsin since 2003 based on where large carriers have network "holes" and based on where people wanted service, often petitioning us or offering public funding to provided broadband and cellular for economic development reasons.

In 2012, we issued a series of Midwest Disaster Area bonds funded in the public markets to build a number of counties. That kept us busy through 2015. During 2016, we negotiated an agreement with a large national carrier to use our towers and expand coverage in 22 counties in Western and Southern Wisconsin that have low population density and were not economically attractive to the national carriers. A second carrier has agreed to use our service thereby adding two cellular companies plus our own broadband service plus roaming service for other carriers throughout this 22 county area.

We have arranged financing to invest from \$3 to \$6 million in each of these 22 counties over the next three years. We believe that our initiative will have very positive impacts on tourism, on maintaining family farms, on retaining population in rural markets and on spurring appropriate rural home businesses and small businesses that respect the environment, the rural lifestyle and will perpetuate the great quality of life we have come to know in rural Wisconsin.

We hope you will partner with us in this initiative.

Written personally by Steve Schneider; president, CEO and founder of Bug Tussel Wireless, LLC for the information of the communities we hope to serve.

130 East Walnut Street, #300
Green Bay, WI 54301
920-202-2390

Committee Report

County of Wood

Report of claims for: INFORMATION TECHNOLOGY

For the period of: NOVEMBER 2020

For the range of vouchers: 27200482 - 27200532

Voucher	Vendor Name	Nature of Claim	Doc Date	Amount	Paid
27200482	AMAZON CAPITAL SERVICES	HEALTH PHONE CASES	10/27/2020	\$67.88	P
27200483	AMAZON CAPITAL SERVICES	WIRELESS MOUSE FOR RISK MGMT	10/29/2020	\$27.99	P
27200484	CHARTER COMMUNICATIONS	INTERNET PRO100 ACCT 0209726	10/24/2020	\$130.00	P
27200485	INSIGHT PUBLIC SECTOR INC	BC STORAGE	10/22/2020	\$10,938.24	P
27200486	INSIGHT PUBLIC SECTOR INC	BARRACUDA RENEWAL	10/22/2020	\$8,226.00	P
27200487	INSIGHT PUBLIC SECTOR INC	B2W-AUDITORIUM VIDEO CONF	10/27/2020	\$20,499.00	P
27200488	INSIGHT PUBLIC SECTOR INC	B2W-AUDITORIUM VIDEO CONF	10/25/2020	\$99.85	P
27200489	INSIGHT PUBLIC SECTOR INC	DISPATCH LAPTOPS	10/24/2020	\$972.39	P
27200490	INSIGHT PUBLIC SECTOR INC	COVID LOANER REPLACEMENTS	10/26/2020	\$789.45	P
27200491	INSIGHT PUBLIC SECTOR INC	B2W-AUDITORIUM VIDEO CONF	10/29/2020	\$2,569.39	P
27200492	INSIGHT PUBLIC SECTOR INC	B2W-AUDITORIUM VIDEO CONF	10/30/2020	\$1,044.59	P
27200493	SOLARUS	PHONE CHGS ACCT 00063942-1	11/01/2020	\$1,485.09	P
27200494	SOLARUS	PHONE CHGS ACCT 00077856-5	11/01/2020	\$225.36	P
27200495	SOLARUS	PHONE CHGS ACCT 00061009-7	11/01/2020	\$69.99	P
27200496	TDS TELECOM	PHONE CHARGES	10/28/2020	\$70.53	P
27200497	TDS TELECOM	PHONE CHARGES	10/28/2020	\$57.95	P
27200498	TDS TELECOM	PHONE CHARGES	10/28/2020	\$44.60	P
27200499	TDS TELECOM	PHONE CHARGES	10/28/2020	\$62.60	P
27200500	TDS TELECOM	PHONE CHARGES	10/28/2020	\$22.00	P
27200501	US BANK	CREDIT CARD CHARGES	10/26/2020	\$114.83	P
27200502	US CELLULAR	CELL PHONE CHGS ACCT 277407322	10/16/2020	\$932.50	P
27200503	US CELLULAR	CELL PHONE CHGS ACCT 851710598	10/16/2020	\$513.24	P
27200504	US CELLULAR	CELL PHONE CHGS ACCT 203538532	10/20/2020	\$1,973.09	P
27200505	US CELLULAR	CELL PHONE CHGS ACCT 203391922	10/20/2020	\$9.34	P
27200506	AMAZON CAPITAL SERVICES	P&Z CHARGER - J BREWBAKER	11/06/2020	\$21.00	P
27200507	CENTURYLINK	LONG DISTANCE CHARGES	11/01/2020	\$9.15	P
27200508	CHARTER COMMUNICATIONS	WR FIBER ACCT 0294876	10/28/2020	\$1,329.06	P
27200509	INSIGHT PUBLIC SECTOR INC	2020 5TH PC ORDER - 2	10/29/2020	\$315.78	P
27200510	INSIGHT PUBLIC SECTOR INC	NETWORK REFRESH 27-20-002	10/30/2020	\$307.20	P
27200511	INSIGHT PUBLIC SECTOR INC	2020 5TH PC ORDER - 2	10/30/2020	\$1,056.16	P
27200512	INSIGHT PUBLIC SECTOR INC	NETWORK REFRESH 27-20-002	11/02/2020	\$3,395.50	P
27200513	INSPERITY BUSINESS SERVICES LP	TIMESTAR HRMS MIGRATION	11/05/2020	\$525.00	P
27200514	TIME WARNER CABLE	NETWORK SERVICES	11/01/2020	\$2,263.97	P
27200515	VERIZON	CELL CHGS ACCT 242258062-00001	11/01/2020	\$6,583.68	P

INFORMATION TECHNOLOGY -
NOVEMBER 2020

27200482 - 27200532

Voucher	Vendor Name	Nature of Claim	Doc Date	Amount	Paid
27200516	AMAZON CAPITAL SERVICES	HS HEADSET	11/11/2020	\$64.92	P
27200517	AMAZON CAPITAL SERVICES	EDGEWATER WEBCAM	11/12/2020	\$39.93	P
27200518	CHARTER COMMUNICATIONS	MFLD FIBER ACCT 0364818	11/09/2020	\$585.99	P
27200519	INSIGHT PUBLIC SECTOR INC	NETWORK REFRESH 27-20-002	11/05/2020	\$6,714.96	P
27200520	INSIGHT PUBLIC SECTOR INC	NETWORK REFRESH 27-20-002	11/09/2020	\$40,629.96	P
27200521	INSIGHT PUBLIC SECTOR INC	NETWORK REFRESH 27-20-002	11/10/2020	\$6,192.12	P
27200522	INSIGHT PUBLIC SECTOR INC	NETWORK REFRESH 27-20-002	11/06/2020	\$533.28	P
27200523	INSIGHT PUBLIC SECTOR INC	NETWORK REFRESH 27-20-002	11/11/2020	\$3,633.50	P
27200524	RHYME BUSINESS PRODUCTS	PRINTER/COPIER CHARGES	11/04/2020	\$5,842.34	P
27200525	RHYME (Portage)	3RD QTR 2020 BILLING	11/03/2020	\$4,703.82	P
27200526	INTER-QUEST CORP	COURTROOM VIDEO CONF PROJ	11/16/2020	\$2,192.90	P
27200527	US BANK	DOTGOV, OMNIPAGE	11/17/2020	\$926.45	P
27200528	AMAZON CAPITAL SERVICES	GRANT-ECON SUPPORT ACCESSORIES	11/18/2020	\$2,119.12	P
27200529	AMAZON CAPITAL SERVICES	PHONE HANDSET CORDS	11/18/2020	\$78.89	P
27200530	AMAZON CAPITAL SERVICES	CLERK OF COURTS HEADSET	11/19/2020	\$241.96	P
27200531	AMAZON CAPITAL SERVICES	P&Z CHARGER - S CUSTER	11/19/2020	\$20.50	P
27200532	COMPUTER INFORMATION SYSTEMS INC	CIS IBR & MCS - PAYMENT 2	09/09/2020	\$15,713.50	P
Grand Total:				\$156,986.54	

Signatures

Committee Chair: _____

Committee Member: _____



Wood County WISCONSIN

INFORMATION TECHNOLOGY

November 2020

1. Wood County internet and intranet website updates concerning COVID-19 continue to be posted rapidly and continually as we work to keep employees and citizens informed.
2. There were multiple phone system outages due to hardware failures at Solarus. The first outage occurring in the early morning hours of 11/8. This took several hours to resolve. Later in the week, phones were again affected when Solarus experienced a power outage on 11/12. This again affected calls coming into Wood County, consisting of 911 and Wisconsin Rapids numbers. Solarus was able to get 911 restored around 11:30 PM on 11/12, however other phone services were having intermittent issues until 11/16. This issue was widespread and had severe impact on all communications that Solarus supports.
3. The IT Security Team continues to expand the Security Awareness Program. To continue to remain in compliance with the KnowBe4 guarantee simulated Phishing tests need to be completed regularly, at minimum once a month. All staff were assigned the 2020 Insider Threats for End Users training.
4. Support for Norwood Healthcare Center and Edgewater Haven Matrix software is ongoing. Cross training between Norwood and Edgewater billing staff for the Matrix claims management module began in early November. The Norwood Health upgrade to CareAssist implementation continues and progress is affected by COVID. Train the trainer employee group for CareAssist, POC and eMAR is complete. MDS training, additional project conducted to help with staff shortage, is complete. ePrescribing training is scheduled for early December. The upgrade to ePrescribing will eliminate data transmission to pharmacy via fax with electronic, bidirectional, secure data transmission. The Matrix vendor and new Matrix upgrade team is being very accommodating as the COVID regulations and processes have taken staff resources and slowed the project progress.
5. Research is complete for a solution to meet new Centers for Medicare & Medicaid mandates concerning claim appeal data submission. This was a priority for IT and Edgewater staff. A web portal that is supplied by the Livanta Company was developed and will be used by Edgewater Haven until purchase of the Direct Secure Messaging module in Matrix is implemented in 2021. Livanta processes CMS billing appeals submitted by Edgewater Haven for patients. The Matrix Direct Secure Messaging module may be implemented for the Norwood facility sooner.



Wood County WISCONSIN

INFORMATION TECHNOLOGY

6. Implementation of the RtVision OneGov permit system for additional permit types for the Highway Department continues. This permit system is available for public applications and payment processing on the Wood County website.
7. Implementation of the Monarch software for the Treasurer's Office was nearly complete and has now encountered more issues. IT is working with the GCS vendor to get this implementation completed. Implementation delays have been due to novice vendor staff that is not familiar with the required configurations. Monarch software interfaces with the Register of Deeds Fidar software and the Treasurer's GCS property tax software. Monarch allows for automated synchronization and work flow processing of deed transfers necessary for maintaining property tax parcel data.
8. Upgrades to the GCS property tax software and servers are complete. The upgrades meet new GCS server specs and requirements. Software and service preparation for the upcoming property tax bill season is complete. Planning for Citrix server upgrade impact on the GCS Property Tax system has started.
9. The TimeStar, electronic time card and time tracking, system configuration changes is ongoing. IT works to adjust settings as change requests occur. Planning for the upgrade of the database and web server is complete and the migration and upgrade is nearly complete. PBJ reports are submitted to CMS (Centers for Medicare & Medicaid) using TimeStar data for both the Edgewater and Norwood Facilities. TimeStar PBJ data file format modification for Norwood is being manually adjusted by IT before submission to CMS. Issues are due to Norwood's CMS facility ID integration for Norwood PBJ data submissions.
10. Scheduled and participated in a demo with Norwood and Edgewater for Mass Communication and staff scheduling. Both facilities are facing challenges communicating with families and addressing staffing concerns due to COVID. Working to provide an automated solution to assist staff with communication and increase efficiency.
11. Continued development work on the Parks and Forestry online reservations software. Planned improvements include greater self service capability for customers, and online sale of permits and passes.
12. Migrated Payroll and Recruiting software systems to a new and stable server architecture. This will allow IT to keep the servers and software up to date.



Wood County WISCONSIN

INFORMATION TECHNOLOGY

13. A Wireless Survey was completed at the Wood County Annex and Health Center. The survey identifies areas at the facility and is the first step to improving the wireless access to support electronic health record (EHR) charting devices and phones.
14. Completed patching critical security infrastructure leading up to the election to ensure protection against cyber-threats to the best of our ability.
15. Assisted in scheduling and monitoring several committee meetings.
16. Continue to work with several departments to purchase IT related equipment and provide information to be submitted for various Grants. Staff is working to get the additional equipment setup as time allows.
17. We continue with implementation of Two-Factor authentication, with the use of a product called Duo, to all Wood County PCs. This will require a user to not only provide a password to log onto a computer, but to provide a second factor such as a hardware token to access Wood County Resources. We have also started to secure some of our websites with this technology to ensure a compromised password doesn't create a security breach. Continue to configure and install Duo Two-Factor Authentication client to end user workstations as they acquire YubiKeys. Continue formulating a plan on the implementation for North Annex and Edgewater.
18. Continue to attend SmartCare implementation and Business Process Analysis meetings.
19. Preparation continues for legacy data migration from TCM to SmartCare. Currently working on writing a utility to pull client documents from IMS, convert them to PDFs, and allow them to be uploaded into SmartCare. Work also started on reviewing how to convert the client notes from TCM to PDFs.
20. Continued work on the state mandated Law Enforcement records conversion project. Finished the majority of CIS Law Enforcement System training for the NIBRS reporting that began September 1st for the Sheriff's department and outside Law Enforcement agencies within the County. This is state and federally mandated to have our CIS system converted to report incidents based off of NIBRS by the start of 2021. This project is currently ahead of schedule. This month municipalities were billed for project costs associated with their users. Applied for a State grant to hopefully recover costs of project.



Wood County WISCONSIN

INFORMATION TECHNOLOGY

-
21. Providing continual support of Webex Meetings Webex Room Kit. – Due to COVID-19 additional measures were taken by the IT staff to support many remote worker daily operations. This included the increased use of video conferencing software and hardware. The County has been using Cisco Webex Meetings, Teams, and Roomkits for video conferencing as well as Cisco Jabber for phone access.
 22. SharePoint migration continues and new HS network drive discussions are ongoing between IT and HS. HS has provided IT with a game plan and we are working out the details for executing it.
 23. For the month of October, 576 helpdesk requests were created, with staff completing 600 tickets and leaving 163 open requests. These numbers represent service requests from departments throughout the County. There are currently 324 project requests from departments also.
 24. Continue the replacement of Dispatch machines with new models of computers and monitors. Current hardware will be relocated to the backup dispatch center.
 25. The Digital Audio Recording, DAR, upgrade continues. With the help of maintenance staff, wiring has been run in all three Courtrooms so that the DAR systems can be placed.
 26. Worked with a vendor, InterQuest, to finish the install of the new video conference system in Branch III courtroom November 12th. Branch I and III are now complete. Branch II installation is scheduled for mid-December. This is replacing older equipment to enhance features and improve functional stability
 27. Began deployment of a new Mobile Device Management solution. The new solution ties in with our cell provider to automatically enroll devices in the new solution. This will help protect County data on mobile devices such as cell phones and iPads.
 28. ABX tracking software for Norwood Infection Control has been purchased and will be implemented.



Wood County WISCONSIN

INFORMATION TECHNOLOGY

29. Improved the Current Events system for the public website to support history paging and searching, clickable links in post previews, and automatic display of embedded Youtube videos. Updated and fixed several underlying programming systems as part of the changes.
30. Facilitated time studies and quotes for the Treasurer's office project to scan historical tax roll books into digital format. This proposed project would use our existing Laserfiche document management software to store and manage the scanned tax rolls.
31. Finalized planning and purchased Laserfiche licensing for the Human Services department. Human Services, Norwood, and Edgewater documents in the IMS21 document system related to administrative and fiscal functions will be migrated into the Laserfiche system over the coming months, and all related business units will begin using a paperless process as much as possible utilizing the Laserfiche software.
32. Performed maintenance and security checks and monitored election results systems for the County Clerk's office during the presidential election. The system worked exactly as intended with no problems reported.

Committee Report

County of Wood

Report of claims for: MAINTENANCE

For the period of: NOVEMBER 2020

For the range of vouchers: 19200970 - 19201060 50121034 - 50121037

Voucher	Vendor Name	Nature of Claim	Doc Date	Amount	Paid
19200970	STAPLES ADVANTAGE	OFFICE SUPPLIES	10/28/2020	\$153.33	P
19200971	ADVANCE JANITORIAL SERVICE & SUPPLY	CLEANING RIVER BLOCK	10/25/2020	\$4,765.30	P
19200972	ADVANCE SUPPLY LLC	JANITORIAL SUPPLIES	10/20/2020	\$296.64	P
19200973	AMAZON CAPITAL SERVICES	SHOP SUPPLIES	10/20/2020	\$4.95	P
19200974	AMAZON CAPITAL SERVICES	OFFICE SUPPLIES	10/23/2020	\$24.62	P
19200975	BAUER'S FLOOR MART	CH UPDATES-COR COUNSEL FLOOR	10/13/2020	\$4,165.20	P
19200976	CENTRAL BURNER AND BOILER INC	CH MEP UPDATES - RETUBE BOILER	10/20/2020	\$15,263.00	P
19200977	FIRST SUPPLY	CH MAP UPDATES-COVID H2O COOLR	10/26/2020	\$3,870.00	P
19200978	FIRE & SAFETY EQUIPMENT INC	SEMI ANNUAL FIRE SYSTEM SVC	10/21/2020	\$318.25	P
19200979	CINTAS CORPORATION	MAT CLEANING RIVER BLOCK	10/27/2020	\$92.58	P
19200980	CINTAS CORPORATION	MAT CLEANING COURTHOUSE	10/28/2020	\$337.54	P
19200981	HOBART SALES & SERV INC	DOOR SLIDES - JAIL	10/20/2020	\$81.24	P
19200982	QUALITY DOOR & HARDWARE	CH MEP UPDATES-WAVE SENSORS	09/09/2020	\$4,492.32	P
19200983	RAPID QUALITY LAWN & LANDSCAPING	FERTILIZING AND WEED CONTROL	10/20/2020	\$420.46	P
19200984	SHERWIN-WILLIAMS CO THE	PAINT	10/22/2020	\$44.83	P
19200985	SHERWIN-WILLIAMS CO THE	SUPPLIES	10/23/2020	\$18.07	P
19200986	SHERWIN-WILLIAMS CO THE	CH UPDATES-CORP COUNSEL PAINT	10/28/2020	\$581.26	P
19200987	WATER WORKS & LIGHTING COMM	WATER/SEWER/ELEC 12TH ST	10/27/2020	\$490.55	P
19200988	WATER WORKS & LIGHTING COMM	WATER/SEWER/ELEC SVC JOINT USE	10/27/2020	\$181.75	P
19200989	WATER WORKS & LIGHTING COMM	ELECTRIC SVC SHERIFF LOCKUP	10/27/2020	\$47.57	P
19200990	WATER WORKS & LIGHTING COMM	SHERIFF LOCKUP OUTDOOR LIGHTS	10/27/2020	\$10.30	P
19200991	WATER WORKS & LIGHTING COMM	RIVER BLOCK WATER/SEWER	10/27/2020	\$522.49	P
19200992	WATER WORKS & LIGHTING COMM	RIVER BLOCK OUTSIDE LIGHTING	10/27/2020	\$93.36	P
19200993	WISCONSIN VALLEY BUILDING PRODUCTS	GLOVES	10/23/2020	\$28.42	P
19200994	DM STAMPS & SPECIALTIES	OFFICE SUPPLIES	11/03/2020	\$32.05	P
19200995	DM STAMPS & SPECIALTIES	OFFICE SUPPLIES	11/03/2020	\$30.13	P
19200996	DIAMOND BUSINESS GRAPHICS	OFFICE SUPPLIES	11/03/2020	\$31.03	P
19200997	DIAMOND BUSINESS GRAPHICS	OFFICE SUPPLIES	11/03/2020	\$31.03	P
19200998	ACE HARDWARE	WATER SOFTENER SALT	10/06/2020	\$337.37	P
19200999	AMAZON CAPITAL SERVICES	EXTRA MICS FOR SOCIAL DISTANCE	10/28/2020	\$203.50	P
19201000	AMAZON CAPITAL SERVICES	HAND SANITIZER DISP - COVID19	10/30/2020	\$64.28	P
19201001	AMAZON CAPITAL SERVICES	OFFICE SUPPLIES	11/04/2020	\$95.77	P
19201002	COMPLETE CONTROL	CH MEP UPDATES - COVID19	10/28/2020	\$10,176.00	P
19201003	COMPLETE CONTROL	CH UPDATES-DA/CORP COUNS REMOD	10/28/2020	\$1,890.80	P

Committee Report - County of Wood

MAINTENANCE - NOVEMBER 2020

50121034 - 50121037 19200970 - 19201060

Voucher	Vendor Name	Nature of Claim	Doc Date	Amount	Paid
19201004	CONSOLIDATED WATER POWER COMPANY	RIVER BLOCK ELECTRIC	11/03/2020	\$3,479.03	P
19201005	QUALITY DOOR & HARDWARE	CH UPDATES-CORP COUNS HARDWARE	10/28/2020	\$742.86	P
19201006	POMP'S TIRE SERVICE INC - Milw	TIRE REPAIR	10/29/2020	\$19.95	P
19201007	RON'S REFRIGERATION & AC INC	MEP UPDATES - JAIL FAN COVID19	10/29/2020	\$10,850.00	P
19201008	RON'S REFRIGERATION & AC INC	MEP UPDATES - MFLD ION UNITS	10/29/2020	\$2,880.00	P
19201009	SHERWIN-WILLIAMS CO THE	CH UPDATES-CORP COUNSEL PAINT	11/04/2020	\$154.20	P
19201010	WE ENERGIES	GAS SERVICE JAIL	10/28/2020	\$940.30	P
19201011	WE ENERGIES	GAS SERVICE COMMUNICATIONS	10/28/2020	\$86.06	P
19201012	WE ENERGIES	GAS SERVICE COURTHOUSE	10/28/2020	\$1,337.64	P
19201013	WE ENERGIES	GAS SERVICE JOINT USE BUILDING	10/29/2020	\$130.21	P
19201014	WE ENERGIES	GAS SERVICE SHERIFF LOCKUP	10/29/2020	\$12.88	P
19201015	WE ENERGIES	GAS SERVICE 12TH STREET	10/28/2020	\$130.89	P
19201016	WE ENERGIES	GAS SERVICE RIVER BLOCK	10/29/2020	\$1,071.25	P
19201017	STAPLES ADVANTAGE	OFFICE SUPPLIES	11/09/2020	\$5.02	P
19201018	STAPLES ADVANTAGE	OFFICE SUPPLIES	11/09/2020	\$10.06	P
19201019	KRANZ INC	OFFICE SUPPLIES	11/09/2020	\$329.07	P
19201020	ACE HARDWARE	SHOP SUPPLIES	11/06/2020	\$24.99	P
19201021	ADVANCED DISPOSAL	WASTE DISPOSAL FEES	10/31/2020	\$643.50	P
19201022	PBBS EQUIPMENT CORPORATION	CH MEP UPDATES	11/03/2020	\$3,738.73	P
19201023	PBBS EQUIPMENT CORPORATION	RB UPDATES - CONTROL BOARD	11/03/2020	\$459.00	P
19201024	WISCONSIN VALLEY BUILDING PRODUCTS	SHOP SUPPLIES	11/04/2020	\$29.10	P
19201025	WISCONSIN VALLEY BUILDING PRODUCTS	CONCRETE SEALANT	11/04/2020	\$294.00	P
19201026	WISCONSIN VALLEY BUILDING PRODUCTS	CONCRETE SEALANT	11/06/2020	\$484.90	P
19201027	WISCONSIN VALLEY BUILDING PRODUCTS	SUPPLIES	11/06/2020	\$79.28	P
19201028	SCHILLING SUPPLY COMPANY	JANITORIAL SUPPLIES	11/11/2020	\$54.72	P
19201029	SCHILLING SUPPLY COMPANY	JANITORIAL SUPPLIES	11/11/2020	\$36.90	P
19201030	SCHILLING SUPPLY COMPANY	JANITORIAL SUPPLIES	11/11/2020	\$689.28	P
19201031	DIAMOND BUSINESS GRAPHICS	PRINTING	11/18/2020	\$31.03	P
19201032	STAPLES ADVANTAGE	OFFICE SUPPLIES	11/18/2020	\$2.14	P
19201033	STAPLES ADVANTAGE	JANITORIAL SUPPLIES	11/18/2020	\$8.97	P
19201034	ACE HARDWARE	WATER SOFTENER SALT	11/06/2020	\$40.00	P
19201035	ADVANCE SUPPLY LLC	JANITORIAL SUPPLIES	11/06/2020	\$260.04	P
19201036	AMAZON CAPITAL SERVICES	BATTERIES FOR SOAP DISPENSERS	11/12/2020	\$180.51	P
19201037	AMAZON CAPITAL SERVICES	SUPPLIES	11/17/2020	\$13.79	P
19201038	BAUER'S FLOOR MART	CH UPDATES - VINYL BASE	11/11/2020	\$420.00	P
19201039	SUMMIT COMPANIES	SEMI ANNUAL FIRE INSPECTION	11/06/2020	\$415.00	P
19201040	CINTAS CORPORATION	MAT CLEANING COURTHOUSE	11/11/2020	\$269.71	P
19201041	GRAINGER (Maintenance)	JAIL SUPPLIES	11/13/2020	\$38.41	P
19201042	GROUNDS DETAIL SERVICE LLC	GROUNDS CARE COURTHOUSE	11/10/2020	\$2,677.50	P
19201043	GROUNDS DETAIL SERVICE LLC	GROUNDS CARE 12TH ST	11/10/2020	\$180.00	P
19201044	GROUNDS DETAIL SERVICE LLC	GROUNDS CARE RIVER BLOCK	11/10/2020	\$213.75	P
19201045	HAZARD SKATES AND SPORTS LLC	PATCHES	11/16/2020	\$45.00	P
19201046	HOME DEPOT CREDIT SERV (Maintenance)	CH,JAIL,RB,CORP COUNSEL,COVID	11/05/2020	\$1,161.34	P
19201047	SHRED SAFE LLC	CONFIDENTIAL SHREDDING	11/17/2020	\$120.00	P

Committee Report - County of Wood

MAINTENANCE - NOVEMBER 2020

50121034 - 50121037 19200970 - 19201060

Voucher	Vendor Name	Nature of Claim	Doc Date	Amount	Paid
19201048	WATER WORKS & LIGHTING COMM	ELEC SVC COURTHOUSE SECURITY	11/12/2020	\$66.11	P
19201049	WATER WORKS & LIGHTING COMM	ELECTRIC SERVICE BAKER LOT	11/12/2020	\$47.93	P
19201050	WATER WORKS & LIGHTING COMM	WATER/SEWER/ELEC COMMUNICATION	11/12/2020	\$362.41	P
19201051	WATER WORKS & LIGHTING COMM	WATER/SEWER SERVICE JAIL	11/12/2020	\$1,838.52	P
19201052	WATER WORKS & LIGHTING COMM	WATER/SEWER SERVICE COURTHOUSE	11/12/2020	\$975.82	P
19201053	WATER WORKS & LIGHTING COMM	SARATOGA ST STORM SEWER	11/12/2020	\$7.88	P
19201054	WATER WORKS & LIGHTING COMM	COURTHOUSE STORM SEWER	11/12/2020	\$81.30	P
19201055	WATER WORKS & LIGHTING COMM	RIVER BLOCK STORM SEWER	11/12/2020	\$37.33	P
19201056	WATER WORKS & LIGHTING COMM	COURTHOUSE ELECTRIC	11/12/2020	\$6,073.70	P
19201057	WATER WORKS & LIGHTING COMM	COURTHOUSE ELECTRIC	11/12/2020	\$3,331.48	P
19201058	WISCONSIN VALLEY BUILDING PRODUCTS	SUPPLIES	11/11/2020	\$16.80	P
19201059	WISCONSIN VALLEY BUILDING PRODUCTS	TOOLS	11/18/2020	\$289.12	P
19201060	SCHILLING SUPPLY COMPANY	JANITORIAL SUPPLIES	11/24/2020	\$1,299.52	P
50121035	STAPLES ADVANTAGE		11/23/2020	\$40.77	P
50121036	SCHILLING SUPPLY COMPANY		11/23/2020	\$41.77	P
50121037	SCHILLING SUPPLY COMPANY		11/23/2020	\$34.34	P
Grand Total:				\$98,531.80	

Signatures

Committee Chair: _____
 Committee Member: _____
 Committee Member: _____
 Committee Member: _____
 Committee Member: _____

Committee Member: _____
 Committee Member: _____
 Committee Member: _____
 Committee Member: _____



Letter of Comments November 2020

1. Ongoing Projects and Planning

- a) River Block Windows – After a few manufacturing delays and some challenges with facility conditions, the contractor was finally able to finish installing the new windows. Interior and exterior trimming/caulking will continue in the coming weeks. I am hopeful that next year brings us a more familiar scene regarding material availability as we continue the next phase of window replacement.
- b) Corporation Counsel Remodel/Relocation – The DA’s old office space has been refreshed and is nearly complete. If you have a hard time finding Corporation Counsel after Christmas, head to the north end of third floor and you should find them celebrating the New Year in style.
- c) Jail Study – After the meeting last month, I contacted Finance Director Thurber to relay the Committee’s request for financial information regarding Jail Study project options. Director Thurber plans to put together some detailed information in the near future that will be beneficial to all County Supervisors as project options are considered.
- d) Elevator Upgrade – The approved budget for 2021 includes modernizing the Courthouse elevator. I am working on project specifications and preparing to receive bids prior to the new year. There will be some inconvenience during this project, as the elevator will be inoperable for a length of time while the contractor completes the upgrade.
- e) Parking Lot Reconstruction – The south parking lot at the Courthouse is scheduled to be regraded and paved in 2021. I am working with the Highway Department to establish specifications and a timeline for this project. Similar to the inconvenience mentioned above, the parking lot will be closed during construction and paving.

2. Miscellaneous

- a. Attended PIT, County Board, HHS, and Operations Committee meetings.
- b. We are adjusting our snow removal process at the Courthouse and River Block; this includes working with the Highway Department for some of our needs.
- c. Joined a few other members of the Wisconsin Facility Management Association to lead a panel discussion for the American Public Works Association – Facilities & Grounds Committee.
- d. Discovered some failing electrical conduit in the Jail. Our aging mechanical infrastructure in the Courthouse and Jail continues to be a challenge as we work to get ahead and plan for the future.



Water Works and Lighting Commission

221 16th Street South P.O. Box 399 Wisconsin Rapids, WI 54495-0399 715/423-6300 FAX: 715/423-2831

October 22, 2020

Mayor Shane Blaser
Common Council Members
City of Wisconsin Rapids
444 W. Grand Ave.
Wisconsin Rapids, WI 54495

Dear Mayor and Common Council Members,

Thank you for your interest to date, in potentially tax rolling delinquent electric bills. WW&LC respectfully declines to attend any further committee meetings with landlords in attendance. We have already been to 3 meetings and are back to where we started the process. We provide essential services to the community and we will not subject our team to those type of meeting conditions that occurred on October 20th during an on-going pandemic.

There are many vital reasons why WW&LC should have the ability to tax roll delinquent electric bills, which are summarized below:

- Presently, past due balances for electric, water and sewer are in excess of \$1 million. The Public Service Commission of Wisconsin has prohibited residential disconnections because of the pandemic. This moratorium on disconnections is likely to continue well into next year. Landlords own 30% of residential properties in our service territory, but those properties represent 70% of the past due delinquent bills! The other 70% of property owners in the city, predominately are paying their bills on time.

If this continues without relief from the PSC or the Common Council, we will likely have to file for another electric and water increase next year to pay for the City pilot tax and ensure the financial health of the Utility. This will result in raising rates to all customers to pay for landlord owned property or socialization of electric rates. Landlords have been increasing electric rates for many years

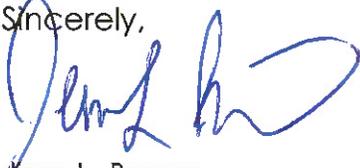
by not managing their businesses appropriately and our inability to tax roll electric. Annually water and sewer together represent \$9 million in revenue, electric revenue is \$27 million.

- In reality, WW&LC should have had the ability to tax roll electric delinquent charges many years ago. There are 82 communities in Wisconsin that are fortunate enough to own a municipal electric system, 78 of them have long had the ability to tax roll electric through a city ordinance. WW&LC has been tax rolling water and sewer charges because it is a State law that we must do so. Landlords have been paying for utility consumption that they didn't consume for many, many years.
- WW&LC is stringently regulated by the Public Service Commission. WW&LC is required to provide universal service to all residential customers without discrimination. There is very little we can do to ensure payment from residential customers because the PSC prohibits WW&LC from collecting deposits from all residential customers. The PSC also prohibits WW&LC from doing credit or background checks. The customer doesn't even have to legally provide his or her social security number to establish utility service, which can severely limit the State debt collection process. This is the likely reason the State has made water and sewer tax roll collection mandatory and has provided communities that own their own electric system the ability to develop an electric tax roll ordinance. Revenue collection is vital to maintain the expensive infrastructure system needed to serve electric and water customers.
- Landlords on the other hand, have all types of flexibility to ensure payment through their lease agreement with tenants and other means. They can run credit and background checks on potential tenants. They can charge deposits for future damages and unpaid utility bills. They can even require in their leases that tenants stay current on payment of utility bills. Landlords receive a monthly summary bill for all their properties from the Utility, they know each month which tenants are not paying utility bills. So why is the City and WW&LC supporting and contributing to their inconsistent business practices?

If the moratorium on disconnection extends well into next year as everyone expects, the Utility will be in an untenable financial position. If the utility cannot disconnect and/or does not receive the ability to tax roll in the future, we will have to seek a rate increase from all customers to pay for the landlord's properties delinquent bills. WW&LC consistently ranks in the lower third for residential electric rates in the state, this will not be the case into the future without some assistance from the Common Council. The utility is probably the most valuable asset the City

owns, the utility should be protected, so it can remain financially healthy for years to come. I am available to answer any questions concerning this communication or any other matters at 715-423-6323.

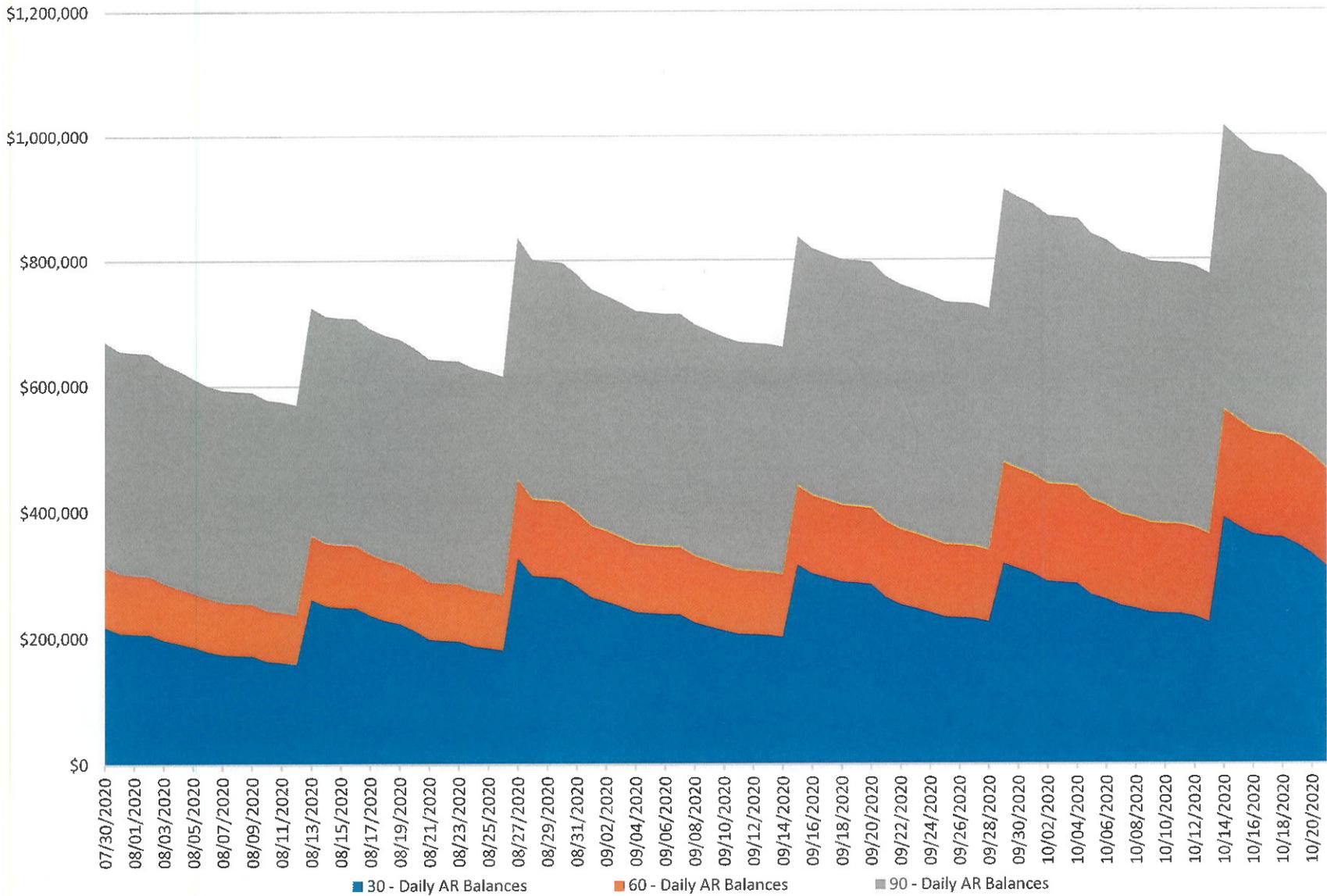
Sincerely,



Jim L. Brown
General Manager

cc: Jeff Kuhn
Tim Desorcy
Sue Schill
WW&LC Commissioners

WW&LC Total Past Due Accounts Receivable (Electric, Water and Sewer) - 7/30/20 to 10/21/20





Water Works and Lighting Commission

221 16th St. So. P.O. Box 399 Wisconsin Rapids, WI 54495-0399

715/423-6300 FAX: 715/423-2831

Wisconsin Rapids WW&LC Business Practices in regard to Collection Procedure (non-pandemic practices)

- When a customer establishes service, utility requests a driver's license or social security number.
 - o The utility will run information in Online Utility Exchange, which lets the utility know if a customer owes money to another utility (those that participate in OUE).
 - If a customer owes a Wisconsin utility, the utility will request a deposit.
- The utility sends monthly bills to all customers.
 - o When past due, a customer receives a disconnect message on their bill stating they are subject to disconnect and need to pay past-due immediately.
 - o If still past due, one week prior to disconnect, a customer will receive a call informing them they are past due and will be subject to disconnect.
 - o The utility will disconnect electric service when they are over \$100 past due and 60 days past due, \$400 past due to generate a water disconnect.
 - o The utility uses TRIP, SDC, or collection agency as part of the collection process.
- Monthly, landlords are notified of past due amounts of tenants, which includes last payment date.
- If a customer moves out and attempts to establish service within utility's service territory, they need to pay 75% of the past due amount and create a payment arrangement for the remaining 25%.

- During the pandemic, the utility called customers advising them to contact energy assistance and notifying them they had a past-due utility balance. The latest round of calls (automated and in-person) in November did not result in significant payment activity (similar to calls placed in summer) as there is no risk of disconnection.

Under current PSC service rules, the utility cannot:

- Require a social security or driver's license number as a requirement for service.
- Disconnect electricity by landlord request if the request is to assist in an eviction process.
- Collect a deposit from one class of customers, such as all tenants.
- Refuse service if the customer does not have a past due amount.
 - o (Customer needs to resolve previous past due if it is with WW&LC.)
- Disconnect at any time – PSC protocol must be followed based on past due notifications.

Landlords can:

- Require a separate utility deposit.
- Require the tenant to put utility service in their name as a lease requirement.
- Require the tenant to stay current on utility bills as part of the lease requirement.
- Place service in their tenant's name.
- If the electric bill on tax roll ordinance is approved, landlords obtain the ability to request electric disconnection (not during moratorium) if a tenant is past due on his or her utility bill.

Wisconsin Rapids WW&LC
 Percent of Accounts and Amount, by Landlord Status Properties
 All Accounts (Active and Inactive) and all Services (Electric, Water, and Sewer)
 11/9/2020

Landlord?	Number of Accounts	Percent of Accounts	Percent of Total Past Due Amount	Average Past Due Spread to All Accounts
YES	5,068	32%	70%	\$100
NO	10,617	68%	30%	\$21
Total	15,685	100%	100%	\$46

Of active accounts, following is a summary of landlord and non-landlord accounts, along with current and past due status:

Wisconsin Rapids WW&LC
 Active Accounts - Percent Current on Utility Bills -
 Landlord and non-Landlord Properties
 11/9/2020

Current on AR?	Landlord Property	Not Landlord Property	All Active Accounts
Not Current	24%	7%	12%
Current	76%	93%	88%
All Active Accounts	100%	100%	100%

A review of all landlords with more than five active accounts (properties) shows twenty-two landlords have at least 50% of the active accounts they own/manage past due as of November 9, 2020.