

***Capacity, Management, Operation  
and Maintenance Program***  
Larsen Winchester Sanitary District  
Winnebago County, Wisconsin  
July 2016

For:  
Larsen Winchester  
Sanitary District  
8522 Park Way  
Larsen, WI 54947

Prepared by:  
Mary Jo Miller, P.E.  
Martenson & Eisele, Inc.  
1377 Midway Road  
Menasha, WI 54952  
M&E Project No. 1-0049-012

## TABLE OF CONTENTS

### Capacity, Management, Operations and Maintenance Program For the Larsen Winchester Sanitary District Winnebago County, Wisconsin

	<u>Page</u>
<b>Section 1 – Overview</b>	<b>1</b>
1.1 Capacity, Management, Operations and Maintenance (CMOM) Program	1
1.2 Introduction to the Larsen Winchester Sanitary District	1
1.3 Larsen Winchester Sanitary District Sanitary Sewer Collection System	2
1.4 CMOM System Components	3
<b>Section 2 – Management Plan</b>	<b>4</b>
2.1 Objectives of the Management Plan	4
2.2 Organization Structure	4
2.3 Training Programs	4
2.4 Safety Policies	5
2.5 Legal Authority	5
2.6 Sewer User Charges and Financial Management	6
2.7 Design Standards	6
2.8 Public Education	6
2.9 Managing Equipment and Inventory	7
2.10 Data Management	7
2.11 Customer Service	7
<b>Section 3 – Operation and Maintenance Plan</b>	<b>8</b>
3.1 Daily Operations	8
3.2 Lift Station Maintenance	8
3.3 Sanitary Sewer System Maintenance	8
<b>Section 4 – Capacity Assurance and Emergency Response Plan</b>	<b>9</b>
4.1 Sanitary Sewer System Capacity	9
4.2 Emergency Response	9
<b>Section 5 – Goals and Self Audit Measures</b>	<b>10</b>
5.1 Goals and Audit Measures	10

## **TABLE OF CONTENTS**

### **Capacity, Management, Operations and Maintenance Program For the Larsen Winchester Sanitary District Winnebago County, Wisconsin**

#### **APPENDICES**

APPENDIX A –Sanitary Sewer System Maps

APPENDIX B – Water Meter Reading and Billing Tasks

APPENDIX C – Financial Information

APPENDIX D – Examples of Notices Sent to Customers

APPENDIX E – Emergency Contact List

## SECTION 1 – OVERVIEW

### 1.1 Capacity, Management, Operations and Maintenance (CMOM) Program

Wisconsin Administrative Code Section NR210.23 requires that all owners of a sanitary sewer collection system in Wisconsin develop and implement a Capacity, Management, Operation and Maintenance (CMOM) program by August 1, 2016.

The Wisconsin Department of Natural Resources indicates that the purpose of the program is “to assure that a sewage system is properly managed, operated and maintained at all times; has adequate capacity to convey peak flows; and all feasible steps are taken to eliminate excessive infiltration and inflow from the system. A CMOM Program must mitigate the impact of overflows on waters of the state, the environment, and public health.”

According to the Wisconsin Department of Natural Resources, implementation of a CMOM program will offer a number of benefits to the utility owner, including the opportunity to:

- Identify and incorporate widely-accepted wastewater industry practices to better manage, operate and maintain collection systems.
- Provide a high level of service to customers.
- Reduce regulatory non-compliance.
- Optimize use of human and material resources by shifting maintenance activities from “reactive” to “predictive”, resulting in cost savings through avoided overtime, emergency construction costs, increased insurance premiums, and possibility of lawsuits.
- Help improve communication with the public, other municipalities, regional planning organizations and regulators.
- Select performance goal targets, design activities to meet the goals, and a means to track the status of the performance goals and system efficiency.

### 1.2 Introduction to the Larsen Winchester Sanitary District

The Larsen Winchester Sanitary District currently serves approximately 950 people in the unincorporated communities of Larsen within the Town of Clayton, and Winchester in the Town of Winchester in the north central part of Winnebago County, Wisconsin. The District collects wastewater from approximately 306 users, and transports it to its wastewater treatment facility through a collection system comprised of 8-inch sanitary sewers constructed primarily in the late 1970's. The predominant land use within the communities of Larsen and Winchester is single family residential homes.

1.3 Larsen Winchester Sanitary District Sanitary Sewer Collection System

The Larsen Winchester Sanitary Sewer System includes a total of approximately 3.91 miles (20,645 linear feet) of PVC 8-inch gravity sanitary sewer. The system also includes five (5) lift stations, 2.12 miles (11,232 linear feet) of 4-inch PVC forcemain and 0.76 miles (4,028 linear feet) of 6-inch PVC forcemain. Manholes are numbered. Those in Winchester have a “W” designation, and those in Larsen have an “L” designation.

Currently, the District has a total of 306 customers.

System mapping is included in Appendix A. The Larsen Winchester Sanitary District Sewer Service Area map from East Central Regional Planning Commission is also included in this Appendix.

Each of the five lift stations has two submersible pumps inside a five foot diameter lift station, and a separate 5 foot diameter valve vault/emergency pump manhole. The lift stations were originally designed in the late 1970’s. Table 1 below includes information for each of the stations, as originally designed.

**Table 1 – Larsen Winchester Sanitary District Lift Station Information**

Lift Station No.	Location	Design Pumping Rate Each Pump gpm	Total Dynamic Head Feet	Depth of Lift Station Feet	Emergency Generator On-Site	Controls	Forcemain
L.S. 1	CTH II east (Tele. Co.) Winchester	200	48	22.0	Yes	Floats	4,028’ 6” FM
L.S. 2	CTH II west Winchester	80	23	11.3	No	Floats	570’ 4” FM
L.S. 3	Ann Street Winchester	80	46	14.8	No	Floats	1,540’ 4” FM
L.S. 4	Pine Drive Winchester	80	91	13.2	Yes	Floats	1,860’ 4” FM
L.S. 5	CTH T Larsen	80	84	18.0	Yes	Floats	7,262’ 4” FM

Loss of power, provided by Wisconsin Public Service, is not generally a problem within the Larsen Winchester Sanitary District service area. Three of the five lift stations have emergency generators. The District also owns a portable pump that can be connected in the emergency pump manhole at each station. Three of the stations have automatic dialers that call up to eight different numbers during alarm conditions. Each of the five stations has alarm lights.

The District's sanitary sewer responsibility ends at the main line connection. Customers are responsible for the sanitary sewer lateral, between the main line and the home or business.

The Larsen Winchester Sanitary District owns and operates a controlled discharge stabilization lagoon system wastewater treatment facility. The wastewater treatment facility currently operates under the Wisconsin Pollutant Discharge Elimination System (WPDES) Permit No. WI-0031925-05-0. The lagoon system consists of one primary cell with a total design volume of 6.7 million gallons and one secondary cell with a capacity of 10.4 million gallons. Discharge from the second cell is to a tributary of the Arrowhead River on a semi-annual basis, typically in November and May of each year. The maximum month design flow for the plant is 0.048 million gallons per day, and the average flow to the plant from 2010 through 2015 was 0.042 million gallons per day

#### 1.4 CMOM System Components

The CMOM plan that follows includes the following components:

- Management Plan
- Operation and Maintenance Plan
- Capacity Assurance and Emergency Response Plan
- Definition of Goals and Audit Plan

The Management Plan will summarize the organization and staff of the Larsen Winchester Sanitary District, and will discuss training, safety measures, communication and public education, construction design standards, District ordinances and legal authority, and budget and financial reports.

The Operation and Maintenance Plan will discuss current operation and maintenance activities, and efforts to reduce infiltration and inflow into the sanitary sewer system.

The Capacity Assurance will define capacity issues within the sanitary sewer system. The Emergency Response Plan will define the District's procedures to address emergency situations.

Evaluation of the current management, operation, maintenance and system capacity will allow the District to develop goals to improve, and to develop an audit system to measure progress toward meeting these goals.

## **SECTION 2 – MANAGEMENT PLAN**

### **2.1 Objectives of the Management Plan**

This section of the CMOM provides an overview of the management efforts of the Larsen Winchester Sanitary District. The District has established an organization of board members and employees to oversee the sanitary sewer system. This organization works to implement training for employees, safety measures, ordinances to ensure the District's legal authority, and design standards to ensure a uniform system. In addition, the organization manages assets to finance operation of the system.

### **2.2 Organization Structure**

The Larsen Winchester Sanitary District owns and operates its own wastewater collection system and wastewater treatment system. Those directly involved with the organization include three District Board Members, a Secretary/Treasurer, and an Operator.

The District Board oversees the operation of the Larsen Winchester Sanitary District. The Board meets the first Wednesday of each month at 4:00 P.M. at the Town of Winchester Town Hall located at 8522 Park Way in Winchester. The Board meetings are regularly attended by the three Board Members, the Secretary/Treasurer, the Operator, the Sanitary District Engineer, a representative from the billing agency and the public.

The current Larsen Winchester Sanitary District wastewater treatment plant operator oversees the daily operation and maintenance of the sanitary sewer collection system.

The District has also identified outside sources who they call to assist if needed. This list includes those individuals and companies that the District will rely on for equipment, maintenance needs, assistance in emergencies, and engineering, financial, and legal guidance. The Operator keeps a file of contacts for these outside sources at the Wastewater Treatment Plant.

Currently, employee performance reviews are not conducted on a formal schedule. However, reviews are typically done annually.

### **2.3 Training Programs**

At this time, the Larsen Winchester Sanitary District does not have a formal job knowledge, skills, and abilities training program. Employees are trained as needed in relevant topics. If confined space entry is needed, the District typically hires others to do this work.

The Larsen Winchester Sanitary District Operator currently holds licenses for operation of the District's wastewater treatment plant and collection system, including the following:

WWTP, Basic:

- A4 Ponds, Lagoons and Natural
- SS, Sanitary Sewage Collection

## Operator-in-Charge, Basic

- A1, Suspended Growth Processes
- A2, Attached Growth Processes
- A4, Ponds, Lagoons and Natural
- B, Solids Separation
- C, Biological Solids/Sludges
- P, Total Phosphorus
- D, Disinfection
- L, Laboratory

The Operator regularly obtains training to acquire the continuing education credits needed to maintain these licenses. The topics covered in this training are typically current topics that are relevant to new regulations, equipment, and processes.

The Larsen Winchester Sanitary District regularly hires outside firms and consultants to perform tasks and work requiring specific skills that they do not have.

### 2.4 Safety Policies

The District currently does not have a written safety policy, safety committee or regular safety meetings. Confined space entry duties and repairs are typically contracted to outside companies. The District does not add chemicals to their collection system or lift stations.

### 2.5 Legal Authority

Having legal authority is necessary for the District to operate and maintain their sanitary sewer collection system. Legal authority provides the utility with the ability to establish sewer services charges; to regulate and control the type, volume and strength of wastewater being discharged into the sewer system; to regulate grease from restaurants and institutions; to connect new developments; to plan and specify sewer design, installation and maintenance; to require private sewer inspections and rehabilitation; and to enforce actions for noncompliance, permits, fees, and fines.

Larsen Winchester Sanitary District's legal authority is based on the District's Sewer Use Ordinance that is currently being reviewed and revised by the District's legal authorities

The Ordinance provides for uniform requirements for discharges into the wastewater collection and treatment system and enables the District to comply with administrative provisions and other discharge criteria which are required or authorized by State or Federal law. In addition, the Larsen Winchester Sanitary District complies with the State of Wisconsin Plumbing Code and Wisconsin Department of Natural Resources requirements.

## 2.6 Sewer User Charges and Financial Management

The Larsen Winchester Sanitary District Sewer Utility Rates include a fixed fee and a usage fee. Quarterly fixed fees are as follows:

Fixed Fee (Meter Fee):	\$15.00 flat rate
Usage Fee:	\$5.00 per 1,000 gallons used

Bills for sewer service are rendered quarterly. A finance charge of 3.0% per month is added to the account if not paid in 25 days following the billing due date.

The Larsen Winchester Sanitary District contracts with the Town of Clayton to perform water meter reading and billing. A list of the tasks assigned to the billing agency is included in Appendix B.

Included as Appendix C is Larsen Winchester Sanitary District Budget information for 2014 through 2016.

## 2.7 Design Standards

The Larsen Winchester Sanitary District references the State of Wisconsin Plumbing Code and the Wisconsin Administrative Code in design of new sanitary sewer components in their system.

The District currently does not have a separate design standards or standard specification document governing new construction within their system, although there is a procedure that they follow for testing and inspecting new or rehabilitated sanitary sewer system components during and after construction. The District staff is involved with the design review process for sanitary sewer system extensions.

Construction of new sanitary sewer laterals connecting to the sanitary sewer system are documented and permitted by the Town of Clayton or Town of Winchester Building Inspector. There are no separate permit fees at this time.

## 2.8 Public Education

The Larsen Winchester Sanitary District currently does not have a formal public education program. If problems arise with particular customers, they send a notice explaining the issue and requesting changes. For example, the District has sent out notices with billings regarding rags clogging sanitary lines downstream of this facility.

A copy of notices that have been sent in the past by the Larsen Winchester Sanitary District are included in Appendix D.

The District does not currently have a website. If needed, they may place relevant information and notices regarding the sanitary sewer system on the Town of Clayton and Town of Winchester websites.

## 2.9 Managing Equipment and Inventory

The District currently does not keep spare parts on hand for the pumps or lift station components. Most of the repair and maintenance functions are performed for the District by outside companies, who provide equipment and materials as needed.

The Sanitary District does not own vehicles. The operator uses his own vehicle, and is reimbursed for mileage.

## 2.10 Data Management

Record drawings for the sanitary sewer system and wastewater treatment system are stored at the Wastewater Treatment Facility. Lateral locations are included on more recent record drawings.

Billing and Tax information is also stored at the Wastewater Treatment Facility. This information is saved for seven years.

## 2.11 Customer Service

Delivering quality customer service is key for an effective CMOM program. Tracking issues and response time provides valuable information regarding how the system is functioning, and identification of lateral (customer obligation) versus mainline (District) issues.

The Operator keeps a file documenting relative complaints received regarding the District's sanitary sewer system. The Operator will continue to document customer calls to address problem areas. The District receives very few complaints, and most are in regard to billing questions. Those that they do receive are normally addressed by the Operator.

## SECTION 3 – OPERATION AND MAINTENANCE PLAN

### 3.1 Daily Operations

The Larsen Winchester Sanitary District's Operator visits and checks each of the five lift stations on a weekly basis. Pump running times for each pump are recorded, and generator and mixer run hours are recorded once per week. Significant changes in pump running times are noted. If pumps show significant increase in running time, valves are checked to make sure they are fully open, or connections upstream are considered as a source of the increased flow. If one pump in a lift station shows significantly lower run times than the other, the pump is checked for possible problems. Data is recorded in journals that are stored at the Wastewater Treatment Plant.

### 3.2 Lift Station Maintenance

The District contracts with an outside firm for maintenance on each of the five lift stations on an as-needed basis. Each of the generators are serviced yearly.

### 3.3 Sanitary Sewer System Maintenance

Cleaning and Flushing: The Sanitary District cleans and flushes 20% of their sanitary sewer system each year.

Manhole Inspections: Manhole inspections are done within 20% of the system every year in conjunction with the cleaning and televising.

Televising of Sanitary Sewers: Televising is done on 20% of the sanitary sewer system each year. Areas to be cleaned and televised are based on areas where infiltration and inflow problems are suspected, based on changes in pumping records/pump running times.

Cleaning and televising is typically done by Great Lakes TV Clean & Seal. A report is provided to the Larsen Winchester Sanitary District noting issues with sanitary sewer and manholes. Repairs to the sanitary sewer system and manholes are made as needed.

Smoke Testing and Dye Testing: The Sanitary District has not found a need to do smoke testing or dye testing on their system, but will do so if needed to identify sources of infiltration and inflow.

Property Inspections: The Operator has done, and will continue to do, inspections at individual homes or businesses to look for storm sewer connections to the sanitary sewer, such as sump pumps, roof drains, and foundation drains. This is usually triggered by an increase in pump running times, or if televising indicates a potential problem.

## **SECTION 4 – CAPACITY ASSURANCE AND EMERGENCY RESPONSE PLAN**

### **4.1 Sanitary Sewer System Capacity**

The Larsen Winchester Sanitary District rarely experiences problems with their system, due to regular inspection and maintenance. The District is not aware of any capacity issues currently with their sanitary sewer system.

### **4.2 Emergency Response**

Lift Station Alarms: Each of the five lift stations has an alarm light, and three of the lift stations have an automatic dialer that sequentially calls up to eight contacts in the case of an alarm situation.

Power Outages: Power is supplied by Wisconsin Public Service (WPS). Three of the five lift stations have an emergency generator. The District also owns a portable pump that can be connected in the emergency pump manhole at each station.

Emergency Phone Numbers: A list of emergency phone numbers for emergency repairs, pumping, etc. is located at the Wastewater Treatment Plant. Appendix E includes the emergency contact list.

Level Controls: Floats are used to control the pumps at each of the five lift stations.

Flooding: The District has not experienced flooding issues at their lift stations.

Back-up Operators: The City of Hortonville is located approximately 10 miles north of the Larsen and Winchester communities. The City of Hortonville has three certified operators who have agreed to serve as back-up for the Larsen Winchester Sanitary District as needed.

## SECTION 5 – GOALS AND SELF AUDIT MEASURES

### 5.1 Goals and Audit Measures

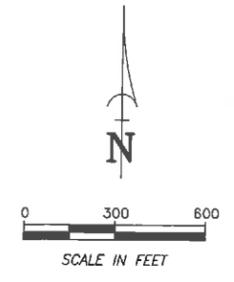
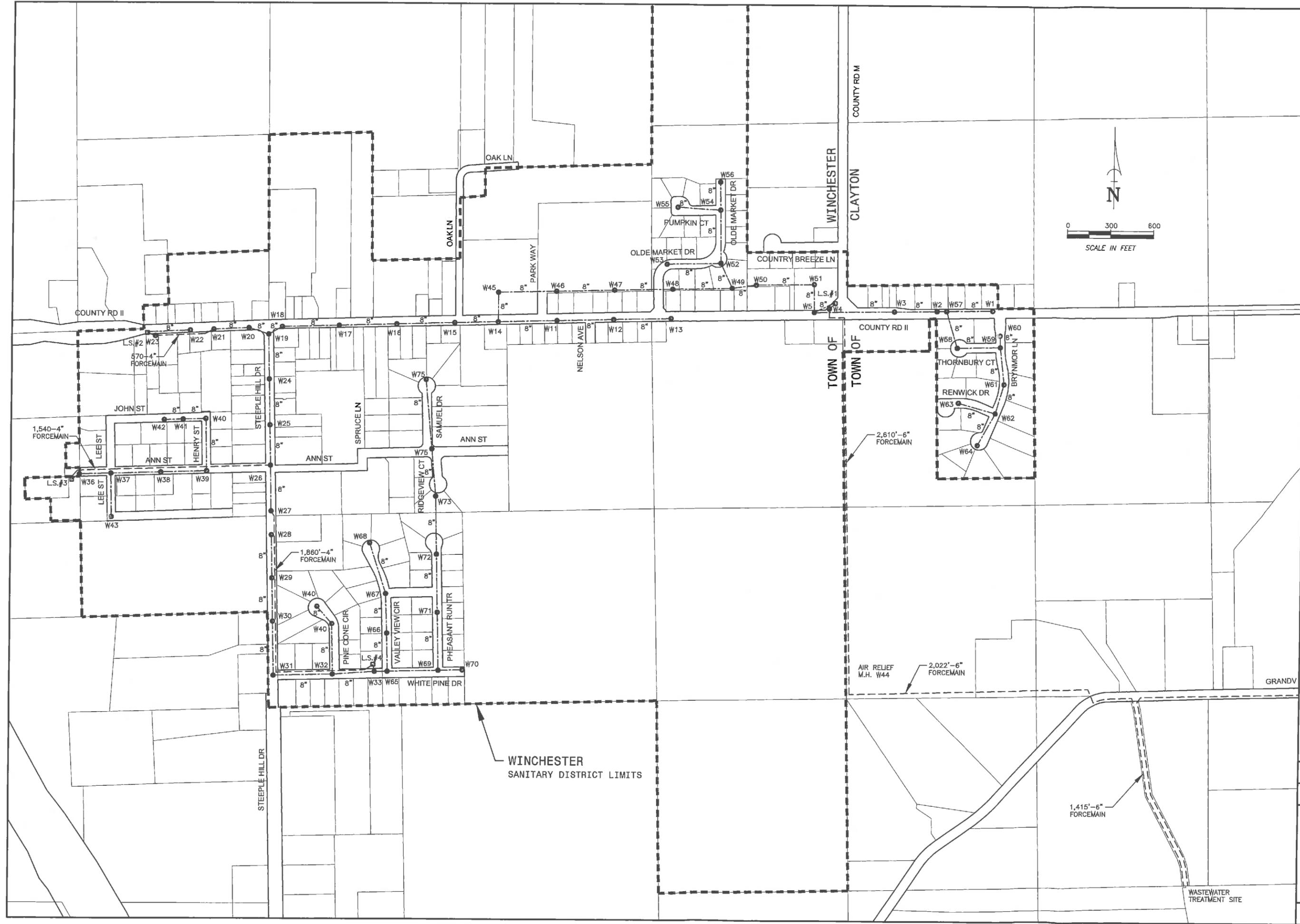
The tables below summarize the goals set by the Larsen Winchester Sanitary District for improvements proposed through this CMOM program, and how they will measure progress.

<b>Management Goals</b>	
<b>Goals</b>	<b>Audit</b>
1. <u>Employee Reviews</u> : District Board members to provide a formal schedule and evaluation criteria for annual employee reviews.	Provide update of status of employee reviews at one of the regular District Board meetings. File completed review forms at the Wastewater Treatment Plant.
2. <u>Safety</u> : District Board to develop a written policy for confined space entry. The policy should define confined space, and prohibit District employees from entering these spaces.	Present written safety policy at one of the regular District Board meetings. All board members and employees to review safety policy. File policy at the Wastewater Treatment Plant.
3. <u>Sewer Use Ordinance and User Rates</u> : District Board members to review Sewer Use Ordinance and user rates every other year for content and potential changes/additions.	Provide update of status of ordinance at one of the regular District Board meetings. Communicate changes in the ordinance to system users. File copy of ordinance at the Wastewater Treatment Plant.
4. <u>Permits</u> : District Board members to review and revise permit forms and fees annually.	Provide update of status of permits at one of the regular District Board meetings. Post revised forms on the Town's website, and file copy at the Wastewater Treatment Plant.
5. <u>Design Standards</u> : Develop standard specifications for new sanitary sewer system components. Standards should include a written design review process.	Present Design Standards at one of the regular District Board meetings. Board members and employees will be active in preparing, reviewing and updating the Design Standards.

<b>Operation and Maintenance Goals</b>	
<b>Goals</b>	<b>Audit</b>
1. <u>Televising, Cleaning and Flushing</u> : Continue to clean, flush and televise 20% of the sewer system annually.	Provide an update of status of maintenance work at one of the regular District Board meetings. Maintain copy of reports at the Wastewater Treatment Plant.
2. <u>Manhole Inspections</u> : Continue to perform manhole inspections on 20% of the system every year.	Provide an update of status of inspection work at one of the regular District Board meetings. Maintain copy of reports at the Wastewater Treatment Plant.
3. <u>Sanitary Sewer and Manhole Repairs</u> : Make repairs as recommended in the reports provided following televising and manhole inspections.	Provide an update of status of repair work at one of the regular District Board meetings. Maintain records of repairs made at the Wastewater Treatment Plant.
4. <u>Property Inspections</u> : Continue to inspect homes for evidence of clear water entering system as needed. File completed forms detailing inspection performed.	Provide an update of status of inspections at one of the regular District Board meetings. Notify property owners of illegal connections to the sanitary sewer system and enforce ordinance. File forms at the Wastewater Treatment Plant.
5. <u>Lift Station Inspections</u> : Continue to contract with an outside firm for annual maintenance on the Main Lift Station.	Provide an update of status of inspections and maintenance at one of the regular District Board meetings. Identify and make repairs as needed. File reports at the Wastewater Treatment Plant.
6. <u>Wastewater Flows to WWTP</u> : Review flows to the Larsen Winchester Sanitary District WWTP on an annual basis with preparation of the CMAR report.	Review results of the CMAR report at a regular District Board meeting. Discuss and address significant changes in wastewater flows, and suspected I/I issues in the sanitary sewer system.
<b>Emergency Response Goals</b>	
<b>Goals</b>	<b>Audit</b>
1. <u>Sanitary Sewer Back-up and Overflow Policy</u> : Develop a written plan for dealing with and resolving sanitary sewer back-ups and overflows.	Present written sanitary sewer back-up and overflow policy at one of the regular District Board meetings. File policy at the Wastewater Treatment Plant.

# **APPENDIX A**

## **Sanitary Sewer System Maps**



**Martenson & Eisele, Inc.**  
 1377 Midway Road  
 Menasha, WI 54952  
 www.martenson-eisele.com  
 info@martenson-eisele.com  
 920.731.0381 1.800.236.0381

Planning  
 Environmental  
 Surveying  
 Engineering  
 Architecture

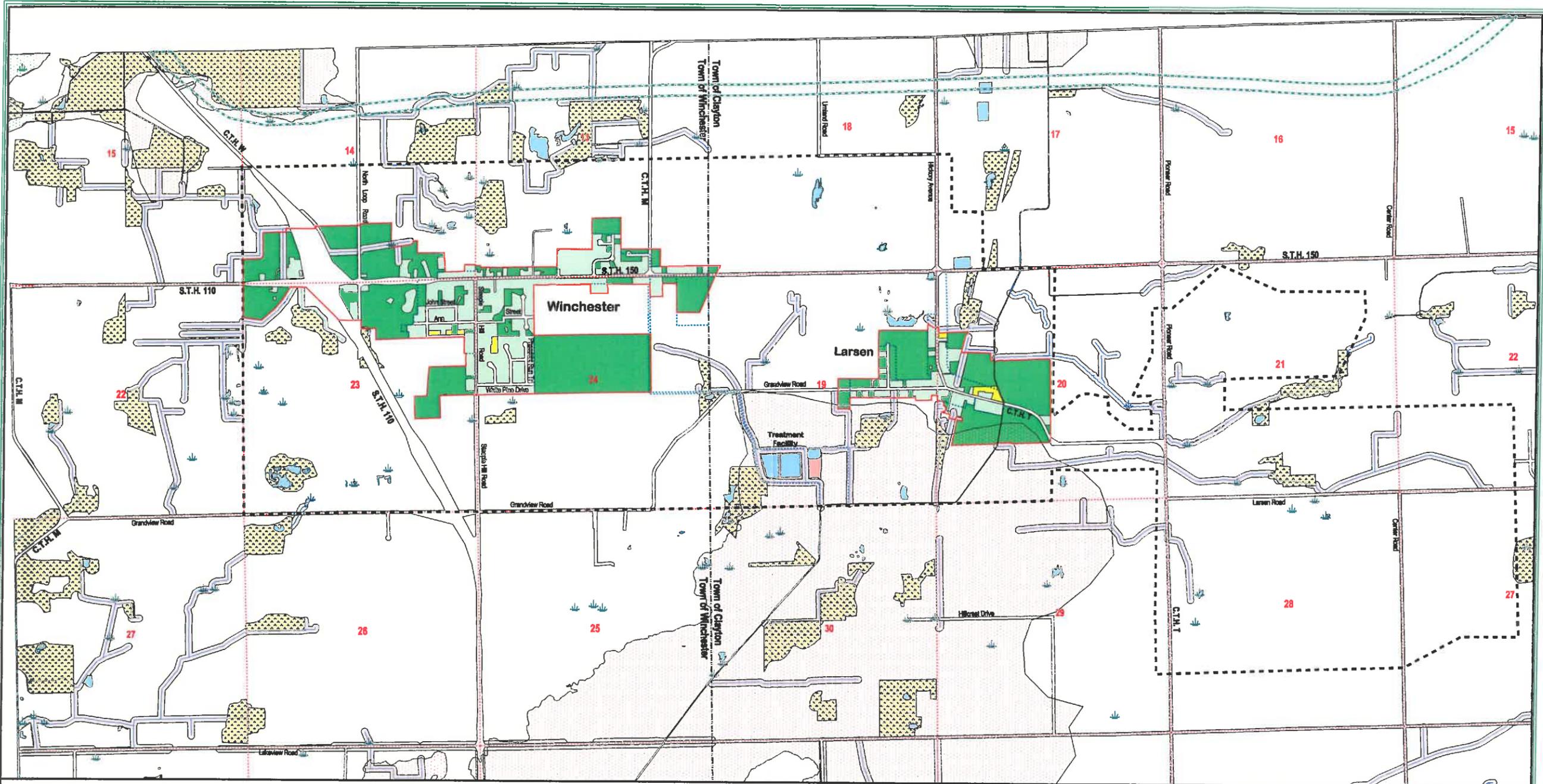
NO.	DATE	DRAWN BY	FIELDWORK	APPROVED

**WINCHESTER DISTRICT  
 SANITARY SEWER SYSTEM MAP**  
 WINNEBAGO COUNTY, WISCONSIN

SCALE	DATE
BAR SCALE	07-29-2016
COMPUTER FILE	
1-0049-012\System Map	

DRAWING NO.  
1-0049-012





### LARSEN-WINCHESTER SEWER SERVICE AREA

#### SSA CONDITIONS

- Developed Areas Within Existing SSA
- Undeveloped Areas Within Existing SSA
- Undevelopable Areas Within Existing SSA
- Wastewater Treatment Facility

#### ENVIRONMENTAL CONDITIONS

- Floodplain Areas
- WDNR Designated Wetlands
- Environmentally Sensitive Areas
- Wetlands 5 Acres and Less
- Streams

#### BOUNDARY LINE LEGEND

- Planning Area Boundary
- Existing Sewer Service Area Boundary
- Sanitary District Boundary
- Section Lines
- Township Boundary
- Proposed U.S.H. 10 Alignment

This map and its associated sewer service allocation areas does not obligate the community(ies) to provide sewer service to property owners contained herein.

This data was created for use by the East Central Wisconsin Regional Planning Commission Geographic Information System. Any other use/application of this information is the responsibility of the user and such use/application is at their own risk. East Central Wisconsin Regional Planning Commission disclaims all liability regarding fitness of the information for any use other than for East Central Wisconsin Regional Planning Commission business.



Wisconsin Department of Natural Resources Certification Date - July 23, 2002

PREPARED AUGUST 21, 2002 BY:



EAST CENTRAL WISCONSIN REGIONAL  
PLANNING COMMISSION  
132 MAIN ST.  
MENAISHA, WI 54952  
(920)751-4770  
Fax: (920)751-4771  
Website: www.eastcentralrpc.org  
E-mail: gis@eastcentralrpc.org

GIS OPERATOR	REVISION DATE

DOMAP-PL02LARSEN-WINCHESTER/SSA.APR

LARSEN-WINCHESTER SSA

## **APPENDIX B**

### **Water Meter Reading and Billing Tasks**

**LIST OF TASKS  
LARSEN WINCHESTER SANITARY DISTRICT  
WATER METER READING AND BILLING  
MARCH 2016**

Meter Reading

1. The Larsen Winchester Sanitary District will provide Neptune meter reading equipment for use by the billing agency in reading the approximately 300 meters included throughout the LWSD system.
2. All meters are to be read once every three months using the hand held Neptune remote reader equipment provided. The billing agency is to provide the personnel and means of transportation for reading the meters as required. Mileage reimbursement will not be provided by LWSD.
3. The billing agency will be responsible for contacting Neptune and obtaining updates from this company for the meter reading equipment prior to each quarter that the meters are read.

Billing

1. The billing agency is responsible for obtaining, paying for, and updating regularly the utility billing software, similar to Banyon Utility Billing Module, to sync with and process the data collected by the Neptune Meter Reader system.
2. The billing agency is responsible for generating and sending quarterly billings for the approximate 300 users in the Larsen Winchester Sanitary District. These responsibilities include providing all paper and envelopes, printed with the LWSD logo, and postage to send the bills. Reimbursements for materials will not be provided by LWSD.
3. In addition, the billing agency will work with the LWSD to prepare special inserts to the billings as directed.
4. Payments by the customers are to be submitted directly to LWSD.
5. The LWSD will provide information on collections received from customers resulting from the billings. The billing agency will enter this information into the billing software to provide quarterly up-to date information on current outstanding bills, and impose penalties or late fees.

Reporting

1. The billing agency is to generate reports each quarterly billing cycle, including at a minimum, the High/Low reports for each user, and the overall Billing Report/Register.
2. Data from these reports is to be analyzed each billing cycle to identify discrepancies and inconsistencies for each user in consideration of past billing history. If necessary, re-reading of the meter or adjustments to the usage read in the field shall be made prior to billing.

3. If problems with a meter are suspected based on inconsistent readings, the billing agency will generate a work order for further investigation or repair of the meter by LWSD.
4. At the end of each calendar year, the billing agency is to work with the Town of Clayton and the Town of Winchester to provide information regarding delinquent charges to be billed with taxes. Once delinquent charges are put on tax bills, the billing software is to be adjusted to reflect this change in amount owed.

#### Inquiries and Other

1. All inquiries regarding LWSD billings will be directed to, and resolved by, the billing agency, including calls from customers, real estate entities and others.
2. The billing agency is to provide meter readings and calculations for a final billing when a property is sold.
3. Public Service Commission updates to rules and regulations are to be reviewed by the billing agency and reported to the LWSD Board.
4. A representative of the billing agency will attend the LWSD Board meeting quarterly to report on the billing process.
5. The billing agency shall supply a Certificate of Insurance to the LWSD Board annually, as proof that the billing agency carries Errors and Omissions and Liability Insurance.

## **APPENDIX C**

### **Financial Information**

LARSEN WINCHESTER SANITARY DISTRICT  
SUMMARY OF PROPOSED BUDGET FOR 2016

	2014 Actual	2015 Estimate	2016 Proposed
<b>OPERATING INCOME</b>			
User Fees	81,304.93	83,000.00	85,000.00
Real Estate & Lottery credits			
Town of Clayton	18,022.00	18,528.60	19,255.31
Town of Winchester	61,421.21	61,184.13	60,999.58
Inspection Fees	-0-	-0-	-0-
Money Market Interest	911.35	1,000.00	1,050.00
Capitalized Interest	4,903.82	6,000.00	6,000.00
Sewer Hook-up Fees	-0-	-0-	-0-
Land Rent	-0-	500.00	500.00
Title Searches	40.00	40.00	20.00
Miscellaneous	511.55	150.00	300.00
<b>TOTALS</b>	<b>167,114.86</b>	<b>170,402.73</b>	<b>173,124.89</b>
 <b>OPERATING EXPENSES</b>			
Salaries	38,232.85	39,000.00	39,000.00
Meeting & Travel	3,910.69	3,500.00	3,500.00
Testing	7,897.00	7,500.00	8,000.00
Insurance	5,373.00	5,120.00	5,500.00
Social Security	5,186.70	8,863.80	8,900.00
Inspections	-0-	-0-	-0-
Lawn Mowing & Weeds	3,330.00	4,500.00	4,500.00
Maintenance & Repair	26,840.11	6,000.00	100,000.00
Electric, Gas & Telephone	8,436.92	9,000.00	9,000.00
Office Supplies & Postage	1,279.96	1,000.00	300.00
Legal & Accounting	2,953.13	3,000.00	3,000.00
Engineering Fees	29,430.30	35,000.00	36,000.00
DNR Operating Expense	801.54	801.33	810.00
Taxes & Larsen Drainage Tax	2331.08	2,331.08	2,331.08
Digger's Hotline	258.27	225.00	225.00
Miscellaneous	1,674.21	500.00	300.00
Solar Bee @ Mixers	33,190.00	-0-	-0-
Town of Clayton - Billing	8,000.04	8,000.04	8,000.04
<b>TOTALS</b>	<b>179,125.80</b>	<b>134,341.25</b>	<b>229,366.12</b>
<b>CASH FLOW</b>	<b>-11,980.94</b>	<b>+36,061.48</b>	<b>-56,241.23</b>

LARSEN WINCHESTER SANITARY DISTRICT  
SUMMARY OF PROPOSED BUDGET FOR 2015

	2013 Actual	2014 Estimate	2015 Proposed
<b>OPERATING INCOME</b>			
User Fees	81,095.82	85,000.00	85,000.00
Real Estate & Lottery credits			
Town of Clayton	18,451.00	18,451.00	19,000.00
Town of Winchester	59,044.30	59,049.30	60,000.00
Inspection Fees	-0-	-0-	-0-
Money Market Interest	1,798.84	1,800.00	2,000.00
Capitalized Interest	8,389.76	6,000.00	6,000.00
Sewer Hook-up Fees	-0-	-0-	-0-
Land Rent	1,000.00	500.00	500.00
Title Searches	15.00	10.00	20.00
Miscellaneous	1,027.80	150.00	200.00
TOTALS	170,822.52	170,960.30	172,720.00
 <b>OPERATING EXPENSES</b>			
Salaries	37,131.18	38,600.00	40,000.00
Meeting & Travel	3,529.15	3,000.00	3,500.00
Testing	7,570.00	7,500.00	8,000.00
Insurance	2,424.00	3,700.00	5,500.00
Social Security	6,647.85	6,900.00	7,500.00
Inspections	-0-	-0-	-0-
Lawn Mowing & Weeds	3,530.00	3,530.00	3,500.00
Maintenance & Repair	92,387.47	30,000.00	100,000.00
Electric, Gas & Telephone	8,344.27	8,300.00	8,400.00
Office, Supplies & Postage	668.42	1,200.00	300.00
Legal & Accounting	2,195.00	3,000.00	3,000.00
Engineering Fees	39,840.48	35,000.00	36,000.00
DNR Operating Expense	797.80	820.00	800.00
Taxes & Larsen Drainage Tax	4,641.62	2,331.08	2,350.00
Digger's Hotline	217.90	225.00	225.00
Miscellaneous	71.28	1,650.00	75.00
Solar Bee @ Mixers	123,053.92	-0-	-0-
Town of Clayton - Billing	5,333.36	8,000.04	8,000.04
Therma Fab - Curtains	-0-	34,000.00	-0-
TOTALS	338,383.70	187,756.12	227,150.04
CASH FLOW	-167,561.18	-15,817.12	-54,430.04

LARSEN WINCHESTER SANITARY DISTRICT  
SUMMARY OF PROPOSED BUDGET FOR 2014

	2012 Actual	2013 Estimate	2014 Proposed
<b>OPERATING INCOME</b>			
User Fees	81,971.28	85,000.00	90,000.00
Real Estate & Lottery credits			
Town of Clayton	28,643.81	18,451.00	18,022.00
Town of Winchester	93,100.12	59,049.30	59,747.00
Inspection Fees	-0-	-0-	-0-
Money Market Interest	2,291.54	1,800.00	2,000.00
Capitalized Interest	7,133.70	6,000.00	6,000.00
Sewer Hook-up Fees	-0-	-0-	-0-
Land Rent	-0-	500.00	500.00
Title Searches	15.00	10.00	20.00
Miscellaneous	78.89	150.00	700.00
TOTALS	213,234.34	170,960.30	176,989.00
 <b>OPERATING EXPENSES</b>			
Salaries	35,664.24	37,131.00	38,331.00
Meeting & Travel	5,152.67	3,500.00	4,000.00
Testing	6,069.00	7,300.00	7,300.00
Insurance	2,082.00	2,215.00	2,300.00
Social Security	5,579.35	6,632.00	7,000.00
Inspections	-0-	-0-	-0-
Lawn Mowing & Weeds	3,394.00	3,530.00	3,530.00
Maintenance & Repair	20,519.67	106,000.00	50,000.00
Electric, Gas & Telephone	7,273.37	8,088.00	8,200.00
Office Supplies & Postage	211.78	400.00	300.00
Legal & Accounting	2,970.00	2,300.00	3,000.00
Engineering Fees	40,638.95	33,000.00	35,000.00
DNR Operating Expense	673.13	797.80	800.00
Taxes & Larsen Drainage Tax	4,641.62	4,641.62	4,660.00
Digger's Hotline	193.74	225.00	225.00
Miscellaneous	31.88	75.00	50.00
Solar Bee	-0-	109,551.00	-0-
TOTALS	135,095.40	325,386.42	164,696.00
CASH FLOW	78,138.94	-154,426.12	12,293.00

## **APPENDIX D**

### **Examples of Notices Sent to Customers**



# Martenson & Eisele, Inc.

professionals dedicated to serving people committed to improving their communities

Planning  
Environmental  
Surveying  
Engineering  
Architecture

The Sanitary District has been experiencing problems with inappropriate items being sent down the sewers. Please keep in mind that all sewerage has to go through pumps in lift stations.

Please find enclosed a two page excerpt from the sewer use ordinance addressing this issue.

Finally, due to the extensive amount of softening being done in the district, we have high salt content in our treated water and we have been experiencing DNR Permit violations. If you have a time based softener or an older softener, please consider upgrading to a demand based softener.

If you have any questions please call our engineer Mike Siewert at 920-731-0381



## **Non-Flushable Items Result in Costly Repairs**

Within the last few years, the Larsen Winchester Sanitary District has spent tens of thousands of dollars on repairing clogged pumps within their sanitary sewer collection system. This issue has already cost the District over \$10,000 in 2014. The clogs are occurring as a result of customers flushing items down the toilet that are not biodegradable. The costly repairs to pumps increase the operating costs to the Larsen Winchester Sanitary District, which can be passed on to customers in the form of rate increases.

A wastewater treatment plant is designed to treat biological waste, not garbage. The District requests that only toilet paper be flushed down a toilet, and that all other waste papers and wipes be disposed of in the garbage. Paper type products that should not be flushed include cleaning wipes, baby wipes, diapers, paper towel, facial tissue, cotton balls, and other personal care items. Although some packaging indicates that these items are flushable, most are not. In order to avoid confusion, it is important that all of these items be disposed of in the garbage. In addition to human waste, only toilet paper should be flushed down a toilet.

Clogging of pump systems and wastewater treatment components is not unique to the Larsen Winchester Sanitary District. Other facilities in our area have had increased issues with non-flushable debris for five or six years, and it has been an issue in larger cities for about 15 years. In addition to problems at wastewater treatment facilities, it is important to note that non-flushable items can also block sanitary sewer lines flowing out of homes, which can cause basement backups of raw sewage.

Public education is a key component to resolving this problem and avoiding costly repairs. Please assist the Larsen Winchester Sanitary District by ensuring that only biological waste and toilet paper is disposed of in a toilet.



## **PLEASE DON'T FLUSH IT**

**Our Sanitary System CANNOT process anything except Toilet Tissue: Other products can cause costly repairs to our pumps which is paid for by the user!**

- ◆ Disposable diapers
- ◆ Cotton balls and swabs
- ◆ Condoms
- ◆ Facial tissue
- ◆ Automotive fluids
- ◆ Unused medications
- ◆ Tampons and Tampon applicators
- ◆ Mini or maxi pads
- ◆ Cleaning wipes of any kind
- ◆ Bandages and bandage wrappings
- ◆ Paint, solvents, sealants and thinners
- ◆ Fats, oils, and grease



# Martenson & Eisele, Inc.

professionals dedicated to serving people committed to improving their communities

Planning  
Environmental  
Surveying  
Engineering  
Architecture

**The Larsen Winchester Sanitary District has identified your property as one of the customers that has been successful in keeping the amount of wastewater sent to the treatment plant at a minimum.**

**With that in mind, you may be able to save some money in salt. If your softener is a time based softener it may be regenerating unnecessarily. You may want to consider switching to a demand based softener or contact your softener dealer to reset the regeneration interval based upon your flow data.**

**If you would like to know what your flow data is or have any concerns please contact our Engineer, Mike Siewert, at Martenson & Eisele, Inc., 920-731-0381**

**The Larsen Winchester Sanitary District has identified your property as one of the customers that has been successful in keeping the amount of wastewater sent to the treatment plant at a minimum.**

**With that in mind, you may be able to save some money in salt. If your softener is a time based softener it may be regenerating unnecessarily. You may want to consider switching to a demand based softener or contact your softener dealer to reset the regeneration interval based upon your flow data.**

**If you would like to know what your flow data is or have any concerns please contact our Engineer, Mike Siewert, at Martenson & Eisele, Inc., 920-731-0381**

**The Larsen Winchester Sanitary District has identified your property as one of the customers that has been successful in keeping the amount of wastewater sent to the treatment plant at a minimum.**

**With that in mind, you may be able to save some money in salt. If your softener is a time based softener it may be regenerating unnecessarily. You may want to consider switching to a demand based softener or contact your softener dealer to reset the regeneration interval based upon your flow data.**

**If you would like to know what your flow data is or have any concerns please contact our Engineer, Mike Siewert, at Martenson & Eisele, Inc., 920-731-0381**



## **APPENDIX E**

### **Emergency Contact List**

**Larsen Winchester Sanitary District  
Emergency Contact List  
July 2016**

**Sanitary District Board Members**

David McNamee (Winchester Rep.)	(920) 594-1907
Mike Kinney (Winchester Rep.)	(920) 836-2257
Mike Pfankuch (Larsen Rep.)	(920) 851-0802 (cell) (920) 836-2194 (home)

**Sanitary District Secretary/Treasurer**

Betty Nelson	(920) 836-2885
--------------	----------------

**Wastewater Treatment Plant Operator**

James Emmons	(920) 779-6810
--------------	----------------

**Town of Winchester Chairman**

Larry Kriescher	(920) 836-3576
-----------------	----------------

**Town of Clayton Chairman**

Russ Geise	(920) 427-4126
------------	----------------

**Billing Clerk, Town of Clayton**

Laurie Goffard	(920) 836-2007 ext. 3
----------------	-----------------------

**Sanitary District Engineer**

Michael Siewert, Martenson & Eisele, Inc.	(920) 731-0381 (office) (920) 427-2359 (cell)
---	--

**Financial**

Mathison Accounting	(920) 836-2200
---------------------	----------------

**Emergency Contacts**

Power Outage: Wisconsin Public Service	1-800-450-7280
Excavating/Repair: R.J. Immel	(920) 757-5906
Pumping: Kuettel Septic	(920) 779-4432
Lift Stations: Crane Engineering	(920) 733-4425
Generator Repair: Total Energy Systems	(920) 964-1400
Electrician: Black-Haak Electric	(920) 750-7138
Insurance Carrier: McClone Agency	(920) 725-3232
Fire Department: Town of Winchester	911
Fire Department: Town of Clayton	911
Winnebago County Sheriff	911