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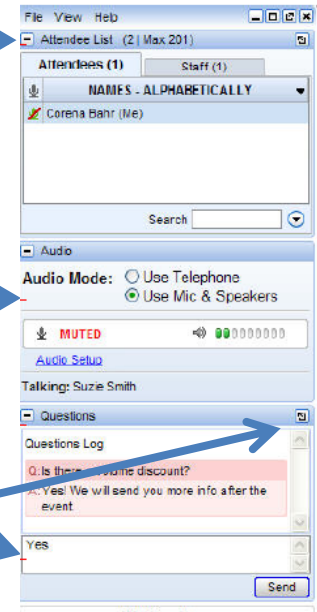


Control Panel:

Attendee List

Audio: please choose between speakers and telephone. If you do not hear audio right now, please check your speaker volume or enter #[audio pin]# if using phone.

Submit questions in the Questions box at any time, and press [Send]. To undock and increase the size of the box, click on top right corner icon.





WEBINAR: Benchmarking Residential Water Rates in Wisconsin

Wednesday, November 4, 2015

2:00 – 3:00 PM EST

1:00 – 2:00 PM CST

This program is made possible under a cooperative agreement with EPA.



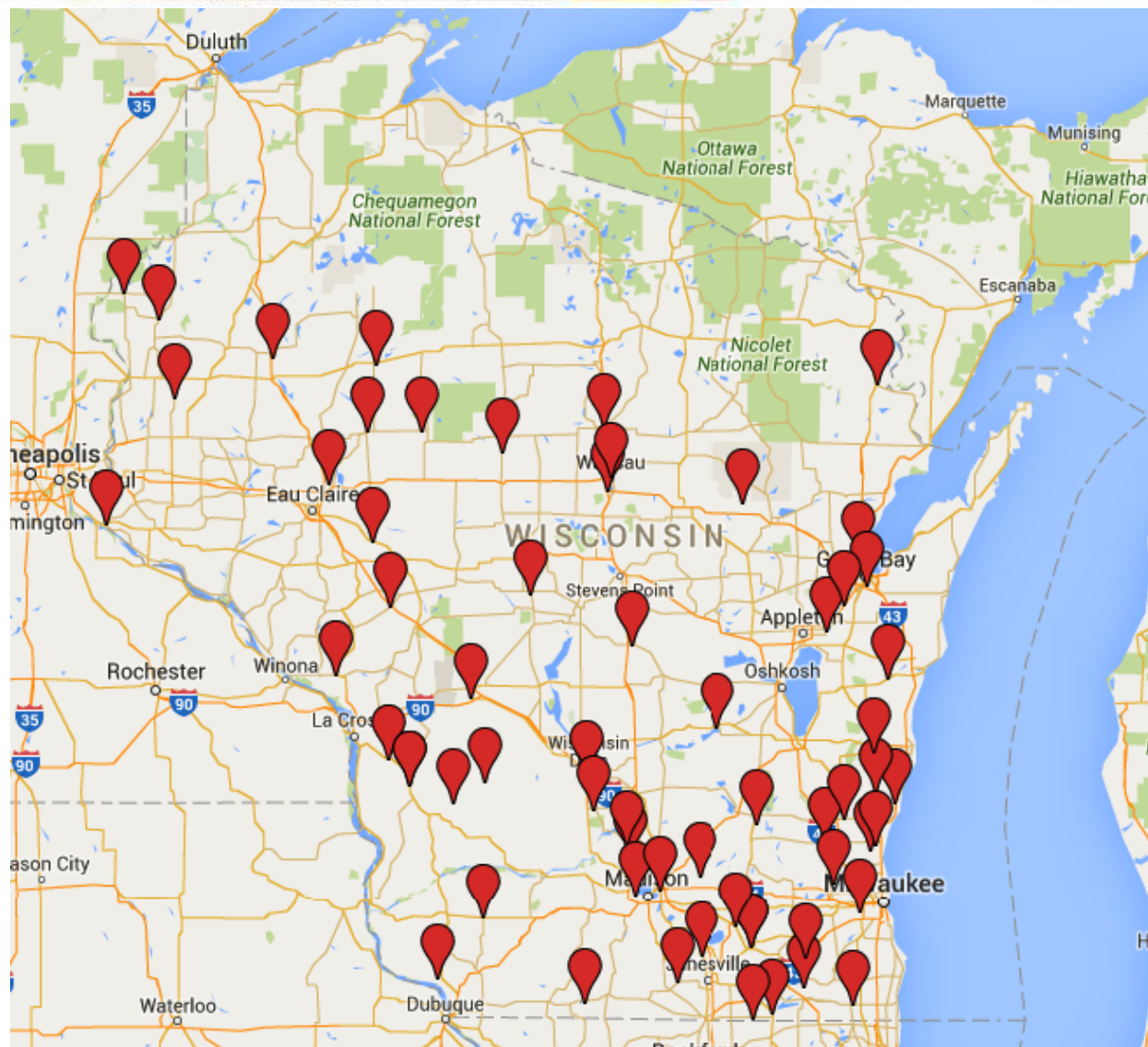
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Registrants of this webinar





About the Environmental Finance Center Network (EFCN)

The Environmental Finance Center Network (EFCN) is a university-based organization creating innovative solutions to the difficult how-to-pay issues of environmental protection and improvement. The EFCN works with the public and private sectors to promote sustainable environmental solutions while bolstering efforts to manage costs.

The Smart Management for Small Water Systems Program

This program is offered free of charge to all who are interested. The Project Team will conduct activities in every state, territory, and the Navajo Nation. All small drinking water systems are eligible to receive free training and technical assistance.

What We Offer

Individualized technical assistance, workshops, small group support, webinars, eLearning, online tools & resources



- Environmental Finance Center at University of Louisville
- Environmental Finance Center at University of Maryland, College Park
- **Environmental Finance Center at University of North Carolina at Chapel Hill**
- Environmental Finance Center at Wichita State University
- EFC West
- Great Lakes Environmental Finance Center at Cleveland State University
- New England Environmental Finance Center at University of Southern Maine
- Southwest Environmental Finance Center
- **Syracuse University Environmental Finance Center**





Areas of Expertise

- **Fiscal Planning and Rate Setting**
- Asset Management
- Energy Use and Efficiency
- Meeting Regulatory Compliance
- Multi-funding Coordination
- Communications and Decision-making
- Water Loss Reduction
- Working with Other Water Systems
- Financing
- Funding Programs
- Managing Small Utilities in Drought



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UNC SCHOOL *of* GOVERNMENT

Dedicated to enhancing the ability of governments and other organizations to provide environmental programs and services in fair, effective, and financially sustainable ways through:

- Applied Research
- Teaching and Outreach
- Program Design and Evaluation



How you pay for it matters



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<http://efc.sog.unc.edu>

 @EFCatUNC



Wisconsin PSC Overview

- Three governor-appointed commissioners serve staggered, six-year terms.
 - Chairperson Ellen Nowak
 - Commissioner Phil Montgomery
 - Commissioner Mike Huebsch
- **Goal:** Ensure access to affordable, reliable, safe, and sustainable electricity, natural gas, and water for every Wisconsinite through regulation of the state's utilities.



PSC of Wisconsin

- Vision:
 - We will be a leader in the state and in the nation by facilitating, promoting and ensuring the availability of affordable, reliable, environmentally sound and safe utility services.
- Mission:
 - Oversee and facilitate the efficient and fair provision of quality utility services in Wisconsin.



Overview of PSC Water Team

- The Water Team is responsible for carrying out PSC's regulatory authority related to water and wastewater utilities, including:
 - Setting rates
 - Reviewing construction applications for water projects
 - Promoting water conservation and efficiency
 - Reviewing utility finances
 - Establishing rules and practices for water and wastewater systems
 - Ensuring compliance with statutes, administrative codes, and record-keeping requirements
 - Adjudicating customer complaints



Public Water Utilities in Wisconsin

Utility Type

$$\begin{array}{ccccccc} 510 & + & 67 & + & 5 & = & 582 \\ \text{Municipal Systems} & & \text{Sanitary Districts} & & \text{Private Systems} & & \text{Public Utilities} \end{array}$$

Utility Size

$$\begin{array}{ccccccc} 78 & + & 140 & + & 364 & = & 582 \\ \text{Class A (4,000+)} & & \text{Class C (1,000-4,000)} & & \text{Class D (<1,000)} & & \text{Public Utilities} \end{array}$$

Objectives

- Become familiar with features and benefits of our Wisconsin Residential Water Rates Dashboard.
- Learn how to compare one water system's rates with those of other systems.
- Learn how to apply a useful financial benchmark to your system.
- Receive some free, direct technical assistance on the current state of your water rates.

Polling Question 1

What kind of water utility do you represent?

- For-Profit
- Municipality
- Sanitary District
- Other Special District
- Not a Water Utility

Polling Question 2

What size water system does your utility operate (by number of people served)?

- Very Small (500 or fewer people served)
- Small (501 to 3,300 people served)
- Medium (3,301 to 10,000 people served)
- Large or Very Large (10,001+ people served)
- Not a Water Utility

Polling Question 3

What utility management and finance topic are you most concerned about?

- Affordability
- Conservation
- Cost Recovery
- Rate Setting / Communicating Rates
- Other

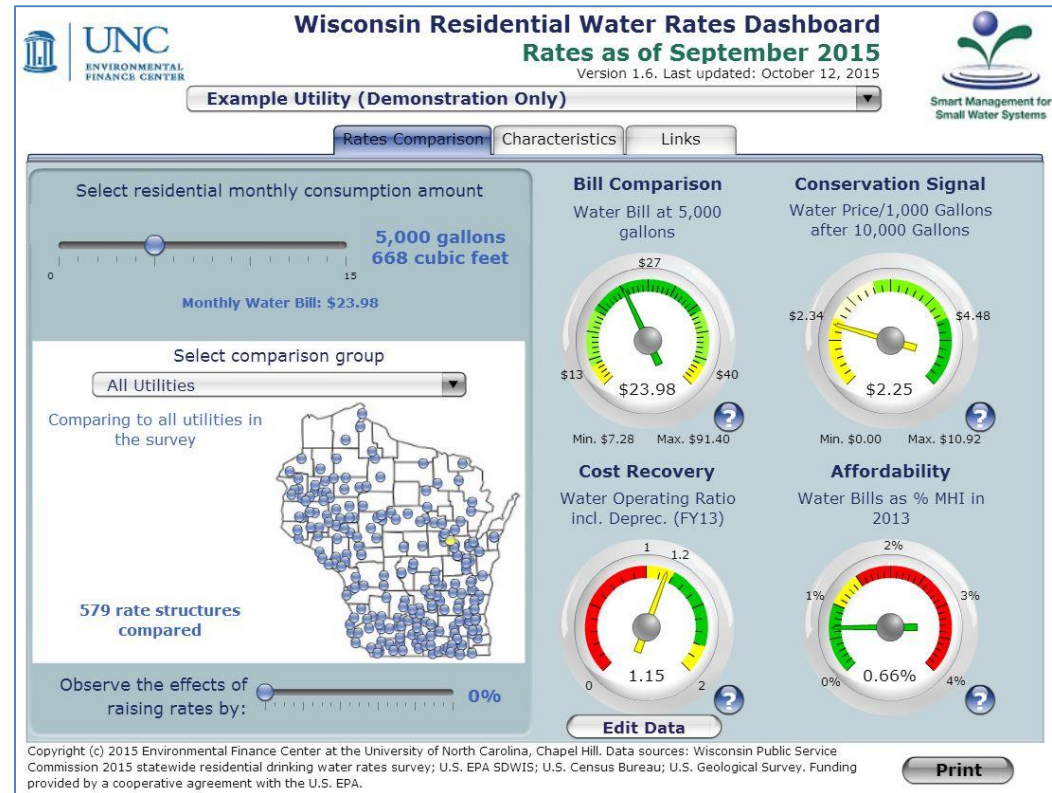
Water Rates in Wisconsin

Sept. 2015 Residential Water Rates in Wisconsin:

- Data sourced from the Public Service Commission of Wisconsin's Division of Water, Telecommunications, and Consumer Affairs
- 579 residential drinking water utilities
- Covers 99.5% of all Wisconsin water utilities (three utilities do not have residential rates)
- Municipalities, Sanitary Districts, For-Profits, and other Special Districts

The Wisconsin Rates Dashboard!

- On the EFC Website
 - Go to: efc.sog.unc.edu and search for “Wisconsin Water Rates Dashboard”
 - Or go to: <http://psc.wi.gov/utilityInfo/water/waterRatesDashboard.htm>

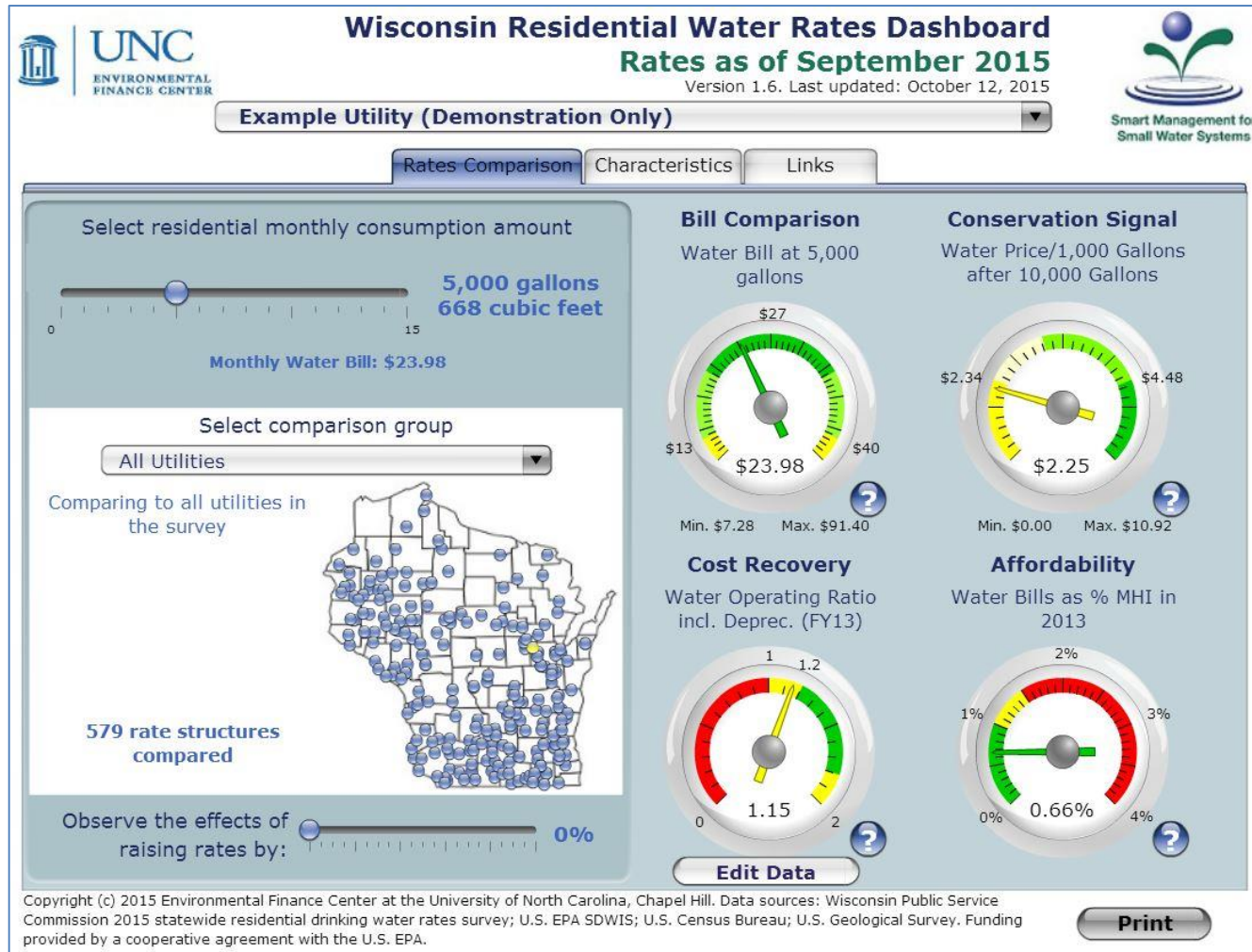


Water Rates Dashboards

- Created for AL, AZ, CO, GA, IL, NC, OH, SC, TX, VA, WI and Canada.
- Free, online, open to the public.
- Compares rates against multiple characteristics:
Utility finances; System characteristics; Customer base socioeconomic conditions; Geography; History
- Compare to similar utilities (large samples):
 - All utilities; similar service population; similar water source; using same rate structure; similar customer income; same type of utility; within 50 miles distance

Demonstrate the WI Dashboard:

<http://efc.sog.unc.edu>



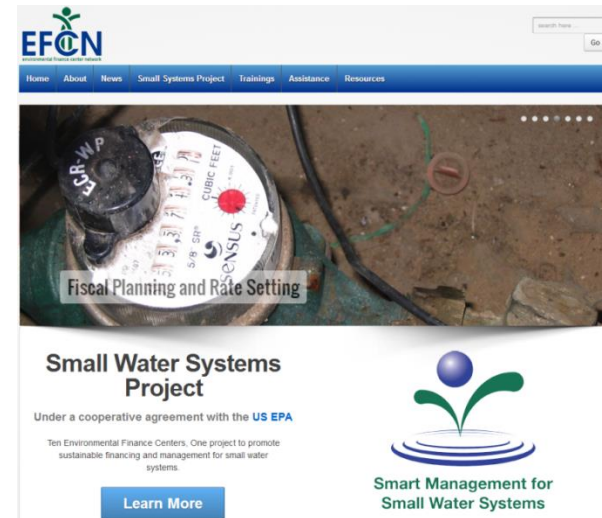
Resources

Subscribe to our
Environmental Finance
Blog



efc.web.unc.edu

Tools, trainings, assistance and
resources for small water systems
from the EFCN



www.efcnetwork.org



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Polling Question 4

Would you like to subscribe to the Environmental Finance Center's blog?

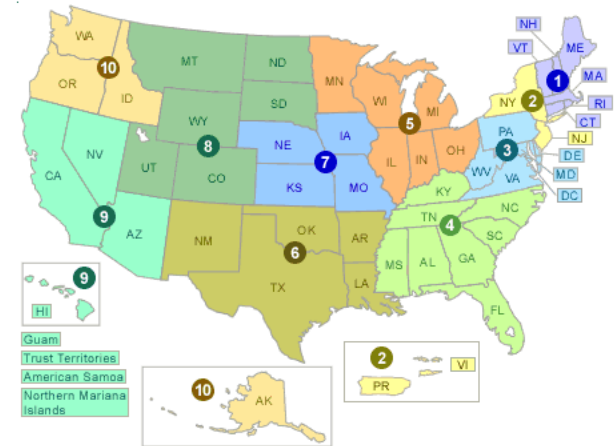
- Yes
- No

Smart Management for Small Water Systems



under a Cooperative Agreement with the US EPA

- The EFCN provides training and technical assistance to small public water systems in all fifty states and five territories to help local water systems achieve and maintain compliance with the Safe Drinking Water Act.
- Workshops, trainings and direct assistance:
 - Asset Management
 - Water Loss Reduction
 - Water System Collaboration
 - Fiscal Planning and Rate Setting
 - Energy Management
 - Funding Coordination, and
 - Managerial and Financial Leadership
- Sign up for direct assistance at <http://efcnetwork.org/one-on-one/>



Polling Question 5

If you are a small water system (10,000 or fewer people served), are you interested in receiving in-depth technical assistance?

- Yes
- No
- Not sure – I'd like more details

Do Any of the following sound like issues for you?

ISSUES WITH PLANNING
FOR PERSONNEL
CHANGES OR
SUCCESSION

NOT ENOUGH
FUNDING TO
COVER ALL YOUR
NEEDS

AGING
INFRASTRUCTURE
IN NEED OF
REPLACEMENT

INSUFFICIENT FUNDING
FOR MAINTENANCE OR
INADEQUATE
MAINTENANCE

PROBLEMS WITH
A SPECIFIC
ASSET OR TYPE
OF ASSET

INABILITY TO MEET
A REGULATORY
REQUIREMENT

If so, Asset Management training and technical assistance can help

The EFCN is offering training and technical assistance for FREE to small utilities (those under 10,000 in population).

Please let us know if you would like assistance with asset management by answering the poll question.

Polling Question 6; and Evaluation survey link

If you are a small water system, are you interested in asset management in-depth TA in particular? (May include on-site visit.)

- Yes
- No
- Not sure – I'd like more details



Thank You!

And please let us know if you have any questions.

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