
VILLAGE BOARD MEETING

From:

Brandon Barlow, Utilities Office Manager

VILLAGE OF HARRISON

Meeting Date:

April 29, 2025

Title:

Harrison Utilities

Issue:

Monthly Report to the Board

Background and Additional Information:

1. **2025 Meter Change, Clear Water Inspection, and Residential Cross Connection Survey Program:** The Department of Natural Resources (DNR) and Public Service Commission (PSC) require that utilities conduct programs to ensure safety and efficiency of water and sanitary sewer services. A key aspect of compliance with DNR and PSC regulations is the meter change, clear water inspection, and residential cross-connection survey program. Utilities Billing Clerk Jessi Flohr conducts the mailing of the notification letters and coordination of the appointment schedule, while the Operators carry out the appointments. The 2025 program included 147 customers and all but two of them have scheduled their appointments as of 4/22/25.

Notices of Disconnection were sent to the customers that had not yet responded and hanging tags have been placed on the door handles. They have been notified that their water service will be shut off 4/24/25, per PSC § 185.37(2)(f), for "refusal or failure to permit authorized utility personnel access to the base meter" if they do not schedule their appointment prior to that date.

2. **2025 Sanitary Sewer Cleaning and Televising Program:** Harrison Utilities is in the 2nd year of a 5-year agreement with Great Lakes TV Seal whereby the entirety of the gravity-flow system (which excludes the lift stations and force mains) is being cleaned/jetted and televised. This program is important for general maintenance as well to identify infrastructure in need of repair or replacement. The results of the televising program are used to prioritize areas seeing elevated inflow and infiltration (I&I), which is groundwater entering the sewer system. The presence of this additional (unbilled) water drives up sewage treatment costs and can overwhelm the system during rainfall and other high-water events.
3. **Customer Direct Payment Plan:** Harrison Utilities has developed a Direct Payment Plan for customers to pay their monthly utility bills conveniently and free of charge (*form attached*). Harrison Utilities has used Payment Service Network (PSN), a third-party

billing and payment processing vendor to accept electronic payments. PSN charges customers a processing fee (\$1.10 for checking/savings and 3% + \$0.50 for debit/credit cards).

Plan availability is being rolled out in phases to allow staff to process the forms:

- ❖ April: Village accounts (completed)
- ❖ May: Form available in the Utilities Office as well as to customers who have previously inquired about direct payment.
- ❖ June: Form available online, at Village Hall, and sent to all Utilities customers in the 2025 Harrison Utilities Newsletter.

4. **Neenah-Menasha Sewerage Commission (NMSC)**: A regular meeting of the NMSC was held on Tuesday, April 29th. Agendas and minutes for the meetings of the Neenah-Menasha Sewerage Commission are available at www.nmscwwtp.com

5. **Permits Issued in March:**

a. Sanitary Sewer Connection:

Area	Single Family & Duplex	Multi-Family	Commercial
Lakeshore (Harrison)	1	0	0
Lift Station #4 – Harrison	1	0	0
Lift Station #4 – Menasha	1	0	1
Lift Station #6 (Harrison)	6	0	0
Total	9	0	1

b. Sanitary Sewer & Watermain Permit: *None*

Budget Impacts:

None

Recommended Action:

None

Attachments:

Harrison Utilities Direct Payment Plan Authorization Form