

Currents & Waves

Spring 2023



Reliability

By Todd Weiler, P.E.

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Reliability is a key factor for any utility. There is always a balance between sustaining reliable service to our customers while maintaining our capital budget to keep our rates competitive. The best way to measure reliability is by comparing ourselves to other utilities. Below are a few examples of how Water Works and Lighting Commission (WW&LC) stacked up.

APPA RP3 Award

WW&LC has received the “Diamond Award” as a Reliable Public Power Provider (RP3), scoring a perfect 100 out of 100 points on our application. The award is valid from April 2021 until March 2024. WW&LC has received this distinguished honor from the American Public Power Association since 2011. We are one of 8 municipalities in the state to hold the “Diamond” designation and 1 of 121 public utilities in the United States to be awarded this honor.

2022 Reliability Statistics

WW&LC continues to try and improve service reliability to its customers. One of the ways we do this is by collecting outage data throughout the year. These statistics report key information regarding the number of customers affected by an outage and how long customers were without power. Using these statistics allows us to implement and prioritize projects and programs to prevent outages in the future. Below is information collected in 2022 that you might find interesting:

- There were 70 reported outages in 2022. Outages caused by trees dropped 50 percent in 2022, this drop is attributed to all the additional tree trimming WW&LC has done since the major windstorm in 2019.
- The largest percentage of our outages (36 percent) were caused by squirrels. The number of outages from squirrels has steadily decreased since WW&LC started adding protective barriers on the pole mounted transformers to prevent any harm from coming to our furry friends.
- WW&LC continues to identify key areas in our system that benefit from being converted from overhead to underground. Because of supply chain shortages over the past couple of years, we have scaled back in this area. When these issues subside, WW&LC intends to resume converting more areas of our distribution system to underground.
- One key measurement calculated from the data is the Average Service Availability Index (ASAI). ASAI measures the efficiency of the distribution system to deliver electric energy to our customers and we scored 99.9955 percent in 2022. A measurement of 99.9000 is considered very good, and WW&LC far exceeded that statistic.
- Another key measurement is the Customer Average Interruption Duration Index (CAIDI) which measures the average amount of minutes a customer is without power when an outage occurs. 105 minutes is considered average. Our CAIDI measurement for 2022 was 43 minutes. This is another benefit of a small publicly owned power utility with a local team that can respond quickly to our customer’s needs.

\$\$ SCHOLARSHIP OPPORTUNITY \$\$

Water Works and Lighting Commission provides scholarship opportunities for those electing to attend an accredited Wisconsin or contiguous-state college or university for continued education in a related field that could prepare the individual for a career in any electric and/or water utility position. The scholarship award will be \$1000 per year, renewable each year the recipient meets the requirements (up to 4 years). The Water Works and Lighting Commission scholarship is available on our website at wrwwlc.com/news. You can also stop in our office to pick up an application. Deadline to submit the application is Monday, April 3rd at 12:00 noon.



Electric disconnection for non-payment will begin on Monday, April 17th. If you are unable to remit payment for your past due charges, we encourage you call our office at 715-423-6300 to set up a payment arrangement. To apply for Energy Assistance, call 715-421-8654 or submit your application online at: <https://energybenefit.wi.gov>.



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CONSERVATION INFORMATION Spring Tip:

With Daylight savings starting March 12th, take advantage of the longer days and utilize the natural light. Also, remember to turn off any winter electrical device such as heat tape on your roof, or a space heater. For other conservation tips, contact Shawn Reimer at 715-451-1805.



With spring right around the corner, you may be planning a project that involves digging. State law requires you to notify Diggers Hotline at least three business days in advance. Call 811 or visit diggershotline.com to schedule your free appointment. For hearing impaired (TDD) call 800-542-2289.



Water Works & Lighting Commission

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