

# Currents & *Waves*

Summer 2024

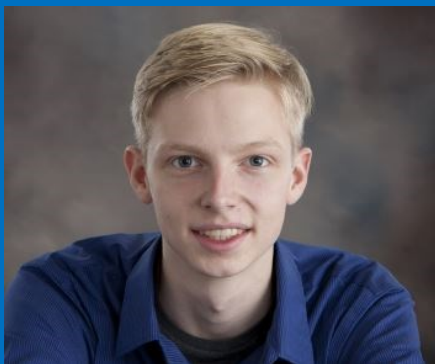
## Reliability and Performance

Annually, the Wisconsin Rapids Water Works and Lighting Commission (WWLC) conducts assessments of our system's reliability to gauge its performance. While various outages stem from factors like animals or storms, analyzing this data is crucial in understanding the disruptions our customers encounter. One pivotal metric monitored by WWLC is the Average Service Availability Index (ASAI), which is the proportion of total customer hours with uninterrupted service throughout the year. In 2023, power was accessible to our customers for an impressive 99.9964 percent of the year.

Another key metric tracked is the System Average Interruption Duration Index (SAIDI), representing the average interruption duration for customers served annually. It's computed by dividing the total customer interruption minutes by the number of customers served. For 2023, if all interruptions occurred simultaneously and dispersed across the entire distribution system, the yearly outage would have lasted less than 95 seconds.

In addition to these indices, WWLC assesses various other financial and operating ratios. Notably, one such ratio is the average cost of power purchased. Despite Wisconsin's higher electricity costs compared to other states, WWLC maintained the fifth-lowest purchased power cost per kilowatt-hour among 32 other comparable Wisconsin municipal utilities in 2022. This accomplishment is credited to our power supplier, Great Lakes Utilities. If WWLC were to pay the median power cost of these comparable utilities, it would mean an additional \$2,400,000 cost to our customers. However, by controlling these costs, we ensure lower rates for our customers, alleviating them from this additional expense.

While some outages are inevitable due to extreme weather events, this information highlights our municipal utility's commitment to furnishing safe, reliable, and cost-effective power to our customers.



The recipient of the Water Works and Lighting Commission 2024 scholarship is Alex Jacoby from Assumption High School. Alex is a graduating senior enrolled in the Engineering Program at the University of Wisconsin Platteville. We would like to thank all the applicants who applied and congratulate all the 2024 Graduating Seniors!



[www.wvlc.com](http://www.wvlc.com)

### Contact Us

Customer Service: 715-423-6300  
Report an Outage: 715-423-6310  
Address: 221 16th St S  
Fax: 715-423-2831  
Diggers Hotline: 811 or 1-800-242-8511

In April, the city of Kaukauna was hit with a rough winter storm that affected a large portion of their service territory. WWLC sent four linemen and two bucket trucks to assist with restoration along with many other electric utilities who are members of MEUW (Municipal Electric Utilities of Wisconsin). MEUW strives to unify and serve as a common voice for municipal utilities and to provide them with the support they need. When our service territory was hit by a devastating storm in 2019, Kaukauna was one of many MEUW municipal utilities here to help restore power to our customers. We were happy to return the favor.



## SUMMER STORM SEASON

WWLC is always striving to be pro-active in maintaining our infrastructure and service territory. Cutting back trees and branches that are over power lines reduces the risk of service interruptions due to high winds and heavy snow. If severe weather would cause a power outage, we are available 24/7/365 and will respond quickly to restore service to each and every customer. To be on the safe side, make sure you have a plan in place for your home and family. A flashlight, fresh batteries and water are always items to have readily available.



Community support is also key to making sure everyone is safe in times of need. If you have medical equipment necessary to sustain life and live alone, you can sign-up for the "Guardian Angel" program and a volunteer will check on you in the event of a natural disaster. For more information call Sara at 715-421-8911 with the Wood County Health Department or visit their website at [www.woodcountywi.gov/Departments/Health](http://www.woodcountywi.gov/Departments/Health) for more information.

## Fireworks **Safety Tips**

### Use only legal fireworks

**Buy only approved fireworks. Avoid buying fireworks that are packaged in brown paper.**

### Keep water close

**Do not forget to place a bucket of water nearby in case of emergency. Keep in mind to douse burned fireworks with water before disposal.**

### Keep a distance from the fireworks

**Once you've lit the fuse, move away immediately. If the firework did not light properly, douse it with water and do not attempt to relight it.**

### Use fireworks outdoors

**Remember to use fireworks outside and away from wooden and other flammable materials.**

## CALL BEFORE YOU DIG

With summer right around the corner, you may be planning a project that involves digging. State law requires you to notify Diggers Hotline at least three working days in advance. To notify of your intent to dig, call 811 or visit [diggershotline.com](http://diggershotline.com) to schedule your free appointment.

