



2023 Annual Report



NEW Water Leadership



Teamwork



Commission

Left to right:

- Kathryn Hasselblad, President, Term Ends: 12/31/26
- James Blumreich, Secretary, Term Ends: 12/31/24
- Tom Meinz, Vice President, Term Ends: 12/31/28
- Mark Tumpach, Vice President, Term Ends: 12/31/25
- Philip J. Danen, Vice President, Term Ends: 12/31/27



Executive Staff

Left to right:

- Thomas W. Sigmund, P.E., Executive Director
- Nathan Qualls, P.E., Director of Technical Services
- Patrick Wescott, Director of Operations
- Jeff Smudde, Director of Environmental Programs
- Beth Clausen, Director of Business Services
- Emily Tietyen, Human Resources Manager

New Hires

- Mitchell Faucette** – Information Technology Systems Specialist
- Jamie De Grave** – Accounting Specialist
- Tyler Bartz** – Mechanic
- Joshua Steinhausen** – Electrical & Instrumentation (E&I) Technician
- Emma Smith** – Operator II
- Jonathan Milheiser** – Operator II

Job Changes

- Courtney Mueller** – Accounting Specialist to Accounting Manager
- Cory Marcott** – Utility Worker to Field Services Technician
- Mike Legois** – Mechanic to Utility Worker
- Bryan Thomson** – E&I Technician to E&I Team Leader
- Joseph Watson** – Operator III to Process & Project Specialist
- Nathan Berceau** – Operator II to Operator III
- Brian Shikoski** – E&I Apprentice to E&I Technician
- Jacob Becken** – Treatment Leader to Treatment Manager
- Alex Moon** – Operator III to Field Services Technician

Retirements

- Brian Vander Loop** – Director of Business Services
- Martin Pyke** – E&I Team Leader



Critical Assets: Protecting Your Health, Every Day

What happens after you flush the toilet? It's a service you use every day, but probably never think about. Our Team works around the clock so that our community can do dishes, wash laundry, flush the toilet, and run their businesses whenever they want. Check out our new video that demonstrates how we work to provide this critical nonstop service, which protects public health and our most valuable resource, water.

View an interactive Flipbook of this Annual Report online!

www.newwater.us/annual-report



Look for this icon throughout this report – which signifies content with videos featured in both our Flipbook and YouTube Channel. (www.youtube.com/user/gbmsd)



Shout Out to Our Leader

Congressman Mike Gallagher (Wisconsin's 8th District) honored NEW Water Executive Director Thomas Sigmund with a Congressional Record Presentation for his service as President of the National Association of Clean Water Agencies (NACWA), and for his career dedicated to improving water.

"Mr. Sigmund has committed his career to improving water quality in Wisconsin, as well as promoting a national water policy to create a more equitable water future," said Congressman Gallagher. "I stand here today to recognize Mr. Sigmund's impressive leadership at NACWA as well as his service to the clean water industry."

The Congressional Record is dated September 1, 2023.



Image above: Congressman Gallagher presents Mr. Sigmund with the Record at a ceremony held in Green Isle Park in Allouez.

Image left, left to right: Congressman Mike Gallagher; Erin Houghton, Watershed Programs Manager; Jeff Smudde; James Blumreich; Thomas Sigmund; Janis Sigmund; Tricia Garrison, Public Affairs & Education (PA&E) Manager.



Congressional Record

PROCEEDINGS AND DEBATES OF THE 118th CONGRESS, FIRST SESSION

WASHINGTON, Friday, September 1, 2023

House of Representatives

IN RECOGNITION OF the Career and Service of
Mr. Tom Sigmund.

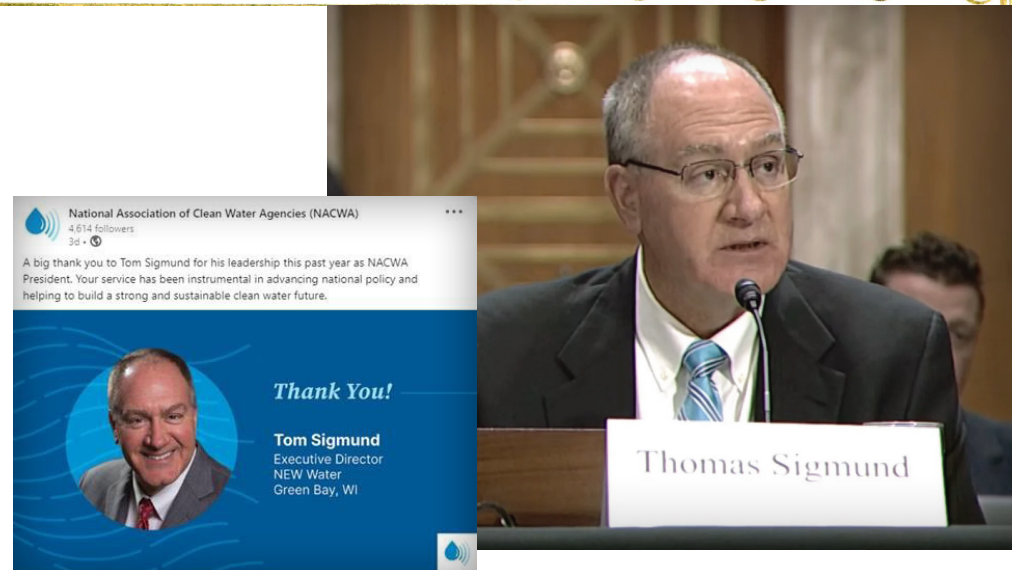
HON. MIKE GALLAGHER
OF WISCONSIN
IN THE HOUSE OF REPRESENTATIVES
Friday, September 1, 2023

Mr. Gallagher. Mr. Speaker, I rise today to recognize Tom Sigmund for his service and accomplishments as the executive director of NEW Water and president of the National Association of Clean Water Agencies.

Mr. Sigmund has committed his career to improving water quality throughout Wisconsin, as well as promoting a national water policy to create a more equitable water future. On July 13, 2023, Mr. Sigmund completed his service as president of the National Association of Clean Water Agencies. I stand today to recognize Mr. Sigmund's impressive leadership at NACWA as well as his service to the clean water industry.

Since 2007, Mr. Sigmund has led NEW Water, the brand of the Green Bay Metropolitan Sewerage District, as its executive director, facilitating the delivery of the utility's wholesale conveyance and treatment services to 238,000 people throughout 15 municipalities in Northeast Wisconsin. Under Mr. Sigmund's leadership, NEW Water has achieved 100 percent permit compliance and ushered in a new era for the utility in recognizing that material sent to the facilities is a valuable resource to be recovered and reused. He orchestrated the Resource Recovery and Electrical Energy, or R2E2, project, which recovers valuable resources from the wastewater stream to produce electricity and recovers heat for processes that run the facility.

Mr. Sigmund aided in creating a circular reclaimed water system that was developed with a national paper mill, boosting economic development for the region, and providing a sustainable solution for the industry. Mr. Sigmund launched an adaptive management approach to achieve water quality improvements more cost effectively by working collaboratively across rural landscapes in the Green Bay watershed. These efforts target a reduction of sediment and excess



Community Outreach: Community Connections & Telling Our Story

NEW Water has a great story to tell. Serving the community for more than 90 years, our service fosters economic development, and allows our community to flush the toilet, do their dishes, and run their businesses whenever they want. Working with our municipal and industrial partners is a critical part of our community outreach efforts, to ensure transparency with our services, and our costs as well. NEW Water proactively engages with the community to build understanding and trust.



"I had no idea!" A common phrase from those who have just completed a tour of NEW Water. The Tours Program is an excellent way to showcase NEW Water's behind-the-scenes operations. Tour groups have included municipal customers, elected officials, educational institutions, water partners, and potential NEW Water hires.

↑ 15% increase in the Tours Program in 2023 over 2022.



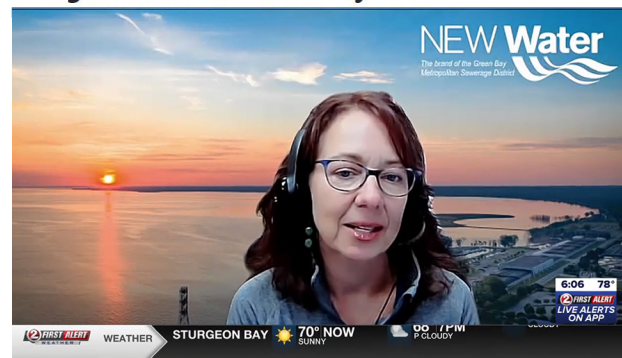
Patrick Wescott interviews with Building Wisconsin TV, for a segment on plumbing in wastewater treatment plants.



After the tour, Nathan Qualls answered questions from the reservists. NEW Water is proud to have hosted the 432nd Civil Affairs Battalion of the United States (U.S.) Army Reserve to speak with NEW Water staff, and tour the Green Bay Facility. NEW Water salutes the Battalion for their service, and for learning more about the treatment process, as well as how our utility serves the community. In gratitude, a certificate of appreciation was given to NEW Water.



WI Covid Wastewater Surveillance Program recognized for excellence by CDC



Sharon Thieszen, Incident Commander for the COVID-19 Team, and Field Services Manager, speaks with WBAY about the Centers for Disease Control designation for Wisconsin as a "Center of Excellence" for participation in the Wastewater Surveillance Program. NEW Water joined the Program early on, recognizing the value of the Program to advance scientific knowledge of COVID-19.



Inspiring Youth: Workforce Development

NEW Water is proud to engage, entertain, and inspire area youth through educational events, activities, and career activities and booths. In doing so, NEW Water enhances workforce development, appreciation for water, as well as creates opportunities for staff to share their career expertise in a meaningful and impactful way. Outreach activities include a STEAM (Science, Technology, Engineering, Arts, and Mathematics) Superheroes Camp with the Boys & Girls Club of Greater Green Bay; a Water Badge with the Girl Scouts in partnership with the University of Wisconsin-Green Bay (UWGB); YWCA's TechGYRLS; and On Broadway's Fall Fest.

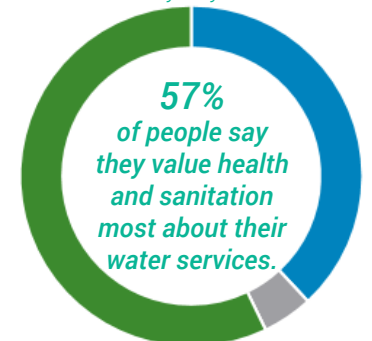
Images below, left to right: Erin Houghton presents donations from NEW Water staff to a representative from The Giving Tree, for area families in need. NEW Water staff privately support a number of local charities including Brown County United Way, House of Hope, and the Center for Veterans Issues Green Bay.

Erin Collar, PA&E Specialist, shares a moment with "Mario," a plumber, at NEW Water's booth at Fall Fest.

UWGB's annual Watershed Symposium, where Jeff Smudde presents updates on watershed efforts to area students, program partners, agency representatives, and community leaders.



Survey conducted at the 2023 STEM Family Day at UWGB



"Introducing students to a variety of career paths at a young age sparks curiosity and helps them envision future possibilities. By showcasing the real-world applications of classroom learning, students can discover passions they might not have otherwise considered."

– Emily Tietjen, Human Resources Manager



NEW Water Making Waves

Central States Wisconsin Accolades

Treatment Manager Jacob Becken was recognized for his service to the clean water sector at the Central States Water Environment Association's annual conference. He was inducted into the prestigious "7S Society," named "Young Professional of the Year," and was also recognized for his year of service as the Wisconsin Section President.

Emerging Utility Leaders Program

Congratulations to the 2023 Program graduates Adam Butry, Health, Safety, & Security Coordinator; Sara Georgel, Pretreatment Program Coordinator; and Nicole Agamaite, Human Resources/Payroll Specialist.

Leadership Green Bay

Congratulations to the Greater Green Bay Chamber 2023 Leadership Green Bay graduate, Erin Collar.

NEW Water Peer Awards

In 2023, the **Peer Excellence Award** went to Dalton Aderholdt, Mechanic, for his excellence in adhering to NEW Water's cultural attributes of Safety, Respect, Team, and Environment. The **Jack Day Award** went to Holly Blazer, Analytical Chemist, for honoring the spirit and commitment of visionary Dr. Harold "Jack" Day, former NEW Water Commission President.

Image below: Past Jack Day Award recipients gathered together with Dr. Day.

COVID-19

The COVID-19 Focus Group officially wrapped up, after serving in an advisory capacity to NEW Water to guide the utility through the pandemic. The Incident Commander, Sharon Thieszen, was presented flowers by the Team, in gratitude for her skilled leadership. The Team conducted research, triaged issues, enhanced safety measures, and streamlined relevant and timely communications for staff.

Left to right: Emily Tietzen; Sharon Thieszen; Tricia Garrison; Trisha Brown, Human Resources/Payroll Specialist; Patrick Wescott; and Adam Butry.

National Environmental Achievement Award

NEW Water received a 2023 National Environmental Achievement Award in the Public Information & Education category from NACWA for its "The Unflushables: Something Had to Give!" campaign.

Left to right: Sharon Thieszen; Matt Schmidt, Field Services Team Leader; Thomas Sigmund; Tricia Garrison; and Erin Collar.

Well Wisconsin Award

NEW Water was recognized as the top local participant in the Well Wisconsin Incentive Program. Typically, the state sees participation levels around 40% within local organizations. NEW Water had 77% of our employees participate in the Program.

Left to right: Angela Kowalzek, Contract & Grant Specialist; Lisa Sarau, Staff Engineer; Nicole Agamaite; Sarah Bartlett, Water Resources Specialist; Jaci Valenta, Administrative Assistant; Jeff Smudde; and Adam Butry.

National Estuarine Research Reserve (NERR)

Tricia Garrison served on the NERR Site Evaluation Committee, as Chair of the Education Sub-Committee. NEW Water has supported efforts by partners at UWGB to establish a NERR in the Bay of Green Bay for many years. "The (NERR) is a national network of 30 sites across the coastal U.S., including the Great Lakes, designed to protect and study estuaries and their coastal wetlands. ... At the local level, a Green Bay NERR will offer a coordinating force to manage, restore, and protect the Green Bay ecosystem, with a programmatic focus on four sectors: research, education, stewardship, and training," according to UWGB.

Protecting our most valuable resource, **WATER**

In 2023, NEW
Water achieved
**100% PERMIT
COMPLIANCE**
for 21 years!

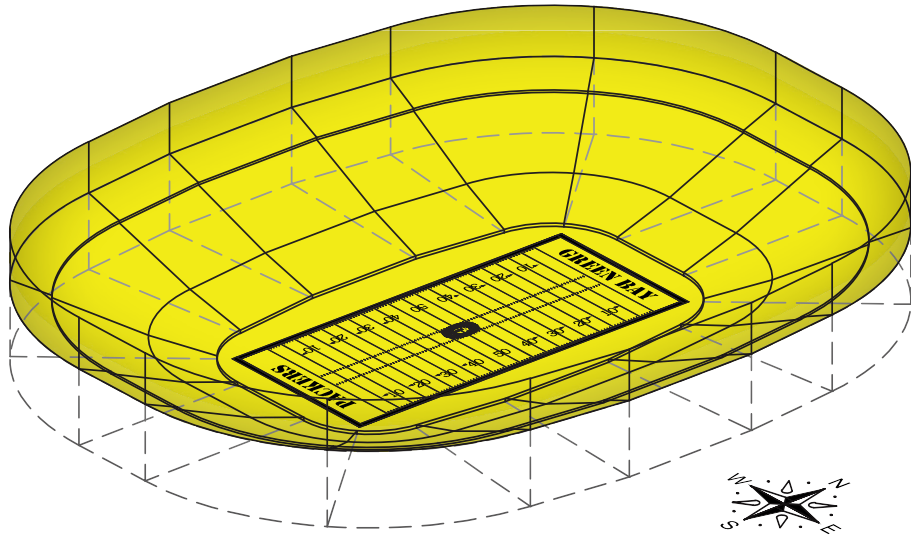


14,905,479,000

gallons of clean water returned to the Fox River from
NEW Water's Green Bay and De Pere Facilities



Lambeau Field



LAMBEAU FIELD

287.6± MILLION GALLONS TO FILL THE INTERIOR BOWL OF LAMBEAU FIELD FROM FIELD LEVEL TO THE TOP DECK OF THE NORTH ENDZONE.

NEW Water cleans on average
ONE
LAMBEAU
 a week!



Image above: **A little bit of history.** For nearly 40 years, it was thought that the NEW Water Pump Station was the tallest building in Green Bay - clocking in at five stories above ground, and 10 stories below ground. Several years ago, additions to Lambeau Field, home of the Green Bay Packers, changed that. Here, from the Pump Station, NEW Water staff recorded a video to congratulate the Green Bay Packers for having the "Tallest Building in Green Bay!"



Thank you to the Green Bay Packers for allowing NEW Water to survey Lambeau Field!

Image left, left to right: Erin Collar; Tricia Garrison; Chad Amenson, Engineering Technician; and Rob Reinhart, Engineering Technician.



Aquatic Monitoring Program



NEW Watershed Program



For over 38 years, NEW Water's Aquatic Monitoring Program has been monitoring water quality by sampling throughout the lower Fox River, East River, and the Bay of Green Bay. Water quality parameters of interest include phosphorus and total suspended solids levels. These two parameters are in excess in area waters, due to decades of point and nonpoint source pollution. Phosphorus is a preferred 'food' for cyanobacteria (blue-green algae), which occur naturally, but thrive in the warm, shallow, nutrient-rich waters of lower Green Bay. Cyanobacteria are problematic. Their dominance can lead to large surface blooms during the summer months that are aesthetically unpleasing, resembling 'pea soup' on the surface of the water; blooms can also smell and be harmful to people and pets that come into contact with it. Once these blooms die, they will decompose at the bottom of the water and consume oxygen in the process, further exacerbating areas of low oxygen or even a dead zone (no oxygen) in the bottom waters.

In the last several years, NEW Water has been able to bring some data collection parameters to (near) real-time and online for the public to utilize from two stations at the mouth of the Fox River and in lower Green Bay. Parameters include, but are not limited to: water temperature, dissolved oxygen, and chlorophyll as well as weather data such as wind speed, direction, and air temperature. Before you head out to enjoy area waters, being armed with knowledge of what's happening in that water, can help keep you, and your family, safe. **"When in doubt, stay out."**

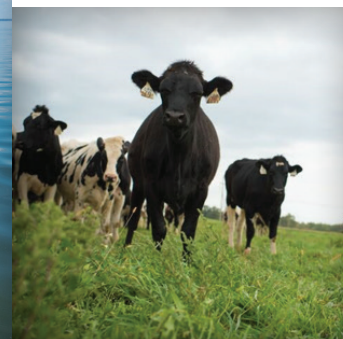
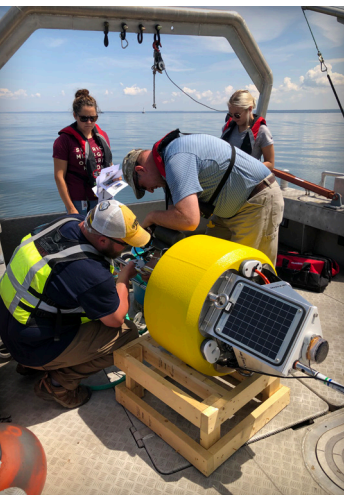
Images below: NEW Water's workboat, the Bay Guardian, deploying the yellow buoy, which is one of two long-term monitoring stations that provides data.

The NEW Watershed Program is an alternative compliance option for NEW Water's wastewater discharge permit with the Wisconsin Department of Natural Resources. The Program actively implements conservation practices to address area water quality concerns in Ashwaubenon Creek and Dutchman Creek (ACDC) watersheds, which encompass nearly 40,000 acres. Monitoring the quality of the creeks is essential to show how improvements in the watershed affect their health.

Since the Program started, 44 acres of filter strips and 10,320 feet of grassed waterways were implemented. The Program utilizes a collaborative approach to bring together landowners, operators, community leaders, and residents to achieve the common goal of improving water quality and land management in the Lower Fox River Watershed including the ACDC subwatersheds.

Images below: Representatives from the Oneida Nation, Outagamie County, Fox Wolf Watershed Alliance, and NEW Water gathered as partners to celebrate a ribbon cutting event of the Soil Health Education and Demonstration (SHED) facility on November 15, 2023.

Implementations of various conservation practices.



Happenings: A Snapshot

Facility Plan

Efforts were launched to implement NEW Water's Facility Plan to meet current and future needs to ensure continued reliability of service. Construction was initiated for the Green Bay Facility North Plant Clarifier Rehabilitation Project which had been identified as a priority. The North Plant has four primary clarifiers and eight final clarifiers, which were built in 1976 and are in need of rehabilitation due to aging infrastructure. Each one holds between 1.25 and 1.7 million gallons of water, and is a critical step in the wastewater treatment process to help settle out solids from liquids. This project will be substantially complete in late 2026.

Inflow & Infiltration (I&I)

NEW Water continued to convene its I&I Technical Advisory Committee to address clear water getting into the community's shared sanitary sewer system. A financial impact analysis was launched; education and outreach efforts included creation and distribution of Public Service Announcements (PSA) urging residents to ensure that sump pumps are not connected to any sanitary sewers.

Strategic Plan

NEW Water launched a new Strategic Plan for 2023-2026, with pillars including Community Partnership, Team, Organizational Optimization, and Environmental Quality.

Emerging Contaminants

To address the commonly called "forever chemicals" known as PFAS, NEW Water created a PFAS Plan of Action to outline the utility's goals and objectives in addressing this emerging contaminant. NEW Water actively participates with partners on pollution minimization initiatives and source reduction strategies in pursuit of equitable, cost-effective, and sustainable approaches to reduce PFAS.

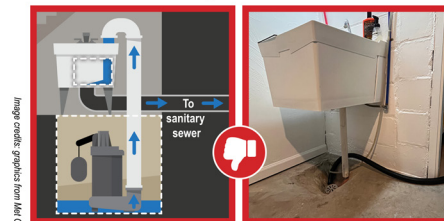
Images right, top to bottom: An aging clarifier in need of an upgrade.

The PSA about "Are you Sump Pump Savvy?"

Image taken from NEW Water's Televising Program, left to right: Root intrusion into a pipe indicates likely infiltration of clear water, which can block sewer flow; a likely illicit sump pump connection discharging inflow of clear water into the sanitary sewer.



These images show prohibited sump pump connections:
Sump pumps should NOT be connected to laundry sinks, floor drains, or any interior drain.



These images show acceptable sump pump connections:



NEW Water
The brand of the Green Bay
Metropolitan Sewerage District

Are you Sump Pump Savvy?

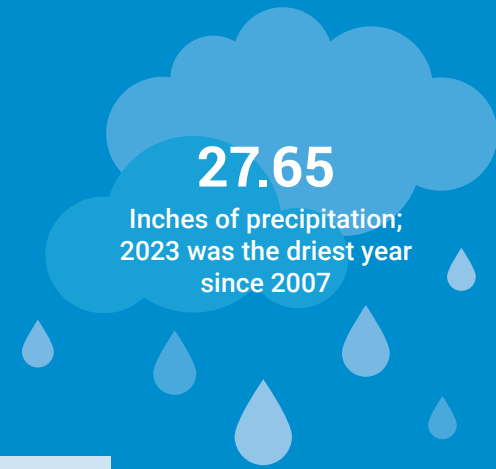
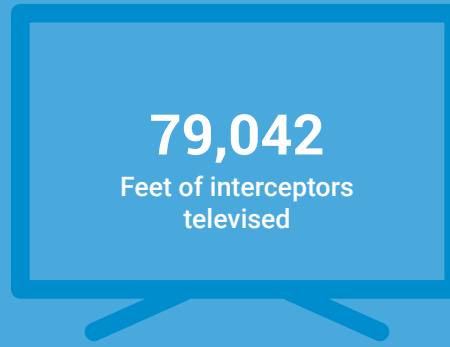
With spring weather comes potential for basement backups. Please make sure your sump pump is working, properly installed, and not connected to the sanitary sewer! Excess water hampers our community's ability to mitigate flooding!

Do Your Part to Protect Public Health & Our Waterways!

www.newwater.us/projects/inflow-infiltration



2023: In Numbers

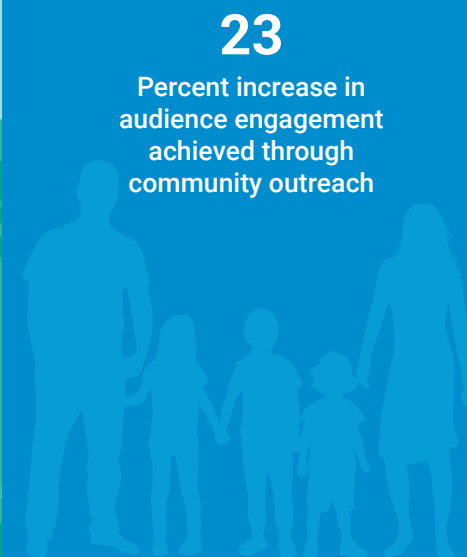
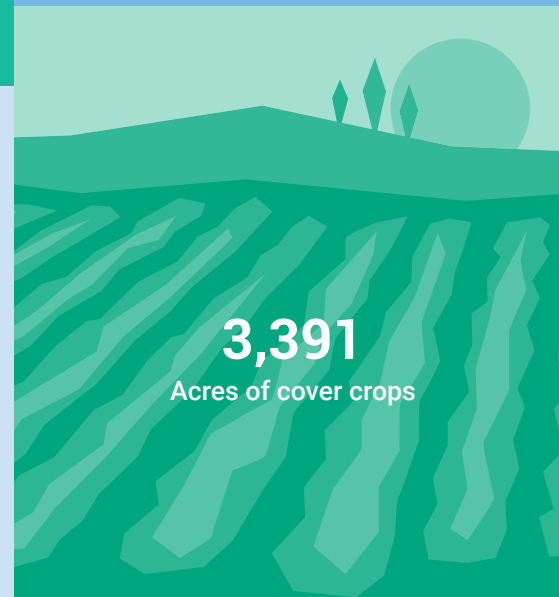
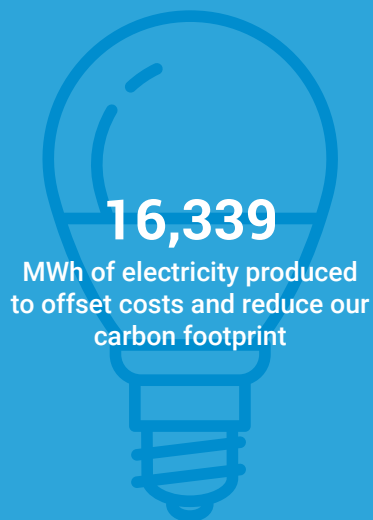
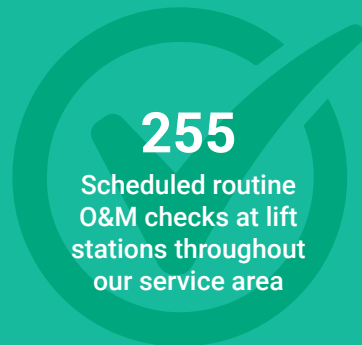


319
Water quality
samples taken in
stream

11
Biological and
habitat sites

14,295
Lab samples processed

118,183
Results produced



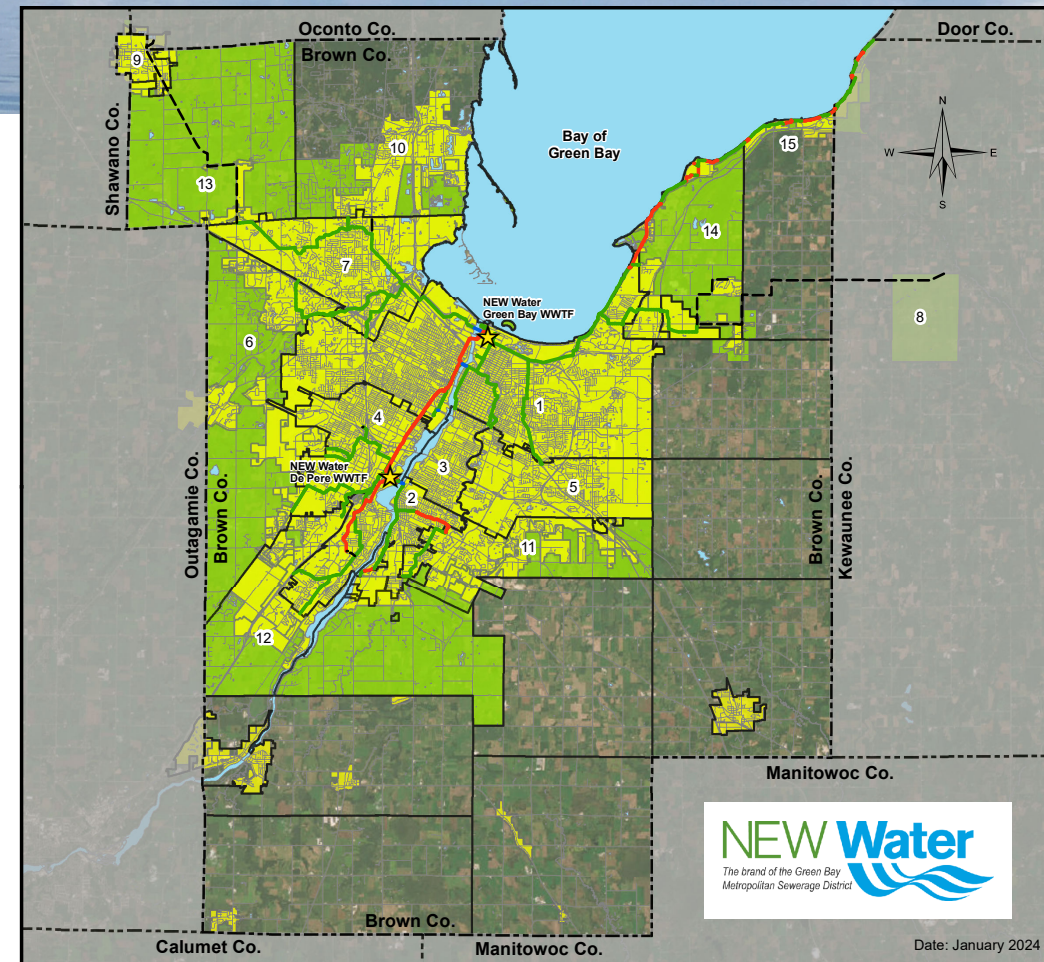
Financial Statement

The financial statement* below is for informational purposes only and is not intended to represent full financial disclosures. Complete financial statements and related notes are available on NEW Water's website at www.newwater.us or available upon request.

	2023	2022
Operating Revenues		
User fees - municipal waste	\$40,885,839	\$40,091,938
User fees - mill waste	3,627,922	3,724,410
Capital revenue - mills	2,254,955	2,138,332
Other revenues	1,513,179	1,336,598
Total operating revenues	48,281,895	47,291,278
Operating Expenses		
Salaries and wages	9,401,113	8,795,655
Fringe benefits	4,039,587	2,491,892
Employee development	138,138	111,069
Travel and meetings	88,189	61,544
Power	2,561,104	2,521,670
Natural gas and fuel oil	682,709	447,613
Chemicals	1,904,362	2,174,438
Maintenance - plant	2,256,048	1,787,959
Maintenance - interceptors	711,841	283,072
Contracted services	3,393,808	3,004,625
Insurance	475,890	437,013
Solid waste disposal	461,754	501,379
Office related expenses	689,238	707,235
Supplementary expenses	577,238	870,636
Subtotal	27,381,019	24,195,800
Depreciation	13,675,071	13,817,564
Total operating expenses	41,056,090	38,013,364
Operating income	\$7,225,805	\$9,277,914

*Please note that some category amounts listed within Operating Expenses here above differ slightly from those listed in financial and budget documents posted to NEW Water's website. This is due to accounting categorization changes made; the totals remain the same.

Proudly Serving Our Community Since 1931



Municipal Customers

1. City of Green Bay
2. City of De Pere
3. Village of Allouez
4. Village of Ashwaubenon
5. Village of Bellevue
6. Village of Hobart
7. Village of Howard
8. Village of Luxemburg
9. Village of Pulaski
10. Village of Suamico
11. Town of Ledgeview Sanitary District #2
12. Town of Lawrence - Utility District
13. Pittsfield Utility District
14. Scott Municipal Utility
15. Dyckesville Sanitary District

LEGEND

- Green line: Gravity Sewer
- Red line: Force Main Sewer
- Blue line: Siphon Sewer
- Black line: Sewer By Others
- Grey line: Roads
- White outline: Municipal Boundaries
- Light green fill: NEW Water Annexed Area
- Yellow fill: Brown Co. Sewer Service Area
- Grey dashed line: Adjacent Counties
- Blue fill: River/Bay

Mission:

NEW Water is a water resource utility serving Northeast Wisconsin through pollution prevention, operational innovation, and community outreach.

NEW Water

The brand of the Green Bay
Metropolitan Sewerage District

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