

# Service Charge Workgroup Feedback

Commission Meeting  
March 16, 2023







# Agenda

1. Commission direction
2. Background on workgroup
3. Feedback we heard
4. Questions for Commission





# Commission direction

Obtain feedback  
from Owner  
Communities on  
service charge  
program



# Owner Community members

- Bob Anderson, Town of Westport Utility, Finance, & Information Systems Manager
- Kari Miller, Fitchburg Accounting Manager
- Lee Igl, McFarland Streets & Utilities Superintendent
- Scott Haumersen, Pleasant Springs Sanitary District Commissioner
- Steve Danner-Rivers, City of Madison Engineering Financial Manager
- Tim Herlitzka, Waunakee Utilities General Manager





# Service charge fiscal workgroup

- District provided background for context
- Members were asked:
  1. Goals
  2. Strengths
  3. Challenges
- Grouped feedback into themes



# Service charge program goals

- Fairness
  - Cost causer = cost payer
  - Reflect relative burden
  - All feel they pay their fair share
- Simplicity
  - Simple model is easily explained





# Strengths

- Communities use parameters
- Process is based on data
- Knowledgeable staff
- Good communication
- Estimates are close to what is billed\*

\*but when they're not, it's a problem



# Challenges - opportunities for improvement

Increase  
predictability

Timing concerns

Intermittent flow  
monitoring &  
sampling

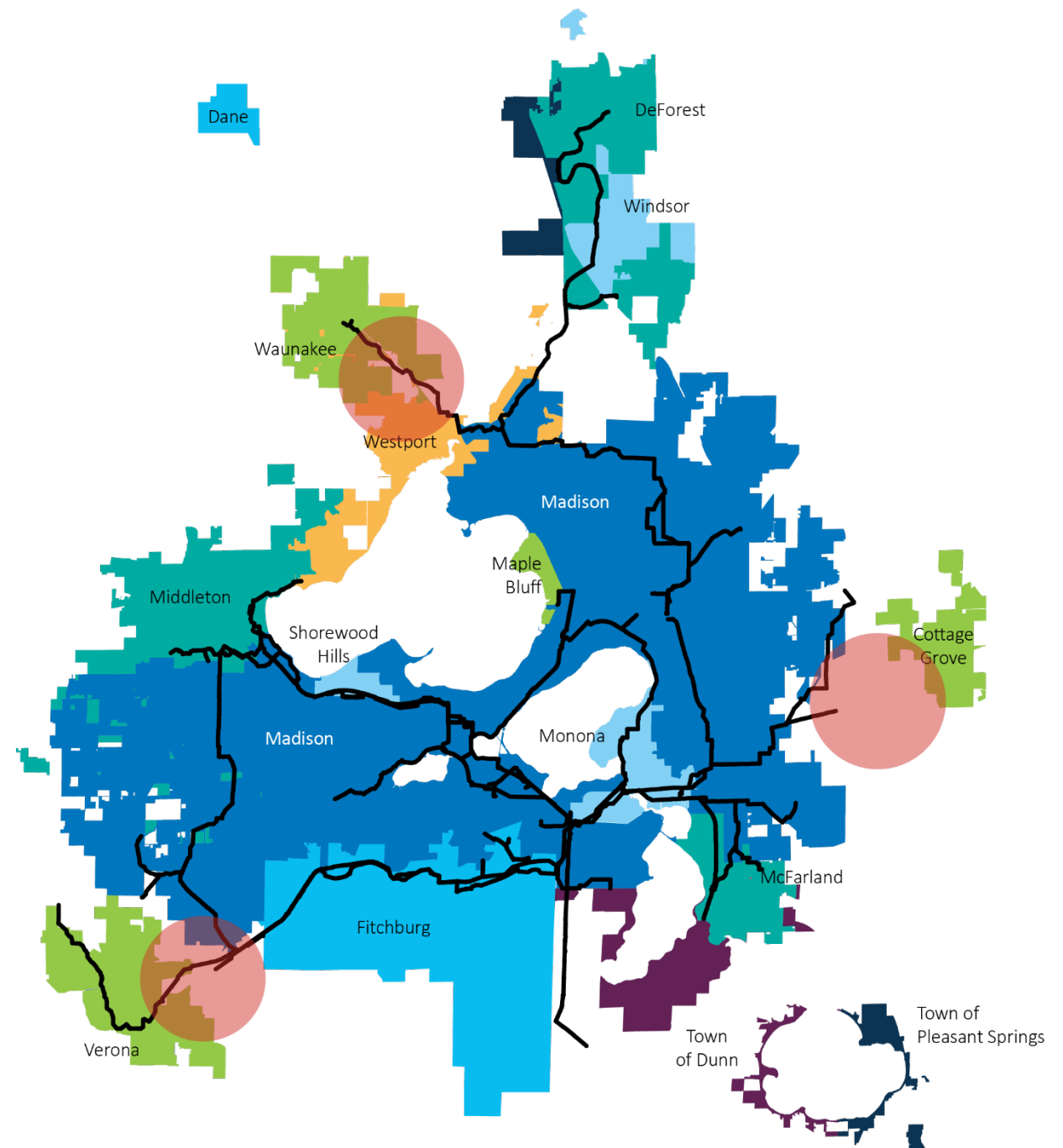
Staff safety and  
administration

Madison treated  
differently





# Service area map and interceptors



# Challenges - opportunities for improvement

Increase  
predictability

Timing concerns

Intermittent flow  
monitoring &  
sampling

Staff safety and  
administration

Madison treated  
differently

Charges alone  
don't incentivize  
reductions



# Summary

- Program not fundamentally broken
- However, pain points are real
  - But not unsolvable
- High impact, low difficulty changes are possible
- We need Commission feedback and guidance



# Question for Commission

What are your hopes, needs, worries, or concerns?





# Next Steps

- Following today's feedback, staff will come back with responses to any questions and options for moving forward



A blue-tinted photograph of a conference room. In the foreground, several gooseneck microphones are positioned on a dark table. In the background, an American flag is visible on the left, and a computer monitor is on the right. The text "Thank you" is overlaid in white on the left side of the image.

# Thank you

Madison Metropolitan Sewerage District

