

**MINUTES OF THE NEENAH WATER WORKS COMMISSION  
AND  
STORM WATER CITIZEN ADVISORY BOARD MEETING**  
Regular Meeting – July 20, 2026  
Hauser Room – City Hall, 211 Walnut Street, Neenah, WI

**Present:** President Schmeichel; Commissioners: Borchardt, Bauman, and Pollnow; and Director Mach

**Excused:** Commissioner Hemes

**Also Present:** Alderperson Neuman, Water Utility Business Manager Barlow, Director of Finance Rasmussen, Deputy Director of Finance Kahl, and Assistant Treasurer Adams

Call to Order - President Schmeichel called the meeting to order at 4:30 p.m.

Public Appearances – None.

Approve Regular Meeting Minutes for June 15, 2026 – Following discussion, **M.S.C. Pollnow/Bauman to approve the June 15, 2026 Regular Meeting Minutes**. All voting aye.

Unfinished Business – Commissioners asked for an update on the Oak Street Bridge Water Main Crossing Project. Director Mach noted that McMahon had no updates on the project.

Approval of June 2026 Invoices – Commissioners asked about the invoice from Packland Glass. Director Mach noted that this was for the office build at the plant.

Following discussion, **M.S.C. Schmeichel/Pollnow to approve the June 2026 invoices**. All voting aye.

Approve Request to Purchase Rockwell Automation TechConnect 1-Year Contract – Director Mach presented a memo detailing the request to purchase a 1-year contract as it is needed to upgrade the software and provide support during the SCADA computer replacement process. Commissioners asked if a 2-year or 3-year contract would be useful. Director Mach noted that we only require enough support to get the software updated and to get assistance, if needed. Furthermore, Director Mach negotiated a contract that has a lower cost instead of the one originally requested in the memo. Commissioners asked Director Mach to report back in nine months to see if a contract extension was needed.

Following discussion, **M.S.C. Schmeichel/Bauman to approve the request to purchase a 1-year TechConnect contract at a cost of \$7,810.00**. All voting aye.

Receive and Place on File the Financial Reports – Deputy Director of Finance Kahl and Director Mach presented the financial reports for the 2<sup>nd</sup> quarter of 2026. Highlights of the report include a strong cash position, details on the impact of taking over the Billing function from the City and the cost of lagoon dredging expense in 2025.

Following discussion, **M.S.C. Schmeichel/Bauman to receive and place on file the Financial Reports**. All voting aye.

**Waterworks Commission and Storm Water Citizens Advisory Board Meeting Minutes**  
**July 20, 2026**  
**Page 2 of 2**

Online Customer Portal Goals and Discussion – Water Utility Business Manager Barlow presented a document detailing the staff goals for a utility online customer service and payment portal. Commissioners asked if some things could be taken into consideration:

1. The ability to group accounts to make one payment for all grouped accounts
2. A separate landlord portal
3. The ability to change users (landlord) for apartment buildings
4. The ability to give landlords more access to notifications if a tenant fails to pay a utility bill or has a high consumption

Director Mach and Business Manager Barlow are engaging with other communities to explore what systems they are using and to get feedback. Commissioners asked for a follow-up in two months.

Following discussion, **No action requested.**

Storm Water Report – None.

Receive and Place on File the Director's Report – Director Mach noted that the full Director's Report didn't print properly due to issues with attachments and the City's CivicPlus software.

1. Water Loss Report – Water loss continues to be an issue. Distribution Techs are performing routine hydrant flushing and leak detection throughout the City. Staff are exploring the purchase and installation of *in situ* leak detection modules.
2. Solar Installation Update – The array continues to work well. Commissioners asked for a more condensed report going forward.

Following discussion, **M.S.C. Schmeichel/Pollnow to receive and place on file the Director's Report.** All voting aye.

Announcements and Future Agenda Items – None.

Adjournment – **M.S.C. Schmeichel/Pollnow to adjourn at 5:43 p.m.** All voting aye.

Respectfully submitted,



Anthony L. Mach  
Director, Neenah Water Utility