



The Pipeline Express

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Meter testing
benches updated

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Our mission is to provide reliable,
quality water and services
at a reasonable cost.

Vol. 21, No. 13

June 19, 2020

Staff work on 9th Street



Joe Moy, heavy equipment operator, digs into the yard at Church of the Assumption on St. Joseph's Lane at the corner of W. Exchange Street and West 9th Street on June 15 as work on the pipe bursting project on West 9th St. gets underway. The crew inserted a 2" main from the corner at Exchange Street to the Assumption Church service, as the main runs under the garage at that property. The 6" cast iron main, laid in 1886, is being replaced using pipe bursting. The rest of the main was pipe burst up to Dorothy Day. Providing direction with his back to the camera is Jake Wolf, water system worker. Brian Finnegan's crew was working onsite. In addition to Moy and Wolf, that crew includes Rick Reese, water service worker, and Brandon D'Agostino and Raymond St. Germain, water utility workers.

Staffing changes occur across the water utility



Ruth O'Brien



Lori Lee



Martha Burckhardt



Chad Wrightson



Jim Burchard



Lucas Trossen

Several changes in staffing are happening around the water utility this spring, from the plant to finance, to customer service and the business improvement unit.

As Ruth O'Brien, accountant V, prepares for retirement, Lori Lee, also an accountant V, was named the finance section director on June 4. Lee has been with the city for 33 years.

Ruth will be working on special projects until those are completed and serving as a resource for finance staff until her departure from the utility after 23 years of service.

In May, Martha Burckhardt was officially named the public service manager in charge of the business improvement unit after serving as interim leader.

On June 5, Chad Wrightson, production supervisor II, left the utility after 16 years.

Jim Burchard, production supervisor I, was hired as a production supervisor II to take over Wrightson's duties effective June 6.

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New wiring, software installed in meter testing benches



Staff from the MARS Company were in the meter shop the week of June 15 - 19. Along with utility staff, they have been updating, reconfiguring, and installing new software on the meter testing benches that have been in service since 2004. Here, one of the MARS staff works on re-wiring the small meter testing bench on June 15. The upgrade will bring more efficiencies and give the utility analytical data on the roughly 3,000 meters tested annually.

Jerry Ludden, meter operation supervisor, thanks the Mars team, the meter technicians, and Jon Falardeaux, electrician, for making the upgrade go smoothly.

Lobby to open to public June 29

The utility is opening the customer service counter in the lobby to the public at 8 a.m. on Monday, June 29. The engineering service desk on the second floor will remain closed to the public.

Plexiglass barriers and marked social distancing guidelines will help keep visitors and staff separated. Masks will be required of both staff and visitors and we will provide masks to those who do not have one. Hand sanitizer will be available at the counter.

Visitors will be encouraged to continue to use the drop box, mail, phone, or online resources if they are experiencing illness or Covid 19 symptoms.

Staffing changes occur across the water utility

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Tomorrow, June 20, Lucas Trossen will step into Burchard's old role as production supervisor I.

Trossen had worked as a water treatment plant operator II. Interviews for the vacated water treatment plant operator II position were ongoing this week.

In customer service, Marie Weinhandl, customer service and billing supervisor, retires on June 30. Her last day in the office is today, June 19. Marie worked for the water utility for 20 years.

Marie will be back in the office to receive her retirement plaque from 11:00 a.m. to 11:30 a.m. on June 30.

Starting tomorrow, June 20, Derek Olson will serve as the provisional customer service and billing supervisor while we wait for central human resources' approval to post the position. Derek has been working as a senior customer service rep.

Highland tower undergoes renovations



Workers from American Masonry conduct tuck pointing on the brick walls of Highland Park water tower on June 11 as part of the renovation work taking place over the summer. The doors are being renovated and the front entrance platform stonework is getting replaced, as well.



Marie Weinhandl



Derek Olson