

# Utilities office manager also holds other important roles

Dedicated to her career with Algoma Utilities as the office manager and accountant, Nancy Johnson represents the utility in a variety of related and important positions.

She represents Algoma Utilities on the Kewaunee County Economic Development Board and as a member of the Municipal Electric Utilities of Wisconsin Accounting and Customer Service Committee, representing 80 municipal power utilities. Johnson was elected its chairman, after serving as its vice chairman last year. Johnson also has served on various Wisconsin Public Power, Inc. accounting committees. This is the organization which supplies power to Algoma Utilities, representing 37 municipal power utilities. She also represents Algoma Utilities on the Kewaunee County Emergency Food and Shelter Board, which makes decisions on giving assistance with utility bills for low income residents of the county.

Despite giving time to these important committees, Johnson, in addition to her other responsibilities, manages one full-time and two part-time staff members, whose primary duties involve billing and customer service. The 1,632 residential and 346 commercial and industrial customers generate a high level of activity for this staff.



**ALGOMA UTILITIES OFFICE** Manager Nancy Johnson in her office. She and her staff manage the details of records and billing for 1,978 accounts.

Johnson complimented the staff, saying, "They have a tough job at times, dealing with customer complaints. I feel they do an excellent job! We have a nice group that works well together."

One of the duties of this office is to order service disconnects when a customer is more than a month in arrears or delinquent for more than \$50. Johnson said the disconnect occurs 10 business days after the notice is sent, as per Wisconsin Public Service Commission rules. But, she said, disconnection problems are minimal, with only three or four a month, and residential disconnects may only be made from April 15 through Oct. 31.

Johnson's experience makes

her well-suited for the job. Hired in 1999, she moved from accounting to office management in a short amount of time. She graduated from Algoma High School and Lakeshore Technical College, Cleveland. She then worked for a CPA firm in Manitowoc, followed by work in the corporate tax department of Schneider National.

Nancy and her husband, Ron, who is employed at Algoma Hardwoods, have two children, Derek, 7, and Sara, 5. Her major interest is raising their two children, and she enjoys bicycling on the Ahnapee Trail. She also likes swimming and hunting and gardening at their residence on Hwy. 42 near the city.



## High power at 69,000 volts comes in, but is tamed to 2,400, then 120 to 240

**ONCE ALGOMA** Utilities generated its own electricity, but as the city grew it had to get a more abundant source. As a member of a group of 37 other electrical utilities, power now comes into a substation on the city's southwest side. It arrives as a ferocious 69,000 volts to this substation. General Manager Jim LeCloux checks over things. He looks at a regulator and then checks a control switch.



## Commission makes the decisions

**THE CITIZENS** of Algoma own the Algoma Utilities, managed on their behalf to achieve the best service for the least cost. These five commissioners meet regularly and make the important decisions to direct its operations under General Manager Jim LeCloux. Front row, left to right: Dave Meyer, Bruce Charles representing the Algoma City Council, Alan Groessl. Back row, Guy Haasch, commission president, and Bob Hafeman.



## Falling chimney

**THE 90-FOOT CHIMNEY** of the Algoma Utilities plant was toppled in January 1954. Having outlived its usefulness and considered a hazard since struck by lightning the previous July (note missing bricks at top), arrangements were made to have it taken down by a Green Bay crew. The picture shows the chimney when it had fallen more than halfway and just before it split into three parts and crashed with a tremendous thud into the water. The *Record-Herald* account said it sent spray over 200 feet, "soaking workmen who were nearer than 100 feet." The chimney was first put to use in the spring of 1904.