

**CHAPTER 15**

**WATER and SEWER REGULATION and RATES**

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**ARTICLE A - RATES**

**Sec. 15.01** Public Fire Protection Service\_F-1

Public fire protection charges shall be collected through the tax levy and all allotted dollars collected will be repaid to the Water Utility. The annual charge for public fire protection service to the Village of Whiting shall be \$133,232.

This service shall include the use of hydrants for fire protection service only and such quantities of water as may be demanded for the purpose of extinguishing fires within the service area. This service shall also include water used for testing equipment and training personnel. For all other purposes, the metered or other rates set forth, or as may be filed with the Public Service Commission, shall apply.

**Sec. 15.02** Private Fire Protection Service – Unmetered\_Upf-1

This service shall consist of permanent or continuous unmetered connections to the main for the purpose of supplying water to private fire protection systems such as automatic sprinkler systems, standpipes, and private hydrants. This service shall also include reasonable quantities of water used for testing check valves and other backflow prevention devices.

Quarterly Private Fire Protection Service Demand Charges:

2-inch or smaller connection.....	\$24.00
3-inch connection.....	\$45.00
4-inch connection.....	\$75.00
6-inch connection.....	\$150.00
8-inch connection.....	\$240.00
10-inch connection.....	\$360.00
12-inch connection.....	\$480.00

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.03** General Service – Metered \_ Mg-1

Quarterly Service Charges:

5/8-inch meter.....	\$18.90	3-inch meter .....	\$105.00
3/4 -inch meter .....	\$18.90	4-inch meter .....	\$150.00
1-inch meter .....	\$31.50	6-inch meter .....	\$225.00
1 1/4-inch meter .....	\$39.00	8-inch meter .....	\$345.00
1 1/2-inch meter .....	\$45.00	10-inch meter .....	\$504.00
2-inch meter .....	\$72.00	12-inch meter .....	\$663.00

Plus Volume Charges:

First 50,000 gallons used per quarter.....	\$4.03 per 1,000 gallons
Next 150,000 gallons used per quarter.....	\$3.50 per 1,000 gallons
Over 200,000 gallons used per quarter .....	\$3.10 per 1,000 gallons

Billing: Bills for water service are rendered quarterly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 1 percent per month will be added to bills not paid within 20 days of issuance. This late payment charge will be applied to the total unpaid balance for utility service, including unpaid late payment charges. This late payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued. Unless payment or satisfactory arrangement for payment is made within the next 10 days, service may be disconnected pursuant to Wis. Admin. Code Ch. PSC 185.

Combined Metering: Volumetric meter readings will be combined for billing if the utility for its own convenience places more than one meter on a single water service lateral. Multiple meters placed for the purpose of identifying

water not discharged into the sanitary sewer are not considered for utility convenience and shall not be combined for billing. This requirement does not preclude the utility from combining readings where metering configurations support such an approach. Meter readings from individually metered separate service laterals shall not be combined for billing purposes.

**Sec. 15.04** Usage Rate (Neenah Paper- Whiting Mill)\_Umg-1

Demand Charge: This charge is computed by multiplying the net tax rate of the village by the capital cost of the system.

Monthly Demand Charge: \$1,334.00

Volume Charge: 12.3 cents per 1,000 gallons

This charge is based on the annual sales of 647,712,000 gallons of water and operation and maintenance expenses of \$79,724.00.

Both the demand charge and volume charge are subject to Public Service Commission (Commission) approval. Any adjustment to these charges shall not be made unless authorized by the Commission.

Billing: Bills for water service are rendered monthly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 1 percent per month will be added to bills not paid within 20 days of issuance. This late payment charge will be applied to the total unpaid balance for utility service, including unpaid late payment charges. The late payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued. Unless payment or satisfactory arrangement for payment is made within the next 10 days, service may be disconnected pursuant to Wis. Admin. Code Ch. PSC 185.

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.05** Public Service\_ Mpa-1

Water service supplied to municipal buildings, schools, sewer treatments, etc., shall be metered and the regular metered service rates of Schedule Mg-1 (Sec. 15.03) applied.

Water used on an intermittent basis for flushing sewers, street sprinkling, flooding skating rinks, drinking fountains, etc., shall be metered where meters can be set to measure the service. Where it is impossible to measure the service, the Approving Authority shall estimate the volume of water used based on the pressure, size of opening, and period of time water is allowed to be drawn. The estimated quantity used shall be billed at the volumetric rates set forth in Schedule Mg-1 (Sec. 15.03), excluding any service charges.

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.06** General Water Service\_ Ug-1

Service may be supplied temporarily on an unmetered basis where the utility cannot immediately install a water meter, including water used for construction. Unmetered service shall be billed the amount that would be charged to a metered residential customer using 11,000 gallons of water per quarter under Schedule Mg-1 (Sec. 15.03), including the service charge for a 5/8 inch meter. If the utility determines that actual usage exceeds 11,000 gallons of water per quarter, an additional charge for the estimated excess usage shall be made according to the rates under Schedule Mg-1 (Sec. 15.03).

This section applies only to customers with a 1 inch or smaller service connection. For customers with a larger service connection, the utility shall install a temporary meter and charges shall be based on the rates set forth under Schedule Mg-1 (Sec. 15.03).

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.07** Seasonal Service \_ Sg-1

Seasonal customers are general service customers who voluntarily request disconnection of water service and who resume service at the same location within 12 months of the disconnection, unless service has been provided to another customer at that location in the intervening period. The utility shall bill seasonal customers the applicable service charges under Schedule Mg-1 (Sec. 15.03) year round, including the period of temporary disconnection.

Seasonal service shall include customers taking service under Schedule Mg-1 (Sec. 15.03), Schedule Ug-1 (Sec. 15.06), or Schedule Am-1 (Sec. 15.10).

Upon reconnection, the utility shall apply a charge under Schedule R-1 (Sec. 15.12) and require payment of any unpaid charges under this schedule.

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.08** Building And Construction Water Service\_Mz-1

For single-family and small commercial buildings, apply the unmetered rate pursuant to Schedule Ug-1 (Sec. 15.06). For large commercial, industrial, or multiple apartment buildings, a temporary metered installation shall be made and general metered rates pursuant to Schedule Mg-1 (Sec. 15.03) applied.

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.09** Bulk Water\_ Bw-1

All bulk water supplied from the water system through hydrants or other connections shall be metered, or at the direction of the utility, estimated. Utility personnel or a utility-approved party shall supervise the delivery of water.

Bulk water sales are:

1. Water supplied by tank trucks or from hydrants for the purpose other than extinguishing fires outside the utility's immediate service area;
2. Water supplied by tank trucks or from hydrants for purposes other than extinguishing fires, such as irrigation or the filling of swimming pools; or,
3. Water supplied from hydrants or other temporary connections for general service type applications. (Water supplied for construction purposes- see Schedule Mz-1 (Sec. 15.08).)

A charge for the volume of water used will be billed to the party using the water at \$4.03 per 1,000 gallons. A service charge, in addition to the volumetric charge, will be \$40.00. In addition, for meters that are assigned to bulk water customers for more than 7 days, the applicable service charge in Schedule Mg-1 (Sec. 15.03) will apply after the first 7 days.

The water utility may require reasonable deposits for the temporary use of its equipment under this and other rate schedules. The deposit(s) collected will be refunded upon return of the utility's equipment. Damaged or lost equipment will be repaired or replaced at the customer's expense.

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.10** Additional Meter Rental Charge\_ Am-1

If a customer requests the installation of an additional meter\* to receive credit for clear water not discharged into the sanitary sewer system, or if a sewerage service customer who is not a customer of the water utility requests the installation of a meter to determine the volume of sewage discharged into the sanitary sewer system, the utility shall

furnish and install this additional meter. This rate applies to single-family residential and small commercial customers. At utility discretion, it may also be applied to other customers. A rental fee shall be charged for the use of this meter and the following rates shall apply.

5/8- inch meter .....	\$9.30 per quarter
3/4 - inch meter.....	\$9.30 per quarter
1 - inch meter .....	\$15.60 per quarter
1 1/4 - inch meter.....	\$19.50 per quarter
1 1/2 - inch meter.....	\$22.50 per quarter
2 - inch meter .....	\$36.00 per quarter

Initial Meter Installation Charge- \$40.00

\*For the Schedule Am-1 (Sec. 15.10) rate to apply, the additional meter must be installed on the same service lateral as the primary meter, and if the metering configuration is in the Addition Method, the additional meter must be 3/4 - inch or less. For all other meter configurations the meter must be 2 - inch or smaller for Schedule Am-1 (Sec. 15.10) rates to apply.

If the additional meter is larger than 2 - inch or larger than 3/4 - inch in the Addition Method, then Schedule Mg-1 (Sec. 15.03) rates apply to the primary meter and the additional meter as separate accounts.

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.11** Municipal Interconnect Charge \_ Mi-1

For water sold to the City of Stevens Point and the Village of Plover under the terms of the intermunicipal agreement, the volume charge shall be the most expensive block rate under Schedule Mg-1 (Sec. 15.03).

**Sec. 15.12** Reconnection Charges \_ R-1

	<u>During Normal Business Hours</u>	<u>After Normal Business Hours</u>
Reinstallation of meter, including valving at curb stop	\$40.00	\$60.00
Valve turned on at curb stop	\$40.00	\$60.00

Note: No charge for disconnection.

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.13** Water Lateral Installation Charge \_ Cz-1

The utility shall charge a customer for the actual cost of installing a water service lateral from the main through curb stop and box if these costs are not contributed as part of a subdivision development or otherwise recovered under Wis. Stats. Chapter 66.

Subdivision developers shall be responsible, where the main extension has been approved by the utility, for the water service lateral installation costs from the main through the curb stop and box.

When the cost of a utility main extension is to be collected through assessment by the municipality, the actual average water lateral installation costs from the main through the curb stop and box shall be included in the assessment of the appropriate properties.

The initial water service lateral(s), not installed as part of a subdivision development or an assessable utility extension, will be installed from the main through the curb stop and box by the utility, for which the actual cost will be charged.

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.14** General Sewer Service – Metered

CLASS. Available for sewage contributors discharging domestic strength sewage up to two hundred fifty milligrams per liter (250 mg/l) B.O.D. and Total Suspended Solids.

QUARTERLY SERVICE CHARGE:

5/8 - inch - water meter .....	\$67.37
3/4 - inch - water meter .....	\$67.37
1 - inch - water meter .....	\$118.52..... (*non-resident- \$118.52)
1 1/2 - inch - water meter .....	\$203.36..... (*non-resident- \$203.36)
2 - inch - water meter .....	\$305.67
3 - inch - water meter .....	\$542.71
4 - inch - water meter .....	\$882.07
6 - inch - water meter .....	\$1,730.44

PLUS VOLUME CHARGE. For each one thousand (1,000 gallons) domestic strength sewage discharged to the sanitary system. \$14.20 per 1,000 gallons (non-resident- \$14.20 per 1,000 gallons).

CREDIT FOR WATER NOT DISCHARGED TO SEWER. (1) A sprinkling credit will be given to residential customers (up to and including 3 family units) during the second and third quarter billing. The second and third quarter sewer bills (summer quarters) shall be based on the average water consumption between the fourth quarter (previous year) and first quarter (current year) billing period, unless the average is greater than the summer quarters.

(2) Residential buildings (with more than 3 units), commercial and industrial customers will be granted a deduction in sewer charges if a separate meter is installed for sprinkling purposes. The customer must at his own expense make the necessary changes in the water piping and install couplings so that a meter can be set. A charge shall be made for such meter according to Schedule Am-1 (Sec. 15.10).

Billing: Same as Schedule Mg-1 (Sec. 15.03).

**Sec. 15.15** Commercial And Industrial Sewer Service – Metered

CLASS. When the sewage from any contributor does not exceed the strength limitations of two hundred fifty (250) mg/l for B.O.D. and two hundred fifty (250) mg/l for suspended solids, the sewer bill shall be calculated under (Sec. 15.14). Where the waste of any contributor exceeds the above strength, a periodic sampling shall be taken, and the sewage analyzed to determine the strength of said waste, which will be billed at the following rates:

QUARTERLY SERVICE CHARGE: Same as (Sec. 15.14).

PLUS VOLUME CHARGE:

Volume - \$13.13 per 1,000 gallons

Biological Oxygen Demand (B.O.D) or Total Suspended Solids (T.S.S.) 29.3¢ per lb. in excess of 250 mg/l

Billing: Same as Schedule Mg-1 (Sec. 15.03).

## **ARTICLE B - WATER UTILITY OPERATING RULES \_ Schedule X-1**

### **Sec. 15.16** Compliance With Rules

All persons now receiving water service from this water utility, or who may request service in the future, shall be considered as having agreed to be bound by the rules and regulations as filed with the Public Service Commission of Wisconsin.

### **Sec. 15.17** Establishment Of Service

Application for water service may be made in writing on form furnished by the water utility. The application will contain the legal description of the property to be served, the name of the owner, the exact use to be made of the service, and the size of the service lateral and meter desired. Note particularly any special refrigeration, fire protection, or water-consuming air-conditioning equipment.

Service will be furnished only if (1) the premises have a frontage on a properly platted street or public strip in which a cast iron or other long-life water main has been laid, or where the property owner has agreed to and complied with the provisions of the water utility's filed main extension rule, (2) the property owner has installed or agrees to install a service lateral from the curb stop to the point of use that is not less than 6 feet below the surface of an established or proposed grade and meets the water utility's specifications, and (3) the premises have adequate piping beyond the metering point.

The owner of multi-dwelling has the option of being served by individual metered water service to each unit. The owner, by selecting this option, is required to provide interior plumbing and meter settings to enable individual metered service to each unit and individual disconnection without affecting service to other units. Each meter and meter connection will be treated as a separate water utility account for the purpose of the filed rules and regulations.

No division of the water service lateral to any lot or parcel of land shall be made for the extension and independent metering of the supply to an adjoining lot or parcel of land. Except for duplexes, no division of a water service lateral shall be made at the curb for separate supplies for two or more separate premises having frontage on any street or public service strip, whether owned by the same or different parties. Duplexes may be served by one lateral provided (1) individual metered service and disconnection is provided and, (2) it is permitted by local ordinance.

Buildings used in the same business, located on the same parcel, and served by a single lateral may have the customer's water supply piping installed to a central point so that volume can be metered in one place.

The water utility may withhold approval of any application where full information of the purpose of such supply is not clearly indicated and set forth by the applicant property owner.

### **Sec. 15.18** Reconnection Of Service

Where the water utility has disconnected service at the customer's request, a reconnection charge shall be made when the customer requests reconnection of service. See Schedule R-1 (Sec. 15.12) for the applicable rate.

A reconnection charge shall also be required from customers whose services are disconnected (shut off at curb stop box) because of nonpayment of bills when due. See Schedule R-1 (Sec. 15.12) for the applicable rate.

If reconnection is requested for the same location by any member of the same household, or, if a place of business, by any partner of the same business, it shall be considered as the same customer.

### **Sec. 15.19** Temporary Metered Service, Meter, And Deposits

An applicant for temporary water service on a metered basis shall make and maintain a monetary deposit for each meter installed a security for payment for use of water and for such other charges which may arise from the use of the supply. A charge shall be made for setting the valve, furnishing, and setting the meter. See Schedule BW-1 (Sec. 15.09) for the applicable rate.



**Sec. 15.20** Water For Construction

When water is requested for construction purposes or for filling tanks or other such uses, an application shall be made to the water utility, in writing, giving a statement of the amount of construction work to be done or the size of the tank to be filled, etc. Payment for the water for construction may be required in advance at the scheduled rates. The service lateral must be installed into the building before water can be used. No connection with the service lateral at the curb shall be made without special permission from the water utility. In no case will any employee of the water utility turn on water for construction work unless the contractor has obtained permission from the water utility.

Customers shall not allow contractors, masons, or other persons to take unmetered water from their premises without permission from the water utility. Any customer failing to comply with this provision may have water service discontinued and will be responsible for the cost of the estimated volume of water used.

**Sec. 15.21** Use Of Hydrants

In cases where no other supply is available, permission may be granted by the water utility to use a hydrant. No hydrant shall be used until the proper meter and valve are installed. In no case shall any valve be installed or moved except by an employee of the water utility.

Before a valve is set, payment must be made for its setting and for the water to be used at the scheduled rates. Where applicable, see Schedule BW-1 (Sec. 15.09) for deposits and charges. Upon completing the use of the hydrant, the customer must notify the water utility to that effect.

**Sec. 15.22** Operation Of Valves And Hydrants And Unauthorized Use Of Water- Penalty

Any person who shall, without authority of the water utility, allow contractors, masons, or other unauthorized persons to take water from their premises, operate any valve connected with the street or supply mains, or open any fire hydrant connected with the distribution system, except for the purpose of extinguishing fire, or who shall want only damage or impair the same, shall be subject to a fine as provided by municipal ordinance. Utility permission for the use of hydrants applies only to such hydrants that are designated for the specific use.

**Sec. 15.23** Refunds Of Monetary Deposits

All money deposited as security for payment of charges arising from the use of temporary water service on a metered basis, will be refunded to the depositor on the termination of the use of water, the payment of all charges levied against the depositor, and the return of the water utilities equipment.

**Sec. 15.24** Service Laterals

No water service lateral shall be laid through any trench having cinders, rubbish, rock or gravel fill, or any other material which may cause injury to or disintegration of the service lateral, unless adequate means of protection are provided by sand filling or such other insulation as may be approved by the water utility. Service laterals passing through curb or retaining walls shall be adequately safeguarded by provision of channel space or pipe casing not less than twice the diameter of the service connection. The space between the service lateral and the channel or pipe casing shall be filled and lightly caulked with oakum, mastic cement, or other resilient material and made impervious to moisture.

In backfilling the pipe trench, the service lateral must be protected against injury by carefully hand tamping the ground filling around the pipe. There should be at least 6 inches of ground filling over the pipe, and it should be free from hard lumps, rocks, stones, or other injurious material.

All water service laterals shall be of undiminished size from the street main into the point of meter placement. Beyond the meter outlet valve, the piping shall be sized and proportioned to provide, on all floors, at all times, an equitable distribution of the water supply for the greatest probable number of fixtures or appliances operating simultaneously.

**Sec. 15.25** Replacement And Repair Of Service Laterals

The service lateral from the main to and through the curb stop will be maintained and kept in repair and, when worn out, replaced at the expense of the water utility. The property owner shall maintain the service lateral from the curb stop to the point of use.

If an owner fails to repair a leaking or broken service lateral from the curb to the point of metering or use with such time as may appear reasonable to the water utility after notification has been served on the owner by the water utility, the water will be shut off and will not be turned on again until the repairs have been completed.

**Sec. 15.26** Abandonment Of Service

If a property owner changes the use of a property currently receiving water service such that water service will no longer be needed in the future, the water utility may require the abandonment of the water service at the water main. In such case, the property owner may be responsible for all removal and/or repair costs, including the water main and the utility portion of the water service lateral.

**Sec. 15.27** Charges For Water Wasted Due To Leaks

See Wisconsin Administrative Code § PSC 185.35.

**Sec. 15.28** Thawing Frozen Service Laterals

See Wisconsin Administrative Code § PSC 185.88.

**Sec. 15.29** Curb Stop Boxes

The curb stop box is the property of the water utility. The water utility is responsible for its repair and maintenance. This includes maintaining, through adjustment, the curb stop box at an appropriate grade level where no direct action by the property owner or occupant has contributed to an elevation problem. The property owner is responsible for protecting the curb stop box from situations that could obstruct access to it or unduly expose it to harm. The water utility shall not be liable for failure to locate the curb stop box and shut off the water in case of a leak on the owner's premises.

**Sec. 15.30** Installation Of Meters

Meters will be owned, furnished, and installed by the water utility or a utility-approved contractor and are not to be disconnected or tampered with by the customer. All meters shall be so located that they shall be protected from obstructions and permit ready access for reading, inspection, and servicing, such location to be designated or approved by the water utility. All piping within the building must be supplied by the owner. Where additional meters are desired by the owner, the owner shall pay for all piping. Where applicable, see Schedule Am-1 (Sec. 15.10) for rates.

**Sec. 15.31** Repairs To Meters

Meters will be repaired by the water utility, and the cost of such repairs caused by ordinary wear and tear will be borne by the water utility.

Repair of any damage to a meter resulting from the carelessness of the owner of the premises, owner's agent, or tenant, or from the negligence of any one of them to properly secure and protect same, including any damage that may result from allowing a water meter to become frozen or to be damaged from the presence of hot water or steam in the meter, shall be paid for by the customer or the owner of the premises. Such charge will reflect the current replacement cost of the damaged meter.

**Sec. 15.32** Service Piping For Meter Settings

Where the original service piping is installed for a new-metered customer, where existing service piping is changed for the customer's convenience, or where a new meter is installed for an existing unmetered customer, the owner of the premises at his/her expense shall provide a suitable location and the proper connections for the meter. The meter setting and associated plumbing shall comply with the water utility's standards. The water utility should be consulted as to the type and size of the meter setting.

**Sec. 15.33** Turning On Water

The water may only be turned on for a customer by an authorized employee of the water utility. Plumbers may turn the water on to test their work, but upon completion must leave the water turned off.

**Sec. 15.34** Failure To Read Meters

Where the water utility is unable to read a meter, the fact will be plainly indicated on the bill, and either an estimated bill will be computed or the minimum charge applied.

The difference shall be adjusted when the meter is again read, that is, the bill for the succeeding billing period will be computed with the gallons or cubic feet in each block of the rate schedule doubled, and credit will be given on that bill for the amount of the bill paid the preceding period. Only in unusual cases shall more than three consecutive estimated or minimum bills be rendered.

If the meter is damaged [see Surreptitious Use of Water (Sec. 15.44)] or fails to operate, the bill will be based on the average use during the past year, unless there is some reason why the use is not normal. If the average use cannot be properly determined, the bill will be estimated by some equitable method.

See Wisconsin Administrative Code § PSC 185.33.

**Sec. 15.35** Complaint Meter Test

See Wisconsin Administrative Code § PSC 185.77.

**Sec. 15.36** Inspection Of Premises

During reasonable hours, any officer or authorized employee of the water utility shall have right of access to the premises supplied with service for the purpose of inspection or for the enforcement of the water utility's rules and regulations.

See Wisconsin Stat. § 196.171.

**Sec. 15.37** Vacation Of Premises

When premises are to be vacated, the water utility shall be notified, in writing, at once, so that it may remove the meter and shut off the water supply at the curb stop. The owner of the premises shall be liable for prosecution for any damage to the water utility's property. See Abandonment of Service (Sec. 15.26) for further information.

**Sec. 15.38** Deposits For Residential Service

See Wisconsin Administrative Code §PSC 185.36.

**Sec. 15.39** Deposits For Nonresidential Service

See Wisconsin Administrative Code § PSC 185.361.

**Sec. 15.40** Deferred Payment Agreement

See Wisconsin Administrative Code § PSC 185.38.

**Sec. 15.41** Dispute Procedures

See Wisconsin Administrative Code § PSC 185.39.

**Sec. 15.42** Disconnection And Refusal Of Service

See Wisconsin Administrative Code § PSC 185.37.

**DISCONNECTION NOTICE**

Dear Customer:

The bill enclosed with this notice includes your current charge for water utility service and your previous unpaid balance.

You have 10 days to pay the water utility service arrears or your service is subject to disconnection.

If you fail to pay the service arrears or fail to contact us within the 10 days allowed to make reasonable deferred payment arrangement or other suitable arrangement, we will proceed with disconnection action.

To avoid the inconvenience of service interruption and an additional charge of \$40 for reconnection, we urge you to pay the full arrears **IMMEDIATELY AT OUR OFFICE**.

If you have entered into a Deferred Payment Agreement with us and have failed to make the deferred payments you agreed to, your service will be subject to disconnection unless you pay the entire amount due within 10 days.

If you have a reason for delaying the payment, call us and explain the situation.

**PLEASE CALL THIS TELEPHONE, (715)341-2742, IMMEDIATELY IF:**

1. You dispute the notice of delinquent account.
2. You have a question about your water utility service arrears.
3. You are unable to pay the full amount of the bill and are willing to enter into a deferred payment agreement with us.
4. There are any circumstances you think should be taken into consideration before service is discontinued.
5. Any resident is seriously ill.

**Illness Provision:** If there is an existing medical emergency in your home and you furnish the water utility with a statement signed by either a licensed Wisconsin physician or a public health official, we will delay disconnection of service up to 21 days. The statement must identify the medical emergency and specify the period of time during which disconnection will aggravate the existing emergency.

**Deferred Payment Agreements:** If you are a residential customer and, for some reason, you are unable to pay the full amount of the water utility service arrears on your bill, you may contact the water utility to discuss arrangements to pay the arrears over an extended period of time.

This time payment agreement will require:

1. Payment of a reasonable amount at the time the agreement is made.
2. Payment of the remainder of the outstanding balance in monthly installments over a reasonable length of time.
3. Payment of all future water utility service bills in full by the due date.

In any situation where you are unable to resolve billing disputes or disputes about the grounds for proposed disconnection through contacts with our water utility, you may make an appeal to the Public Service Commission of Wisconsin by calling (800) 225-7729.

**Sec. 15.43**      Collection Of Overdue Bills

An amount owed by the customer may be levied as a tax as provided in Wis. Stat. § 66.0809.

**Sec. 15.44**      Surreptitious Use Of Water

When the water utility has reasonable evidence that a person is obtaining water, in whole or in part, by means of devices or methods used to stop or interfere with the proper metering of the water utility service being delivered, the water utility reserves the right to estimate and present immediately a bill for unmetered service as a result of such interference, and such bill shall be payable subject to a 24- hour disconnection of service. If the water utility disconnects the service for any such reason, the water utility will reconnect the service upon the following conditions:

1. The customer will be required to deposit with the water utility an amount sufficient to guarantee the payment of the bills for water utility service.
2. The customer will be required to pay the water utility for any and all damages to water utility equipment resulting from such interference with the metering.
3. The customer must further agree to comply with reasonable requirements to protect the water utility against further losses.

See Wis. Stat. § 98.26 and 943.20.

**Sec. 15.45**      Repairs To Mains

The water utility reserves the right to shut off the water supply in the water supply in the mains temporarily to make repairs, alterations, or additions to the plant or system. When the circumstances will permit, the water utility will give notification, by newspaper publication or otherwise, of the discontinuance of the water supply. No credit will be allowed to customers for such temporary suspension of the water supply.

See Wisconsin Administrative Code § PSC 185.87.

**Sec. 15.46**      Duty Of Water Utility With Respect To Safety Of The Public

It shall be the duty of the water utility to see that all open ditches for water mains, hydrants, and service laterals are properly guarded to prevent accident to any person or vehicle, and at night there shall be displayed proper signal lighting to insure the safety of the public.

**Sec. 15.47**      Handling Water Mains And Service Laterals In Excavation Trenches

Contractors must call Digger's Hotline and ensure a location is done to establish the existence and location of all water mains and service laterals as provided in Wis. Stat § 182.0175. Where water mains or service laterals have been removed, cut, or damaged during trench excavation, the contractors must, at their own expense, cause them to be replaced or repaired at once. Contractors must not shut off the water service laterals to any customer for a period exceeding 6 hours.

**Sec. 15.48**      Protective Devices

1. Protective Devices in General: The owner or occupant of every premise receiving water supply shall apply and maintain suitable means of protection of the premise of the premise supply and all appliances against damage arising in any manner from the use of the water supply, variation of water pressure, or any interruption of water supply. Particularly, such owner or occupant must protect water-cooled compressors for refrigeration systems by means of high and/ or low pressure safety cutout devices. There shall likewise be provided means for the

prevention of the transmission of water ram or noise of operation of any valve or appliance through the piping of their own or adjacent premises.

2. **Relief Valves:** On all “closed systems” (i.e., systems having a check valve, pressure regulator, reducing valve, water filter, or softener), an effective pressure relief valve shall be installed at or near the top of the hot water tank or at the hot water distribution pipe connection to the tank. No stop valve shall be placed between the hot water tank and the relief valve or on the drain pipe. See applicable plumbing codes.
3. **Air Chambers:** An air chamber or approved shock absorber shall be installed at the terminus or each riser, fixture branch, or hydraulic elevator main for the prevention of undue water hammer. The air chamber shall be sized in conformance with local plumbing codes. Where possible, the air chamber should be provided at its base with a valve for water drainage and replenishment of air.

#### **Sec. 15.49** Cross Connection Control

Every person owning or occupying a premise receiving municipal water supply shall maintain such municipal water supply free from any connection, either of a direct, or of an indirect nature, with a water supply from a foreign source or of any manner of connection with any fixture or appliance whereby water from a foreign supply or the waste from any fixture, appliance, or waste or soil pipe may flow or be siphoned or pumped into the piping of the municipal water system.

1. **Definition.** A cross connection shall be defined as any physical connection or arrangement between two otherwise separate systems, one of which contains potable water from the Village water system, and the other, water from a private source, water of unknown or questionable safety, or steam, gases, or chemicals, whereby there may be a flow from one system to the other, the direction of flow depending on the pressure differential between the two systems.
2. **Cross Connections prohibited.** No person, firm or corporation shall establish or permit to be established whereby potable water from a private, auxiliary or emergency water supply other than the regular public water supply of the Village may enter the supply or distribution system of said municipality, unless such private, auxiliary or emergency water supply and the method of connection and use of such supply shall have been approved by the Water Utility and by the Wisconsin Department of Natural Resources in accordance with Section NR 810.15, Wisconsin Administrative Code.
3. **Inspections.** It shall be the duty of the Water Utility to cause inspections to be made of all properties served by the public water system where cross connections with the public water system is deemed possible. The frequency of inspections and re-inspections based on potential health hazards involved shall be as established by the Water Utility and as approved by the Wis. Dept. of Natural Resources.
4. **Right to Inspect.** Upon presentation of credentials, the representative of the Water Utility shall have the right to request entry at any reasonable time to examine any property served by a connection to the public water system of Village for cross connections. If entry is refused, such representative shall obtain a special inspection warrant under Chapter 66.122, Wis. Stats. On request the owner lessee or occupant of any property so served shall furnish to the inspection agency any pertinent information regarding the piping system or systems on such property.
5. **Discontinuation of Service.** The Water Utility is hereby authorized and directed to discontinue water service to any property wherein any connection in violation of this Section exists, and to take such other precautionary measures deemed necessary to eliminate any danger of contamination of the public water system. Water service shall be discontinued only after reasonable notice and opportunity for hearing under Chapter 68, Wis. Stats., except as provided in Subsection.
  - a) Water service to such property shall not be restored until the cross connection(s) has been eliminated in compliance with the provisions of this ordinance.
6. **Immediate Discontinuation.** If it is determined by the Water Utility that a cross connection or an emergency public health, safety or welfare exists and requires immediate action, and a written finding to that effect is filed with the Clerk of the Village and delivered to the customer’s premises, services may be immediately discontinued. The customer shall have an opportunity for hearing under Chapter 68, Wis. Stats., within ten (10) days of such emergency discontinuance.
7. **State Code Adopted.** The Village adopts by reference the State Plumbing Code of Wisconsin being SPS 381 to 391 Wis. Admin. Code.
8. **Section not to supersede other Ordinances.** This section does not supersede the State Plumbing Code and any Village plumbing ordinances but is supplementary to them.

See Wisconsin Administrative Code § NR 810.15.

**Sec. 15.50** Water Main Extension Rule \_ Schedule X-2

Water mains will be extended for new customers on the following basis:

1. Where the cost of the extension is to immediately be collected through assessment by the municipality against the abutting property, the procedure set forth under Wis. Stat. § 66.0703 will apply, and no additional customer contribution to the utility will be required.
2. Where the municipality is unwilling or unable to make a special assessment, the extension will be made on a customer- financed basis as follows:
  - (a) The applicant(s) will advance as a contribution in aid of construction the total amount equivalent to that which would have been assessed for all property under (1).
  - (b) Part of the contribution required in (2) (a) will be refundable. When additional customers are connected to the extended main within 10 years of the date of completion, contributions in aid of construction will be collected equal to the amount which would have been assessed under (1) for the abutting property being served. This amount will be refunded to the original contributor(s). In no case will the contributions received from additional customers exceed the proportionate amount which would have been required under (1), nor will it exceed the total assessable cost of the original extension.
3. When a customer connects to a transmission main or connecting loop installed at utility expense within 10 years of the date of completion, there will be a contribution required of an amount equivalent to that which would have been assessed under (1).

**Sec. 15.51** Water Main Installations In Platted Subdivision \_ Schedule X-3

Application for installation of water mains in regularly platted real estate development subdivisions shall be filed with the utility.

If the developer, or a contractor employed by the developer, is to install the water mains, with the approval of the utility, the developer shall be responsible for the total cost of construction.

If the utility or its contractor is to install the water mains, the developer shall be required to advance to the utility, prior to the beginning of the construction, the total estimated cost of the extension. If the final costs exceed estimated costs, an additional billing will be made for the balance of the cost due. This balance is to be paid with 30 days. If final costs are less than estimated, a refund of the overpayment will be made by the water utility.

**Sec. 15.52** Well Abandonment

1. Purpose. To protect public health, safety and welfare and to prevent contamination of groundwater by assuring that unused, unsafe or noncomplying wells or wells which may act as conduits for contamination of groundwater or wells which may be illegally cross-connected to the municipal water system, are properly maintained or abandoned.
2. Applicability. This Ordinance applies to all wells located on premises served by the Village of Whiting's municipal water system. Utility customers outside the jurisdiction of the municipal system may be required under contract agreement or utility rule to adopt and enforce equivalent ordinances within their jurisdictions for purpose stated above.
3. Definitions.
  - (a) "Municipal water system" means a community water system owned by a city, village, county, town, town sanitary district, utility district, public inland lake and rehabilitation district, municipal water district or a federal, state, county, or municipal owned institution for congregate care or correction, or a privately owned water utility serving the foregoing.
  - (b) "Non-complying" means a well or pump installation which does not comply with s. NR 812.42, Wisconsin Administrative Code, Standards for Existing Installations, and which has not been granted a variance pursuant to s. NR 812.43, Wisconsin Administrative Code.

- (c) “Pump Installation” means the pump and related equipment used for withdrawing water from a well, including the discharge piping, the underground connections, pitless adapters, pressure tanks, pits, sampling faucets and well seals or caps.
  - (d) “Unsafe” well or pump installation means one which produces water which is bacteriologically contaminated or contaminated with substances which exceed the drinking water standards of chs. NR 140 or 809, Wisconsin Administrative Code, or for which a Health Advisory has been issued by the Department of Natural Resources.
  - (e) “Unused” well or pump installation means one which is not used or does not have a functional pumping system.
  - (f) “Well” means a drillhole or other excavation or opening deeper than it is wide that extends more than 10 feet below the ground surface constructed for the purpose of obtaining groundwater.
  - (g) “Well Abandonment” means the proper filling and sealing of a well according to the provisions of s. NR 812.26, Wisconsin Administrative Code.
4. **ABANDONMENT REQUIRED.** All wells on premises served by the municipal water system shall be properly abandoned in accordance with “Abandonment Procedures” of this ordinance by December 31<sup>st</sup>, 1991, or not later than 6 months from the date of connection to the municipal water system, unless a valid well operation permit has been issued to the well owner by the Village of Whiting under terms of the “Well Operation Permit” section of this ordinance.
5. **WELL OPERATION PERMIT.** Owners of wells on premises served by the municipal water system wishing to retain their wells for any use shall make application for a well operation permit for each well no later than 6 months after connection to the municipal water system. The Village of Whiting shall grant a permit to a well owner to operate a well for a period not to exceed 5 years providing all conditions below are met. A well operation permit may be renewed by submitting an application verifying that the conditions of this section are met. The Village of Whiting or its agents, may conduct inspections and water quality tests or require inspections and water quality tests to be conducted at the applicant’s expense to obtain or verify information necessary for consideration of a permit application or renewal. Permit applications and renewals shall be made on forms provided by the Clerk.

The following conditions must be met for issuance or renewal of a well operation permit:

- a) The well and pump installation shall meet the Standards for Existing Installations described in s. NR 812.42, Wisconsin Administrative Code. The well and pump system shall be evaluated by a licensed well driller or pump installer and certified on the Wisconsin Well and Pressure System Inspection Form 3300-221 to comply with ch. NR 812 subch. IV, prior to issuing the initial permit and no less than every 10 years afterwards.
  - b) The well and pump shall have a history of producing safe water evidenced by at least 1 coliform bacteria sample. In areas where the Department of Natural Resources has determined that groundwater aquifers are contaminated with substances other than bacteria, additional chemical tests may be required to document the safety of the water.
  - c) There shall be no cross-connections between the well’s pump installation or distribution piping and the municipal water system.
  - d) A permit fee of \$25 has been collected to cover the 5 year permit.
  - e) The water from the private well shall not discharge into a drain leading directly to a public sewer utility unless properly metered and authorized by the sewer utility.
  - f) The private well shall have a functional pumping system.
  - g) The proposed use of the private well shall be justified as reasonable in addition to water provided by the municipal water system.
6. **ABANDONMENT PROCEDURES.**
- (a) All wells abandoned under the jurisdiction of this ordinance shall be done according to the procedures and methods of s. NR 812.26, Wisconsin Administrative Code. All debris, pumps, piping, unsealed liners and any other obstructions which may interfere with sealing operations shall be removed prior to abandonment.
  - (b) The owner of the well, or the owner’s agent, shall notify the Clerk at least 48 hours in advance of any well abandonment activities. The abandonment of the well may be observed or verified by personnel of the municipal system.
  - (c) An abandonment report form, supplied by the Department of Natural Resources, shall be submitted to the Clerk and the Department of Natural Resources within 30 days of the completion of the well abandonment. The form must be completed by the licensed well driller, pump installer, or certified operator performing the abandonment.



7. **PENALTIES.** Any well owner violating any provision of this ordinance shall upon conviction be punished by forfeiture of not less than \$50 nor more than \$200 and the cost of prosecution. Each day of violation is a separate offense. If any person fails to comply with this ordinance for more than 30 days after receiving written notice of the violation, the municipality may impose a penalty and cause the well abandonment to be performed and the expense to be assessed as a special tax against the property.