

SEC. 9-1-40 INSPECTION OF PREMISES.

During reasonable hours, any officer or authorized employee of the water utility shall have the 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. Whenever appropriate, the water utility will make a systematic inspection of all unmetered water taps for the purpose of checking waste and unnecessary use of water.

SEC. 9-1-41 DEPOSITS FOR RESIDENTIAL SERVICE.

See Wis. Adm. Code § Chapter PSC 185.36.

SEC. 9-1-42 DEPOSITS FOR NONRESIDENTIAL SERVICE

See Wis. Adm. Code § Chapter PSC 185.361.

SEC. 9-1-43 DEFERRED PAYMENT AGREEMENT.

See Wis. Adm. Code § Chapter PSC 185.38.

SEC. 9-1-44 DISPUTE PROCEDURES.

See Wis. Adm. Code § Chapter PSC 185.39.

SEC. 9-1-45 DISCONNECTION AND REFUSAL OF SERVICE.

See Wis. Adm. Code, Chapter 185.

The form of disconnection notice to be used is as follows or another form containing the same information:

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.

DISCONNECTION NOTICE (continued)

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 (amount) for reconnection, we urge you to pay the full arrears IMMEDIATELY AT ONE OF OUR OFFICES.

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 NUMBER, (telephone number), 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, for some reason, you are a residential customer and, 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.

(WATER UTILITY NAME)

SEC. 9-1-46 COLLECTION OF OVERDUE BILLS.

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

Effective: June 21, 2010

PSCW AUTHORIZATION: 2160-WR-104