

## **WELCOME NEW CITY RESIDENTS**

The Management and Staff of the Stevens Point Public Utilities Departments would like to welcome you to the City and possibly answer some of the most asked questions new customers have.

### **WHERE IS THE OFFICE LOCATED?**

The Administrative Office is located at 300 Bliss Avenue Stevens Point. Our office hours are from 7:30 a.m. to 4:00 p.m., Monday through Friday. The phone number is **715-345- 5260**. Find us on the City's website address **stevenspoint.com**.

### **WHEN ARE THE METERS READ?**

Meters are read on a quarterly basis and cover the previous three-month period. The city is divided into three sections and a different section is read each month. It takes approximately three weeks to process the billing. For residential customers the sewage charge is based on your water consumption during the winter months and remains at that cap all year unless the consumption reduces.

### **QUARTERLY WATER RATES**

Effective May 1, 2012

FIRST 10,000 CU FT – 1.58/100 CU FT  
NEXT 90,000 CU FT - 1.15/100 CU FT  
NEXT 150,000 CU FT - 1.05/100 CU FT  
NEXT 750,000 CU FT - .76/100 CU FT  
OVER 1,000,000 CU FT - .68/100 CU FT

### **QUARTERLY SEWAGE RATES**

Effective April 1, 2010

QTR CHARGE PLUS \$3.31/100 CU FT

### **QUARTERLY SERVICE CHARGE**

		WATER	SEWAGE
5/8	IN. METER	25.50	29.50
3/4	IN. METER	25.50	34.00
1	IN. METER	37.50	44.00
2	IN. METER	91.50	99.00

### **PUBLIC FIRE PROTECTION SERVICE**

Public Fire Protection service charges will be added to the water and sewer bills. This service includes 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.

### **QUARTERLY PUBLIC FIRE PROTECTION SERVICE CHARGES**

Effective May 1, 2012

5/8 inch meter - \$ 10.74  
3/4 inch meter - \$ 10.74  
1 inch meter - \$ 26.70  
2 inch meter - \$ 87.00

Payments are taken at the Administrative Office, and current bills only can be paid at BMO Harris Bank 1245 Main St. Stevens Point or Valley Communities Credit Union (if you are a member) 2940 Church St. Stevens Point. Although we bill quarterly, you are more than welcome to pay down on your account anytime at our office. Payment arrangements are made available for any residential customer that may have this need.

We also accept credit card payments at our office or online at the City's website [stevenspoint.com](http://stevenspoint.com). Select Departments, Water/Sewer Departments, Water Bill Payments. **NOTE:** A fee for this service will be applied to your credit card transaction.

### **WHERE DOES THE WATER COME FROM?**

Our water source is from wells. Currently we have seven wells.

The water is tested on a weekly basis and is in complete compliance with the Safe Drinking Water Act and all regulations.

### **WHAT IS ADDED TO THE WATER?**

Chlorine, fluoride and blended phosphate are the only additions made to our water.

This article covers general information that you may not have been familiar with. If you have more specific questions or any concerns, our friendly and knowledgeable staff will be more than happy to assist you.

For emergency after hours' assistance, call **715-346-1051**.

**Upon receipt of this, please call our office with a contact phone number and/or e-mail address so we can reach you in case of any emergency such as water main leaks in which you would temporarily be without water.**

**THANK YOU  
STEVENS POINT PUBLIC UTILITIES DEPARTMENT**

## Stevens Point Water Department Accepts Electronic Payments

Are you tired of writing out checks each quarter for your water and sewage bill? If so, The Stevens Point Water Department has the answer. You can now pay future bills via electronic payments. To sign up for this service, **complete the shaded portion of the form below and return** it to Stevens Point Water Department, PO Box 243, Stevens Point WI 54481-0243, along with a VOIDED CHECK. Payments are deducted on the bank draft date shown on your statement. You will still receive a bill showing your usage and billing amount. If you have any questions, please call our office at (715) 345-5260.

<b>AUTHORIZATION AGREEMENT FOR AUTOMATIC WITHDRAWAL</b>	
Company Name <b>Stevens Point Water Department</b>	
I (we) hereby authorize THE STEVENS POINT WATER DEPARTMENT hereinafter called COMPANY, to initiate, if necessary, entries and adjustments for any entries in error to my (our) account indicated below and the depository named below, hereinafter called DEPOSITORY, to credit and/or debit the same to such account.	
FINANCIAL INSTITUTION	BRANCH
BANK ROUTING/ABA NUMBER	
CITY, STATE, ZIP	ACCOUNT NUMBER
TYPE OF ENTRY <input checked="" type="checkbox"/> DEBIT	TYPE OF ACCOUNT (SELECT ONLY ONE) <input type="checkbox"/> CHECKING <input type="checkbox"/> SAVINGS
This authority is to remain in force and effective until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.	
NAME (please print)	
SIGNATURE	DATE
NAME (please print)	
SIGNATURE	DATE
TO WHICH <b>PROPERTY ADDRESS(ES)</b> SHOULD THIS PAYMENT BE APPLIED?	
WATER DEPARTMENT ACCOUNT NUMBER(S)	
DAYTIME PHONE NUMBER	E-MAIL ADDRESS

## Assistance from the PSC

### How can the PSC help?

Prior to contacting the PSC, contact your utility company to try to resolve the problem. If you cannot resolve the problem with your utility company, you may contact the PSC Consumer Affairs Division at 608-266-2001, 1-800-225-7729, or on the web at:

<http://psc.wi.gov/consumerInfo/complaints/index-complaints.htm>

A staff member will obtain information from you and the utility company, and try to

## Meter Readings

resolve the issue.

### Meter Readings

If the utility cannot read your meter, you will get an estimated bill. To avoid estimated readings, you can read your own meter. The PSC requires utilities to make a reasonable effort to read your meter every four months if you are billed monthly or bimonthly, or every nine months if you are billed quarterly or less frequently, and when there is a change of customer. You must allow these readings or your service can be disconnected.

The Public Service Commission of Wisconsin is an independent state agency that oversees more than 1,100 Wisconsin public utilities that provide natural gas, electricity, heat, steam, water and telecommunication services.



### Public Service Commission of Wisconsin

P.O. Box 7854

Madison, WI 53707-7854

Telephone: 608-266-5481

Toll free: 888-816-3831

Consumer affairs: 608-266-2001 / 800-225-7729

TTY: 608-267-1479 / 800-251-8345

Fax: 608-266-3957

Website: <http://psc.wi.gov>

## Your Rights as a Residential Water Utility Customer

### Know your payment and disconnection rights



## Service Disconnection or Refusal

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Utility services can be disconnected if you:

- Fail to pay your bills,
- Fail to comply with a deferred payment agreement,
- Tamper with your meter,
- Fail to pay a deposit,
- Have a safety hazard,
- Live at an address where a prior customer failed to pay their bills and continues to reside at that address, or
- Fail to provide utility access to your meter.

A utility must send you a notice before your service is disconnected unless the disconnection is due to a safety hazard or self-reconnection. The disconnection notice must clearly state the reasons for the disconnection, when the disconnection can happen, and how to contact your utility to try to resolve the issue. The dispute procedures must be printed on the disconnection notice. Both you and the utility company must make reasonable attempts to work together to resolve the problem.



## Deposits

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### Deposits

Utility companies may require a deposit for service to ensure payment. The maximum deposit for a new or existing residential account shall not exceed the highest gross bill for any consecutive billing period (not to exceed four months) selected by the utility. The following rules apply to payment and refund of deposits

**Existing Residential Service:** A deposit can be requested if service was disconnected during the last 12 months for nonpayment of an undisputed account or your initial application was falsified or incomplete.

**New Residential Service:** A deposit can be requested if you incurred an unpaid gas, electric, water, or sewer utility anywhere in Wisconsin during the last six years which remains undisputed. A deposit can also be required if there is good reason to believe that you do not intend to, or will be unable to pay your bills at the time payment is due.

For residential service, the deposit will be refunded, with interest, after 12 consecutive months of prompt payment. You do not have to post a deposit if you can document that your income is at or below 200 percent of the federal poverty guidelines.

### Delinquent Bills Levied as a Tax

Delinquent municipal utility bills may be transferred as a tax to the property tax bill of the property owner.

## Installment Plans and Medical Emergencies

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### Installment Plans

If you are unable to pay your bill in full, you have a right to negotiate an installment payment plan with your utility. Installment plans may be used for both current bills and overdue bills. You will be asked to pay a reasonable down payment and make specific installment payments. The amount of your down payment and installment payments will be negotiated between you and your utility depending on your specific situation. If the agreed installment plan is not paid, the utility may disconnect your service. If you do not pay, the utility does not have to negotiate a new agreement before it shuts off your service.

### Medical Emergencies

If the disconnection will aggravate a medical or protective services emergency, the utility will delay service shut-off for up to 21 days.

## Winter Disclosure Rules

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If the water service impacts the primary heat source to your home (i.e., water or steam radiators), a utility cannot disconnect service from November 1st through April 15th. Before winter, the utility must attempt to contact customers whose service was disconnected for non-payment. Utilities are also required to check the customer's well-being, attempt to negotiate payment plans, and inform the customer about any special assistance available to avoid disconnection or assist in reconnection.

## Frequently Asked Questions:

Q: How often will my property be inspected:

A: Normal residences will be every 10 years, coordinating with the meter exchange. Businesses vary, based on the degree of hazard, between 2 and 10 years.

Q: How long does one of these inspections take?

A: On average, 30 minutes; more complex inspections take longer.

Q: Where can I find more information about cross connection?

A: Please see “Resources” on the next panel.

Q: Are there State and/or local regulations covering the cross connection program?

A: Yes. Unprotected cross connections with potable piping systems are prohibited, and Wisconsin water utilities have a mandatory cross connection control inspection program, as outlined in the Wisconsin Administrative Code, Department of Natural Resources, Chapter 811, section NR 811.09 and also the Department of Commerce, Comm 82.

Q: How do I protect against backflow?

A: There are four basic methods:

1. Air Gap (like the distance between a faucet and the overflow of a sink)
2. Atmospheric vacuum breakers (commonly found on irrigation systems) including hose bibb vacuum breakers
3. Pressure type vacuum breakers
4. Reduced pressure principle backflow preventers.

Methods 3 and 4 involve testable assemblies. These assemblies are required to be tested annually at the owner’s expense.

## Resources:

**State of Wisconsin, Department of Natural Resources (DNR):** [www.dnr.state.wi.us/](http://www.dnr.state.wi.us/)

**Wisconsin Department of Safety and Professional Services (DSPS):** <http://dsps.wisconsin.gov>

**U.S. Environmental Protection Agency, Ground and Drinking Water:** [www.epa.gov/safewater](http://www.epa.gov/safewater)

**Public Service Commission of Wisconsin (PSC):** <http://psc.wi.gov>

**City of Stevens Point Ordinances:** <http://stevenspoint.com/code/index.html>

**City of Stevens Point Water Department Information on Cross Connection:** [www.stevenspointwaterdpt.org/xconnect.htm](http://www.stevenspointwaterdpt.org/xconnect.htm)

**For a complete explanation and documentation of our cross connection control program, please visit our website at:**  
**[www.stevenspointwaterdpt.org/xconnect.htm](http://www.stevenspointwaterdpt.org/xconnect.htm)**

Stevens Point Water and Sewage  
Treatment Departments  
300 Bliss Avenue  
Stevens Point, WI 54481

715-345-5260  
[www.stevenspointwaterdpt.org](http://www.stevenspointwaterdpt.org)

# CROSS CONNECTION CONTROL PROGRAM



## INSIDE:

- LEARN HOW WE ARE PROTECTING YOUR WATER
- WHAT DOES THIS MEAN FOR HOME OWNERS?
- WHAT DOES THIS MEAN FOR BUSINESS OWNERS?
- LEARN MORE ABOUT CROSS CONNECTION SAFETY AND PREVENTION

