



# Public Service Commission of Wisconsin

Summer Strand, Chairperson  
Kristy Nieto, Commissioner

4822 Madison Yards Way  
P.O. Box 7854  
Madison, WI 53707-7854

March 21, 2024

Ms. Lisa M. Gottsacker, CPA, Senior Utility Accountant  
Sheboygan Water Utility  
72 Park Avenue  
Sheboygan, WI 53081-2958

Re: Application of the City of Sheboygan, Sheboygan County, 5370-WR-111  
Wisconsin, as a Water Public Utility, for Authority to  
Adjust Water Rates

Dear Ms. Gottsacker:

On March 21, 2024, the Public Service Commission (Commission) issued its Final Decision in Docket 5370-WR-111 for new rates and rules for the Sheboygan Water Utility (Utility). On March 21, 2024, the Utility filed a letter stating it has adopted the Phase I rates and rules authorized by the Commission and will make the Phase 1 rates effective for service beginning April 1, 2024.

The Commission has placed the new Phase I rates and rules on file as Amendment 51. Attached is a copy of the Amendment for the Utility's records. Also attached is a sheet that indicates the schedules that have been amended, deleted, or have remained unchanged as authorized by the Commission's Final Decision. Refer to this sheet in updating the Utility's copy of the rate file.

The Utility must make the current rates and rules available for public inspection and review at the Utility's office(s) and all bill payment stations pursuant to Wis. Admin. Code § PSC 185.22.

The Utility should mark the old rates and rules as superseded and keep them in a separate file. Pursuant to Wis. Admin. Code § PSC 185.19, the Utility must keep a file of its previous rates and rules permanently.

If you have any questions, please contact me.

Sincerely,

Andrew Fisher  
Public Utility Rate Analyst  
Public Service Commission of Wisconsin  
Division of Water Utility Regulation and Analysis  
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ALF:DL:02004188

Docket 5370-WR-111

**Sheboygan Water Utility**  
**Authorized Water Rates and Rules – Phase I**

Docket 5370-WR-111

**Sheboygan Water Utility**  
**Water Rate File Changes – Phase I**

**Amended**

F-1  
Upf-1  
Mg-1  
W-1  
W-2  
NSM-1  
Am-1  
OC-1  
Mpa-1  
Ug-1  
Sg-1  
BW-1  
R-1  
Cz-1  
LSL-1  
LSL-2  
X-1  
X-2  
X-3  
X-4

**Sheboygan Water Utility**

**Public Fire Protection Service**

Public fire protection 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.

Under Wis. Stat. § 196.03(3)(b), the municipality has chosen to have the utility bill the retail general service customers for public fire protection service.

**Public Fire Protection Service Charges:**

		<u>Quarterly</u>	<u>Monthly</u>			<u>Quarterly</u>	<u>Monthly</u>
5/8 - inch meter:	\$	8.61	2.87	3 - inch meter:	\$	129.00	43.00
3/4 - inch meter:	\$	8.61	2.87	4 - inch meter:	\$	213.00	71.00
1 - inch meter:	\$	21.45	7.15	6 - inch meter:	\$	426.00	142.00
1 1/4 - inch meter:	\$	31.86	10.62	8 - inch meter:	\$	687.00	229.00
1 1/2 - inch meter:	\$	42.99	14.33	10 - inch meter:	\$	1,032.00	344.00
2 - inch meter:	\$	69.00	23.00	12 - inch meter:	\$	1,377.00	459.00

Customers who are provided service under Schedules Mg-1, Ug-1, or Sg-1 shall also be subject to the charges in this schedule according to the size of their primary meter. Customers who are provided service under Schedule Am-1 are exempt from these charges for any additional meters.

Billing: Same as Schedule Mg-1.

**Sheboygan Water Utility**

**Private Fire Protection Service - Unmetered**

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.

Private Fire Protection Service Demand Charges:

		<u>Quarterly</u>	<u>Monthly</u>
2 - inch or smaller connection:	\$	11.25	3.75
3 - inch connection:	\$	21.00	7.00
4 - inch connection:	\$	35.25	11.75
6 - inch connection:	\$	69.00	23.00
8 - inch connection:	\$	111.00	37.00
10 - inch connection:	\$	165.00	55.00
12 - inch connection:	\$	219.00	73.00
14 - inch connection:	\$	276.00	92.00
16 - inch connection:	\$	330.00	110.00

Billing: Same as Schedule Mg-1.

**Sheboygan Water Utility**

**General Service - Metered**

Service Charges:

		<u>Quarterly</u>	<u>Monthly</u>			<u>Quarterly</u>	<u>Monthly</u>
5/8 - inch meter:	\$	15.00	5.00	3 - inch meter:	\$	105.00	35.00
3/4 - inch meter:	\$	15.00	5.00	4 - inch meter:	\$	168.00	56.00
1 - inch meter:	\$	24.00	8.00	6 - inch meter:	\$	321.00	107.00
1 1/4 - inch meter:	\$	33.00	11.00	8 - inch meter:	\$	501.00	167.00
1 1/2 - inch meter:	\$	42.00	14.00	10 - inch meter:	\$	744.00	248.00
2 - inch meter:	\$	63.00	21.00	12 - inch meter:	\$	984.00	328.00

Plus Volume Charges:

First	15,000	cubic feet used quarterly or	
	5,000	cubic feet used monthly:	\$2.18 per 100 cubic feet
Next	485,000	cubic feet used quarterly or	
	161,600	cubic feet used monthly:	\$1.94 per 100 cubic feet
Over	500,000	cubic feet used quarterly or	
	166,600	cubic feet used monthly:	\$1.70 per 100 cubic feet

Billing: Bills for water service are rendered quarterly and become due and payable upon issuance following the period for which service is rendered. At utility discretion, large customers may be billed monthly. A late payment charge of 3 percent but not less than 50 cents will be added to bills not paid within 20 days of issuance. This ONE-TIME 3 percent late payment charge will be applied only to any unpaid balance for the current billing period's usage. 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 and 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: For a residential customer with more than one meter on a single service lateral, volumetric reading from all meters shall be combined for billing. For a nonresidential customer, volumetric readings may 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 may not be combined for billing. This requirement does not preclude the utility from combining readings where metering configurations support such an approach. Volumetric readings from individually metered separate service laterals may not be combined for billing purposes.

**RATE FILE**

Sheet No. 1 of 1

Schedule No. W-1

Amendment No. 51

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Wholesale Water Service**

Wholesale water service to the Village of Kohler shall be provided at the following rate:

Public Fire Protection Service

Service Charge: \$ 2,329.00 per month

General Service

Service Charge: \$ 689.00 per month

Volume Charge: \$ 1.48 per 100 cubic feet

Billing: Same as Schedule Mg-1.

**RATE FILE**

Sheet No. 1 of 1

Schedule No. W-2

Amendment No. 51

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

<b>Wholesale Water Service</b>
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Wholesale water service to the City of Sheboygan Falls shall be provided at the following rate:

Public Fire Protection Service

Service Charge: \$ 8,017.00 per month

General Service

Service Charge: \$ 248.00 per month

Volume Charge: \$ 1.65 per 100 cubic feet

Billing: Same as Schedule Mg-1.



**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Non-Standard Meter Service**

The utility shall assess a charge of \$10.95 per quarter to a customer who is provided service under Schedule Mg-1 and who requests a non-standard meter. The utility may only charge a customer one NSM charge for customers with both water and electric services.

If a customer establishes service at a new location on which a standard meter is installed, and the customer requests non-standard meter service, the utility shall assess the customer a one-time charge, based on actual utility costs, for the installation of a non-standard meter.

If a customer requests initial service at a location where a non-standard meter is installed, the utility may not assess a charge for installing a standard meter. The utility may not charge an existing customer who chooses to convert from a non-standard meter to a standard meter.

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Additional Meter Rental Charge**

Upon request, the utility shall furnish and install additional meters to:

- A. Water service customers for the purpose of measuring the volume of water used that is not discharged into the sanitary sewer system; and
- B. Sewerage service customers who are not customers of the water utility for the purpose of determining the volume of sewage that is discharged into the sanitary sewer system.

The utility shall charge a meter installation charge of \$60.00 and a quarterly rental fee for the use of this additional meter.

Additional Meter Rental Charges:

	<u>Quarterly</u>	<u>Monthly</u>
5/8 - inch meter: \$	9.00	3.00
3/4 - inch meter: \$	9.00	3.00
1 - inch meter: \$	15.00	5.00
1 1/4 - inch meter: \$	21.00	7.00
1 1/2 - inch meter: \$	27.00	9.00
2 - inch meter: \$	42.00	14.00

This schedule applies only if the additional meter is installed on the same service lateral as the primary meter and either:

- A. The additional meter is 3/4-inch or smaller if the metering configuration is the Addition Method; or
- B. The additional meter is 2-inch or smaller for all other metering configurations.

If the additional meter is larger than 2-inch or larger than 3/4-inch and installed in the Addition Method, each meter shall be treated as a separate account and Schedule Mg-1 rates shall apply.

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

<b>Other Charges</b>
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Payment Not Honored by Financial Institution Charge: The utility shall assess a \$40.00 charge when a payment rendered for utility service is not honored by the customer's financial institution. This charge may not be in addition to, but may be inclusive of, other such charges when the payment was for multiple services.

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

<b>Public Service</b>
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Metered Service

Water used by the City of Sheboygan on an intermittent basis for flushing sewers, street washing, flooding skating rinks, drinking fountains, etc., shall be metered and billed according to the rates set forth in Schedule Mg-1.

Unmetered Service

Where it is impossible to meter the service, the utility shall estimate the volume of water used based on the pressure, size of opening, and the period of time the water is used. The estimated quantity shall be billed at the volumetric rates set forth in Schedule Mg-1, excluding any service charges.

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**General Water Service - Unmetered**

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 1,400 cubic feet (or approximately 10,472 gallons) of water quarterly under Schedule Mg-1, including the service charge for a 5/8-inch meter. If the utility determines that actual usage exceeds 1,400 cubic feet of water quarterly, an additional charge for the estimated excess usage shall be made according to the rates under Schedule Mg-1.

This schedule 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.

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

<b>Seasonal Service</b>
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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 year-round, including the period of temporary disconnection.

Seasonal service shall include customers taking service under Schedule Mg-1, Schedule Ug-1, or Schedule Am-1.

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

Billing: Same as Schedule Mg-1, unless the utility and customer agree to an alternative payment schedule for the period of voluntary disconnection.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Bulk Water**

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

Bulk water sales are:

- A. Water supplied by tank trucks or from hydrants for the purpose of extinguishing fires outside the utility's service area;
- B. Water supplied by tank trucks or from hydrants for purposes other than extinguishing fires, such as water used for irrigation or filling swimming pools; or,
- C. Water supplied from hydrants or other temporary connections for general service type applications, except that Schedule Ug-1 applies for water supplied for construction purposes.

A service charge of \$60.00 and a charge for the volume of water used shall be billed to the party using the water. The volumetric charge shall be calculated using the highest volumetric rate for residential customers under Schedule Mg-1. In addition, for meters that are assigned to bulk water customers for more than 7 days, the applicable service charge in Schedule Mg-1 will apply after the first 7 days.

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

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

<b>Reconnection Charges</b>
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The utility shall assess a charge to reconnect a customer, which includes reinstalling a meter and turning on the valve at the curb stop, if necessary. A utility may not assess a charge for disconnecting a customer.

During normal business hours: \$60.00

The utility may assess an administrative charge of \$35.00 when a service person arrives at a customer's property to disconnect service, provided the customer then makes the payment necessary to avoid disconnection.

Billing: Same as Schedule Mg-1.



**RATE FILE**

Sheet No. 1 of 1

Schedule No. Cz-1

Amendment No. 51

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

<b>Water Lateral Installation Charge</b>
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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.

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Financial Assistance for Customer-Side Lead Service Line Replacement**

The Utility has established a financial assistance program for the removal and replacement of customer-side lead service lines containing lead (LSLs) within and connected to its water distribution system.

A. Utility Inspection and Inventory

In order to implement the LSL replacement program, the Utility may request that the property owner permit an authorized Utility employee or representative reasonable access to the property in order to inspect and determine or confirm the service line’s construction material.

B. LSL Replacement in Conjunction with Water Main Replacement

In the event the Utility has planned replacement of the Utility water main, the LSL connected to the Utility’s distribution system must be replaced at the same time. At least three months prior to the bidding of the water main project, the Utility shall notify the property owner in writing indicating the nature of the water main replacement project. The LSL replacement must coincide with the Utility’s replacement of the Utility’s water main.

C. LSL Replacement Without Utility-Side Water Main Replacement

If the Utility identifies that a LSL is leaking, or a dangerous condition exists requiring emergency replacement, the Utility shall notify the property owner that the LSL must be replaced. The property owner must replace the LSL within four (4) weeks of notification.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Financial Assistance for Customer-Side Lead Service Line Replacement**

**D. LSL Replacement – Financial Assistance Program**

The Utility shall make financial assistance available to all property owners who have an LSL. The Utility will make financial assistance available to such property owners in the form of a grant for up to 50 percent of the total costs associated with replacement of an LSL. The grant amount shall not exceed \$6,000. The Utility will make financial assistance available for the remaining costs in the form of a loan.

In order to receive financial assistance, a property owner must submit to the Utility an application and written bids from two approved plumbing contractors. A property owner is eligible for financial assistance based on the lowest bid amount unless an extraneous circumstance exists that requires the approval of the Utility.

Upon receipt of the application from the customer, and prior to commencing any replacement work, the Utility shall determine if the property owner is eligible for financial assistance under this tariff. If the property owner is eligible, the Utility shall provide the property owner a determination in writing of the amount of financial assistance available as a grant and the amount of financial assistance available as a loan.

**E. Loan Agreement and Process**

The Utility will provide financial assistance only after the Utility, property owner, and plumbing contractor enter into a written contract. Financial assistance is contingent upon the LSL being replaced. In no case will the total amount of money provided by the Utility’s financial assistance program exceed a property owner’s total replacement costs.

Upon completion of the LSL replacement, the property owner shall provide the Utility with a copy of the invoice from the plumbing contractor. Upon proof of completion satisfactory to the property owner and the Utility, the Utility shall pay the contractor(s) directly the amount of money approved by the Utility for financial assistance for replacement of the LSL. The Utility will not unreasonably withhold a determination as to satisfactory completion. The Utility shall provide the property owner with documentation of such payment.

The Utility will commence billing of the loan the month following receipt of proof of completion of the replacement of the LSL and receipt of a written and executed financial assistance agreement.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Financial Assistance for Customer-Side Lead Service Line Replacement**

F. Loan Agreement Term and Repayment

The term of the loan will include a 72 month repayment period, or shorter period as determined by the property owner, with an interest charge of 0 percent. The loan will be repaid in equal installments billed to the property owner. The Utility shall not forgive the amount loaned to a property owner. Should the property be sold, the loan will become due at that time.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Financial Assistance for Replacement of Customer-Side Service Lines Containing Lead and Disconnection**

The Utility may disconnect water service in accordance with Schedule X-1 and Wis. Admin. Code § PSC 185.37 when one of the following occurs:

A. Failure to Provide Access to Inventory LSL

If the property owner does not provide the requested reasonable access for inspections to determine or confirm the service line's construction material as described in Schedule LSL-1, the Utility may proceed to disconnect water service following the notification and disconnection procedures set forth in the Utility's tariffs and Wis. Admin. Code § PSC 185.37. Re-connection charges shall apply.

B. Failure to Replace LSL When Required as Part of a Utility Project

If the property owner does not replace the LSL, or any necessary and reasonable agreement with the customer is not in place as described in Schedule LSL-1, the Utility may refuse to reconnect the property owner's water service or may proceed to disconnect water service following the notification and disconnection procedures set forth in Schedule X-1 and Wis. Admin. Code § PSC 185.37. Reconnection charges shall apply.

C. Failure to Replace LSL When Not Required as Part of a Utility Project

If the property owner does not replace the LSL by the date specified by the Utility pursuant to Schedule LSL-1, the Utility may proceed to disconnect water service following the notification and disconnection procedures set forth in Schedule X-1 and Wis. Admin. Code § PSC 185.37. Reconnection charges shall apply.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Water Utility Operating Rules**

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.

Establishment of Service

Application for water service may be made in writing on a 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 a multi-unit 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.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Water Utility Operating Rules**

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 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 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.

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 as 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 and furnishing and setting the meter. See Schedule BW-1 for the applicable rate.

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.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Water Utility Operating Rules**

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 for deposits and charges. Upon completing the use of the hydrant, the customer must notify the water utility to that effect.

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 wantonly 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.

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, or for the return of a hydrant valve and fixtures if the water is used on an unmetered 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 utility's equipment.

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 a 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 an 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.



**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Water Utility Operating Rules**

Service Laterals (continued)

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.

Replacement and Repair of Service Laterals

**The service lateral from the main corporation valve outlet to and through the curb stop to the meter will be maintained and kept in repair and, when worn out, replaced at the expense of the property owner.**

If an owner fails to repair a leaking or broken service lateral from the curb to the point of metering or use within 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.

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.

Charges for Water Wasted Due to Leaks

See Wis. Admin. Code § PSC 185.35 or Schedule X-4, if applicable.

Thawing Frozen Service Laterals

See Wis. Admin. Code § PSC 185.88 or Schedule X-4, if applicable.

Curb Stop Boxes

**The curb stop box is the property of the property owner. The property owner is responsible for its repair and maintenance. This includes maintaining, through adjustment, the curb stop box at an appropriate grade level. 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.**

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Water Utility Operating Rules**

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 for rates.

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.

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 shall determine the type and size of the meter setting.**

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.

Sprinkling Restrictions and Emergency Water Conditions

Where the municipality has a policy regarding sprinkling restrictions and/or emergency water conditions, failure to comply with such may result in disconnection of service.

See Wis. Admin. Code § PSC 185.37.

**Water Utility Operating Rules**

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) 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 Wis. Admin. Code § PSC 185.33.

Complaint Meter Tests

See Wis. Admin. Code § PSC 185.77.

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.

See Wis. Stat. § 196.171.

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" in Schedule X-1 for further information.

Deposits for Residential Service

See Wis. Admin. Code § PSC 185.36.

**Sheboygan Water Utility**

**Water Utility Operating Rules**

Deposits for Nonresidential Service

See Wis. Admin. Code § PSC 185.361.

Deferred Payment Agreement

See Wis. Admin. Code § PSC 185.38 or Schedule X-4, if applicable.

Dispute Procedures

See Wis. Admin. Code § PSC 185.39.

Disconnection and Refusal of Service

See Wis. Admin. Code § PSC 185.37.

The following is an example of a disconnection notice that the utility may use to provide the required notice to customers.

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 (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.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Water Utility Operating Rules**

Disconnection and Refusal of Service (continued)

DISCONNECTION NOTICE (continued)

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 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)

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Water Utility Operating Rules**

Collection of Overdue Bills

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

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:

- A. 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.
- B. 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.
- C. 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.

Repairs to Mains

The water utility reserves the right to shut off 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 Wis. Admin. Code § PSC 185.87.

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 ensure the safety of the public.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Water Utility Operating Rules**

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.

Protective Devices

- A. 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 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.
  
- B. 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.
  
- C. Air Chambers: An air chamber or approved shock absorber shall be installed at the terminus of 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.

Cross-Connections

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.

See Wis. Admin. Code § NR 811.06.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Water Main Extension Rule**

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

- A. 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.
- B. Where the municipality is unwilling or unable to make a special assessment, the extension will be made on a customer-financed basis as follows:
  - 1. 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 paragraph A.
  - 2. Part of the contribution required in paragraph B.1. 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 paragraph A. 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 paragraph A., nor will it exceed the total assessable cost of the original extension.
- C. 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 paragraph A.



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**Water Main Installations in Platted Subdivisions**

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 within 30 days. If final costs are less than estimated, a refund of the overpayment will be made by the water utility.

**Public Service Commission of Wisconsin**

**Sheboygan Water Utility**

**Water Customer Supplemental Rules**

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.

Charges for Water Wasted Due to Leaks

Pursuant to Wis. Admin. Code § 185.35(6) and the utility's policy, when a leak unknown to the customer is found in an appliance or the plumbing, the utility shall estimate the water wasted due to the leak and bill for this excess usage at a reduced rate not less than the utility's cost. If this provision applies, the utility shall bill the customer for excess usage at the rate of \$0.46 per 100 cubic feet. No additional adjustments shall be made for water supplied after the customer has been notified of the leak and has had an opportunity to correct the condition.

Thawing Frozen Service Laterals

See Wis. Admin. Code § PSC 185.88.