Public Fire-Protection Service

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

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.

Quarterly Public Fire-Protection Service Charges:

5/8-inch meter - $ 21.08	3-inch meter - $ 316.25
3/4-inch meter - $ 21.08	4-inch meter - $ 527.00
1-inch meter - $ 52.71	6-inch meter - $1,054.00
1¼-inch meter - $ 78.00	8-inch meter - $1,687.00
1½-inch meter - $105.50	10-inch meter - $2,530.00
2-inch meter - $168.75	12-inch meter - $3,373.00

This rate is in addition to Schedules Mg-1, Ug-1, Mgt-1 and Mz-1.

Billing: Same provisions as for general service.

Public Fire-Protection - Suburban

Water used for extinguishing fires outside the immediate service area of the utility may consist of three types of service:

1) Water supplied to tank trucks from utility hydrants;

2) Water supplied directly from hydrants located within the corporate limits, or on its borders, by means of hose lines; or,

3) Water supplied to tank truck from any other utility water source.

A record of the measured or estimated volume of water used shall be submitted to the water utility after each use for fire protection outside the utility's immediate service area. If measuring or estimating is impossible, the water utility superintendent shall be furnished such data as size of orifice used, pressure and time water was permitted to flow, in order to determine volume used.

A charge for the volume of water used, for each fire either through a tank supply or from hydrants, will be billed to the township or fire department using water at $1.50 per 1,000 gallons. A service charge, in addition to the water charge, shall be $15.00 per hydrant used.

Private Fire-Protection Service - Unmetered

This service shall consist of unmetered connections to the main for automatic sprinkler systems, standpipes, (where same are connected permanently or continuously to the mains) and private hydrants.

Quarterly demand charges for private fire-protection service:

Size of Connection	Charge
2-inch	$ 24.00
3-inch	$ 45.00
4-inch	$ 75.00
6-inch	$148.00
8-inch	$238.00
10-inch	$356.00
12-inch	$520.00

Billing: Same provisions as for general service.

Combined Service:

When a 4-inch or larger connection is made to the main for private fire-protection service, such service line may be tapped with a smaller size branch line for general service. This small branch line shall be metered and the water therefrom billed at the regular metered rates, schedule Mg-1. The charge for private fire-protection service will be that applicable to the size of connection to the main as stated in the above schedule. Where "X" equals the unmetered private fire-protection quarterly charge applicable to the size of connection, and "Y" is the quarterly service charge for general service, the charge for private fire-protection service shall be (X-.30Y).

RATE FILE

Public Service Commission of Wisconsin

UTILITY NAME

HARTLAND WATER UTILITY

Section Number :	
Sheet Number :	
Schedule Number :	Mg-1
Amendment Number :	12

General Service - Metered

Quarterly service charge:

5/8-inch meter - $ 13.75	3-inch meter - $210.00
3/4-inch meter - $ 13.75	4-inch meter - $324.00
1-inch meter - $ 36.00	6-inch meter - $540.00
1¼-inch meter - $ 54.00	8-inch meter - $720.00
1½-inch meter - $ 60.00	10-inch meter - $900.00
2-inch meter - $105.00	

Plus volume charge:

First	30,000 gallons used each quarter	- $1.50 per 1,000 gallons
Next	170,000 gallons used each quarter	- $1.29 per 1,000 gallons
Next	800,000 gallons used each quarter	- $1.01 per 1,000 gallons
Over	1,000,000 gallons used each quarter	- $ .80 per 1,000 gallons

Billing: Bills for water service are rendered quarterly and become due and payable on the first of the month following the period for which service is rendered. A late payment charge of 3% but not less than 30¢ will be added to bills not paid within 20 days of issuance. This one-time 3% 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 8 days, service may be disconnected pursuant to Chapter PSC 185, Wis. Adm. Code.

Combined metering: When a consumer's premises has several buildings, each supplied with service and metered separately, the full service charge will be billed for each meter separately and the readings will not be cumulated. If these buildings are all used in the same business and are connected by the consumer, they can be metered in one place. If the utility, for its own convenience, installs more than one meter, the readings will be cumulated for billing.

PSCW Authorization by Order No.:	Date Order Issued
2480-WR-101	8-30-88
Applicable for Service Rendered on and after:	Letter Date
September 15, 1988	SEP 26 1988

RATE FILE

Public Service Commission of Wisconsin

UTILITY NAME

HARTLAND WATER UTILITY

Section Number :	
Sheet Number :	
Schedule Number :	Mg-2
Amendment Number :	11

General Service - Suburban

Water customers residing outside the corporate limits of the village of Hartland shall be billed at the regular rates for service (Schedule Mg-1) plus a 25% surcharge.

Applicable for Service Rendered on and after: September 15, 1986	Date Issued
PSCW Authorization by Order No.: 2480-WR-100	Letter Date AUG 19 1986

Public Service

Water service supplied to municipal buildings, schools, etc., shall be metered and the regular metered service rates 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 superintendent 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 rate of $1.01 per 1,000 gallons.

General Water Service - Unmetered

Where the utility cannot immediately install its water meter, service may be supplied temporarily on an unmetered basis. Such service shall be billed at the rate of $48.25 each quarter. This rate shall be applied only to single-family residential and small commercial customers and approximates the cost of 23,000 gallons of water per quarter under Mg-1. If it is determined by the utility that usage is in excess of 23,000 gallons of water per quarter, an additional charge per Schedule Mg-1 will be made for the estimated additional usage.

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin—Rate File

Sheet No. _____

HARTLAND WATER UTILITY
Name of Utility

Schedule Mgt-1

Amendment 10

Seasonal, Emergency or Temporary Service

Seasonal customers shall be served at the general service rate (Mg-1) except that each customer served under this rate shall pay an annual seasonal service charge equal to four times the applicable quarterly service charge. Water use in any quarter shall be billed at the applicable volume schedule in Mg-1 and the charge added to the annual seasonal service charge.

Issued _____

Applicable to Service Rendered on and after 1-1-84

PSCW Authorization by Order No. 2480-WR-1

Letter 1-3-84

Public Service Commission of Wisconsin—Rate File

Sheet No. _____

HARTLAND WATER UTILITY
Name of Utility

Schedule Mz-1

Amendment 10

Building and Costruction Water Service

For single-family and small commercial buildings apply the minimum service charge (Mg-1) for the size of meter to be installed.

For large commercial industrial or multiple apartment buildings, a temporary metered installation shall be made and general, metered rates (Mg-1) applied.

Issued _____

Applicable to Service Rendered on and after 1-1-84

PSCW Authorization by Order No. 2480-WR-1

Letter 1-3-84

RATE FILE

Public Service Commission of Wisconsin

UTILITY NAME

HARTLAND WATER UTILITY

Section Number :	
Sheet Number :	
Schedule Number :	B-1
Amendment Number :	12

Bulk Water

All bulk water supplied to fill tank trucks or swimming pools from the water system through hydrants or other connections shall be metered. Utility personnel shall supervise the delivery of the water.

Service charge - $15.00
Plus volume charge - $ 1.50 per 1,000 gallons

PSCW Authorization by Order No.: 2480-WR-101	Date Order Issued 8-30-88
Applicable for Service Rendered on and after: September 15, 1988	Letter Date SEP 26 1988

RATE FILE

Public Service Commission of Wisconsin

UTILITY NAME

HARTLAND WATER UTILITY

Section Number :

Sheet Number :

Schedule Number : R-1

Amendment Number : 12

Reconnection Charges

	During normal business hours	After normal business hours
Reinstallation of meter, including valving at curb stop	$20.00	$30.00
Valve turned on at curb stop	$15.00	$25.00

Note: No charge for disconnection.

PSCW Authorization by Order No.:	Date Order Issued
2480-WR-101	8-30-88
Applicable for Service Rendered on and after:	Letter Date
September 15, 1988	SEP 26 1988

RATE FILE

Public Service Commission of Wisconsin

UTILITY NAME

HARTLAND WATER UTILITY

Section Number :	
Sheet Number :	
Schedule Number :	Cz-1
Amendment Number :	12

Water Lateral Installation Charge

The initial water service lateral will be installed from the main through the curb stop and box by the utility, for which there will be made a charge as follows:

3/4-inch or 1-inch copper water service	$500.00
Larger sized services	Actual Cost

PSCW Authorization by Order No.: 2480-WR-101	Date Order Issued 8-30-88
Applicable for Service Rendered on and after: September 15, 1988	Letter Date SEP 26 1988

RATE FILE

Public Service Commission of Wisconsin

UTILITY NAME

HARTLAND WATER UTILITY

Section Number :	
Sheet Number :	
Schedule Number :	D-1
Amendment Number :	12

Temporary Metered Supply, Meter and Deposits

Service charge for setting the valve and furnishing and setting the meter	-	$15.00
Deposit for valve and meter	-	$10.00

Water usage shall be billed at present rates.

Refunds of deposits will be made upon return of the utility equipment. Damaged or lost equipment will be repaired or replaced at customer expense.

PSCW Authorization by Order No.:	Date Order Issued
2480-WR-101	8-30-88
Applicable for Service Rendered on and after:	Letter Date
September 15, 1988	SEP 26 1988

Hydrant Charges

In cases where no other supply is available, hydrants may be used (see Rule X-1.2). The following charges shall apply.

Service charge for setting or moving sprinkler valve	-	$15.00
Hydrant wrench deposit	-	$10.00
Reducer (if necessary) deposit	-	$10.00

In addition, the projected water usage shall be paid for in advance at the schedule rates. The minimum charge for water usage shall be $10.00.

Refunds of deposits will be made upon return of the utility equipment. Damaged or lost equipment will be repaired or replaced at customer expense.

Water Utility Operating Rules

Compliance with Rules

All persons now receiving a water supply from the Hartland Water Utility, or who may hereafter make application therefor, 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 shall 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, name of the owner, the exact use to be made of the service, and the size of the supply pipe and meter desired. (Note particularly any special refrigeration and/or air-conditioning water consuming appliances.)

Service will be furnished only if (1) 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 property owner has agreed to and complied with the provisions of the utility's filed main extension rule, (2) property owner has installed or agrees to install a service pipe from the curb line to the point of use, and laid not less than 6 feet below the surface of an established or proposed grade, and according to utility's specification, and (3) premises have adequate piping beyond 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 a separate water utility customer for the purpose of the filed rules and regulations.

No division of the water service of any lot or parcel of land shall be made for the extension and independent meterage of the supply to an adjoining lot or parcel of land. No division of a water supply service shall be made at the curb for separate supplies therefrom for two or more separate premises having frontage on any street or public service strip whether owned by the same or different parties.

Water Utility Operating Rules (continued)

The utility is hereby empowered to withhold approval of any application wherein full information of the purpose of such supply is not clearly indicated and set forth by the applicant property owner.

Service Contract

The minimum service contract period shall be one year unless otherwise specified by special contract or in the applicable rate schedule. Where the utility has disconnected service at the customer's request prior to expiration of the minimum contract period, a reconnection charge shall be made, payable in advance, when the customer requests reconnection of service. See Schedule R-1 for applicable rate. The minimum contract period is renewed with each reconnection.

A reconnection charge shall also be required from consumers whose services are disconnected (shut off at curb stop) because of nonpayment of bills when due, (not including disconnection for failure to comply with deposit or guarantee rules). See Schedule R-1 for applicable rate.

A consumer shall be considered as the same consumer provided the reconnection is requested for the same location by any member of the same family, or if a place of business, by any partner or employee of the same business.

Temporary Metered Supply, Meter and Deposits

An applicant for temporary water supply 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 D-1 for applicable rate.

Water for Construction

When water is requested for construction purposes, or for filling tanks or other such uses, an application therefor shall be made to the utility, in writing, upon application provided for that purpose in the utility's office, 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 shall be made in advance at

Water Utility Operating Rules (continued)

the scheduled rates. The service pipe must be installed inside the building from where the water must be drawn. No connection with the service pipe at the curb shall be made without special permission from the utility.

In no case, will any employee of the utility turn on water for construction work unless the contractor first presents a permit. Upon completion of the construction work, the contractor must return the original permit to the utility together with a statement of the actual amount of construction work performed.

Consumers shall not allow contractors, masons or other persons to take water from their premises without first showing a permit from the department. Any consumer failing to comply with this provision will have water service discontinued.

Use of Hydrants

In cases where no other supply is available, permission may be granted by the utility to use a hydrant. No hydrant shall be used until it is equipped with a sprinkling valve. In no case, shall any valve be installed or moved except by a member of the utility.

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

In the use of a hydrant supply, the hydrant valve will be set at the proper opening by the utility when the sprinkling valve is set, and the flow of water must be regulated by means of the sprinkling valve. If the water is to be used through iron pipe connections, all such pipe installations shall have the swing joint to facilitate quick disconnection from the fire hydrant.

Operation of Valves and Hydrants, and Unauthorized Use of Water - Penalty

Any person who shall, without authority of the 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

Water Utility Operating Rules (continued)

Operation of Valves and Hydrants, and Unauthorized Use of Water - Penalty (Cont'd.)

shall wantonly damage or impair the same shall be subject to a fine as provided by municipal ordinance. Permits for the use of hydrants apply only to such hydrants as are designated for the specific use.

Refunds of Monetary Deposits

All monies deposited as security for payment of charges arising from the use of temporary water supply on a metered basis, or for the return of a sprinkling valve wheel or reducer, 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 wheel and reducer.

Service Connections (or Water Laterals)

No water service 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 pipe, unless adequate means of protection are provided by sand filling or such other insulation as may be approved by the utility. Service pipes 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 pipe and 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 pipe must be protected against injury by carefully hand tamping the ground filling, free from hard lumps, rocks, stones or other injurious material, around and at least six (6) inches over the pipe.

All water supplies 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 water supply for the greatest probable number of fixtures or appliances operating simultaneously.

Water Utility Operating Rules (continued)

Replacement and Repair of Service Pipe

Where the property owner requests that a larger service lateral be installed to replace an existing smaller diameter pipe, an allowance of $15 will be made as a deduction in the cost, providing the new service is to be installed in the same ditch as the existing service pipe.

The service pipe 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 utility. The property owner shall maintain the service pipe from the curb stop to the point of use.

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

Charges for Water Wasted Due to Leaks

See Wis. Adm. Code, Chapter PSC 185.35(6).

Thawing Frozen Services

See Wis. Adm. Code, Chapter PSC 185.89.

Stop Boxes

The consumer shall protect the stop box in the terrace and shall keep the same free from dirt and other obstructions. The utility shall not be liable for failure to locate stop box and shut off the water in case of a leak on the consumer's premises.

Water Utility Operating Rules (continued)

Installation of Meters

Meters will be furnished and placed by the utility and are not to be disconnected or tampered with by the consumer. All meters shall be so located that they shall be protected from obstructions and permit ready access thereto for reading, inspection and servicing, such location to be designated or approved by the utility. All piping within the building must be supplied by the consumer. Where additional meters are desired by the consumer, the consumer shall pay for all piping and an additional amount sufficient to cover the cost of maintenance and depreciation. See Schedule Am-1 for applicable rate.

Repairs to Meters

Meters will be repaired by the utility and the cost of such repairs caused by ordinary wear and tear will be borne by the 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 injured from the presence of hot water or steam in the meter, shall be paid for by the consumer 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 flat rate customer, the customer at his/her expense shall provide a suitable location and the proper connections for the meter. The water utility should be consulted as to the type and size of meter setting. Where it is possible to set meters in the basement, or other suitable place within the building, a short nipple shall be inserted after the stop and waste cock, then a union, and then another nipple and coupling of the proper length. The nipple attached to the union and coupling shall be cut to a standard length provided by the plans of the utility (the superintendent may require a horizontal run of 18 inches in such pipe line) which may later be removed for the insertion of the meter into the supply line.

Water Utility Operating Rules (continued)

Service Piping for Meter Settings (Continued)

No permit will be given to change from metered to flat rate service.

Turning on Water

The water cannot be turned on for a consumer except by a duly authorized employee of the utility. The plumber must leave the water turned off after completing the job. This does not prevent the plumber from testing the work.

Failure to Read Meters

Where the utility is unable to read a meter after two successive attempts, 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 quarter 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 minimum bill paid the preceding month. Only in unusual cases or where approval is obtained from the customer shall more than two consecutive estimated 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 employed, the bill will be estimated by some equitable method.

Complaint Meter Tests

See Wis. Adm. Code, Chapter PSC 185.77.

Water Utility Operating Rules (continued)

Inspection of Premises

During reasonable hours, any officer or authorized employee of the utility shall have the right of access to the premises supplied with service, for the purpose of inspection or for the enforcement of the utility's rules and regulations. At least once every 12 months, the utility will make a systematic inspection of all unmetered water taps for the purpose of checking waste and unnecessary use of water.

CUSTOMER'S DEPOSITS

New Residential Service

The utility may require a cash deposit or other guarantee as a condition of new residential service if, and only if, the customer has an outstanding account balance with the utility which accrued within the last six years and which, at the time of the request for new service, remains outstanding and not in dispute.

Existing Residential Service

The utility may require a cash deposit or other guarantee as a condition of continued service if, and only if, either or both the following circumstances apply:

1. Service has been shut off or discontinued within the last 12 months for violation of these rules and regulations or for nonpayment of a delinquent bill for service which is not in dispute.

2. Credit information obtained by the utility subsequent to the initial application indicates that the initial application for service was falsified or incomplete to the extent that a deposit would be required under these rules and regulations.

Water Utility Operating Rules (continued)

Commercial and Industrial Service

If the credit for an applicant for commercial or industrial service has not been established to the satisfaction of the utility, the applicant may be required to make a deposit or otherwise guarantee to the utility payment of bills for service.

Conditions of Deposit

See Wis. Adm. Code, Chapter PSC 185.36(4).

Refund of Deposits

The utility shall review the payment record of each residential customer with a deposit on file at not less than 12-month intervals and shall not require or continue to require a deposit unless a deposit could be required under the conditions stated above. In the case of a commercial or industrial customer, the utility shall refund the deposit after 24 consecutive months of prompt payment if the customer's credit standing is satisfactory to the utility. Payment shall be considered "prompt" if it is made prior to notice of disconnection for nonpayment of a bill not in dispute. Any deposit or portion thereof refunded to a customer shall be refunded by check unless both the customer and the utility agree to credit the regular bill, or unless service is terminated, in which case, the deposit with accrued interest shall be applied to the final bill and any balance returned to the customer promptly.

Other Conditions

A new or additional deposit may be required upon reasonable written notice of the need therefor if such new or additional deposit could have been required under the circumstances when the initial deposit was made. Service may be refused or disconnected for failure to pay a deposit request as provided in the rules. When service has been disconnected for failure to make a deposit, or for failure to pay a delinquent bill, or for failure to comply with the terms of a Deferred Payment Agreement, and satisfactory arrangements have been made to have service restored, a reconnection charge as specified elsewhere in these rules, shall be paid by the customer as a condition to restoration of service.

Water Utility Operating Rules (continued)

Guarantee Contracts

The utility may accept, in lieu of a cash deposit, a contract signed by a guarantor satisfactory to the utility, whereby payment of a specified sum not exceeding the cash deposit requirement is guaranteed. The term of a guarantee contract shall be two years, but shall automatically terminate after the customer has closed his/her account, or at the guarantor's request upon 30 days written notice to the utility.

Upon termination of a guarantee contract or whenever the utility deems same insufficient as to amount or surety, a cash deposit or a new or additional guarantee may be required upon reasonable written notice to the customer. Service to any customer who fails to comply with these requirements may be refused, or upon 8 days written notice, disconnected.

The utility shall mail the guarantor copies of all disconnect notices sent to the customer whose account he has guaranteed unless the guarantor waives such notice in writing.

In lieu of a cash deposit or guarantee, an applicant for new service who has an outstanding account accrued within the last 6 years with the utility, shall have the right to receive service from the utility under a Deferred Payment Agreement as provided in these rules and regulations for the outstanding account balance.

DISCONNECTION AND REFUSAL OF SERVICE

Reasons for Disconnection

Service may be disconnected or refused for any of the following reasons:

1. Failure to pay a delinquent account or failure to comply with the terms of a Deferred Payment Agreement.

2. Violation of the utility's rules and regulations pertaining to the use of service in a manner which interferes with the service of others or to the operation of nonstandard equipment, if the customer has first been notified and provided with reasonable opportunity to remedy the situation.

Water Utility Operating Rules (continued)

Reasons for Disconnection (Continued)

3. Failure to comply with deposit or guarantee arrangements as provided for in these rules and regulations.

4. Diversion of service around the meter.

Disconnection for Delinquent Accounts

A bill for service is delinquent if unpaid after the due date shown on the bill. The utility may disconnect service for a delinquent bill by giving the customer, at least 8 calendar days prior to disconnection, a written disconnect notice which may be included with the bill for service. For purposes of this rule, the due date shall not be less than 20 days after issuance.

The utility may disconnect without notice where a dangerous condition exists for as long as the condition exists. Service may be denied to any customer for failure to comply with the applicable requirements of the rules and regulations of the Public Service Commission or of these rules and regulations, or if a dangerous or unsafe condition exists on the customer's premises.

The utility shall notify the appropriate county Department of Health and Social Services at least five calendar days prior to any scheduled disconnection of residential service, if the customer or responsible person has made a written request for this procedure. The utility shall apprise customers of this right upon application for service. If service to a residential customer which has been disconnected has not been restored within 24 hours after disconnection, the utility shall notify the appropriate Sheriff's Department of the billing name and service address and that a threat to health and life might exist to persons occupying the premises.

Deferred Payment Agreement

The utility shall offer Deferred Payment Agreements to residential customers. The Deferred Payment Agreement shall provide that service will not be discontinued for the outstanding bill if the customer pays a stated reasonable amount of the

Water Utility Operating Rules (continued)

Deferred Payment Agreement (Continued)

outstanding bill and agrees to pay a stated reasonable portion of the remaining outstanding balance in installments until the bill is paid. In determining what amounts are "reasonable", the parties shall consider the:

1. Size of the delinquent account.
2. Customer's ability to pay.
3. Customer's payment history.
4. Time that the debt has been outstanding.
5. Reasons why the debt has been outstanding.
6. Any other relevant factors concerning the circumstances of the customer.

In the Deferred Payment Agreement, it shall state immediately preceding the space provided for the customer's signature and in bold face print at least two sizes larger than any other used thereon, the following:

> IF YOU ARE NOT SATISFIED WITH THIS AGREEMENT, DO NOT SIGN. IF YOU DO SIGN THIS AGREEMENT YOU GIVE UP YOUR RIGHT TO DISPUTE THE AMOUNT DUE UNDER THE AGREEMENT EXCEPT FOR THE UTILITY'S FAILURE OR REFUSAL TO FOLLOW THE TERMS OF THIS AGREEMENT.

A Deferred Payment Agreement shall not include a finance charge.

If an applicant for service has not fulfilled the terms of a Deferred Payment Agreement, the utility shall have the right to disconnect service or refuse service in accordance with these rules and under such circumstances, it shall not be required to offer subsequent negotiation of a Deferred Payment Agreement prior to disconnection.

Any payments made by the customer in compliance with a Deferred Payment Agreement, or otherwise, shall be first considered made in payment of the previous account balance with any remainder credited to the current bill.

Water Utility Operating Rules (continued)

Dispute Procedures

Whenever the customer advises the utility's designated office prior to the disconnection of service that all or part of any billing as rendered is in dispute, or that any matter related to the disconnection is in dispute, the utility shall investigate the dispute promptly and completely, advise the customer of the results of the investigation, attempt to resolve the dispute, and provide the opportunity for the customer to enter into a Deferred Payment Agreement, when applicable, in order to settle the dispute.

After the customer has pursued the available remedies with the utility, the customer may request that the Public Service Commission's staff informally review the disputed issue and recommend terms of settlement.

Any party to the dispute after informal review, may make a written request for a formal review by the commission. If the commission decides to conduct a formal hearing on the dispute, the customer must pay 50% of the bill in dispute or post a bond for that amount on or before the hearing date. Failure to pay the amount or post the bond will constitute a waiver of the right to a hearing. Service shall not be disconnected because of any disputed matter while the disputed matter is being pursued under the disputes procedure. In no way does this relieve the customer from the obligation of paying charges which are not disputed.

The form of disconnection notice to be used.

DISCONNECTION NOTICE

Dear Customer:

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

You have 8 days to pay the 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 8 days allowed to make reasonable time payment arrangements, we will proceed with disconnection action.

Water Utility Operating Rules (continued)

Disconnection Notice (Continued)

To avoid the inconvenience of service interruption and an additional charge of (amount) 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 time payments you agreed to, your service will be subject to disconnection unless you pay the amount due within 8 days.

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

PLEASE CALL THIS TELEPHONE NUMBER, (Appropriate telephone number), IMMEDIATELY IF:

1. You have a question about your utility service arrears.

2. You are unable to pay the full amount of the bill and are willing to enter into a time payment agreement with us.

3. There are any circumstances you think should be taken into consideration before service is discontinued.

4. Any resident is seriously ill.

Illness Provision

If there is an existing medical emergency in your home and you furnish the 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 unable to pay the full amount of the utility service arrears on your bill, you may contact the utility to discuss arrangements to pay the arrears over an extended period of time.

Water Utility Operating Rules (continued)

Deferred Payment Agreements (Continued)

This time payment agreement will require:

1. Payment of a resonable 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 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 utility, you may make an appeal to the Wisconsin Public Service Commission, Madison, Wisconsin.

(UTILITY NAME)

In the event the utility is not able to collect any bill for water service even though Deposit and Guarantee Rules are on file, the bill may be put upon the tax roll as provided in Section 66.069, Wisconsin Statutes.

Surreptitious Use of Water

When the utility has reasonable evidence that a consumer 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 utility service being delivered, the utility reserves the right to estimate and present immediately a bill for service unmetered as a result of such interference and such bill shall be payable subject to a 24-hour disconnection of service. When the utility shall have disconnected the consumer for any such reason, the utility will reconnect the consumer upon the following conditions:

1. The consumer will be required to deposit with the utility, an amount sufficient to guarantee the payment of the consumer's bills for utility service to the utility.

Water Utility Operating Rules (continued)

Surreptitious Use of Water (Continued)

2. The consumer will be required to pay the utility for any and all damages to its equipment on the consumer's premises due to such stoppage or interference with its metering.

3. The consumer must further agree to comply with reasonable requirements to protect the utility against further losses.

Sections 98.26 and 943.20, Wis. Stats., as relating to water service, are hereby adopted and made a part of these rules.

Vacation of Premises

When premises are to be vacated, the utility shall be notified, in writing, at once, so that it may remove the meter and shut off the supply at the curb cock. The owner of the premises shall be liable to prosecution for any damage to the property of the water department by reason of failure to notify the utility of vacancy.

Repairs to Mains

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

Duty of Utility with Respect to Safety of the Public

It shall be the duty of the utility to see that all open ditches for water mains, hydrants and service pipes are properly guarded to prevent accident to any person or vehicle, and at night, there shall be displayed amber signal light in such manner as will, so far as possible, insure the safety of the public.

Water Utility Operating Rules (continued)

Handling Water Mains and Service Pipes in Sewer or Other Trenches

Where excavating machines are used in digging sewers, all water mains shall be maintained at the expense of the contractor.

Contractors must ascertain for themselves, the existence and location of all service pipes. Where removed, cut or damaged in the construction of a sewer, the contractors must, at their own expense, cause them to be replaced or repaired at once. Contractors must not shut off the water service pipes to any consumer for a period exceeding 6 hours.

Settling Main or Service Trenches

Trenches in unpaved streets shall be refilled with moist, damp earth, or by means of water tamping. When water tamping is used, the water shall be turned into the trench after the first 12 inches of backfill has been placed and then the trench shall be kept flooded until the remainder of the backfill has been put in.

Protective Devices

A. Protective Devices in General

The owner or occupant of every premises receiving water supply shall apply and maintain suitable means of protection of the premise supply, and all appliances thereof, 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 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.

Water Utility Operating Rules (continued)

Protective Devices (Continued)

B. Relief Valves

On all "closed systems" (i.e., systems having a check valve, pressure regulator, or reducing valve, water filter or softener), an effective pressure relief valve shall be installed either in the top tapping or the upper side tapping of the hot water tank, or on the hot water distributing pipe connection at 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 and drain cock for water drainage and replenishment of air.

Purity of Supply Not to Be Impaired by Cross-Connections

Every person owning or occupying a premise receiving city or village water supply shall maintain such village or city 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, waste or soil pipe may flow, be syphoned or pumped into the piping of the city or village water system.

Form 14 Rate

Public Service Commission of Wisconsin—Rate File

Sheet No. _____

HARTLAND MUNICIPAL WATER DEPARTMENT
Name of Utility

Schedule X-2

Amendment 8

Water Main Extension Rules

Incorporate the water main extension rule as provided by the Public Service Commission as follows:

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 against the abutting property, the procedure set forth under section 66.60 of the Wisconsin Statutes 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, then 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 (A).

2. Part of the contribution required in (1) will be refundable. When additional customers are connected to the extended main within 20 years of the date of completion, contributions in aid of construction will be collected equal to the amount which would have been assessed under (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 (A) nor will it exceed the total assessable cost of the original extension.

C. When a new customer(s) is connected to an existing main, not financed by customer contributions, it shall not be considered as a main extension and no contribution may be collected from the customer(s).

Issued _____ Applicable to Service Rendered on and after 4/1/76

PSCW Authorization by Order No. 2-U-8182

Letter 12/1/76

Form 14 Rate

Public Service Commission of Wisconsin—Rate File

HARTLAND MUNICIPAL WATER DEPARTMENT

Name of Utility

Sheet No. _____

Schedule X-3

Amendment 8

Water Main Installations in Platted Subdivisions

Application for installation of water mains in regularly platted real estate development subdivision shall be filed with the village clerk and shall set forth the following information:

1. Name of subdivision
2. Legal description.
3. Map showing streets, lots and sizes of proposed mains and hydrants, and street laterals.
4. Date of approval of subdivision plan by State Planning Board.
5. Date of approval of proposed mains by State Board of Health.
6. Number of houses presently under construction.

Upon receipt of the application, the water utility will prepare detailed estimates of the cost of extending water mains and hydrants of the size deemed necessary in the subdivision and submit same to the village council for approval of the extension as it pertains to public fire-protection service requirements.

The applicant for water service to be supplied to a subdivision 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 billind will be made for the balance of the cost due. This balance to be paid within 30 days. If final costs are less than estimated, a refund of overpayment will be made by the water utility.

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