RATE FILE

Public Service Commission of Wisconsin

Monona Water Utility

Public Fire-Protection Service - Residential

Under Wisconsin Statutes, § 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

Improvement Value	Charge	Improvement Value	Charge
$0 to $29,999	$2.05	$140,000 to $149,999	$13.58
$30,000 to $39,999	$3.58	$150,000 to $159,999	$15.84
$40,000 to $49,999	$4.25	$160,000 to $169,999	$16.65
$50,000 to $59,999	$5.59	$170,000 to $179,999	$17.11
$60,000 to $69,999	$6.31	$180,000 to $189,999	$18.03
$70,000 to $79,999	$7.77	$190,000 to $199,999	$18.69
$80,000 to $89,999	$8.46	$200,000 to $299,999	$23.16
$90,000 to $99,999	$9.23	$300,000 to $399,999	$28.90
$100,000 to $109,999	$10.84	$400,000 to $499,999	$36.52
$110,000 to $119,999	$11.56	$500,000 and over	$44.18
$120,000 to $129,999	$12.17		
$130,000 to $139,999	$13.14		

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

Billing: Same provisions as for general service.

RATE FILE

Sheet No. 1 of 1
Schedule No. FC-1
Amendment No. 25

Public Service Commission of Wisconsin

Monona Water Utility

Public Fire-Protection Service – Commercial/Industrial

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.

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

Improvement Value	Charge	Improvement Value	Charge
$0 to $29,999	$22.05	$200,000 to $299,999	$110.28
$30,000 to $39,999	$23.89	$300,000 to $399,999	$121.51
$40,000 to $49,999	$25.21	$400,000 to $499,999	$136.44
$50,000 to $59,999	$26.57	$500,000 to $599,999	$150.41
$60,000 to $69,999	$27.95	$600,000 to $699,999	$318.01
$70,000 to $79,999	$29.26	$700,000 to $799,999	$335.32
$80,000 to $89,999	$30.60	$800,000 to $899,999	$348.44
$90,000 to $99,999	$32.10	$900,000 to $999,999	$361.16
$100,000 to $109,999	$52.40	$1,000,000 to $1,999,999	$424.76
$110,000 to $119,999	$53.81	$2,000,000 to $2,999,999	$1,022.65
$120,000 to $129,999	$55.05	$3,000,000 to $3,999,999	$1,174.93
$130,000 to $139,999	$56.91	$4,000,000 to $4,999,999	$1,459.90
$140,000 to $149,999	$58.00	$5,000,000 to $5,999,999	$1,773.39
$150,000 to $159,999	$59.12	$6,000,000 to $6,999,999	$2,118.21
$160,000 to $169,999	$60.70	$7,000,000 to $7,999,999	$2,497.52
$170,000 to $179,999	$61.58	$8,000,000 to $8,999,999	$2914.76
$180,000 to $189,999	$63.39	$9,000,000 to $9,999,999	$3,748.68
$190,000 to $199,999	$64.68	$10,000,000 and over	$4,590.46

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

Billing: Same provisions as for general service.

EFFECTIVE: November 1, 2000
PSCW AUTHORIZATION: 3800-WR-105

RATE FILE

Sheet No. 1 of 1
Schedule No. FPA-1
Amendment No. 25

Public Service Commission of Wisconsin

Monona Water Utility

Public Fire-Protection Service – Public Authority

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.

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

Improvement Value	Charge	Improvement Value	Charge
$0 to $29,999	$ 9.79	$200,000 to $299,999	$ 55.25
$30,000 to $39,999	$11.36	$300,000 to $399,999	$ 59.10
$40,000 to $49,999	$12.94	$400,000 to $499,999	$ 62.95
$50,000 to $59,999	$14.54	$500,000 to $599,999	$ 66.79
$60,000 to $69,999	$16.13	$600,000 to $699,999	$107.86
$70,000 to $79,999	$17.70	$700,000 to $799,999	$148.91
$80,000 to $89,999	$19.28	$800,000 to $899,999	$162.15
$90,000 to $99,999	$20.87	$900,000 to $999,999	$175.39
$100,000 to $109,999	$22.45	$1,000,000 to $1,999,999	$188.62
$110,000 to $119,999	$24.03	$2,000,000 to $2,999,999	$454.12
$120,000 to $129,999	$24.45	$3,000,000 to $3,999,999	$521.75
$130,000 to $139,999	$28.29	$4,000,000 to $4,999,999	$780.86
$140,000 to $149,999	$32.15	$5,000,000 to $5,999,999	$1,039.96
$150,000 to $159,999	$36.00	$6,000,000 to $6,999,999	$1,299.07
$160,000 to $169,999	$39.85	$7,000,000 to $7,999,999	$1,558.17
$170,000 to $179,999	$43.69	$8,000,000 and over	$1,817.29
$180,000 to $189,999	$47.56		
$190,000 to $199,999	$51.40		

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

Billing: Same provisions as for general service.

EFFECTIVE: November 1, 2000
PSCW AUTHORIZATION: 3800-WR-105

Public Service Commission of Wisconsin

Monona Water Utility

Private Fire-Protection Service - Unmetered

This service shall consist of unmetered connections to the main for the purpose of supplying water to private fire protection systems such as 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	$ 25.00
3-inch	$ 47.00
4-inch	$ 77.00
6-inch	$ 155.00
8-inch	$ 248.00
10-inch	$ 372.00
12-inch	$ 542.00

Billing: Same provisions as for general service.

Public Service Commission of Wisconsin

Monona Water Utility

General Service - Metered

Quarterly Service Charge:

⅝ -inch meter - $	14.00	2 -inch meter - $	63.00
¾ -inch meter - $	14.00	3 -inch meter - $	129.00
1 -inch meter - $	23.40	4 -inch meter - $	153.00
1¼ -inch meter - $	34.00	6 -inch meter - $	228.00
1½ -inch meter - $	48.00	8 -inch meter - $	309.00

Plus Volume Charge:

First 7,000 cubic feet used each quarter - $1.53 per 100 cubic feet
Next 43,000 cubic feet used each quarter - $1.35 per 100 cubic feet
Over 50,000 cubic feet used each quarter - $1.12 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. A late payment charge of 1 percent per month will be added to bills not paid within 20 days of issuance. This late payment charge will be applied to the total unpaid balance for utility service, including unpaid late payment charges. The late payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued. Unless payment or satisfactory arrangement for payment is made within the next eight days, service may be disconnected pursuant to Wis. Admin. Code ch. PSC 185.

Combined Metering: Volumetric meter readings will be combined for billing if the utility for its own convenience places more than one meter on a single water service lateral. Multiple meters placed for the purpose of identifying water not discharged into the sanitary sewer are not considered for utility convenience and shall not be combined for billing. Meter readings from individually metered separate service laterals shall not be combined for billing purposes.

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.

Public Service Commission of Wisconsin

Monona Water Utility

Public Service

Water service supplied to municipal buildings, schools, sewer treatment plants, 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 $1.35 per 100 cubic feet.

Public Service Commission of Wisconsin

Monona Water Utility

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 $49.19 per billing period. This rate shall be applied only to single-family residential and small commercial customers and approximates the cost of 2,300 cubic feet of water per billing period under Schedule Mg-1. If it is determined by the utility that usage is in excess of 2,300 cubic feet of water per billing period, an additional charge per Schedule Mg-1 will be made for the estimated additional usage.

Billing: Same as Schedule Mg-1.

Seasonal, Emergency or Temporary Service

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

Further, if service has been disconnected, a charge under Schedule R-1 is applied at the time of reconnection.

*Seasonal customers are general service customers whose use of water is normally for recurring periods of less than a year.

Building and Construction Water Service

For single-family and small commercial buildings apply the unmetered rate, Schedule Ug-1.

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

Public Service Commission of Wisconsin

Monona Water Utility

Bulk Water

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

Bulk water sales are:

1. Water supplied to tank truck or from hydrant for the purpose of extinguishing fires outside the utility's immediate service area;

2. Water supplied by tank truck or from hydrant for purposes other than extinguishing fires such as irrigation or the filling of swimming pools; or,

3. Water supplied from hydrants or other temporary connections for general service type applications. (Water supplied for construction purposes - see Schedule Mz-1)

A charge for the volume of water used will be billed to the party using the water at $1.53 per 100 cubic feet. A service charge, in addition to the volumetric charge, will be $30.00.

A deposit for the meter and/or valve will be required. The deposit collected shall be $30.00 and will be refunded upon return of the utility's equipment. Damaged or lost equipment will be repaired or replaced at the customer's expense.

Form 14 Rate

Public Service Commission of Wisconsin—Rate File

Sheet No. _____

MONONA WATER UTILITY
Name of Utility

Schedule Mr-1

Amendment 15

Remote Reading Register Meter Attachment

1. Remote register water meter attachments will be installed by the Monona Water Utility, the cost to be borne by the utility.

2. The Monona Water Utility shall determine the priority of said installations, for the purpose of efficiency, as follows:

   (a) All new construction.
   (b) Presently difficult places to read.
   (c) Residences where occupants habitually or necessarily are absent.
   (d) All other installations desirable for the benefit of the utility.

3. Customers who request a remote register meter attachment ahead of the utility planned schedule as shown in (2) above will pay $20 in advance for immediate installation.

   When the utility changes its entire system to remote register meters subsequent to installation of a remote register for which a charge was made, the amount paid, less $1 for each year of service exclusive of any charge for excess wire installation, will be refunded to the then owner of the premises.

4. The location of the remote register meter is to be determined by the utility.

Issued _____ Applicable to Service Rendered on and after APR 5 1982

PSCW Authorization by Order No. 3800-WR-2

Letter MAY 13 1982

Public Service Commission of Wisconsin

Monona Water Utility

Reconnection Charges

	During Normal Business Hours	After Normal Business Hours
Reinstallation of meter, including valving at curb stop	$ 30.00	$ 45.00
Valve turned on at curb stop	$ 27.00	$ 40.00

Note: No charge for disconnection.

Water Lateral Installation Charge

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

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

The initial water lateral, not installed as part of a subdivision development or an assessable utility extension, will be installed from the main through the curb stop and box by the utility, for which there will be made a charge as follows:

3/4-inch or 1-inch copper water service	$1,000.00
Larger sized services	Actual Cost

There will be additional costs for street restoration.

Water Utility Operating Rules

Compliance with Rules

All persons now receiving a water supply 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, 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, fire protection 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 treated as 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. Except for duplexes, 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. Duplexes may be served by one lateral provided individual metered service and disconnection is provided and 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 utility may 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.

Water Utility Operating Rules

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 box) 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 household, or if a place of business, by any partner 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 BW-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 may be required in advance at 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.

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.

Water Utility Operating Rules

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. Where applicable, see Schedule BW-1 for 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 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 moneys 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.

Water Utility Operating Rules

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.

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, if the lateral is copper or lead. The property owner shall maintain the service pipe from the curb stop to the point of use.

If an owner 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 owner 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. Admin. Code chapter PSC 185.

Water Utility Operating Rules

Thawing Frozen Services

See Wis. Admin. Code chapter PSC 185.

Curb Stop Boxes

The customer shall protect the curb 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 curb stop box and shut off the water in case of a leak on the owner's premises.

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 owner. Where additional meters are desired by the owner, the owner shall pay for all piping and an additional amount sufficient to cover the cost of maintenance and depreciation. Where applicable, see Schedule Am-1 for 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.

Water Utility Operating Rules

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 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.

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 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 or when approval is obtained from the customer, shall more than three consecutive estimated bills be rendered where bills are rendered monthly and there shall be not more than two consecutive estimated bills where the billing period is two months or more.

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.

Water Utility Operating Rules

Complaint Meter Tests

See Wis. Admin. Code chapter PSC 185.

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. Whenever appropriate, 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

See Wis. Admin. Code chapter PSC 185.

Conditions of Deposit

See Wis. Admin. Code chapter PSC 185.

Guarantee Contracts

See Wis. Admin. Code chapter PSC 185.

Deferred Payment Agreement

See Wis. Admin. Code chapter PSC 185.

Water Utility Operating Rules

Disconnection And Refusal Of Service

See Wis. Admin. Code chapter PSC 185.

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 eight 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 eight 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 eight 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 dispute the notice of delinquent account.
2. You have a question about your 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.

Water Utility Operating Rules

Disconnection Notice (continued)

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 you are a residential customer and, 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.

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 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)

Water Utility Operating Rules

Collection of Overdue Bills

An amount owed by the customer may be levied as a tax as provided in Wisconsin Statutes § 66.069.

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.

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.

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

Water Utility Operating 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 valve. 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.

Handling Water Mains and Service Pipes in Excavation Trenches

Contractors must ascertain for themselves, the existence and location of all water mains and service pipes. Where 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 pipes to any consumer for a period exceeding 6 hours.

Water Utility Operating Rules

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 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 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, 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 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 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, waste or soil pipe may flow, be siphoned or pumped into the piping of the municipal water system.

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 Wisconsin Statutes § 66.60 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 (A).

2. Part of the contribution required in (1) will be refundable. When additional customers are connected to the extended main within twenty 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 customer connects to a transmission main or connecting loop installed at utility expense within twenty years of the date of completion, there will be a contribution required of an amount equivalent to that which would have been assessed under (A).

Public Service Commission of Wisconsin

Monona Water Utility

Water Main Installations in Platted Subdivisions

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

If the developer, or a contractor employed by the developer, is to install the water mains (with 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 overpayment will be made by the water utility.