

Sample Water Utility
Water Rate File Changes

New or Amended

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

Other

F-2
MI-1
LSL-1
LSL-2
X-5
See Appendix 1

Deleted

Fd-1
Mgt-1
Mz-1
NSF-1
B-1
Mr-1
D-1
H-1

Public Service Commission of Wisconsin

Sample Water Utility

Purchased Water Adjustment Clause

Sample Water Utility (utility) may apply a purchased water adjustment clause (PWAC) to its water rates set forth under Schedules F-1 and Mg-1 to reflect an increase or decrease in the rates charged by its wholesale water supplier, [*City/Town/Village of _____*] (wholesaler), **and only when the wholesaler’s rates are adjusted through the conventional rate case process.** Adjustments under this PWAC that result in an increase cannot be effective until the utility has filed the PWAC application with the Public Service Commission (Commission), the utility provides notice to its customers of such change in rates, and the Commission holds a public hearing and authorizes the rate adjustments in a Final Decision.

Calculation of Adjusted Annual Municipal Charge for Public Fire Protection Service - - - F-1

$$AFP = FP + A$$

$$A = N - B$$

Where: AFP = Adjusted annual charge for public fire protection service to the [*City/Town/Village of _____*].

FP = Current annual charge for public fire protection service under the utility’s Schedule F-1 rate.

A = New annual wholesale public fire protection service charge less the current annual wholesale public fire protection service charge.

N = New annual wholesale public fire protection service charge.

B = Current annual wholesale public fire protection service charge.

Calculation of Adjusted Quarterly Public Fire Protection Service Charges - - - F-1

$$C = Z \times (1 + P)$$

$$P = (N - B) / T$$

Where: C = Adjusted Schedule F-1 quarterly retail service charges rounded up to the nearest cent.

Z = Current Schedule F-1 direct quarterly retail service charges.

P = Adjustment factor rounded up to the nearest hundredth of a percent, which is four places past the decimal point (.XXXX).

EFFECTIVE: =TBD=

PSCW AUTHORIZATION: 16255-WR-100

Public Service Commission of Wisconsin

Sample Water Utility

Purchased Water Adjustment Clause

N = New quarterly wholesale public fire protection service charge.

B = Current quarterly wholesale public fire protection service charge.

T = Total quarterly dollar revenue from quarterly retail service charges per rate Schedule F-1.

Calculation of Adjusted Quarterly Service Charges - - - Mg-1

$$C = Z \times (1 + P)$$

$$P = (N - B) / T$$

Where: C = Adjusted Schedule Mg-1 quarterly retail service charges rounded up to the nearest cent.

Z = Current Schedule Mg-1 quarterly retail service charges.

P = Adjustment factor rounded up to the nearest hundredth of a percent, which is four places past the decimal point (.XXXX).

N = New quarterly wholesale service charge.

B = Current quarterly wholesale service charge.

T = Total quarterly dollar revenue from quarterly retail service charges per Schedule Mg-1.

Commodity Charge Adjustment - - - Mg-1

$$AVBR = VBR + A$$

Where: AVBR = Adjusted Schedule Mg-1 retail volume block rates rounded up to the nearest cent.

VBR = Current Schedule Mg-1 retail volume block rates.

A = New wholesale volume charge less the current wholesale volume charge.

Public Service Commission of Wisconsin

Sample Water Utility

Public Fire Protection Service

Public fire protection service includes the use of hydrants for fire protection service only and such quantities of water as may be demanded for the purpose of extinguishing fires within the service area. 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.

Municipal Charge:

The annual charge for public fire protection service to the [Municipality Name] shall be \$50,000. The utility may bill for this amount in equal installments.

Direct Charge:

Under the 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.

Monthly Public Fire Protection Service Charges:

5/8 - inch meter:	\$ 0.00	3 - inch meter:	\$ 0.00
3/4 - inch meter:	\$ 0.00	4 - inch meter:	\$ 0.00
1 - inch meter:	\$ 0.00	6 - inch meter:	\$ 0.00
1 1/4 - inch meter:	\$ 0.00	8 - inch meter:	\$ 0.00
1 1/2 - inch meter:	\$ 0.00	10 - inch meter:	\$ 0.00
2 - inch meter:	\$ 0.00	12 - inch meter:	\$ 0.00
2 1/2 - inch meter:	\$ 0.00		

Option 1: Standard Non-General Service Language (without adjacent lot sentence)

Under Wis. Stat. § 196.03(3)(b), the Village of Poynette has elected to make the charges in this schedule applicable to non-general service customers who own property that is located both within the municipal limits and in an area where the utility has an obligation to provide water for public fire protection. Each parcel shall be billed at the 5/8-inch meter rate under this schedule.

Option 2: Non-General Service Language (with adjacent lot sentence):

Under Wis. Stat. § 196.03(3)(b), the Village of Poynette has elected to make the charges in this schedule applicable to non-general service customers who own property that is located both within the municipal limits and in an area where the utility has an obligation to provide water for public fire protection. *The municipality has also elected to bill any person who owns 2 or more parcels that are adjacent to each other or divided only by a roadway or book, creek, river, or stream, as if that person's adjacent parcels were only one parcel. Each billable parcel shall be charged the 5/8-inch meter rate under this schedule.*

Public Service Commission of Wisconsin

Sample Water Utility

Public Fire Protection Service

Option 1: (no Am-1, no irrigation customers under Mg-1)

Customers who are provided service under Schedules Mg-1, Ug-1, or Sg-1 shall be subject to the charges in this schedule according to the size of their primary meter.

Option 2: (utilities with customers subject to Am-1)

Customers who are provided service under Schedules Mg-1, Ug-1, or Sg-1 shall 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.

Option 3: (utilities with Irrigation customers under Mg-1)

Customers who are provided service under Schedules Mg-1, Ug-1, or Sg-1 shall be subject to the charges in this schedule according to the size of their primary meter, except that irrigation customers under Schedule Mg-1 are subject to these charges only if they have a single meter installed on their service lateral.

Option 4: (non-customers billed)

Under Wis. Stats. §196.03(3)(b), the [*Municipality Name*] has elected to make the charges in this schedule applicable to non-general service customers who own property that is located in an area where the utility has an obligation to provide water for public

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Sample Water Utility

Public Fire Protection Service - Suburban

Suburban public fire protection service includes the use of hydrants for fire protection service only and such quantities of water as may be demanded for the purpose of extinguishing fires within the service area. 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.

The annual charge for public fire protection service to the [*Municipality Name*] shall be \$0.00. The utility may bill for this amount in equal [*quarterly/monthly*] installments.

Public Service Commission of Wisconsin

Sample 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.

Monthly Private Fire Protection Service Demand Charges:

2 - inch or smaller connection:	\$	0.00
3 - inch connection:	\$	0.00
4 - inch connection:	\$	0.00
6 - inch connection:	\$	0.00
8 - inch connection:	\$	0.00
10 - inch connection:	\$	0.00
12 - inch connection:	\$	0.00
14 - inch connection:	\$	0.00
16 - inch connection:	\$	0.00

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Sample Water Utility

General Service - Metered

Monthly Service Charges:

5/8 - inch meter:	\$ 0.00	3 - inch meter:	\$ 0.00
3/4 - inch meter:	\$ 0.00	4 - inch meter:	\$ 0.00
1 - inch meter:	\$ 0.00	6 - inch meter:	\$ 0.00
1 1/4 - inch meter:	\$ 0.00	8 - inch meter:	\$ 0.00
1 1/2 - inch meter:	\$ 0.00	10 - inch meter:	\$ 0.00
2 - inch meter:	\$ 0.00	12 - inch meter:	\$ 0.00
2 1/2 - inch meter:	\$ 0.00		

Volume Charges:

Option 1: Single Rate Design for all Customer Classes

First	1,000	gallons used each month:	\$0.00 per 1,000 gallons
Next	1,000	gallons used each month:	\$0.00 per 1,000 gallons
Next	1,000	gallons used each month:	\$0.00 per 1,000 gallons
Next	1,000	gallons used each month:	\$0.00 per 1,000 gallons
Over	4,000	gallons used each month:	\$0.00 per 1,000 gallons

OR

All water used monthly: \$0.00 per 1,000 gallons

Option 2: Class Based Rates

Residential

All water used monthly: \$0.00 per 1,000 gallons

Multifamily Residential

All water used monthly: \$0.00 per 1,000 gallons

Nonresidential

First	1,000	gallons used each month:	\$0.00 per 1,000 gallons
Next	1,000	gallons used each month:	\$0.00 per 1,000 gallons
Next	1,000	gallons used each month:	\$0.00 per 1,000 gallons
Over	3,000	gallons used each month:	\$0.00 per 1,000 gallons

Public Service Commission of Wisconsin

Sample Water Utility

General Service - Metered

Option 3: Class Based Rates with Irrigation

Residential

All water used monthly: \$0.00 per 1,000 gallons

Multifamily Residential

All water used monthly: \$0.00 per 1,000 gallons

Nonresidential

- First 1,000 gallons used each month: \$0.00 per 1,000 gallons
- Next 1,000 gallons used each month: \$0.00 per 1,000 gallons
- Next 1,000 gallons used each month: \$0.00 per 1,000 gallons
- Over 3,000 gallons used each month: \$0.00 per 1,000 gallons

Irrigation

All water used monthly: \$0.00 per 1,000 gallons

BILLING OPTIONS

Option 1: (3 percent charge)

Billing: Bills for water service are rendered monthly and become due and payable upon issuance following the period for which service is rendered. 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 shall 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. 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.

Option 2: (1 percent charge)

Billing: Bills for water service are rendered monthly 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 shall be applied to the total unpaid balance for utility service, including unpaid late payment charges. 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. 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.

Public Service Commission of Wisconsin

Sample Water Utility

General Service - Metered

COMBINED METERING OPTIONS

Option 1: (for utilities with a single rate design for all customer classes)

Combined Metering: 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.

Option 2: (for utilities with inclining block residential rates, but no irrigation class)

Combined Metering: For residential customers, volumetric readings from all meters on a single service lateral shall be combined for billing. For nonresidential customers, 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 that is not discharged into the sanitary sewer are not considered for utility convenience and may not be combined for billing nonresidential customers. 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.

Option 3: (for utilities with inclining block residential rates and an irrigation class)

Combined Metering: For residential customers, volumetric readings from all meters on a single service lateral shall be combined for billing. For nonresidential customers, 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. 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.

Additional meters placed on the same service lateral as the primary meter for the purpose of identifying water that is not discharged into the sanitary sewer shall be classified as irrigation meters. Volumetric readings from irrigation meters shall be billed at the applicable irrigation class rate and may not be combined with readings from other meters on the same service lateral for billing purposes.

Public Service Commission of Wisconsin

Sample Water Utility

General Service - Metered

Residential customers include single-family homes, duplexes, and individually-metered condominiums, apartments, and mobile homes.

Multifamily Residential customers include master-metered multifamily dwelling units such as condominium complexes, apartment buildings, and mobile home parks.

Nonresidential Class includes commercial, industrial, and public authority customers. Commercial customers include business entities and institutions, except governmental entities, that provide goods or services. Churches and parochial schools are not governmental and are classified as commercial. Industrial customers include customers who are engaged in the manufacture or production of goods. Public Authority customers include any department, agency, or entity of local, state, or federal government, including public schools, colleges, and universities.

Irrigation Class includes customers who have water service provided primarily for landscape irrigation. For the purpose of this schedule, landscape irrigation includes the use of water to sustain crops, lawns, or landscapes on any residential, commercial, industrial, or public authority property, including water used for irrigating athletic fields, parks, and golf courses. Irrigation customers include those customers that have multiple meters installed on a single lateral for the purpose of measuring water that is not discharged to the sanitary sewer system. The utility shall classify each additional meter as an irrigation meter and treat each meter as a separate general service customer.

RATE FILE (*DRAFT*)

Sheet No. 1 of 1

Schedule No. Mg-2

Amendment No. 1

Public Service Commission of Wisconsin

Sample Water Utility

General Service - Suburban

General service water customers residing outside the corporate limits of the [*Municipality Name*] shall be billed at the rates for general metered service provided in Schedule Mg-1, plus a 25 percent surcharge.

Billing: Same as Schedule Mg-1.

RATE FILE (*DRAFT*)

Sheet No. 1 of 1

Schedule No. W-1

Amendment No. 1

Public Service Commission of Wisconsin

Sample Water Utility

Wholesale Water Service

Wholesale water service to the [*City/Town/Village of _____*] shall be provided at the following rate:

Public Fire Protection Service

Service Charge: \$0.00 per month

General Service

Service Charge: \$0.00 per month

Volume Charge: \$0.00 per 1,000 gallons

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Sample Water Utility

Municipal Interconnection Charge

For emergency water service provided to [*City/Town/Village of _____*], the following charges shall apply.

Service Charge: Applicable charge under Schedule Mg-1.
Volume Charge: Applicable charge under Schedule Mg-1.

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Sample Water Utility

Non-Standard Meter Service

The utility shall assess a charge of \$0.00 per month 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

Sample 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 \$0.00 and a monthly rental fee for the use of this additional meter.

Monthly Additional Meter Rental Charges:

5/8 - inch meter:	\$	0.00
3/4 - inch meter:	\$	0.00
1 - inch meter:	\$	0.00
1 1/4 - inch meter:	\$	0.00
1 1/2 - inch meter:	\$	0.00
2 - inch meter:	\$	0.00

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

Sample Water Utility

Other Charges

Payment Not Honored by Financial Institution Charge: The utility shall assess a \$0.00 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.

Special Billing Charge: The utility shall assess a \$0.00 charge to the requestor to cover administrative expenses whenever an existing customer or the property owner requests a special billing outside of the normal utility billing. This charge may not be assessed to a new customer.

Special Meter Reading Charge: The utility shall assess a \$0.00 charge to the requestor whenever an existing customer or the property owner requests a special meter reading by utility personnel on a date other than the regularly scheduled meter reading. This charge may not be assessed if the customer or the property owner provides the meter reading. This charge may not be assessed to a new customer.

Missed Appointment Charge: The utility shall assess a missed appointment charge when a customer, without providing reasonable cancellation notice, fails to be present at the customer’s location for an appointment scheduled with utility personnel. The utility may not apply the charge for the first such missed appointment during normal business hours. The utility shall apply the charge for the first such missed appointment after normal business hours.

During normal business hours:	\$0.00
After normal business hours:	\$0.00

Real Estate Closing Account Charge: The utility shall assess a \$0.00 charge whenever a customer or the customer’s agent requests written documentation from the utility of the customer’s account status in connection with a real estate closing.

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Sample Water Utility

Public Service

Metered Service

Water used by the [*Municipality Name*] 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

Sample 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 3,000 gallons of water monthly under Schedule Mg-1, including the service charge for a 5/8-inch meter. If the utility determines that actual usage exceeds 3,000 gallons of water monthly, 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

Sample Water Utility

Standby Water Service

A standby charge shall apply to each lot or equivalent parcel of land for which water system facilities are available but are not connected. An equivalent parcel of land shall be each full 100 feet where unplatted. An isolated parcel of less than 100 feet shall be equivalent to a lot. Where more than one lot or equivalent is used as a unit and a customer is connected, the total charge for water service to such customer shall be not less than the standby charge applicable to the several lots. This rate is not applicable to land declared by the local municipality as unbuildable.

For each lot or equivalent parcel of land - \$0.00 per month.

Example: An unplatted 480 foot parcel of land would constitute four equivalent parcels.

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Sample Water Utility

Seasonal Service

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

Sample 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 \$0.00 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

Sample Water Utility

Reconnection Charges

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: \$0.00

After normal business hours: \$0.00

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Sample Water Utility

Water Lateral Installation Charge

Option 1: Actual Cost

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.

Option 2: Average Cost

The utility shall charge a customer for 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. The charges shall be as follows:

3/4-inch or 1-inch copper water service	[\$Average Cost]
Larger sized service	Actual Cost

Billing: Same as Schedule Mg-1.

Public Service Commission of Wisconsin

Sample 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

Sample 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

Sample 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

Sample 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 to and through the curb stop will be maintained and kept in repair and, when worn out, replaced at the expense of the water utility. The property owner shall maintain the service lateral from the curb stop to the point of use.

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 water utility. The water utility is responsible for its repair and maintenance. This includes maintaining, through adjustment, the curb stop box at an appropriate grade level where no direct action by the property owner or occupant has contributed to an elevation problem. 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

Sample 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 should be consulted as to 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.

Public Service Commission of Wisconsin

Sample Water Utility

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.

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Sample 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

Sample 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

Sample 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 insure the safety of the public.

Public Service Commission of Wisconsin

Sample 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

Sample 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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Sample 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 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

Sample 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 \$0.00 per 1,000 gallons/100 cubic feet or lowest volumetric rate in the utility’s Schedule Mg-1, General Service – Metered]*. 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.

Deferred Payment Agreement

The utility shall offer deferred payment agreements to residential accounts and may offer such agreements to other customers. However, the utility will not offer a deferred payment agreement to a residential customer who is a tenant if any of the following criteria applies:

- The residential tenant has greater than \$100 of account arrearages that are more than 90 days past due for utilities that bill monthly, or for utilities that do not bill monthly, has greater than \$100 of account arrearages that are past due for more than two billing cycles.
- The tenant has defaulted on a deferred payment agreement in the past 12 months. This criterion only applies to deferred payment agreements and not to other types of payment extensions or agreements.
- The residential tenant is responsible for account arrearages that were placed on any property owner’s tax bill in the utility’s service territory in the past 24 months.
- The residential tenant has a balance that accrued during the winter moratorium that is more than 80 days past due.

Budget Payment Plan

A budget payment plan, which is in accordance with Wis. Admin. Code Ch. PSC 185, is available from the utility. The utility does not use a fixed budget year. The utility will calculate the monthly budgeted amount by spreading the estimated annual bill over eleven months, with the last month consisting of any end of year adjustments.

Public Service Commission of Wisconsin

Sample Water Utility

Water Curtailment

1. PURPOSE

The purpose of this schedule is to:

- A. Establish an equitable procedure for limiting or curtailing the amount of water delivered by the utility to certain customers during a water shortage emergency in a manner that maintains consistent and adequate service to the greatest number of customers; and
- B. Restrict the attachment of new customers or the enlargement of existing customers on the system unless the utility can demonstrate that the additional demand will not adversely affect its ability to provide consistent and adequate service to its existing customers.

2. DEFINITIONS

A. High Volume Customer

Any customer who uses more than XYZ,000 gallons per day shall be considered a high-volume customer. For the purposes of this schedule, the utility may combine the volumetric readings from all meters serving a single property or business.

B. Water Shortage Emergency

A declared stage 3 water shortage emergency, as defined by municipal ordinance. A copy of this ordinance shall be placed on file with the Commission.

3. PROCEDURES FOR CURTAILMENT OF SERVICE

A. Applicability

- 1. The utility may curtail water service to high-volume customers during a Water Shortage Emergency.
- 2. Except as provided in Section D, the utility may curtail water service to customers other than high-volume customers if the utility determines that curtailment of service to high-volume customers is insufficient to alleviate conditions that present an imminent threat to public health, welfare, and safety.

Public Service Commission of Wisconsin

Sample Water Utility

Water Curtailment

B. Curtailment and Restoration Orders

1. When the utility determines that curtailment of service is necessary to address a Water Shortage Emergency, the utility shall issue a curtailment order that:
 - a. Identifies each customer affected;
 - b. Establishes a minimum and maximum volume, hourly flow, and daily flow of water that each identified customer is entitled to receive during the curtailment period; and
 - c. Identifies the time period during which the curtailment order remains in effect.
2. To the extent practicable, the utility shall provide each customer subject to a curtailment order with a minimum volume of water that is sufficient to avoid undue economic hardship. The utility may curtail all service to a customer if such action is necessary to avoid an imminent threat to public health, welfare, or safety.
3. The utility shall promptly notify each customer affected by a curtailment or restoration order in writing and by telephone.
4. When the conditions leading to the declaration of a Water Shortage Emergency have been remedied, the utility shall issue a restoration order that identifies when unrestricted service will be made available to all customers. The restoration order shall supersede any outstanding curtailment orders.

C. Unauthorized Usage and Water Conservation Surcharge

1. Any customer subject to a curtailment order who uses more than the allowable volume of water during a curtailment period shall be deemed to have unauthorized water use. The utility shall determine the amount of unauthorized water use based on daily meter readings.
2. All unauthorized water use during the curtailment period shall be billed a rate equivalent to three times the highest volumetric rate for the appropriate customer class as established in Schedule Mg-1. The utility may bill the customer for any unauthorized water on a daily basis and payment shall be due within 10 days following issuance of the bill. A late payment charge may be added to any unpaid bills according to the procedures identified in Schedule Mg-1.

Public Service Commission of Wisconsin

Sample Water Utility

Water Curtailment

3. The utility may disconnect service without prior notice under Wis. Admin. Code § PSC 185.37(3) for any customer that fails to comply with a curtailment order if such failure results in a dangerous condition that threatens public health, welfare, or safety.

D. Exceptions

1. The utility may identify customers that are exempt from curtailment and other water conservation requirements if the utility determines that these customers provide essential public health, welfare, or safety functions that require consistent water service. The utility shall submit the list of exempt customers to the Public Service Commission and make a copy available for public inspection at the utility office.
2. Any customer may petition the utility in writing for an exemption or modification to a curtailment order. The utility may grant an exemption or modification to a curtailment order if, in the utility's sole judgment, curtailment of service would result in undue economic hardship or conditions that would threaten public health, welfare, or safety.

E. Reporting

The utility shall file a report with the Commission no later than 30 days after the end of the curtailment period. The report shall identify each affected customer, the amount of water allocated to each customer, and the actual amount of water sold to each customer during the curtailment period.

F. Existing Authority Retained

Nothing in this schedule shall be construed to limit or restrict existing authorities under Wisconsin Statutes, Commission Rules, or Commission Orders.

4. RESTRICTIONS ON CUSTOMER ATTACHMENT OR ENLARGEMENT

A. Scope

1. The utility may control the attachment or enlargement of a customer taking service or expected to take service, including restricting the volume or rate of flow that the customer is entitled to receive.

Public Service Commission of Wisconsin

Sample Water Utility

Water Curtailment

2. This section does not apply to a customer taking service for residential purposes.

B. Application for Service

1. A new or expanding customer shall make a written application for service on a form provided by the utility according to the procedures established in Schedule X-1.
2. The utility may not grant service to a new customer, or permit the expansion of service to an existing customer, unless the utility, in its sole discretion, determines that it has sufficient water production capacity, storage capacity, and distribution system capacity to provide consistent and adequate service to all customers.
3. As a condition of granting service, the utility may require a new or expanding customer whose total water use is expected to exceed XYZ,000 gallons per day to prepare and submit a plan that describes the measures that will be taken to achieve voluntary and mandatory water use reductions during a declared Water Shortage Emergency.
4. The utility shall notify the applicant in writing of its approval. The utility may specify a date by when service must be commenced that is no later than one year from the date that approval is granted. If the customer fails to commence service by this date, the utility may revoke its approval.

Appendix 1 - Standard Notation for Schedule Mg-1 Customer Classes

Schedule Notation	Name	Description
MG1	General Service - Metered	All metered general service customers unless otherwise specified by class.
MG2	General Service - Suburban Retail	All metered general service customers for which the utility provides retail service outside of municipal boundaries.
MG1NR	General Service - Nonresidential	Typically industrial, commercial, public authority customers.
MG1R	General Service - Residential	Residential customers in 3 units or less unless otherwise specified.
MG1IR	General Service - Irrigation Only	Customers who use water for landscape/irrigation purposes, typically including customers with secondary meters to measure water not discharged to the sanitary sewer.
MG2 (Milwaukee)	General Service- Suburban Retail	Milwaukee – Suburban retail service excluding West Milwaukee
MG3 (Milwaukee)	General Service - Suburban Retail	Milwaukee – Suburban retail service for West Milwaukee
WG1	General Service – Metered	Metered general services customers (IOUs only).
MG1MF	General Service - Multifamily Residential	Includes all master-metered, multi-family apartment buildings larger than duplexes.
MG1I	General Service - Industrial	Includes all industrial customers. For small/large can use a 1 or 2 postscript (e.g., MGID1, MGID2)
MG1C	General Service - Commercial	Includes all commercial customers. For small/large can use a 1 or 2 postscript (e.g., MG1CO1, MG1CO2)
MG1PA	General Service - Public Authority	Includes all public authority customers. For small/large can use a 1 or 2 (e.g., MG1PA1, MG1PA2)
MG1S	General Service - (<i>Unique Class</i>)	Examples: Duplex, Triplex, Large User
EDR	General Service - Economic Development Rate	Includes all customers eligible for economic development general service rate (EDR1, EDR2,)
LSL-1	Financial Assistance for Customer-Side Lead Service Line Replacement	
LSL-2	Customer-Side Lead Service Lines and Disconnection	