

Public Service Commission

Division of Water, Telecommunications, and Consumer Affairs

The Water Team works with water and sewer utilities to ensure fair and reasonable water and sewer rates and service standards.

Set Water Utility Rates

Process Conventional Rate Cases (CRC)

Process Simplified Rate Cases (SRC)

Establish Terms of Service (Tariffs)

Process Tariff Amendments

Process Purchased Water Adjustment Clauses

Maintain Rate Case Tool and Application

Process Amortization Requests

Review Utility Construction Projects

Review Applications

Ensure Compliance

Coordinate with DNR, DOA, etc. to Identify Projects Proactively

Review Utility Organizational Transactions

Review Mergers and Acquisitions

Review Abandonments

Review Extra-Territorial Service Extensions

Process River Tolls

Investigate Sewer and Water Complaints

Conduct Formal Complaint Process

Provide Technical Support to Resolve Customer Complaints

Promote Utility Effectiveness and Viability

Identify Financial Concerns

Promote Compliance Through Annual Report Reviews and "Audits"

Assist Utilities with Planning

Promote Conservation and Efficiency

Approve Rebate and Incentive Programs

Provide Support to "Troubled" Utilities

Provide Training and Outreach

Monitor Non-Revenue Water

Manage Data and Information

Collect Annual Reports

Ensure Data Quality

Identify Best Practices

Manage Rates Dashboard

Publish Newsletter Articles

Provide Utility and Ratepayer Support – Answer Inquiries, Provide Guidance, etc.

Manage Databases and Records