

SANITARY SEWER BILLING POLICY

PURPOSE

This policy is intended to ensure that customers are billed consistently and appropriately for sewer service. The Public Service Commission (PSC) through the rules contained in Chapter 196 Wisconsin Statutes and Chapter 185 Wisconsin Administrative Code dictates billing of the water service. The PSC does not regulate the billing of sewer rates or usage; therefore, it is necessary to have a policy in place regarding sanitary sewer billing.

DISCRIMINATION IN RATES

McFarland Utilities (herein after referred to as "Utility") bills sewer usage based on the water usage associated with the customer's account. Section PSC185.15 of the Wisconsin Administrative Code, as well as sections 196.22 and 196.60 of Wisconsin Statutes prohibit free or discriminatory water service. The PSC's interpretation of these rules is that if the water goes through the meter and the meter tests accurately, the service must be billed. Section 66.0821 of the Wisconsin Statutes prohibits discriminatory and unreasonable rates for sewer systems. Therefore, it is the policy of the Utility that sewer usage must also be billed to the customer.

STATEMENT OF POLICY

1. Pursuant to Section PSC185.34 of the Wisconsin Administrative Code, the Utility will charge (back bill) for water service for a period of two years when there is unrecorded remote outside meter (ROM) consumption. Sewer charges shall similarly be charged, based on the adjusted water service charges for the same period.
2. "Unrecorded ROM consumption" is defined as the base meter reading less ROM reading pursuant to the Wis. Admin. Code §PSC185.34(2).
3. Whenever the Utility discovers unrecorded ROM consumption the Utility will back bill prorated usage amounts for the previous 24 months in accordance with §196.635 of the Wisconsin Statutes.
4. If a customer requests a repayment agreement to pay a back bill for sewer service, the request will be treated as a deferred payment agreement in the same manner as a deferral of water service payments in accordance with Wis. Admin. Code §PSC185.38.

5. If the customer defaults on the repayment agreement the entire unpaid balance will become due and payable and will begin to accrue interest at a rate of 1% per month in accordance with Wis. Admin. Code §PSC185.33(10)(a).
6. During the repayment agreement period, the customer will need to remain current on any current usage of their utility account.
7. No further agreements will be extended if terms of the repayment agreement are not met.

DISPUTE PROCEDURES

In the event of a water utility charge dispute, the Utility's obligation to the customer is contained in Chapter PSC 185.39 Wis. Admin. Code. Those obligations stated briefly are: to investigate the concern promptly, advise the customer of the result of the investigation, attempt to resolve the dispute, and offer a deferred payment agreement if reasonable. As needed and applicable, the Utility will adhere to the Appeal Procedures of the Sanitary Sewer System defined within Village Ordinance Section 47-148.

The customer is free to file their concerns with the Utility in order to reach a resolution but is free at any time to file their concern as a complaint with the PSC. Section 66.0821(5)(a) Wis. Stats states that "if a user of sewer service complains to the public service commission that rates, rules and practices are unreasonable or unjustly discriminatory....the public service commission shall investigate the complaint".