

NOTICE

A meeting of the City of Evansville Municipal Services Committee will be held on the date and at the time and location stated below. Notice is given that members of the City Council might be in attendance. Requests for persons with disabilities who need assistance to participate in this meeting should be made by calling City Hall: (608)-882-2266 with as much advance notice as possible.

City of Evansville **Municipal Services Committee**
Regular Meeting
City Hall, 31 S Madison St., Evansville, WI 53536
Tuesday, April 29, 2025, 5:00 p.m.

AGENDA

1. Call to Order
2. Roll Call
3. Motion to Approve the Agenda
4. Motion to Waive the reading of the minutes of the March 25, 2025 regular meeting and Approve them as printed.
5. Civility Reminder
6. Citizen appearances
7. New Business
 - A. Discussion and Possible Motion to Recommend US Cellular Transaction Notice
 - B. Discussion regarding WPPI Orientation and Training
8. Electric & Water Utility
 - A. Motion to Recommend the Unit Price Contract Amendment
 - B. Project Updates
 - C. Monthly Reports
 1. Usage & Outage Reports
 2. Disconnection Report
 - D. Motion to Approve the updated Utility Billing Policy
 - E. WPPI Energy Report
 1. VLU Funds
 - F. Daupler Dispatch Service Switchover Update
9. Public Works
 - A. Wastewater Utility
 1. Discussion and Possible Motion to Approve Sewer Credit for Account 3292-10
 2. Sewer Credit Quarterly Review
 - B. Stormwater Utility

C. City Engineer Report

10. Parks and Recreation Report

11. Director & Staff Update

12. Old Business

13. Next Meeting Dates: May 27, 2025 at 5:00 p.m.

14. Adjourn

City of Evansville **Municipal Services Committee**
Regular Meeting
City Hall, 31 S Madison St., Evansville, WI 53536
Tuesday, March 25, 2025, 5:00 p.m.

MINUTES

1. Call to Order: Brooks called the meeting to order at 5:00 p.m.

2. Roll Call:

Members	Present/Absent	Others Present
Aldersperson Jim Brooks	P	Scott Kriebs, Municipal Services Director
Aldersperson Lita Droster (arrived 5:24 p.m.)	p	Julie Roberts, City Treasurer
Aldersperson Ben Corridon	P	Dale Roberts, Public Works Foreperson
		Nick Bubolz, Town & Country
		Dianne Duggan, City Mayor

3. Motion to Approve the Agenda by Corridon, seconded by Brooks. Motion passed 2-0.

4. Motion to Waive the reading of the minutes of the February 18, 2025 regular meeting and Approve them as printed by Corridon, seconded by Brooks. Motion passed 2-0.

5. Civility Reminder: Brooks issued a reminder that all City Business is to be conducted with civility and decorum.

6. Citizen appearances: None

7. New Business:

A. Discuss RFP for Garbage Disposal and Recycling: There was discussion about some of the complaints and concerns. It was decided that it would be beneficial to do an RFP to see what options are available with something similar to what the service currently is.

B. Motion to Recommend Fiscal Policy Handbook by Corridon, seconded by Brooks. Motion passed 2-0.

Kriebs explained that this will have a cash-on-hand amount that will trigger a rate-case with the PSC to ensure that a rate-case doesn't go too long without happening in the future. Brooks confirmed that this concept has been the ask for some time.

C. Motion to Approve attendance at the APPA Business and Financial Conference by Brooks, seconded by Corridon. Motion passed 2-0.

There was some discussion about the different Conferences and Scholarship opportunities through WPPI. It was mentioned that Brooks is the recipient of the Spence Vanderlinden Outstanding Public Servant.

D. Motion to Recommend Windmill Ridge Subdivision Plat by Corridon, seconded by Brooks. Motion passed 2-0.

There was discussion and added a note that there would be an addition of a Trail for Recreational Use, south end of the property but north on the plat map that would be in case the land beyond lot 43 would remain undeveloped.

8. Electric & Water Utility

A. Monthly Reports

1. Usage & Outage Reports: Kriebs explained rate classification for the electric services and explained the outage reports.

***Droster arrived at 5:24 p.m.**

2. **Disconnection Report:** Kriebs shared with the Committee the current numbers. Voiceshot will be used this year to make contact for disconnections. Doorknockers will be used for the first shut off and then only if Voiceshot can't make contact with a customer via phone.

B. Discuss RFP for Land Surveying: Kriebs explained that during the APPA Conference there was discussion with Stoughton about how they had done an RFP for having a surveyor to complete the easement recording. Discussion concluded that it would be good idea to put together an RFP for the project.

C. Utility Billing Policy: Kriebs walked through the updates to the Policy.

D. WPPI Energy Report

Kriebs shared that there are some updates that Darren Jacobson had provided. There had been a billing review completed at Larson Acres that needs further follow up. Evansville High School will be completing another review of the schools. The High School has been installing LED lights with funds that had been donated to them from Evansville Water & Light. There was some additional discussion about a photography project and having a Representative attend the May Common Council meeting to talk about Public Power.

1. **VLU Funds:** Droster shared that there was a request from the Evansville Education Foundation, but no specific project. Brooks had talked with the Tourism Commission about using some of the funds for wrapping the Utility Boxes. Kriebs shared that there was a request to be a Sponsor of the City of Evansville's Youth Baseball Program, which met with approval from the Committee.

E. Daupler Dispatch Service Switchover Update: Kriebs shared that Daupler is still working on the build out of the program but will be getting marketing information to Kriebs to share on Social Media and the Website.

9. Public Works:

A. Wastewater Utility: Roberts explained that the chloride levels seem to have been high for the last few months. The hope that the levels start coming down as the levels have been higher than the limits allowed. Roberts' also shared that if CHS doesn't build a lift station on County M, there are some pumps that will need to be replaced at a cost of \$26,000 in the next year or two.

B. Stormwater Utility: There have been no issues due to the lack of rain.

C. City Engineer Report: Bubolz gave a May 5th start date for the Cherry/Mill/Railroad project. The Porter Road project is slated to start mid-May to June timeline to start the project. The Public Hearing for the Cherry/Mill/Railroad/Francis/Garfield/Madison/Brown School Roads' is scheduled for the April 8th Common Council meeting. There was additional discussion about the form that will be sent to offer the Residents' the opportunity to replace their utility laterals and have the cost be assessed as part of the Street's project.

10. Parks and Recreation Report: Kriebs explained that Public Works is working on some updates to Playground Equipment. There was additional discussion about accessibility, both in availability and options. There was additional discussion about the vandalism that occurred in the bathrooms at Larson Acres and Leonard Leota Parks.

11. Old Business

- A. Motion to Approve or Recommend Utility Account Policy Handbook to be effective April 21st, 2025 by Corridon, seconded by Droster. Motion passed 3-0.

12. Next Meeting Dates: April 29, 2025 at 5:00 p.m.

13. Adjourn: Brooks adjourned the meeting at 6:37 p.m.



April 17, 2025

**VIA CERTIFIED MAIL/
RETURN RECEIPT REQUESTED**

Evansville Water & Light
Attention: Municipal Services Director
31 S. Madison Street
P.O. Box 529
Evansville, WI 53536

Re: Transaction Notice

Dear Sir/Madam:

This notice is being delivered on behalf of United States Cellular Corporation and its subsidiaries (collectively, "UScellular").

With respect to the License Agreement for Wireless Attachments to Poles dated March 23, 2021 by and between City of Evansville ("you") and United States Cellular Operating Company LLC (as may have been amended from time to time, and including, as applicable, all letter or sub-agreements, exhibits, schedules, appendices, term sheets, statements of work, and work orders related thereto, collectively the "Lease"), we hereby notify you that (1) as part of an internal reorganization, the Lease may be assigned to another UScellular entity: USCC Wireless Holdings, LLC located at the same address and telephone number listed below (the "Assignment"), which will assume all obligations under the Lease; and, (2) should the Transaction (defined below) be consummated, such entity will be controlled by T-Mobile US, Inc. ("T-Mobile") (item (2), the "Change in Control").

"Transaction" refers to the sale of UScellular's wireless operations and select spectrum assets to T-Mobile, as announced by the companies on May 28, 2024. UScellular expects the Transaction to close in mid-2025, subject to receipt of regulatory approvals and the satisfaction of customary closing conditions.

In accordance with the Lease, we respectfully request that you consent to the Assignment and Change in Control by returning this document, countersigned by an authorized representative of your company and delivered by certified mail, on or before May 7, 2025 to the address specified below my signature line, along with a courtesy PDF copy to: USCCREcontracts@uscellular.com. By consenting to the Assignment and Change in Control, you agree to waive any claims against UScellular in connection therewith, and to release UScellular and its affiliates (other than USCC Wireless Holdings, LLC) from their obligations and liabilities existing or arising under the Lease,



April 17, 2025

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including as a guarantor, as of the consummation of the Transaction, and agree that the Lease will remain in full force and effect immediately after the completion of the Transaction on the same terms and conditions as existed immediately prior to the Assignment.

Please note that by delivering this letter, UScellular does not hereby admit that such consent, notice or waiver, as applicable, is required under the terms of the Lease. In addition, you agree to treat the contents of this letter as confidential.

Thank you for your attention to and consideration of this request.

Sincerely yours,

By: Adriana Rios Welton

Adriana Rios Welton
General Counsel and
Chief of Government Affairs

United States Cellular Corporation
8410 West Bryn Mawr Avenue
Chicago, IL 60631
(888) 944-9400

Additional Notice: N/A

Site Number:

City of Evansville

By: _____

Name: _____

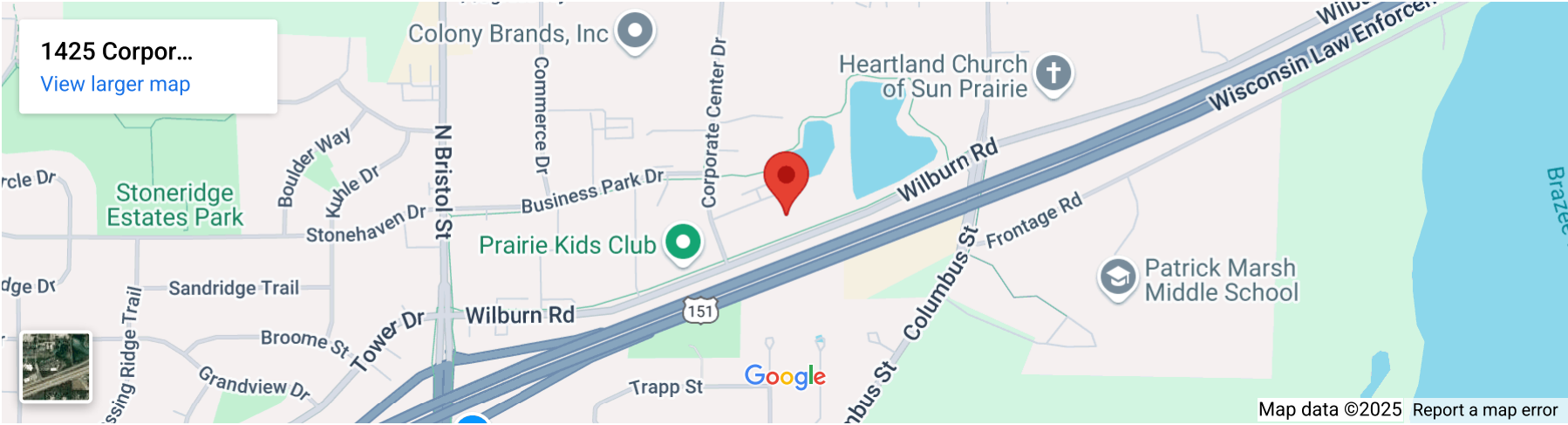
Title: _____

Dated: _____

Orientation to WPPI

June 18 @ 8:30 am - 1:00 pm

DETAILS	ORGANIZER
Date: June 18 (2025-06-18)	Kayla Pierce
Time: 8:30 am - 1:00 pm	Phone 608-834-4575
Event Categories: Training Opportunities, Member Meeting	Email kpierce@wppienergy.org



VENUE

WPPI Energy

1425 Corporate Center Drive

Sun Prairie, WI (Wisconsin) 53590 United States + [Google Map](#)

Joint Action Leadership Certification Program



Now Enrolling the Class of 2026

What is it?

An educational program for member utility leaders to become more acclimated to WPPI Energy, the joint action agency in which their utilities are member-owners. Join us to learn more about how our valuable partnership directly benefits your utility and community.

Who is it for?

- » The Joint Action Leadership Certification (JALC) is open to all member utility leaders and is geared toward utility managers and management staff. The JALC plus Board Certification is for those on the WPPI board as directors and alternates.
- » **Upon completion, participants will receive:**
 - » JALC graduates will receive a \$1,500 stipend toward an American Public Power Association certification program, webinar series or conference. JALC graduates with Board Certification will receive a \$2,000 stipend
 - » Framed certificate and lapel pin
 - » WPPI recognition and a news release for local use

Why consider?

- » **Professional development.** Enrollees will gain new information and knowledge about the electric industry, public power and WPPI as a power supplier, services provider and policy advocate.
- » **Leadership opportunities.** Education obtained through the program will help enrollees expand knowledge of the electric industry, public power, WPPI and the partnership with members. Into the future, there will be a continued need for active and engaged members to become the next generation of leaders. This coursework will provide a solid foundation.
- » **Networking.** Through WPPI, our 51 members share a common mission. Enrollees will establish a broader network of peers and colleagues that can be tremendously valuable.

Program Modules



Attend minimum of 4 of 6 most recent Board meetings

- » The program is designed to take a minimum of two years to complete.
- » WPPI will hold a minimum of two modules per year on a rotating basis.
- » Those interested can also participate in modules a la carte without enrolling in the Class of 2025.

About WPPI + Advocacy

January 29, 2025, 8:30 am – 1 pm

WPPI Energy, Sun Prairie, Wis.

- » Organizational overview (history, joint action approach, mission/vision, business plan updates)
- » Value of public power
- » About the members
- » Value of joint action, including high-level overview of three functions
- » Strategic issues and trends for utilities
- » Advisory group system and importance of engagement/involvement
- » Business plan process, priorities
- » Financial outlook
- » Budget process
- » Understanding the Projected Operating Results
- » A deeper look at how to read your monthly bill
- » Government relations overview
- » Current policy issues
- » Telling the public power story
- » Opportunities to advocate

Onboarding Seminar

For Board Directors and Alternates

April 23, 2025, 3:30 pm - 5:15 pm

(Eve of Board of Directors Meeting)

WPPI Energy, Sun Prairie, Wis.

- » Organizational overview (history, joint action approach, mission/vision, business plan updates) Governance model
- » Board roles and responsibilities
- » Effectively working with a Board
- » By-laws, contracts and policies
- » Fiduciary responsibility and ethics
- » A deeper look at how to read your Board statements/financials

Reception & Dinner to follow

Rates, Financial Planning and Management

August - TBD, 8:30 am – 3:30 pm

WPPI Energy, Sun Prairie, Wis.

Performing a Utility Financial Check-up (an American Public Power Association course) 8:30 am – 2 pm

Key Financial Targets: cash requirements, rate of return, debt coverage ratio, age of system, capital re-investment, debt policies, transfers to the city, rate structures for revenue stability

- » Accounting & budgeting practices
- » Detailed calculations & best practices
- » Developing a financial plan
- » Case study on how financial targets work together
- » How the financial plan can transition to a rate adjustment

Rates and Financial Stability

(Presented by WPPI Staff) 2 pm – 3:30 pm

- » The rates picture – wholesale and retail relationship
- » Ratemaking process
- » Revenue requirements
- » Cost of service studies
 - » Cost of service terminology
 - » Basic COS results, usage and comparison
- » Additional rates support

Program Modules offered in 2026

Power Supply

- » Overview of departmental functions
- » Resource portfolio, fuel mix
- » Past decisions by Board and rationale
- » Energy and capacity position, future considerations
- » Power costs, competitiveness
- » Operating in the Midcontinent Independent System Operator
- » Transmission investments

Support Services

- » Joint action advantage: origination of services
- » Overview of service areas and business plan priorities
- » Member driven approach: advisory group system
- » Program evolution, costs and allocation
- » In-depth look at all program areas with a specific focus on technology suite, retail programs and customer experience/community outreach

**PLEASE REGISTER
for the Class of 2026 here**

wppienergy.org/jalc/

CONTACT

Lauri Isaacson

Vice President – Member Relations

lisaacson@wppienergy.org

608-834-4571

Kayla Pierce

Member Relations Coordinator

kpierce@wppienergy.org

608-834-4537

Addendum To:
Agreement Between Owner and Contractor for Construction Contract
Project #: E02-24A
Owner: Evansville Water & Light

Owner and MP Systems, Inc. ("Contractor") agree to modify Owner's Terms and Conditions related to the Agreement as follows:

1. INDEMNITY/LIMITATION OF LIABILITY:

Article 7.18 is modified as follows: Add "third party" before "claims" and delete "including the loss of use resulting therefrom"

Add as Section 18.04(B): IN NO EVENT SHALL A PARTY'S LIABILITY TO THE OTHER EXCEED AN AGGREGATE OF \$5,000,000 UNDER THIS AGREEMENT. THE PARTIES AGREE THAT NEITHER PARTY SHALL BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. However, this limit of liability shall not apply to (a) fraud, gross negligence or willful misconduct; (b) indemnity obligations regarding third party claims; or (c) confidentiality obligations herein.

OWNER

Signature: _____ Date _____

Name/ Title: _____

By Rate Class

Rate Class	OnPeakUsage	StandardUsage	OffPeakUsage	TotalUsage	BilledDemand	DistributionDemand	PCAC Revenues	Tariff Revenues	Total Revenues
Cp1				224,255.000	953.590	1,446.230	-3,139.57	31,049.84	27,910.27
Cp1 TOD	38,496.000		56,444.000		336.500	636.320	-1,329.17	12,280.82	10,951.65
Cp2	530,637.000		597,003.000		3,364.530	4,486.370	-15,786.95	131,160.23	115,373.28
Cp3	410,033.000		473,432.000		3,057.750	3,943.880	-12,368.51	106,226.20	93,857.69
Gs1	-2,712.000			671,989.000			-9,365.17	97,712.51	88,347.34
Gs2	4,986.000		10,333.000				-214.47	2,033.84	1,819.37
Ms1							-163.07	1,104.17	941.10
Ms2							-0.99	570.00	569.01
Ms3							-163.15	5,334.47	5,171.32
NO BILL-E							0.00	0.00	0.00
Rg1	-41,040.000			2,155,279.000			-29,630.05	315,773.82	286,143.77
Rg2	10,396.000		38,894.000				-703.36	6,288.37	5,585.01
	950,796.000		1,176,106.000	3,051,523.000	7,712.370	10,512.800	-72,864.46	709,534.27	636,669.81

Apr 22, 2025 10:04:16 AM

Electric Sales Report

1

IEEE Statistics Report

Evansville Water & Light

Start Date

03/20/2025

**End Date**

04/24/2025



Includes outages that started on the End Date.

Remove Major Events?

Use APPA Event threshold

**Top-level Cause**

Unscheduled

**Minimum event duration (in minutes)**

1

Maximum event duration (in minutes)

180

Substation

union street sub

**Circuit**

**Exclude Loss of Supply ⓘ**


Failure of Greater Transmission
Loss of Generating Unit



IEEE Results

ASAI (percent)	99.9993%
CAIDI (minutes)	107.5
SAIDI (minutes)	0.362
SAIFI (number of interruptions)	0.00338

Range Results

Event Count	3
APPA Major Event Threshold (minutes)	6.134 



American Public Power Association



Causes Pie Chart

Evansville Water & Light

Start Date:

03/20/2025

**Substation:**

union street sub

**End Date:**

04/24/2025

**Circuit:**



Includes outages that started on the End Date.

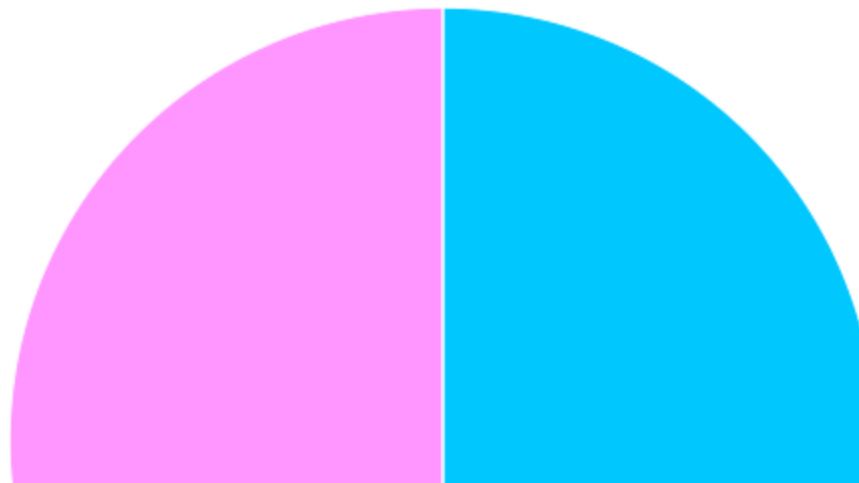
Top-level Cause

Unscheduled

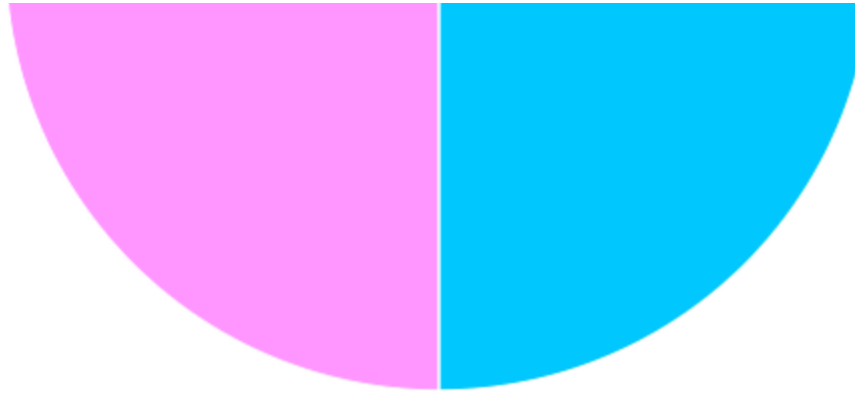
**Report on Outage:**

- ☒ Count
- ☐ Duration
- ☐ Customers Interrupted

Ice
50%



Squirrel
50%



Outage Cause	Count
Squirrel	2
Ice	2
Total	4



American Public Power Association



COMM	RUR COMM	IND	MUNI	RES	MUTI	RES RUR
119001	3353	42359	51326	934185	58200	6544

DISCONNECT DATE

4/23/2025

Residential & Commercial

	Sevices	PMT Agreements	Door	Services	
Disconnection Notices	Disconnected	on File	Knocker	Disconnected	Still Disconnected
	333		23		

Disconnection was moved
to April 30th do to Hail Storm
As of April 25th
Residential Past Due
Commercial Past Due

78
4

CITY OF EVANSVILLE



Evansville
Water & Light
A Public Power Community Est. 1901

UTILITY ACCOUNT POLICY HANDBOOK

Effective ~~April~~ May 21st, 2025

Adopted by the Municipal Services Committee March 25th, 2025. Revised April 29th, 2025

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PURPOSE AND SCOPE

1-1 Purpose and Scope

The purpose of this manual is to provide staff and utility customers with a general frame of reference on how billing, payments, agreements, and disconnections will be conducted.

SEGREGATION OF DUTIES

2-1 Staff

- No person shall adjust a bill for any reason set forth in this policy, in Public Service Commission (PSC) regulations or any other policy or statute and collect payment of the same adjusted bill.
- If a staff member makes an adjustment to a bill due to an error or agreement, another staff member must take payment.

REQUEST FOR INFORMATION

3-1 Request for Information

As allowed by the Public Service Commission's (PSC) administrative rules, if another person, including a family member, requests a customer's information, the City shall follow Wisconsin Statute 196.137 concerning sharing municipal utility customer information. This statute defines customer information as "any information received from customers which serves to identify customers individually by usage or account status." Under this statute, a utility is prohibited from releasing customer information to any person except:

- Agents, vendors, partners, or affiliates of the municipal utility that are engaged to perform any services or functions for or on behalf of the City.
- In connection with an issue of municipal securities and to the extent the City determines release is necessary to comply with securities disclosure obligations to a lender, a purchaser, potential purchaser, investor, or potential investor, in municipal securities.
- In connection with the preparation of real estate closing documents, a title agent, insurer, lender, mortgage broker, or attorney providing legal services.
- In connection with a real estate transaction or appraisal of real property, a real estate broker or salesperson licensed under Wisconsin Statute chapter 452, or an appraiser certified or licensed under Wisconsin Statute chapter 458.
- In connection with the foreclosure of real property, a lender or prospective purchaser.
- Transmission and distribution utilities and operators within whose geographic service territory the customer is located.
- The commission or any person whom the commission authorizes by order or rule to

receive the customer information.

- The owner of a rental dwelling unit to whom the City provides notice of past-due charges pursuant to Wis. Stat. 66.0809 (5).
- An owner of real property provided with municipal utility service or the owner's designated agent or representative.
- Any person who is otherwise authorized by law to receive the customer information.

When necessary, the City may need to consult its legal advisor(s) or the PSC when determining if the requesting party meets one or more of these exclusions.

APPLICATION FOR SERVICE

4-1 Owner Occupants

- An Application for Service is required for water and/or electrical service to be provided.
- Customers are required to provide the following information (full name and date of birth) and one of the following identification, driver's license, passport, or last 4 of SSN, as identified in PSC 113.0408 (2) (c) for service to remain in their name.
- Closing companies can submit a service application on behalf of the customer.
- The City will ask for the best contact information (i.e. cell phone or home phone) to contact the customer in case of emergency, service interruption or billing concerns.
- The utility shall disconnect service if the application is not returned within thirty (30) days.

4-2 Rental Properties

- Service may remain in the landlord's name until the tenant completes the 'Application for Service' or remain in the landlords name if they choose per an arrangement with the tenant.
- Customers are required to provide information (full name and date of birth) and one of the following identification, driver's license, passport, or last 4 of SSN, as identified in PSC 113.0408 (2) (c) for service to remain in their name.
- The City will ask for the best information to contact the customer (i.e. cell phone or home phone) in case of emergency, service interruption, or billing.

The landlord or property owner has 14 days to notify the City of a change in tenant or customer. Failure to notify the City may result in back billing being the full responsibility of the property owner(s) until the following billing cycle.

CLOSING AND TRANSFERRING ACCOUNTS

5-1 Practice

- The City closes all accounts with a final bill when a transfer is required. The purpose of the final bill is to show a clear point of transfer (date and use) allowing both parties clear and separate financial obligations.
- Unless the new customer's information is already on the account to be transferred, a new 'Application for Service' form must be completed.
- When faced with an account owner that is unreachable, the City reserves the right to hold transferring the account until the City is satisfied that the listed account owner has abandoned the account so as not to violate Wis. Stat. 196.137.
- In case of an unreachable customer, proof of the right to transfer or close the account may include but is not limited to lease agreements / deed transfer for the same service location, letter stating power of attorney, death certificate, will and trust, estate or more that shows the transfer of property and/or guardianship of the account owner.
- The City does not keep copies of these forms or copies of driver licenses, only the 'Application for Service'.

5-2 Fees

- Title companies requesting the closing or transfer of an account with water service will be charged twenty dollars (\$20) per parcel ID.

PAYMENT OPTIONS

6-1 Online payment and in Person

- Online payments can be made through MyAccount.
- Payments cancelled for non-sufficient funds (NSF) shall be subject to a NSF fee per Chapter 2-245 of the Municipal Code.
- No employee of the City shall physically create or assist in the creation of these on-line accounts for individual customers. Employees may verbally assist customers but may not physically set up digital *MyAccount* access, digital wallets, autopay, or make any payments. Under no circumstances shall a City employee enter payments on behalf of a Customer into *MyAccount*.

6-2 ACH Accounts

- Accounts can be set up at City Hall.
- Customers must complete and sign a Direct Payment Form with bank routing and account numbers.
- A voided check or financial institution verified account information shall be attached to the form to provide staff with the necessary routing and account information.

6-3 Low Income/Emergency Assistance

- Assistance is available year-round, through the state [Energy Assistance](#) program. Heating Assistance [applications](#) are taken from September to May and Crisis [applications](#) are taken during the disconnection time frame from April-October (or until the funds run out). Heating Assistance is sent to the customers' heating source, either WE Energies or the City. Crisis funds are sent directly to the City and applied to the customer's account. The notification process during this period provides the necessary reminders and time for an account owner to file for assistance.
- Confirmation of receiving low income or emergency assistance will be used to:
 - Restore power to a customer after it has been disconnected for non-payment.
 - Used as payment to prevent disconnection.
- The City will only accept confirmation via phone, email, mail, or fax directly from the source of assistance.
- If a Customer leaves the service area, remaining assistance funds shall be returned to the assistance resource, not the customer.

6-4 Cash

- Cash transactions shall follow the City's Cash Handling Policy.
- All cash denominations paid in \$20.00 or greater shall be checked with a counterfeit marker.

6-5 Checks

- All checks shall be stamped for "Deposit Only".
- The City will not cash checks for any nominal amount.
- The City will not accept any postdated checks.
- The City will not accept third (3rd) party check.

6-6 Returned Payment Process

- Payments cancelled for a returned transaction shall be subject to a returned payment fee as permitted in Chapter 2-245 of the Municipal Code, also see [Fee Schedule 2-245](#).
- The transaction is reversed in the cash receipt system.
- Staff documents the customer's account as having a returned payment.
- A letter is sent to the customer of the returned transaction via certified mail.
- The customer has up to 10 business days to make good on the returned payment.
- If not corrected within 10 business days, information shall be sent to the Police Department for an Ordinance violation.
- The City shall refuse payment from individuals or to accounts when two returned transactions have occurred within 12 months. Customers will not be able to make a payment using a method that was returned as described above for at least 12 months. In cases of reported fraud or similar, the City Administrator/ Finance Director/ Finance Director can authorize an exception.

- Returned payment and associated fees must be paid in full to avoid disconnection.
- If a payment was received to avoid disconnection, see the disconnection policy below

6-7 Credit or Debit Card

- Credit card can be taken in person at City Hall or online through [MyAccount](#).
- The City shall check the back of credit cards for signatures and ask for identification if:
 - The card owner information does not match the account information.
 - The card signature line requests an identification check.
 - The signatures of the receipt and the back of the card do not match.
- Any additional charges for service and use of a credit or debit payment system shall be charged to the customer at the time of the transaction.
- City employees shall make in person credit card transactions directly through PSN or a credit card terminal if available.
- *MyAccount* payments should be made directly by the Customer

BUDGET PLANS

7-1 ~~Credit or Debit Card~~ Budget Plans

Budget Plans are used to allow customers a steady method of payment based on 12 months of data. Followed in accordance with [PSC 113.0406\(5\)](#).

- Accounts must be made current with no past due amounts to be eligible for a Budget Plan.
- A Budget Agreement must be completed, signed, and returned by the account holder.
- In determining a Budget Plan, the City will add the last 12 months of bills and divide them by 11, rounding to the nearest dollar increment provided by the City's utility billing software to determine the monthly budget amount.
- The City will notify the customer if there is need for a change to the customers budget plan via letter mailed to the billing address.
- The City requires that the customer returns a signed amended budget form agreeing to the changes.
- The City will review budget plans of 6 months or greater twice (2) a year ending every June and December.
- Failure by the customer to pay monthly and timely will result in disqualification of a budget plan. All new and renewed budget plans missing two (2) payments within 12 months will result in disqualification from future budget plans for 12 months.
- Failure to pay the full amount as set in a budget plan shall constitute a missed payment in determining qualification.
- Exceptions may be made when Energy Assistance is applied to an account.

DEFERRED PAYMENT AGREEMENTS (DPA) FOR OWNER/CUSTOMERS

8-1 Deferred Payment Agreements (DPA) –

An agreement consisting of two distinct components: (1) payment of a reasonable amount of the outstanding bill; and (2) installments on the remaining outstanding balance. The terms set out below have been found to be reasonable by the Municipal Services Committee (MSC) and where necessary, approved as part of the City's tariff with the PSC.

8-2 Procedure

- To start a DPA the utility requires a minimum of 50% of the total account balance.
- A DPA will be for the remaining balance to be paid within a 3-to-4-month period due on the 25th of each month.
- DPAs shall be paid in full by August 25th of the current year.
- Current bills shall be paid in full by the DPA payments.
- Customer will need to sign a DPA agreement, and the amount of the DPA plus current bill will be printed on the utility bill every month until DPA is paid in full.

8-3 Default of a DPA Procedure

- If the customer is disconnected due to default on a DPA, the City shall not amend the agreement, and the customer is responsible to become current on the DPA.
- The default will be recorded on the customer's account.
- The DPA must be paid in full by August 25th of the current year or face assessment and/or collection processes.

8-4 Amending, Extending, or Altering a DPA

- The staff shall not grant an exception but present the unique situation and remedy to the City Administrator/ Finance Director on a case-by-case basis. Disconnection will be delayed until a decision is made by the City Administrator/ Finance Director.

8-5 Disqualifications for DPA

If the customer is a Residential tenant, the following process needs to be followed in accordance with WI Act 274:

- The residential tenant has greater than \$100.00 of account arrearages that are more than 90 days past due.
- The residential tenant has defaulted on a payment extension in the past 12 months.
- 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.

PAYMENT EXTENSIONS

9-1 Payment Extensions

- All payment extensions are approved by the City Administrator/ Finance Director.
- Payment extensions are shorter term agreements meant to improve collection on accounts to avoid the collection process.
- Rules for accepting a DPA do not apply to a Payment Extension with the only exception being 50% down payment and 100% of all NSF and reconnection fees.
- Only one payment extension may be granted per calendar year to an individual person, excluding Medical Necessity considerations.
- Notes shall be placed on the account about payment arrangements the customer may wish to make during the disconnection moratorium.

BILLING ADJUSTMENTS/CREDITS

10-1 Billing Adjustment

- City staff has the authority to adjust bills to match meter readings and tariffs/rates only. If the meter reading shows a level of use, the bill matches that use and the account has the appropriate tariff applied, staff cannot alter the bill.
- Staff shall notify the City Administrator/ Finance Director when a billing adjustment happens.

10-2 Billing Adjustment – Spiked Use

- City staff has the authority to adjust bills to match meter readings and tariffs/rates only.
- The City cannot credit back any electric or water use per the PSC.
- If there is a large, above average, spike in water use due to a leak, credit towards the sewer bill may be granted by the Municipal Services Committee (MSC.)
- Sewer credits are calculated based on a 6-month average prior to the leak. The leak must be corrected and the use showing a return to the average.
- Credit levels for the excess amount will be based on whether the water was diverted from the sanitary sewer system (100% credit) or flowed clean water through the sanitary system (75% credit).
- Only the variable charges can be credited.

10-3 Consent Form

- All sewer billing adjustments require a consent form to be completed by the customer. The consent form must be signed by the customer and include their name, account number, and a reason or circumstances for the appeal. This is a requirement so the MSC may discuss the customer's account in a public meeting, and vote on crediting

the account.

10-4 Meter Dispute

- If there is a dispute on the electric or water meter's accuracy, the City will work within Public Service Commission (PSC) [guidelines](#).

DISCONNECTION PROCESS

11-1 Disconnection Process

- Commercial customers will be disconnected all year round if they are \$60.00 or more past due.
- Residential customer's electric service will be disconnected from April 15 to Oct 31 if they are \$60.00 or more past due.
- The City will send out, via U.S. Mail, disconnection notices 10 calendar days prior to the date of disconnection.
- As a courtesy, the City will attempt to make customer contact by phone 48 hours before disconnection. If contact by phone was not made, the City will place reminder cards on the door facing the street of the building to be disconnected (not the preferred entry of the customer) up to 24 hours before disconnection.
- Services will be disconnected starting at 11:00 am on the date noted on the disconnection notice.
- Once City staff has been sent to disconnect the meter, service may still be disconnected even if payment was received prior to actual disconnect but after 11:00 am on the date of disconnection.
- After receiving the first disconnection notice, if a customer's payment is returned, the customer's service will be disconnected without further notice, if within 48 hours of the disconnection date.
- After receiving the first disconnection notice, if a customer's payment is returned, 48 hours or more past the disconnection date, a new disconnection notice of no less than 24 hours will be placed upon the physical location of the delinquent account, usually the door facing the street.
- When a disconnection or reconnection creates a concern for the safety of City staff, the City Administrator/ Finance Director or Municipal Services Director may provide an alternative solution.
- The City notifies landlords if their tenants utility bills are past due.

11-2 Reconnection Process

- If applicable, all returned payment fees must be paid in full.
- The customer must either pay the past due balance plus \$40.00 reconnection fee or

arrange a DPA plus the \$40.00 reconnection fee.

- Reconnection fees are for the costs of the City performing reconnections.
- Reconnections will not begin until after City staff have completed all disconnections.
- City staff will remain available to physically reconnect customers until ~~34:30-00~~ pm on the day of disconnection.
- City staff will remain available to make arrangements or accept payments until ~~34:30-00~~ pm on a standard business day.

11-3 Disconnection Moratorium

- The disconnection moratorium is November 1st to April 15th of each year.
- No residential disconnects can occur at this time.
- If disconnected prior to November 1st for non-payment, the City is not obligated to reconnect services until the account is made current.
- Late fees, interest and other charges shall be added during the disconnection moratorium.

FINAL BILLING

12-1 Rates and Fees

- The utility customer shall be billed the full amount owed based on utility use as of the transfer or disconnection date.
- All non-variable fees shall be pro-rated at 30 days.

12-2 Notice

- Customers, property owners and closing companies are responsible for giving adequate notice to the City to process the final bill.
- Producing final bills for owners of one to ten units (1-10) shall require notice of no less than three (3) business days.
- Producing final bills for owners of eleven units or more (11+) shall require a notice of no less than five (5) business day ~~notices~~.

12-3 Billing and Information

- When a property is changing owners, but not the utility customer, a final billing process must still be completed. The utility customer may have two separate bills representing the period of time for each owner, both due at the same time because of billing automation.
- A forwarding address is required for all final bills.
- If no forwarding address is provided by the account holder, the City shall mail the bill so that it may be forwarded by the US Postal Service.

- After 4 attempts, paper bills will no longer be printed and mailed.

COLLECTIONS

13-1 State Debt Collections (SDC)

- The City will only submit to collections accounts/bills that are final.
- Per the agreement with SDC, the account must have a balance of \$50.00 or more past due.
- To meet SDC requirements of bills being 90 days past due the City shall:
 - After 60 days of being past due (past due means past the original due date of the bill not paid) the City shall send notice of its intent to file with SDC.
 - After providing 30 days' notice the City shall file with SDC.
- After the account or bill is sent to SDC, an alert is placed on the account to accept payments through SDC only.
- The City shall continue the collection process until the bill or account can be transferred to tax collection (if eligible) or until deemed uncollectable.

13-2 Tax Roll Collection

- Accounts in the name of tenants ("renters") shall be paid in full and made current by August 31st each year. The City notifies landlords of their tenant's status every month if any bills are past due.
- All amounts not collected and ineligible for SDC shall be sent to the City Treasurer for tax roll collection after November 15th of each year.
- The City Treasurer will send the collection to the County prior to November 20th for placement on the tax bill.

MEDICAL NECESSITY

14-1 Heat Advisory

During a heat advisory issued by the National Weather Service the City will make reasonable attempts to reconnect services to customers who have been disconnected when there is a potential threat to health or life. Upon expiration of the heat advisory the City shall disconnect service without further notice.

14-2 Twenty One (21) Day Medical Postponement

Postponement is a temporary solution to provide the customer with a window of time to make arrangements, this is not a permanent cycle of discounted utilities.

Per Section 113.0301 of the Public Service Commission (PSC) Administrative Code, the City shall postpone the disconnection of or reconnect service for a customer with medical needs for up to 21 days. The customer must prove that disconnection will aggravate an existing medical

condition or interrupt emergency care. The customer must provide the following:

- A statement identifying the medical need for uninterrupted or reconnected service from a Wisconsin licensed physician, public health official, social services, or law enforcement.
 - The statement must identify the medical need or protective services emergency.
 - The statement must specify the period during which disconnection will aggravate the circumstances.
- A reasonable payment arrangement to continue the service on an extended basis under a DPA or payment extension.

The City will take extenuating circumstances, such as infirmities of aging, developmental, mental, or physical disabilities, the use of life support systems, or like infirmities incurred at any age, or the frailties associated with being very young, into consideration prior to disconnecting or reconnecting service. The City considers these circumstances a high threshold to meet and prove. These circumstances shall be a matter of life and safety, not comfort.

The postponement may be extended greater than 21 days by renewal of the statement or an agreement, both to be reviewed and potentially approved by the MSC when there is evidence of reasonable communication between the City and customer and attempts by the customer to make payments.

Notes of such arrangement and review shall be placed on the account.

The customer must sign a consent form stating their name, account number, and the reason or circumstances for the extension of postponement. This is a requirement so the Municipal Services Committee may discuss the customer's account and circumstances in a public meeting and vote on the account postponement.

SEVERABILITY

15-1 Severability

If any statement, procedure, or directive within this policy shall, for any reason and to any extent, be invalid or unenforceable, the remaining shall remain in full force and effect.

EMPLOYEE ACKNOWLEDGEMENT FORM

I hereby acknowledge the following:

1. I have received the City of Utility Account Policy Handbook, Effective ~~April~~ May 21st, 2025.
2. I have had the opportunity to review the Handbook and opportunity to ask for clarification of any of its requirements.

Signed: _____ Date: _____



CITY OF EVANSVILLE

Consent to Disclose Form

City Hall
31 S. Madison St
PO Box 529
Evansville, WI 53536

Requesting Entity Name: Evansville Water and Light

Contact Person: Marisa Miller or Donna Hammett

Mailing Address: 31 S Madison St, PO Box 529, Evansville, WI 53536

Phone: 608-882-2266 Fax: 608-882-2282 Email: m.miller@evansvillewi.gov or
d.hammett@evansvillewi.gov

INFORMATION REQUESTED

The person or entity identified above requests customer information, including billing and usage data related to: ☐ electric; ☒ water; ☒ sewer; or ☐ all services provided by the utility.

Such information includes your account balance, payment history and total use per billing period. The information provided by the utility may include any other information regarding your account contained in utility records.

Customer Explanation/Need for review:

My tenant didn't realize the toilet was running and created a huge bill. Since has been serviced and repaired.

*Landlord of
24 S. Madison St., Evansville* *Sincerely,
Keri R. Kenz.*

31 S. Madison St, Evansville WI 53536 / Phone 608.882.2266 / Fax 608.882.2282

www.evansvillewi.gov

CUSTOMER'S CONSENT

Your information is treated as private by the utility and can only be disclosed as permitted by Wis. Stat. § 196.137. You are not required to authorize the disclosure of your customer information, and your decision not to authorize the disclosure will not affect your utility service.

By signing this form you acknowledge and agree that you are the customer(s) of record for this account and that you authorize the utility to disclose your customer information to the requesting entity listed on this form. This consent is valid until you terminate your service, or withdraw consent by sending a written request with your name and service address to the utility at the address specified at the top of this form. You may terminate this consent at any time.

Please complete this form and return it to the utility by mail, email, or fax as listed above:

CUSTOMER NAME: Lori L. Lenz ACCOUNT NUMBER: 3292-10
SERVICE ADDRESS: 24 South Madison St. Evansville, WI 53536
SIGNATURE OF CUSTOMER(S): Lori L. Lenz DATE: 3-28-2025
SIGNATURE OF CUSTOMER(S): _____ DATE: _____

Office Personnel Only

On the date ____ / ____ / ____ the _____ reviewed this account
information and determined: _____

Attest: _____

GH HEATING & AIR LLC

315 WATER ST • PO BOX 642

EVANSVILLE, WI 53536

Phone (608) 882-3900

Inspection Sheet

CUSTOMER NAME: Lori Lenz

ADDRESS: 24 S Madison St

DATE OF SERVICE: 2/20/2025

SERVICE TECH: George Howell III

ADDITIONAL SERVICE OR COMMENTS:

Service call to fix toilet – found plunger stuck open. Fixed plunger so the toilet would stop running water. Toilet now in good working condition.

Water Usage History Listing

USAGE				Nov 2024	Dec 2024	Jan 2025	ACCT TTL
3292	10	LORI LENZ	24 S MADISON ST	1,738	10,640	1,312	13,690
MONTH TTL				1,738	10,640	1,312	13,690

Recommend Sewer Credit @ 75% of billing -\$543.56

Average usage 574 cubic feet a month

Sewer Credits for the Municipal Services Committee

Sewer Credits for the Municipal Services Committee						Average usage
Date	Account Number	Total Overage Amount	Percentage Used	Credit Amount	Reason for Credit	
1/3/2025	2464-12	803	75%	\$ (43.36)	Running Toilet	150
1/22/2025	3433-10	10849	75%	\$ (585.85)	Water Softener	1300 Approved by Committee
1/24/2025	1505-10	9619	75%	\$ (519.43)	Frozen Pipes	416
1/29/2025	4770-10	1144	100%	\$ (82.37)	Outside water line leak	946
1/31/2025	1924-11	3300	75%	\$ (178.20)	Frozen Pipes-cracked.	197
1/30/2025	5163-10	198	75%	\$ (10.69)	Softener Issue	372
3/30/2025	4886-10	1440	75%	\$ (77.76)	Running Toilet	495
3/30/2025	2908-10	2087	75%	\$ (112.70)	Water Softener	300
4/17/2025	3292-10	10066	75%	\$ (543.56)	Running Toilet	574 Needs Committee approval
			100%	\$ -		
			100%	\$ -		
			100%	\$ -		
			75%	\$ -		
			75%	\$ -		
			75%	\$ -		
			100%	\$ -		
			75%	\$ -		
				\$ -		

1505-10 Credit was giving due to the tenant on the other side of the duplex left a window open in basement and frozen pipes cracked effecting the this accounts water and sewer usage. This happened in one billing period

Lift Station Flow Totals

March 2025

	MLS MLS Flow Total		Lift Station 1 Flow Total	Lift Station 2 Flow Total	Lift Station 3 Flow Total	Lift Station 4 Flow Total	Lift Station 5 Flow Total	Lift Station 6 Flow Total	Lift Station 7 Flow Total
Date	KGal		KGal	KGal	KGal	KGal	KGal	KGal	KGal
03/01/2025	361.6		61	14	276	261	319	266	96
03/02/2025	384.3		54	11	287	255	351	295	123
03/03/2025	359.1		52	14	272	213	364	252	90
03/04/2025	385.5		67	19	289	253	373	268	80
03/05/2025	396.8		81	15	339	275	339	250	82
03/06/2025	373.0		79	14	332	240	302	237	89
03/07/2025	370.8		69	14	336	221	284	236	64
03/08/2025	376.4		65	13	338	254	342	253	74
03/09/2025	409.4		60	10	352	287	385	313	110
03/10/2025	369.6		74	11	356	207	358	246	75
03/11/2025	360.8		55	15	350	305	330	248	80
03/12/2025	358.2		58	12	323	248	343	243	73
03/13/2025	361.3		70	39	328	223	332	240	83
03/14/2025	359.8		91	15	326	224	344	227	75
03/15/2025	366.7		66	15	337	259	349	272	98
03/16/2025	407.1		55	10	325	290	381	306	114
03/17/2025	370.0		55	15	336	244	369	248	83
03/18/2025	350.0		49	12	311	214	337	216	96
03/19/2025	375.4		67	16	331	230	340	247	114
03/20/2025	374.7		71	13	345	222	373	249	101
03/21/2025	364.1		68	15	343	206	299	253	88
03/22/2025	373.8		63	14	332	252	309	268	97
03/23/2025	415.4		67	11	375	279	333	320	115
03/24/2025	370.7		68	12	367	243	305	260	95
03/25/2025	353.9		90	13	354	235	298	245	95
03/26/2025	353.9		60	14	351	236	316	230	99
03/27/2025	357.1		57	12	350	238	303	245	102
03/28/2025	371.2		71	16	378	240	340	217	95
03/29/2025	380.4		61	12	366	255	345	269	102
03/30/2025	437.3		74	13	398	270	364	334	141
03/31/2025	396.2		83	13	381	213	344	273	107
Minimum	350.0		49	10	272	206	284	216	64
Maximum	437.3		91	39	398	305	385	334	141
Total	11,644.5		2,061	442	10,484	7,592	10,471	8,026	2,936
Average	375.6		66	14	338	245	338	259	95