

## Utility Bill Explanation

Description	Explanation
Water 1	Charge is for any gallons used and is billed per 1,000 gallons.
Water 2	If you have a second meter at your location, this would be any gallons used from the second meter
Water Only	Gallons of water used with no sewer attached.
Water Base	This base amount is charged even if there is no usage.
Sewer Charge	Charge is based on water usage and is billed per 1,000 gallons
Sewer Base	This base amount is charged even if there is not usage.
Fire Protection	This fee is charged to maintain the water mains in the village for fire fighting. This is a utility charge and there are no dollars returned to the village for fire fighting equipment or supplies
Refuse	This charge is used to cover the expense of garbage pick up and the recycling site. These dollars are transferred from the utility to the village each month.
Water Penalty	A penalty of 1% per month is charged for any past due amount for water and fire protection.
Sewer Penalty	A penalty of 1% per month is charged for any past due amount for sewer.
Refuse Penalty	A penalty of 1% per month is charged for any past due amount for refuse.

The Public Service Commission of Wisconsin determines all water rates, penalty, and the fire protection fee. The Village Board determines all sewer and refuse rates.

### Utility Bills

The Bonduel Sewer and Water Utility issue bills on a monthly basis. Bills are mailed on the last business day of the month. They are due the 20<sup>th</sup> of each month (this is determined by the Public Service Commission of Wisconsin).

Disconnect or delinquent notices are mailed the 25<sup>th</sup> of each month. If the 25<sup>th</sup> falls on a weekend, the notices are mailed that following Monday. Per the Public Service Commission, the customer has 10 days in which to pay the delinquency or to arrange for payment. Any delinquent account is subject to shut off for non-payment.

### Who to Contact

If you have any questions regarding your utility bill, please call our utility office at 715-758-7841.

If you have concerns or problems with your water, sewer or garbage services, please call 715-758-8779.

If you need to contact the Public Service Commission of Wisconsin, please call 800-225-7729.