

## CIVIC CONNECTION

MARCH 26, 2011

## CITY OF ELKHORN

P.O. Box 920  
9 S. Broad Street  
Elkhorn, WI 53121

City Hall	723-2219
Public Works Dept.	723-2223
Parks & Rec. Dept.	741-5114
Utility Billing	723-2910
Electric Utility Dept.	723-3138
Building Inspection	741-5124
Zoning	741-5124
Assessor	1-800-770-3927
Police Department	723-2210
Municipal Court	723-2340
Library	723-2678
Water Utility Dept.	723-2223
<b>After Hours (Electric, Water, Sewer)</b>	
<b>Emergency No. 723-3229</b>	

**Mayor:** Howie Reynolds

**City Council Districts:**

- One:** Eric Messerschmidt  
**Two:** Gerald Norton  
**Three:** Ronald Dunwiddie  
**Four:** Scott McClory  
**Five:** Kimberly DeHaan  
**Six:** Julie Taylor

**Staff:**

- City Adm.:** Sam Tapson  
**City Clerk:** Darlene Igl  
**City Treasurer:** Jessie Bartman  
**Finance Director:** Mary Hinske  
**Public Works:** Terry Weter  
**Parks & Rec.:** Jeff Simons  
**Electric Utility:** Art Schmitz  
**Police Chief:** Joel Christensen  
**Fire Chief:** Rod Smith  
**Library Director:** Lisa Selje

## REFUSE/RECYCLING SERVICE CHANGES

Beginning the week of April 4th, the City's solid waste and recycling will transition to an automated collection service. The automated service requires the use of wheeled carts for both refuse and recyclables. In addition to the use of wheeled carts, the collection of recyclables will be transitioned from a weekly service to a bi-weekly service.

## Solid Waste FAQ's

**Why is the City changing to the automated system?**

The change to an automated system is both less costly and results in fewer work related injuries than the current manual system.

**When will the wheeled carts be delivered?**

Veolia will drop off two (2) wheeled carts on your regular collection day during the week of March 28-April 1. Residents are asked to place their current recycling bins curbside on collection day for pick-up and take away by

Veolia.

**When will the automated service begin?**

Automated collection of solid waste and recycling will begin the week of April 4, 2011.

**Will collection weeks and days change?**

No, service routes and collection days will remain the same.

**How often will recyclables be collected?**

Collection of recyclables will be provided bi-weekly (26 weeks per year) beginning the week of April 4-April 8.

**What if I am out of town when the carts are delivered? May an alternate date be scheduled?**

Yes, if you will be on vacation or out of town for any reason on the day that carts are to be delivered, you should contact Veolia at 1-800-248-2373 between March 1 and March 18 to arrange for an alternate drop-off of your carts.

**Who should I contact if my carts**

**are not dropped off as scheduled?**

It is likely that some customers may be missed, so the Department of Public Works will have a supply of carts available for delivery. If you do not receive your carts as scheduled, please contact Public Works at 723-2223 to arrange for delivery.

**Will "bulky" items still be picked up on regular collection days?**

Yes, "bulky" items may be placed curbside for collection on regular collection days subject to certain conditions. A brochure will accompany the carts when they are dropped off that will provide more information on this subject.



Veolia Environmental services  
1-800-248-2373  
www.veoliaES.com

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## YOUR CIVIC CONNECTION NEWSLETTER.....

Consideration is being made to make the Civic Connection Newsletter strictly an electronic document that would be made available to you on the City web-

site, [www.cityofelkhorn.org](http://www.cityofelkhorn.org), the first weeks of October and April. For those residents that still prefer a paper copy, copies will be made available for pick-up at

the Matheson Memorial Library, City Hall, and the Parks & Recreation Department in Sunset Park. Please give us your feedback on this change.

## LETTER FROM THE MAYOR....

Fellow Citizens,

With our recent farewell to winter and welcome to spring, it is with great anticipation that we look forward to the coming months, hopefully to be filled with warm weather and plenty of sunshine!

The Parks & Recreation Department is hard at work to ensure that our City facilities are ready to be utilized by the community. Baseball and softball games will soon be underway in our parks, and the Sunset Park swimming pool is tentatively scheduled to open June 11th for the summer season.

The Police Department, which was relocated to its current downtown location in the West Wing of the courthouse this past September, has proven to be a very convenient, viable location for the community.

The Police Department and Public Works Department have continued to work together during snow emergencies and with snow maintenance. I would like to thank both departments for their conjoined efforts to make our City streets and sidewalks safe. With the unpredictable weather that we have experienced this

winter, the Public Works Department staff has put forth great effort in responding to the issues of snow removal. I have heard many great comments from citizens about our improved winter maintenance operations.

Much to my amazement, it has been almost a year since I was elected Mayor of Elkhorn. It's incredible how quickly the year has passed, and spring elections are upon us once again. Elections for Alderman will be taking place April 5th from 7:00 a.m.-8:00 p.m. at the Recreation Center in Sunset Park. Please take the time to stop by and vote.

Now that the weather is improving, I look forward to seeing everyone around town. When you see me, please feel free to stop and say hello. I would be happy to listen to your thoughts and comments. I place great value on the opinions of all residents.

*Howie Reynolds, Mayor*

## CITY SCHEDULES OPEN BOOK, BOARD OF REVIEW

The City's Assessor, Accurate Appraisal, LLC has been contracted to conduct a Full Value Assessment process.

Accurate Appraisal Field Appraisers began appraisals in the City of Elkhorn the week of March 14th. After a thorough analysis of sales and properties that were viewed has been completed, Accurate Appraisal LLC will adjust all property values in the entire City of Elkhorn according to style and neighborhood of the property based on 100% full market value.

Property owners will have an opportunity to meet the assessor one-on-one during the following dates and times of Open Book at City Hall in the Council Chambers:

●**Monday, May 2, 2011**  
11 a.m. to 7 p.m.

●**Tuesday, May 3, 2011**  
9 a.m. to 2 p.m.

Assessment Roll Books will be available in the Public Works Department at City Hall beginning May 18 during office hours. Appointments may be made on-line through the assessor's website.

If you are not satisfied with the results of Open Book, Board of Review is the next step. **Board of Review is scheduled for Tuesday, June 7, 2011, 5:30 to 7:30 p.m. in Council Chambers, City Hall.** Objection forms and a Board of Review Guide for Property Owners will be available in the Clerk's Office May 1, 2011. Objection forms must be completed and submitted to the City Clerk prior to Board of Review.

For more information concerning assessments, call Accurate Appraisal at 1-800-770-3927 or visit [www.accurateassessor.com](http://www.accurateassessor.com).

**Business Owners: If you no longer have taxable personal property in Elkhorn, please notify the City Clerk. If not notified you are responsible for the taxes.**

**NORTH WASHINGTON STREET RECONSTRUCTION**

The major public works project for 2011 is the proposed reconstruction of N. Washington Street from Court Street to Second Avenue. This work is scheduled to be bid in April 2011 with award of contracts in May 2011. Construction is planned to begin in early June 2011 with substantial completion in September 2011. The construction is to include new sanitary sewer and water mains with limited storm sewer work. The project will be bid as a concrete surface with

alternate bids for asphalt. Library parking will be limited to the off street parking lots and access will be from Wisconsin Street for most of the summer. The street parking along N. Washington at the library will not be available during most of the construction. For the most part, Page Street, Jefferson Street, and First Avenue will be open to cross traffic during the construction but may be closed to thru traffic for extended periods if concrete pavement is used. We en-

courage the general public to limit their use of these cross streets due to the construction activity as well as the need to use these streets for parking.

Under the proposed plan, N. Washington Street will no longer be a through street from First Avenue to Second Avenue. There will be parking for Tasch Park as well as access to the City Public Works Garage and Compost site from First Avenue, but access from Second Avenue will be permanently closed.

**WISCONSIN RESIDENTS REMINDED TO CONTACT DIGGERS HOTLINE BEFORE ANY DIGGING PROJECTS**

Contacting Diggers Hotline before digging will help ensure that the location of buried utility lines is marked before excavation begins. Diggers Hotline takes information about your dig site and passes it on to the appropriate utility companies. Those companies then send out professional field locators who mark the approximate location of buried lines with paint and flags. Filing a free request with Dig-



gers Hotline by either dialing 811 or (800) 242-8511 or online at [www.DiggersHotline.com](http://www.DiggersHotline.com) is required by state law before every digging project. Projects such as planting trees or shrubs, building a deck or installing a rural mailbox all

require contacting Diggers Hotline three working days before beginning the project.

Failure to call before digging results in more than 200,000 unintentional hits annually across the nation. Don't become part of the statistic—make sure to call!

Visit [www.DiggersHotline.com](http://www.DiggersHotline.com) for more state information about 811 and the call-before-you-dig process.

**Projects such as planting trees or shrubs, building a deck or installing a rural mailbox all require contacting Diggers Hotline three working days before beginning the project.**

**PARKS & RECREATION DEPARTMENT**

The open swim for adults at the Elkhorn High School has resumed. Open swim is available Tuesday and Thursday mornings from 5:30-7:00 a.m., and Wednesday evenings from 6:00-8:00 p.m. through May 12, 2011. The cost is \$3.00 per visit, or a punch card can be purchased for \$45.00 which

offers 20 punches.

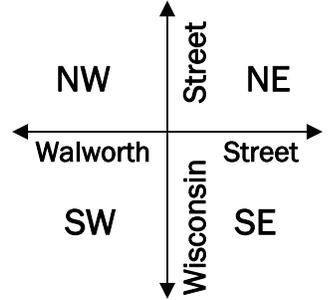
Spring has finally sprung and with that comes the many, many fun activities that the Parks & Recreation Department has put together to ensure that all the members of your family stay active and enjoy the coming warm weather months! You can view the full Spring/

Summer Activity Guide on the city's website at [www.cityofelkhorn.org](http://www.cityofelkhorn.org).

The Parks & Recreation Department will once again be selling discounted tickets to all of your favorite summer attractions. View page 33 of the Spring/Summer Activity Guide for the full listing.

**As a reminder....**During the summer months baseball parking restrictions will go into effect at the south end of the baseball field in Sunset Park. There will be no parking on the south side of W. Centralia Street from Devendorf to Park Street. Violators will be ticketed.

Week beginning Tuesday, April 5, May 3 & June 7: NE Neighborhood  
Week beginning Tuesday April 12, May 10 & June 14: SE Neighborhood  
Week beginning Tuesday April 19, May 17 & June 21: SW Neighborhood  
Week beginning Tuesday April 26, May 24 & June 28: NW Neighborhood



### Guidelines

- \*Brush should **NOT** be in the terrace earlier than Saturday prior to your pickup day
- \*Do **NOT** combine leaves with brush
- \*Brush **MUST** be in the terrace no later than 7am of the scheduled Tuesday pickup day
- \*Place cut ends facing direction traveling on street
- \***NO** vines, rakings or roots (see the Yard Waste Drop-Off Site)
- \*Length-minimum of 4 feet to a maximum of 12 feet
- \*Diameter-minimum of 3/4 inches to maximum of 6 inches

**For Special Collections**, or if crew has to return and chip brush because it was not out by the prescribed time or if it goes beyond the homeowner's normal pruning and trimming, a charge will be applied. Call the City's DPW office at 723-2223 for charges or to schedule an appointment for a special brush collection.

## Spring Leaf Collection/Seasonal Burning

**Spring Leaf Collection** takes place for a total of two weeks in April. Veolia, the City's garbage/recycler, is contracted to conduct leaf collection. The city is divided into two sections with Leaf Collection beginning Tuesday and ending Friday.

**East of Wisconsin Street-April 5**  
 (Includes East side of Wisconsin Street)

**West of Wisconsin St-April 12**  
 (Includes West side of Wisconsin Street)

- \*Leaves should not be in the gutter earlier than the Saturday prior to your pickup day
- \*Leaves **MUST** be in the gutter no later than 7am of the scheduled Tuesday pickup day
- \*Please rake leaves into the gutter-Veolia will pick up the the leaves from the gutter
- \*Do **NOT** combine brush with leaves
- \*Do **NOT** place them in bags or boxes

**Seasonal leaf burning** is allowed between April 1 and May 31 *without* a permit.

- \*Burning shall occur on the resident's property at a minimum distance of 15 feet from any occupied dwelling
- \***NO** burning when wind is in excess of 18 miles per hour
- \*Do **NOT** burn on streets, sidewalks, terraces, or any other location within the public right-of-way
- \*Burning permitted between the hours of 8am and 8pm

## Yard Waste Drop-Off Site-City Garage

12 E. First Avenue (Fenced in area adjacent to N. Washington Street)

**April 6 through October 29**

**Wednesdays: 8 a.m.-5 p.m.**

**Saturdays: 10 a.m.-2 p.m.**

- \*Leaves, vegetables, and grass clippings
- \***NO** stumps, roots or shrubs with intact root balls
- \*Yard/garden debris and brush-including clean, woody vegetative material no greater than 3" in diameter
- \*Tightly bundle tree limbs and branches no greater than 3" in diameter and 4ft in length with twine (**NO wire or nylon**)
- \*30 gallon paper bags or dry cardboard boxes not larger than 3 x 3 feet
- \***NO Plastic bags!**



## WHAT'S NEW AT MATHESON MEMORIAL LIBRARY?

The Library is circulating Wii video games and Blu-Ray DVDs free for 7 day loan. Stop in and see what is available or get on the waiting list for these popular items. We also have new release DVDs and books in our Rental Collection for just \$1. Avoid the long lines by paying just \$1. The library has ongoing computer classes and three different book clubs to choose from. A Garden Workshop series will be held at 1:00 p.m. on April 19, May 3 and May 17. Registration forms are available online or at the library. A blood drive will be held at the library on April 26th. This is open to the public; appointments are encouraged and walk-ins are welcome. Text messages are

now an option for holds notifications. If you would like to receive a text message when a hold has arrived for you, let our staff know. National Library Week activities are being planned for the week of April 10-16th. There will be a Book Donation Drive at the library on Saturday, May 14th from 10:00-1:30 p.m. Drive up and drop off your books and DVDs in good condition and we will unload your car! Your donations are tax deductible. Check our website at [www.elkhorn.lib.wi.us](http://www.elkhorn.lib.wi.us) for more information on these and other programs. To request a bi-monthly e-newsletter that details all of our activities, send an email request to: [newsletter@elkhorn.lib.wi.us](mailto:newsletter@elkhorn.lib.wi.us).

[newsletter@elkhorn.lib.wi.us](mailto:newsletter@elkhorn.lib.wi.us).

Special children's programs during Spring Break week include our regular Wii Gaming and Lego Building Club. Ages 6-12 are invited to a special t-shirt decoration event on Tuesday, April 19th at 3:30 p.m. Registration is required; call or visit our website to register. There will be a family movie showing, title TBA on April 21st at 3:30 p.m. Regular children's programs will continue through May and then our Summer Reading Program, "One World, Many Stories" will begin on Saturday, June 11th with registration at Sunset Park along with Bike Safety Day. Our Summer Reading Program is open to babies through high school

and features Storywagons and other programs for eight weeks. Adults have their own Summer Reading Program themed, "Novel Destinations" with registration also beginning on June 11th. The friends are planning another Book Sale June 16-18th and welcome new members to their annual meeting on April 20th at 6:30 p.m. As always, I encourage you to contact me with any comments or suggestions regarding the library. You can reach me by phone at 262-723-2678, or by email at [lselje@elkhorn.lib.wi.us](mailto:lselje@elkhorn.lib.wi.us).

*Lisa Selje, Library Director*

**Spring Election-April 5, 2011 7:00 a.m. to 8:00 p.m.**

**Polling Place: Recreation Center (All Districts)**

For information on your Ward or District call City Hall at 723-2219 or go to

[www.cityofelkhorn.org](http://www.cityofelkhorn.org) under City Clerk/elections for information on

registering to vote and voting absentee.

## ELECTRIC DEPARTMENT THANKS RESIDENTS

The City of Elkhorn Electric Department would like to thank those residents that take the time to call in and notify them of street lights that are not functioning properly. They would like to encourage all citizens to call if they notice that a street light is out.

Please call 723-3138 for all electrical service requests such as: street lights that have burned out, power outages, new services, or service upgrades.

Call 723-3229 for after hours electrical emergencies.

**Please Note:** If you have a tree that is near the power lines and needs trimming, contact the Electric Department at 723-3138. They will check it to be sure there are safe clearances, and if not they will schedule it to be trimmed or removed if necessary.

# Your Bill of Rights as a Residential Electric Utility Customer

The Public Service Commission of Wisconsin (PSC) prepared this brochure to let you know your rights as a gas or electric customer. It includes answers to your most common questions and concerns. If you have a question or problem with your service, first contact your utility. If your utility cannot solve the problem, call the PSC.

## Energy Usage Reports

Moving? Before you buy/rent a home or an apartment, call your utility. They can give you an average of how much energy was used at the new address during the last 12 months. Or, they can tell you the largest and smallest bills for the last 12 months. There may be a charge for this service.

## Personal Identification (I.D.)

Before you open an account, a utility may ask you to show I.D. Some types of valid I.D. include:

- Photo I.D. card
- Driver's license
- U.S. military card
- Current utility bills
- Bank statements
- Rental agreements
- Social service agency letter I.D.
- Employment letter I.D.

## Deposits

1. If you are a **new** residential customer, you may be asked to post a deposit if:

- You did not pay an undisputed bill for the same type of service anywhere in Wisconsin during the last six years.

2. If you are a **current** residential customer, you may be asked to post a deposit if:

- Your service was shut off during the last 12 months for non-payment.
- You falsified a service application.
- Your payment for service from November 1—April 15 is 80 days or more overdue and you have the ability to pay
- Your electric bill becomes 60 days or more past due in the first 8 months of new service.

3. You do **not** have to post a deposit if your income is below 200 percent of the Federal Poverty level guidelines.

A normal deposit is the sum of the two largest consecutive bills during the last 12 months:

<b>Example:</b>	January	\$225
	February	<u>+\$200</u>
		\$425 deposit

The deposit for those who are able to pay their winter heating bill, but do not, is the sum of the four largest consecutive bills during the last 12 months:

<b>Example:</b>	December	\$200
	January	+\$225
	February	+\$200
	March	<u>+\$150</u>
		\$775 deposit

A utility must pay you interest on your deposit. Each year the PSC sets a new interest rate. Your deposit and any interest earned must be returned to you after you have paid your utility bill promptly for 12 months.

## Monthly Bills

You will be sent a bill about every 28—31 days. To avoid a late payment charge or shut-off notice, pay your bill by the date printed on your bill.

## What's on your bill?

All bills include:

- Customer name
- Billing address
- Service address (if not the same as the billing address)
- Current meter reading and date
- Prior meter reading and date
- Number of gas or electric units used
- If it was an estimated reading
- Next meter reading date
- Number of days billed
- Class of service
- Amount due
- Tax

## Meter Readings

The PSC requires utilities to read your meter at least once each six months. You must allow these readings.

If a meter reader cannot get to your meter, you will get an estimated bill. To avoid estimated readings, you can read your own meter. Ask your utility for a card to record your reading.

## Late Payment Charges

A utility can add a late payment charge if you:

- Bill is not paid by the due date printed on your bill.
- A late payment charge can be:
  - A one time charge of 3 percent of current unpaid charges (minimum 50 cents), OR
  - A monthly charge of up to 1 percent of the total unpaid balance (including unpaid late payment charges).

## Other Charges

Some customers are able to pay their winter heating bills but do not. A utility may take legal action to collect payment from these customers and may report the unpaid bill to a credit bureau. These customers may also have to pay the utility's cost of collecting monthly payments.

## Budget Payment Plans

To manage high winter gas bills or high summer electric bills, ask your utility about budget payment plans. This allows you to average estimated annual use into even monthly payments. Each six months your payment amount is readjusted to reflect your actual use. At the end of a budget year, your bill is adjusted to correct overbilling or underbilling. These payment plans are available to all residential gas and electric customers, even if in arrears.

## Installment Plans for Overdue Bills

You may use an installment plan to pay what you owe your utility. This helps you pay your current bills and any overdue bills. You will be asked to make a "fair" down payment and "fair" installments. A "fair" amount is based on:

- Your ability to pay
- The size of your overdue bill
- How long your bill has been overdue
- Your payment history
- Reasons your bill is overdue
- Other important factors

Your utility may ask you to sign an installment agreement. Do not sign it unless you agree to the terms. You have the right to negotiate an installment agreement. If you do not pay installments as agreed, the utility may shut off your service. If you do not pay, the utility does not have to renegotiate an agreement.

before it shuts off your service. It is up to you to let the utility know about important reasons to negotiate a new plan.

If you and a utility cannot agree on an installment plan, you can file a dispute with the PSC. While the PSC reviews your dispute, your service should not be shut off. However, you must pay all bills not in dispute.

## Credit Reporting

If an account becomes due and no payment arrangements have been established between the customer and a utility, the utility may report the account to a credit bureau. It may also use the services of a collection agency to collect on the account.

## Service Disconnects

Your service can be shut off if:

- You fail to pay your bills.
- You fail to pay installments as agreed.
- You fail to post required deposit.
- A prior customer living at your address has an unpaid bill for the same address.
- You fail to pay the utility's costs for collecting an overdue bill.
- You tamper with your meter.
- There is a safety hazard.

A utility is permitted to transfer a landlord's unpaid bill from a residential property to the office or home of the landlord or property manager. If the bill continues to go unpaid, service can be shut off at the landlord's or property manager's office or home.

A utility must send you a notice before your service is shut off for non-payment. This notice must include:

- Reasons for the shut-off.
- Date when service can be shut off.
- How to contact the utility about the shut-off.

The notice should be mailed to your home or mailing address at least ten days before the shut-off. A notice must also be posted at the service address if it is not the same as your home or mailing address. The utility is also required to make a reasonable attempt to contact you by telephone or in person before the service is shut off.

If service is not shut off within 20 days after the notice is mailed, the utility must: Leave a new notice at the site 24 (but not more than 48) *hours* before service is shut off.

## Medical Problems

For extra time to make payment arrangements, the utility will delay service shut-off, or restore service if shut off, for up to 21 days if there is a medical problem or other crisis. The utility may ask for a letter about the crisis from your:

- Doctor
- Public health official
- Social service official
- Police or Sheriff

It is also possible to extend the 21-day delay.

## Third Party Shut Off-Notice

You can ask the utility to send a copy of your shut-off notice to a relative, guardian or other third party.

## Winter Shut-Off Rules

If there is no threat to human health or life, a utility can shut off service from November 1 - April 15. A utility can also shut off service from November 1 - April 15 if a household income is greater than 250 percent of the Federal Poverty level guidelines.

Before service can be shut off, a utility must:

- Obtain written approval from their vice president or higher executive.
- Deliver this written approval to the PSC by 3:30 p.m. the day service is to be shut off.
- Visit the site the next day where service has been shut off to:
  1. Check customer's well-being.
  2. Tell the customer about payment plans.
  3. Tell the customer about special assistance.

These rules also apply to business and farm accounts serving residential dwellings. Before winter, a utility must attempt to contact customers whose service was shut off for nonpayment of bills. Each utility makes a special effort to turn on service before it gets cold. If you know of someone who has no heat, call your utility. You do not have to give your name. If service is not turned on in a reasonable time, call the PSC.

## Have a Dispute?

First contact your utility to try to solve the problem. If you are behind on your bill, the utility will offer you an installment plan to pay your bill. If the utility cannot solve your problem, call the PSC at **1-800-225-7729**. While the PSC reviews your dispute, your service should not be shut off. However, you must still promptly pay any charge not in dispute. After the PSC completes its review, a staff member will contact you and your utility and will attempt to find an agreement that is acceptable to all parties.

## Bilingual Service

The Public Service Commission of Wisconsin is also able to provide customer assistance in Spanish. When calling the PSC, please ask to speak to a Spanish-speaking representative.

## Servicio Bilingüe

En la Comisión de Servicios Públicos del estado de Wisconsin (PSC) podemos asistirle en Español. Cuando llame a la PSC, pida hablar con un representante de habla hispana.

## Safety Note

In order to prevent severe burns and unnecessary energy consumption, water heater thermostats should be set no higher than 125 degrees.

The Public Service Commission of Wisconsin does not discriminate on the basis of disability in the provision of programs, services, or employment. If you are speech, hearing, or visually impaired and need assistance, call (608) 266-5481 or TTY (608) 267-1479. We will try to find another way to get the information to you in a usable form.

Fax (608) 266-3957  
 TTY (608) 267-1479  
 Consumer Affairs (800) 225-7729  
 General (608) 266-5481  
 Email [PSCRECS@PSC.STATE.WI.US](mailto:PSCRECS@PSC.STATE.WI.US)  
 Web Site <http://www.psc.state.wi.us/>  
**610 N. Whitney Way**  
**PO Box 7854**  
 Madison, Wisconsin 53707-7854  
 1000B (7-17-00)

## CITY OF ELKHORN WATER RATES

### OFFICE HOURS:

8 a.m. to 4:30 p.m. Monday thru Friday

Office Phone (262) 723-2910

After Office Hours Emergency

Phone (262)723-3229

### General Service - Metered -- Mg-1

#### Monthly Service Charge:

5/8 inch meter .....	\$ 6.50
3/4 inch meter .....	6.50
1 inch meter .....	12.00
1- 1/4 inch meter .....	17.50
1-1/2 inch meter .....	23.00
2 inch meter .....	38.00
3 inch meter .....	63.00
4 inch meter .....	123.00
6 inch meter .....	213.00
8 inch meter .....	303.00
10 inch meter .....	393.00
12 inch meter .....	483.00

#### Plus Volume Charge:

First 1,670 used each month .....	\$5.15 per 100 cubic feet
Next 5,000 used each month .....	\$4.95 per 100 cubic feet
Next 26,670 used each month .....	\$4.00 per 100 cubic feet
Over 33,340 used each month .....	\$3.15 per 100 cubic feet

#### 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 one percent will be added to bills not paid within 20 days of issuance. This late payment charge will 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 ten days, service may be disconnected pursuant to Wis. Adm. Code., ch. PSC 185.

#### Combined Metering:

Volumetric meter readings will 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 shall not be combined for billing. This requirement does not preclude the utility from combining readings where metering configurations support such an approach. Meter readings from individually metered separate service laterals shall not be combined for billing purposes.

### Private Fire-Protection Service-Unmetered-- Upf-1

## Effective July 1, 2010

This service shall consist of permanent 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 for Private Fire-Protection Service Demand Charges:

Size of Connection	Charge
2-inch .....	\$ 8.40
3-inch .....	15.90
4-inch .....	26.40
6-inch .....	52.80
8-inch .....	84.30
10-inch .....	126.60
12-inch .....	168.60

**Billing:** Same as schedule Mg-1.

#### Public Fire-Protection Service -- Fd-1

Under Wisconsin Statutes, Section 196.03(3)(b), the municipality has chosen to have the utility bill the retail general service customers for public fire-protection service.

This service shall include 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.

#### Monthly Public Fire-Protection Service Charges:

5/8 inch meter .....	\$ 10.80
3/4 inch meter .....	10.80
1 inch meter .....	27.00
1 1/4 inch meter .....	39.90
1 1/2 inch meter .....	54.00
2 inch meter .....	86.40
3 inch meter .....	162.00
4 inch meter .....	270.00
6 inch meter .....	540.00
8 inch meter .....	864.00
10 inch meter .....	1296.00
12 inch meter .....	1728.00

This rate is in addition to Schedules Mg-1, Ug-1, Mgt-1 and Mz-1.

**Billing:** Same as Schedule Mg-1

#### General Water Service - Unmetered -- Ug-1

Where the utility cannot immediately install its water meter, service may be supplied temporarily on an unmetered basis. Such service shall be

**Reconnection Charges -- R-1**

	<b>During Normal Business Hours</b>	<b>After Normal Business Hours</b>
Reinstallation of meter, including valving at curb stop	\$35.00	\$70.00
Valve turned on at curb stop	\$30.00	\$60.00

Note: no charge for disconnection

**Billing:** Same as Schedule Mg-1

**Bulk Water -- BW-1**

All bulk water supplied from the water system through hydrants or other connections shall be metered, or at the direction of the utility, estimated. Utility personnel or utility-approved party shall supervise the delivery of water.

Bulk water sales are:

1. Water supplied to the tank truck or from hydrant for the purpose of extinguishing fires outside the utility's immediate service area;
2. Water supplied by tank truck or from hydrant for purposes other than extinguishing fires such as irrigation or the filling of swimming pools; or,
3. Water supplied from hydrants or other temporary connections for general service type applications. (Water supplied for construction purposes - see Schedule Mz-1)

A charge for the volume of water used will be billed to the party using the water at \$3.70 per 100 cubic feet. A service charge, in addition to the volumetric charge, will be \$30.00.

In addition, for meters that are assigned to bulk water customers for more than 30 days, the applicable service charge in Schedule Mg-1 will apply after the first 30 days.

The water utility may require reasonable deposits for the temporary use of its equipment under this and other rate schedules. The deposit(s) collected will be refunded upon return of the utility's equipment. Damaged or lost equipment will be repaired or replaced at the customer's expense.

**Billing:** Same as Schedule Mg-1

**Seasonal, Emergency or Temporary Service -- Mgt-1**

Seasonal customers\* shall pay an annual seasonal service charge equal to twelve times the applicable service charge in Schedule Mg-1. Water use in any billing period shall be billed at the applicable volume schedule in Mg-1 and the charge added to the annual seasonal service charge.

In addition, customers who have an additional meter pursuant to Schedule Am-1 shall also pay an annual seasonal rental charge equal to twelve (12) times the applicable additional meter rental charge in Schedule Am-1.

For disconnections of service, not previously considered as seasonal, emergency, or temporary, if service is resumed at the same premises by the same customer within a 12-month period, and if there has been no service to another customer during the intervening period, the customer shall be billed for the pro rata share of the applicable monthly service charge for the period of disconnection.

Further if service has been disconnected, or a meter removed, a charge under Schedule R-1 shall be applied at the time of reconnection or meter reinstallation.

\* Seasonal customers are general service customers whose use of water is normally for recurring periods of less than a year. This includes service under Schedule Mg-1 and/or Schedule Am-1.

**Billing:** Same as Schedule Mg-1

**Building and Construction Water Service -- Mz-1**

For single-family and small commercial buildings, apply the unmetered rate (Schedule Ug-1).

For large commercial, industrial or multiple apartment buildings, a temporary metered installation shall be made and general, metered rates (Schedule Mg-1) applied.

**Billing:** Same as Schedule Mg-1

**Additional Meter Rental Charge -- Am-1**

If a customer requests the installation of an additional meter\* to receive credit for clear water not discharged into the sanitary sewer system, or if a sewerage service customer who is not a customer of the water utility requests the installation of a meter to determine the volume of sewage discharged into the sanitary sewer system, the utility shall furnish and install this additional meter. This rate shall be applied only to single-family residential and small commercial customers. At utility discretion, it may also be applied to other customers. A rental fee shall be charged for the use of this meter and the following rates shall apply.

**Billing:** Same as in Schedule Mg-1

\*For the Schedule Am-1 rate to apply, the additional meter must be installed on the same service lateral as the primary meter. Also, if the metering configuration is in the Addition Method, the Schedule Am-1 rate will apply only if the additional meter is 3/4-inch or less. If the additional meter is larger than 3/4-inch in the Addition Method, then Schedule Mg-1 rates apply to the primary meter and the additional meter as separate accounts.

5/8 inch meter .....	\$2.90 per month
3/4 inch meter .....	\$2.90 per month
1 inch meter .....	\$4.60 per month
1-1/4 inch meter .....	\$6.30 per month
1-1/2 inch meter .....	\$8.00 per month

Initial Meter Installation Charge - \$35.00



**For your information.....**

**County Treasurer—741-4251**

**County Clerk—741-4241**

**Clerk of Courts—741-7012**

**Child Support—741-7100**

## EMPLOYEE SPOTLIGHT



**Eva Kold** joined the library staff in December as the new Technical Services Librarian. Eva was born in Santa Monica, CA and moved to Janesville, WI with her parents when she was two. She attended UW-Whitewater for her bachelors degree where she worked in the

Anderson Library as an undergraduate. Post graduation, Eva worked there as a Periodicals Assistant and later as a Circulation Assistant while working on her Masters degree in December 2010. Eva recently became engaged and is planning an April 2012 wedding. Her fiancé, Mike, works for FedEx at the Janesville station.

Eva has a passion for reading and physical activity. She enjoys biking and playing tennis. Now that she has completed her degree, she is planning to learn to knit and take a class on jewelry making. Welcome Eva!

**Jon Jagielski** is the City's newest full-time patrolman. Jon has worked part-time for the Elkhorn Police Department since August of 2009. Prior to coming to the City of Elkhorn, Jon spent two years as a patrolman in Big Bend.



Jon, originally from Muskego, studied Criminal Justice at Carroll College and Waukesha County Technical College (WCTC), as well as attending the WCTC Police Academy. Jon is currently taking classes to become certified as a First Responder. He has also taken Incident Command Training classes in Big Bend, Radar School, and recently participated in a Community Policing class in Green Bay.

Jon enjoys spending his free time with his family and friends. He looks forward to continuing to build the relationship between the Police Department and the community.

## WISCONSIN RESIDENTS NOW NEED TO RECYCLE USED OIL FILTERS

"Each year, Wisconsinites throw away an estimated 187,000 gallons of oil in used oil filters and 1.6 million gallons of oil in oil absorbents," says Jack Connelly, solid waste program coordinator for the Wisconsin Department of Natural Resources waste and materials management program. "Oil is a valuable, reusable material. By recycling filters and absorbent material, used oil can be extracted and reused."

A new law bans the disposal of used automotive oil filters and oil absorbent materials in landfills in Wisconsin as of January 1, 2011. The ban covers everyone in the state, including homeowners, farmers, businesses, industrial operations, and others.

The oil filters and absorbents ban is intended to keep these materials out of Wisconsin landfills and often treated at municipal wastewater treatment facilities.

Filters also contain steel components that

can be recycled. Recycling the approximately nine million filters that currently enter the landfill will save more than 4.5 million pounds of steel for reuse.

Recycling options for oil filters and oil absorbent materials are available throughout the state. Many businesses that perform oil changes will accept used oil filters. Some communities allow used oil and oil filters to be collected at their waste transfer stations or at specific collection sites.

To find recycling options in your community, see the [Wisconsin Recycling Markets Directory](#) on the DNR web site, [www.dnr.wi.gov](http://www.dnr.wi.gov), (exit DNR; to find oil filter recyclers, select the "Motor Vehicle Items" category and select oil absorbents) on the University of Wisconsin Cooperative Extension Solid Waste Education website.

Used filters may also be used as a fuel supplement in an approved municipal solid waste combustor. Oil absorbent material

may be taken to an approved biopile at a landfill, used as a fuel supplement in an approved municipal solid waste combustor, or recycled.

More information on the ban, including more information on what the ban covers is available in a [oil filter and absorbent recycling media kit](#) on the DNR website.

For more information contact: Jack Connelly, DNR, at (608) 267-7574.

**A new law bans the disposal of used automotive oil filters and oil absorbent materials in landfills in Wisconsin as of January 1, 2011.**

**ELKHORN POLICE DEPARTMENT.....CRIME PREVENTION TIP**

**Staying Safe When You're Out and About**

Carry your bag(s) close to you with the clasp facing inwards. Carry your house keys in your pocket. If someone grabs your bag, let it go. If you hang on, you could get hurt. Remember your safety is more important than your property.

If you think someone is following you, check by crossing the street-more than once if necessary-to see if they follow. If

you are still worried, get to the nearest place where there are other people, anywhere with a lot of lights on and call the police.

If you regularly go jogging or cycling, try to vary your route and time. Stick to well-lit roads with pavements. Keep to main paths and open spaces where you can see and be seen by other people-avoid wooded areas. If you wear a personal stereo, remember you can't hear traffic, or somebody approaching behind you.

Don't take short-cuts through dark areas. Walk facing the traffic so a car cannot pull up behind you unnoticed.

If a car stops and you are threatened, scream and shout. Get away as quickly as you can. This will gain you vital seconds and make it more difficult for the cars driver to follow. If you can , make a mental note of the number and description of the car. Write down details as soon as possible afterwards.

**I was just involved in a crash.....Now what do I do?**

- Check for injuries. Call 911 immediately if anyone has been injured
- Provide accurate information. When calling 911 or the police department provide the following information
  - ⇒ Where the crash is located
  - ⇒ Nearest cross street or landmark
  - ⇒ Lane blockage
  - ⇒ Number of injuries
  - ⇒ Number of vehicles
- Steer it , clear it. If no one has been injured and your vehicle can still be driven, move your vehicle out of traffic. If your vehicle is disabled, do not risk injury attempting to push it out of traffic by yourself.
- Stay safe. If your vehicle cannot be moved, stay inside with

your seat belt fastened until help arrives. To help prevent secondary crashes, warn oncoming traffic of the crash by turning on your hazard lights or by raising the hood of your vehicle.

- ⇒ Remain calm
- ⇒ Watch out for traffic
- ⇒ Move your vehicle from traffic if drivable and no injuries exist
- ⇒ Display distress signals to warn oncoming traffic

**Elkhorn Police Department  
100 West Walworth Street  
Elkhorn, WI 53121**

**CATS AND DOGS MUST BE LICENSED BY APRIL 1, 2011**



Applications and fees for 2011 cat and dog licenses will be taken at City Hall during office hours, Monday -Friday, 8:00 a.m.-4:30 p.m. A copy of your animal's current rabies vaccination record is required by State Statute (Chap. 174) and must accompany the application.

If mailing in your registration enclose your check made out to

the City of Elkhorn, a completed dog/cat license application form (available on the City website [www.cityofelkhorn.org](http://www.cityofelkhorn.org)) and a copy of current rabies vaccination record along with a self-addressed stamped envelope and mail to: City of Elkhorn, 9 S. Broad Street, P.O. Box 920, Elkhorn, WI 53121.

**License fees are as follows:**

- \$8.00** for spayed or neutered animals
- \$13.00** for unaltered animals
- A \$5.00 penalty is added if not registered by April 1, 2011.



P.O. Box 920  
9 S. Broad Street  
Elkhorn, WI 53121  
Phone: 262-723-2219  
Fax: 262-741-5134  
E-mail: info@cityofelkhorn.org

PRE-SORT STD  
U.S. POSTAGE PAID

**IMPORTANT CITY SERVICES INFORMATION ENCLOSED**

**Just a Reminder....**

As spring approaches, the City asks that property owners help our electric crew and meter readers. Shrubs and plantings cause great difficulty for our utility departments to change out meters and read meters. We ask that you clear plantings from meters, transformers and pedestals at least 5' from the front and 3' from each side. For example, a meter reader uses a device to scan the meter. Shrubs and plants in front of the meter make it difficult to scan. The meter reader often has to climb through or over the plants. Damage to the plantings is unavoidable. Please take a moment during spring clean-up and make sure there is clear access.

**SPRING AND SUMMER IS A TIME FOR SPECIAL EVENTS IN THE CITY-PERMITS NEEDED**

Spring and summer is a time when many organizations and residents like to have a party.

The City Clerk's office would like to remind residents and organizations that a special events permit is needed when holding an event on the public right-of-way. It is re-

quired for events like street dances, parades, walk/runs and block parties.

Organizations must fill out the application within 45 days of the event; however, fees may be waived if proof of non-profit status is provided. General liability insurance is required.

Applications are available at City Hall during office hours. The applications are reviewed by the City Clerk and a Special Events Staff Team. Staff may ask to schedule a meeting with the organizations holding the event to assist in the planning and coordinating of City services.