

# Civic Connection

. . .A message from your City

## 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.	723-2223
Light & Water	723-2910
Building Inspection	741-5115
Assessor	1-800-770-3927
Police Department	723-2210
Municipal Court	723-2340
Library	723-2678
Fire/EMS(non-emergency)	723-2277

### Elected Officials

**Mayor:** Michael Roberts

**City Council Districts:**

- One: Howie Reynolds
- Two: John Karcher
- Three: Bill Hoffmann
- Four: John Giese
- Five: Charles Van Dyke
- Six: Julie Taylor

**Staff:**

**City Administrator**

Sam Tapson

**City Clerk**

Nancy Jacobson

**City Treasurer**

Mary Hinske

**Public Works**

Terry Weter

**Parks & Recreation**

Jeff Simons

**Electric Utility**

Art Schmitz

**Police Chief**

Joel Christensen

**Fire Chief**

Rod Smith

**Library Director**

Lynn Schofield Dahl

**INSIDE THIS ISSUE:**

<i>Community service</i>	2
<i>Assessor begins work</i>	2
<i>Brush collection</i>	4
<i>Election year</i>	7

## New buildings bring recreational opportunities to residents, local clubs

The addition of a new Parks and Recreation Center in Sunset Park and the Community Center is a means of bringing the quality of life in Elkhorn to a new level. Programs presently offered by the City's Recreation Department will be enhanced and new programming added.

The Parks and Recreation Administration Center scheduled to open in mid-March will offer a variety of recreation activities and classes. Child programming such as arts and crafts, early movement for one to three year olds and the safe sitter program are among those planned throughout the year. Watercolor painting, jazzercise and possibly ballroom dancing are among the activities planned for adults. Parks and Recreation Director Jeff Simons plans on a variety of clinics for the youth. A large



**Program room at Sunset Park**

program room will make all this possible including mass registration scheduled for April 24. All administrative duties will be conducted in the office and reception area. A Recreation Administrative Assistant has been added to the Parks and Recreation staff. Small meetings such as those for coaches and instructors, and the Recreation Advisory Board will be held in the conference room.

"It is just great," Simons said. "The Recreation Center will give us program



**Park & Recreation Administrative Center**

space so that we can run more programs. We will be close to all the Sunset Park activities."

Simons is equally excited about the Community Center, which is part of the Matheson Memorial Library project. "The clubs that had used the old Community Center will be amazed at their new home," Simons said. "The main room of the Community Center provides room for 125 people, but can be divided into two meeting rooms. It has a kitchen and storage area."

The Elkhorn Seniors will be able to play cards and enjoy the fellowship of friends. Rotary and Kiwanis will have their meeting place back. Residents will be able to rent the room for special events and meetings.

The Community Center is expected to be available in June. Clubs interested in seeing the work done in the Community Center are welcome to a tour by calling the Parks and Recreation Director at City Hall, 723-2223.

### New yard waste program

Due to the low usage of curbside yard waste pickup during last year's pilot program, it will no longer be offered. As an alternate the City will provide a drop-off site for residents.

**Further information see Page 4.**

## City assessment program begins, Board of Review set

The City is now entering into the third year of its full value assessment program. The intent of the program is to keep the assessed values of the City at 100%, or close to it, on an annual basis.

Accurate Appraisal, the City Assessor, will physically inspect 25% of properties located within the City annually or 100% over a four-year period. The southeast quadrant of the City is scheduled for inspection. It will begin on or about March 8 in the Jackson Creek subdivision. The field inspection consists of 727 properties.

In addition to the physical inspections, the Assessor evaluates all other properties through a market value analysis, checks on all sales, major building permits and new construction that occurred in 2003. Necessary adjustments are

made to keep the assessed values in line with current market values. All property owners can expect some changes in their assessments on an annual basis.

The City's assessors are well identified. Each inspector will carry a picture identification badge and the vehicles are clearly marked with the Accurate Appraisal logo.

Following the first visits made by the assessors, residents who were not at home or it was a bad time for a visit, will receive a letter asking that they make an appointment through City Hall for an interior inspection. A variety of days and times will be available. If there is no response to the call back letter, a certified letter is sent. If there is no response to the certified letter, the property owner will not be able to challenge the assessment. All property owners will

be notified of any changes in assessed value.

### Open Book

Open Book is scheduled for the week of May 17. The Assessor will be available for a one-on-one meeting to discuss the property owner's assessment. Closer to the date, property owners may schedule an appointment by calling City Hall.

### Board of Review

June 8, beginning at 5:30 p.m., the Board of Review will meet to hear any objections. Property owners may present their objections to their assessment at that time. An objection form must be filed with the City Clerk. Forms will be available at City Hall beginning May 20.

Questions, call the City Clerk at 723-2219.

## Employee spotlight

### Serving the Community

Snow, rain, freezing or sweltering temperatures will not stop the City's Community Service Officers (CSO) from doing their job. Jennifer Heritsch and Natalie Johnston are given the responsibility of serving the community through enforcing parking laws to make the downtown accessible to all. Directing traffic, animal control, bicycle enforcement, crossing guard replacement, pick-up and deliveries, and property recovery are among their responsibilities.

The C.S.O. program began when Officer Bob Hutton retired. Police Chief Joel Christensen chose this program to provide quality service in an

efficient manner, allow sworn police officers time to concentrate on law enforcement matters and to give the CSO's a basic understanding of the work that police officers are required to perform.

Jennifer is a student at UW-Whitewater and plans on going into the field of law. Natalie is attending Gateway Technical College in the Police Science Program.



Jennifer Heritsch (left) Natalie Johnston

MASS REGISTRATION  
 SUMMER PARKS & RECREATION  
 APRIL 24, 2004  
 9 A.M. TO NOON  
 PARKS & RECREATION ADMINISTRATIVE CENTER  
 200 S. DEVENDORF ST. SUNSET PARK

## UNDER CONSTRUCTION

### 2004 Street Maintenance Projects

During the spring and summer months, the Department of Public Works is kept busy with improvements on neighborhood streets. Repairs range from patching by the City Crew to major repairs done by hired contractors. The following streets are on the 2004 list of maintenance projects:

- Fair Street**—beginning at Jackson and up to the fairgrounds gate
- E. Third Avenue**—beginning at N. Washington Street and ending at N. Lincoln Street
- W. Rockwell Street**—beginning at Devendorf Street and ending at Franklin Street
- E. First Avenue**—beginning at N. Wisconsin Street and ending at N. Lincoln Street
- W. Randall Place**—beginning at Elm Street and ending at S. Church Street
- E. Marshall Street**—beginning at S. Lincoln Street and ending at S. Jackson Street



### Pool House at Sunset Park

The first remodeling of the Sunset Park Pool House after 30 years has been rebid with hopes of a spring completion. The project will include a new entrance to the pool house, enclosed showers, and a new first aid room.

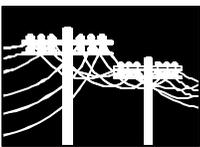


### Signalization at Market Street/N. Wisconsin

A grant award from the Wisconsin Department of Transportation makes it possible for the signalization at the intersection of Market Street and STH "67". It is hoped that by mid- to late summer, the signalization project will begin. However, it is a state project and subject to a state timeline. Signalization at Potter Road is expected to occur in 2005. The signalization at that intersection is totally a state project. The City has no jurisdiction as to the construction project. The Wisconsin DOT makes the decision as to when it will be installed.

### Voss Road Substation

In 2003, the Voss Road Substation was added to the City's utility operations. The substation, located next to the WE Energies Substation on Voss Road, will back up the Lincoln Street Substation in the event of a failure at the site. It is the first step in retiring the Fairgrounds and the Centralia Street Substations. Power lines in the central part of the City will be rebuilt this year and in 2005 to develop a new and more reliable system.



## Direct payment or credit card offered to pay City bills

In answer to many requests of customers, the City now offers two new methods of paying utility and certain other City bills.

### Direct Payment

The Direct Payment Plan allows the customer to have their utility bill payment automatically deducted from their checking or savings account. It is a volunteer program with the customer

signing up. A Debit Authorization Agreement is available at City Hall. Just ask at the front desk for a form. The authority you give to charge your account will remain in effect until you notify the City in writing.

### Pay by Credit Card

The City now accepts credit card payments through Official Payment Corporation. The

customer may charge their City bills and/or real estate taxes to their credit card by calling via telephone at 1-800-2PAY-TAX (1-800-272-9829) or on the internet at [www.officialpayments.com](http://www.officialpayments.com) directly to Official Payments Corp.

There is a nominal fee charged for this service.

The City cannot accept credit card payments at the counter. Questions concerning your City bills, please call 723-2910.

## Spring Clean-up time in the City

### Brush Collection

#### April Schedule (includes description of neighborhood boundaries)

##### April 6-9: Northeast neighborhood

North & east to the City boundaries including both sides of N. Wisconsin & E. Walworth Sts.

##### April 13-16: Southeast neighborhood

South & east to the City boundaries including both sides of S. Wisconsin and south of E. Walworth Sts.

##### April 20-23: Southwest neighborhood

South & west to the City boundaries including both sides of W. Walworth and west of Wisconsin Sts.

##### April 27-30: Northwest neighborhood

North & west to the City boundaries including property within the boundary of W. Walworth and N. Wisconsin Sts.

### May Schedule

May 4-7: Northeast neighborhood

May 11-14: Southeast neighborhood

May 18-21: Southwest neighborhood

May 25-28: Northwest neighborhood

### June Schedule

June 8-11: Northeast neighborhood

June 15-18: Southeast neighborhood

June 22-25: Southwest neighborhood

June 29-July 2: Northwest neighborhood

### Guidelines

- Bring brush to the curbside by 7 a.m. Tuesday but no earlier than the Saturday before the scheduled pickup.

- Cut ends facing the direction that traffic is traveling on the street.

- Diameter—minimum of 3/4 inches to maximum of 6 inches.

- Length—minimum of 4 feet to a maximum of 12 feet.

- No vines, rakings and roots. These will be handled through the yard waste program.

For Special Collections or if the crew has to return and chip the 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 Public Works office at 723-2223 for the charges or to schedule an appointment for a special brush collection.

## Spring Leaf Collection/Seasonal Burning

The Spring Leaf Collection begins, Tuesday, April 6 and runs 2 weeks. The City's garbage/recycler, Onyx, is contracted to conduct the leaf collection. The City will be divided into two sections during the Spring Leaf Collection. The schedule is as follows:

**East of Wisconsin Street:** April 6—9

**West of Wisconsin Street:** April 13—16

**Please rake leaves into the gutter no earlier than Saturday and no later than 7 a.m. on the scheduled day. Do not place them in bags or boxes.** Onyx will pick up the leaves from the gutter. If you have any questions concerning Spring Leaf Collection call Onyx Waste Services at (800) 248-2373.

Seasonal leaf burning is allowed between April 1 and May 31 without a permit. Requirements are as follows:

- Burning shall occur on the resident's property at a minimum distance of 15 feet from any occupied dwelling.

- **Do not** burn on streets, sidewalks, terraces, or any other location within the public right-of-way.

- No burning when wind is in excess of 18 miles per hour.

- Burning permitted between the hours 8 a.m. to 8 p.m.



### Yard Waste and Grass Clippings Drop-off Site

**May through September**

**Saturdays from 10:00 a.m. to 2:00 p.m.**

**At the City Garage, 12 E. First Avenue** (Fenced in area adjacent to N. Washington Street)

- Leaves, vegetables, and grass clippings

- Yard/garden debris and brush—including clean, woody vegetative material no greater than 3 inches in diameter

- Stumps, roots or shrubs with intact rootballs are not yard waste.

- Containers must be:

- 30 gallon paper bags

- Dry cardboard boxes not larger than 3 X 3 feet

- Tightly bundle tree limbs and branches no greater than 3 inches in diameter and 4 feet in length with twine (not wire or nylon)

- **Plastic bags are prohibited.**

## Campfires within the City limits need burning permits

If you are planning on building a campfire for those toasted marshmallows and hot dogs, you must get a permit. The application fee is \$10 and must be filed with the City Clerk a minimum of 2 workdays in advance of the date requested for burning. The Fire Chief will inspect campfire area and issue the permit.

Campfire requirements are as follows:

- 1) Use non-treated wood
- 2) Locate the fire a minimum of 15 feet from any occupied dwelling, wood structure, street, alley, property line or any building.
- 3) Pit is no larger than 48 inches in diameter with non-combustible ring of at least 12 inches high.
- 4) Fire level no higher than 2 feet.
- 5) Campfires allowed to burn from 7 a.m. to midnight.

## Spring means end of annual moratorium on disconnects

April 16 marks the day that the State of Wisconsin winter moratorium ends. Annually, on November 1 utilities cannot disconnect its customers due to outstanding balances on their accounts. The State created the law to protect those who cannot pay their bills in full when temperatures may plummet. If customers continue to pay their utility bills to the extent possible throughout the winter months, a large utility bill on April 16 can be avoided. The bill does not go away, it just accumulates with penalties.

After April 16, Elkhorn utility is allowed to use the red tag and

disconnect procedure for residents that fail to pay their utility bills.

Elkhorn Light and Water works with Community Action to assist customers with bill payments when financial difficulties exist. Customers can apply for assistance through this program at (262) 728-8296.

Community Action office hours for 2004 at City Hall are as follows:

### Monday, March 8

8 a.m. – 12 p.m.

### Friday, March 12

1 p.m. – 4:30 p.m.

### Wednesday, March 17

1 p.m. – 4:30 p.m.

### Monday, April 12

8 a.m. – 12 p.m.

### Friday, April 16

1 p.m. – 4:30 p.m.

### Wednesday, April 21

1 p.m. – 4:30 p.m.

### Thursday, April 22

8 a.m. – 12 p.m.

1 p.m. – 4:30 p.m.

If you are a customer who does not make payments during the moratorium but has the ability to pay, Elkhorn utility can take you to court. The court would require the customer to pay three times the balance at the time of judgment.

## CRIME PREVENTION TIP

As the temperatures increase, so do thefts from vehicles. Below are some tips on how to protect yourself from becoming a victim of a theft from a motor vehicle.

- **Lock Your Vehicle** – The overwhelming majority of thefts occur from vehicles that are left unlocked. No matter how long you intend on being away from your vehicle, lock it. It only takes a few seconds for a thief to rummage through an unlocked vehicle looking for items of value.
- **Keep Valuables Hidden** – Remove items of value (cellular phones, radar detectors, handbags, etc.) from your vehicle and if you cannot remove items, keep them out of view from a potential thief.
- **Parking** – If you do not have a garage, park in your driveway and park in areas that are well lit, such as under street lights. Thieves do not like to commit

their crimes in lighted areas as it increases the likelihood that someone will see them and the possibility of being apprehended.

- Do not leave children in a running vehicle, even for a few moments.

Remember that these are only recommendations that may reduce the likelihood of you becoming the victim of a crime but are not to be construed as a guarantee that a crime will not occur. If you observe what you believe to be suspicious activity, immediately call the Elkhorn Police Department at 723-2210.

Anyone with information about a crime or criminal activity is asked to contact either the Elkhorn Police Department at 723-2210 or Walworth County Crime Stoppers at 1-800-24-CRIME. Callers may remain anonymous and may be eligible for a reward.

# Moving Day at Matheson Memorial Library

Until March 15 the library will be open Monday through Thursday, 9 a.m. - 8 p.m. and Saturday, 9 a.m. - 5 p.m. We will be CLOSED all day on Fridays and Sundays. Fridays will be staff work days for packing and moving.

**On March 15 the library will close for approximately 3 weeks** for moving and installation of new shelving and equipment. We know this will be inconvenient for our users, and we've done our best to help make it easier:

Items you check out during the week before our closing will have extended due dates. Most items will not be due back until after we reopen.

You will still be able to return any library item (movies, audio books, etc.) to the library's drop box at the Elkhorn Police Station ([404 N. Washington](#)). Our staff will continue to check in book drop materials during the move.

You can visit and check out materials at other libraries in the [WAVE consortium](#) - that's any library in Walworth or Racine county and several libraries in Jefferson county.

If you place holds on items that will arrive between March 15 and April 5, please decide what other library would be convenient for you to use and let staff know. We'll forward your holds to that library so that you can pick them up immediately.

We plan to reopen during the first week of April. Watch for more publicity regarding our exact reopening date.

We will reopen in the new addition, using the new entrances and parking lot. We'll also go back to our regular hours, open 9-5 on Fridays as usual. The existing building will be under construction until May, and the entire expansion and renovation project should be complete by early June.

Thank you for your patience!

Any questions, please call the library at 723-2678 or e-mail at [mmlinfo@elkhorn.lib.wi.us](mailto:mmlinfo@elkhorn.lib.wi.us). The library's website is [www.elkhorn.lib.wi.us](http://www.elkhorn.lib.wi.us).

## MEDICAL ALERT WHEN THE LIGHTS GO OUT

If you use medical equipment that needs electricity to run, please let us know.

The City has a Critical Needs Response Plan that allows customers with critical needs to be notified of a power outage.

A "Critical Care" customer is defined to be:

- A customer with specific medical conditions requiring uninterrupted electric service;
- or,
- Elderly, disabled and/or home-bound customer who is at risk and requires uninterrupted electrical service

to maintain their well-being.

The City will contact the resident if there is an outage.

A form is available at City Hall. Information needed includes name, address, phone number, medical equipment used, and another person to contact if the critical needs resident does not answer the phone. A letter

from the doctor is required to be on file stating the patient's name, date of birth and the need for continuous electric service for the health and safety of that individual.

For more information call Jessie at City Hall, 723-2219.



### Dog and Cat License

Dogs and cats must be registered with the City before April 1, 2004. To register bring a copy of your animal's current vaccination records. License fees are \$5.00 for spayed or neutered animals and \$10.00 for unaltered animals.



## Your Bill of Rights as a Residential Gas and 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:

<i>Example:</i>	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:

<i>Example:</i>	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. Your utility may be willing to read your meter after hours.

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 your:

- 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

( 800) 225-7729 ( 800) 225-7729 36&  
SRGHPVXVLMQ ( VSD)ol. 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)**

# Elkhorn Light & Water

Elkhorn, Wisconsin

## ELECTRIC RATES

Effective August 1, 1993

**Office Hours: 8 to 4:30**

**Monday through Friday**

Office Phone 723-2910

After Office Hours Emergency

Phone 723-3229

### Residential Service -- Rg-1

**Availability:** Available for all residential use including use for lighting, use for small appliances on lighting circuits, single phase motors which do not interfere with the lighting service, heating, cooking and refrigeration. The connected load of individual motors is not to exceed 5 hp, and the total connected load is not to exceed 15 hp.

**Customer Charge:** \$3.00 per month

**Energy Charge:** \$0.0510 per kilowatt-hour (kWh).

**Plus:** PCAC

**Minimum monthly bill:** \$3.00 per month

**Prompt payment of bills:** A charge of no more than 1% per month will be added to bills not paid within 20 days from date of issuance. This late payment charge shall be applied to the total unpaid balance for utility service, including unpaid late payment charges. This charge is applicable to all customers. The utility customer may be given a written notice no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next 10 days, service may be disconnected pursuant to the Wis. Adm. Code, section 113.

### General Service -- Cg-1

**Availability:** This rate will be applied to single and three-phase customers. This includes commercial, institutional, governmental, farm and other customers. The monthly Maximum Measured Demand of customers served on this rate shall not exceed 75 kilowatts for three or more months in a consecutive 12-month period.

Cg-1 customers shall be transferred into the appropriate demand class as soon as the application conditions of that class have been met.

**Rate:**

Customer Charge:	Single Phase: \$6.50 per month. Three Phase: \$9.00 per month.
Energy Charge:	\$0.0560 per kilowatt-hour (kWh).

**Plus:** PCAC

**Minimum Monthly Bill:** The minimum monthly bill shall be the customer charge.

**Prompt payment of bills.** Same as Rg-1.

**Farm Customer:** Defined as a person or organization using electric service for the operation of an individual farm, or for residential use in living quarters on the farm occupied by persons principally engaged in the operation of the farm and by their families. A farm is a tract of land used to raise or produce agricultural and dairy products, for raising livestock, poultry, game, fur-bearing animals, or for floriculture, or similar purposes, and embracing not less than 3 acres; or, if small, where the principal income of the operator is derived therefrom. (Otherwise, the service used for residential purposes is classed as residential, and that used for commercial is classed as general service.)

**Determination of Maximum Measured Demand:** The Maximum Measured Demand in any month shall be that demand in kilowatts necessary to supply the average kilowatts in 15 consecutive minutes of greatest consumption of electricity during each month. Such Maximum Measured Demand shall be determined from readings of permanently installed meters or, at the option of the utility, by any standard methods or meters. Said demand meter shall be reset to zero when the meter is read each month.

### Small Power Service -- Cp-1

**Availability:** This rate will be applied to customers for all types of service if their monthly Maximum Measured Demand is in excess of 75 kilowatts (kW) per month for three or more months in a consecutive 12-month period unless the customer exceeds the application conditions of the large power time-of-day schedule.

Customers billed on this rate shall continue to be billed on this rate until their monthly Maximum Measured Demand is less than 75 kW per month for 12 consecutive months. The utility shall annually offer a customer billed on this rate the option to continue to be billed on this rate for another 12 months if their monthly Maximum Measured Demand is less than 75 kW per month. However, this option shall be offered with the provision that the customer waives all rights to billing adjustments arising from a claim that the bill for service would be less on another rate schedule than under this rate schedule.

**Customer Charge:** \$10.00 per month

**Demand Charge:** \$6.50 per kW of billed demand.

**Energy Charge:** \$0.0334 per kilowatt-hour (kWh).

**Plus:** PCAC

**Prompt payment of bills:** Same as Rg-1.

**Minimum Monthly Bill:** The minimum month bill shall be equal to the customer charge, plus \$1.00 per kW of the highest monthly Maximum Measured Demand occurring in the current month or preceding 11-month period.

**Discounts:** The monthly bill for service will be subject to the following discounts applied in the sequence listed below:

**Primary Metering Discount:** Customers metered on the primary side of the transformer shall be given a 2.00 percent discount on the monthly energy charge and demand charge. The PCAC and the monthly customer charge will not be eligible for the primary metering discount.

**Transformer Ownership Discount:** Customers who own and maintain their own transformers or substations shall be given a credit of \$0.20 per kW on the monthly demand charge. Customer-owned substation equipment shall be operated and maintained by the customer. Support and substation equipment is subject to utility inspection and approval.

**Determination of Maximum Measured Demand and Billed Demand:** The Maximum Measured Demand in any month shall be that demand in kilowatts necessary to supply the average kilowatts in 15 consecutive minutes of greatest consumption of electricity during each month. Such Maximum Measured Demand shall be determined from readings of permanently installed meters or, at the option of the utility, by any standard methods or meters. Said demand meter shall be reset to zero when the meter is read each month. The Billed Demand shall be the Maximum Measured Demand.

### Large Power Service -- Cp-2

**Availability:** This rate will be applied to customers for all types of service if their monthly Maximum Measured Demand is in excess of 200 kilowatts (kW) per month for three or more months in a consecutive 12-month period. Available on an optional basis for customers whose Maximum Measured Demand exceeds 200 kW in at least one month provided that the customer agrees to continue to receive service under this rate for at least one year.

Customers billed on this rate shall continue to be billed on this rate until their monthly Maximum Measured Demand is less than 200 kW per month for 12 consecutive months. The utility shall annually offer a customer billed on this rate the option to continue to be billed on this rate for another 12 months if their monthly Maximum Measured Demand is less than 200 kW per month. However, this option shall be offered with the provision that the customer waives all rights to billing adjustments arising from a claim that the bill for service would be less on another rate schedule than under this rate schedule.

**Customer Charge:** \$40.00 per month

**Customer Demand Charge:** \$0.50 per kW of the highest monthly Maximum Measured Demand occurring in the current month or preceding 11-month period.

**Demand Charge:** \$6.50 per kW of on-peak billed demand.

**Energy Charge:**

On-peak: \$0.0340 per kilowatt-hour (kWh).

Off-peak: \$0.0250 per kWh.

**Plus: PCAC**

**Minimum Monthly Bill:** The minimum monthly bill shall be equal to the customer charge, plus the customer demand charge.

**Prompt Payment of Bills:** Same as Rg-1.

**Pricing Periods:**

**On-peak:** 8:00 a.m. to 10:00 p.m., Monday through Friday, excluding Holidays, specified below.

**Off-peak:** All times not specified as on-peak including all day Saturday and Sunday, and the following holidays; New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day; or the day nationally designated to be celebrated as such.

**Discounts:** The monthly bill for service will be subject to the following discounts applied in the sequence listed below:

**Primary Metering Discount:** Customers metered on the primary side of the transformer shall be given a 2.00 percent discount on the monthly energy charge, the customer demand charge and demand charge. The PCAC and the monthly customer charge will not be eligible for the primary metering discount.

**Transformer Ownership Discount:** Customers who own and maintain their own transformers or substations shall be given a credit of \$0.20 per kW on the monthly customer demand charge. Customer-owned substation equipment shall be operated and maintained by the customer. Support and substation equipment is subject to utility inspection and approval.

**Determination of Maximum Measured Demand:** The Maximum Measured Demand in any month shall be that demand in kilowatts necessary to supply the average kilowatts in 15 consecutive minutes of greatest consumption of electricity during each month. Such Maximum Measured Demand shall be determined from readings of permanently installed meters or, at the option of the utility, by any standard methods or meters. Said demand meter shall be reset to zero when the meter is read each month.

**Determination of On-peak Billed Demand:** On-peak Billed Demand shall be determined each month by the following formula:

$$\text{On-peak Billed Demand} = \frac{\text{On-Peak Maximum Measured Demand} \times 90\%}{\text{Average Monthly Power Factor}}$$

The Average Power Factor is obtained by the following formula, where A = monthly use of kilowatt-hours and B = monthly use of lagging reactive kilovolt-ampere-hours as obtained from a reactive component meter. Any reactive component meter used shall be equipped with ratchets to prevent registration of leading Power Factor.

$$\text{Average Monthly Power Factor} = \frac{A}{\sqrt{A^2 + B^2}}$$

**Power Cost Adjustment Clause**

All metered rates shall be subject to a positive or negative power cost adjustment charge equivalent to the amount by which the current cost of power (per kilowatt-hour of sales) is greater or lesser than the base cost or power purchased (per kilowatt-hour of sales).

The current cost per kilowatt-hour of energy billed is equal to the cost of power purchased for the most recent month, divided by the kilowatt-hours of energy sold. The monthly adjustment (rounded to the nearest one hundredth of a cent) is equal to the current cost less the base cost. The base cost of power (U) is \$0.0368 per kilowatt-hour.

Periodic changes shall be made to maintain the proper relative structure of the rates and to insure that power costs are being equitably recovered from the various rate classes. The company shall file with the Public Service Commission of Wisconsin within 30 days for changes in the rates to incorporate a portion of the power cost adjustment into the base rates, if after final wholesale rates have been authorized, the monthly adjustment (A) exceeds \$0.0161 per kilowatt-hour.

For purposes of calculating the power cost adjustment charge, the following formula shall be used:

$$A = \frac{C}{S} - U$$

A is the power cost adjustment rate in dollars per kilowatt-hour rounded to four decimal places applied on a per kilowatt-hour basis to all metered

sales of electricity.

S is the total kilowatt-hours sold during the most recent month.

U is the base cost of power which equals the average cost of power purchased per kilowatt-hour of sales for the test year period. This figure remains constant in each subsequent monthly calculation at \$0.0368 per kilowatt-hour until otherwise changed by the Public Service Commission of Wisconsin.

C is the cost of power purchased in dollars in the most recent month. Cost of power purchased for calculation of C are the monthly amounts which would be recorded in the following account of the Uniform System of Accounts:

Class A & B utilities:	Account 555
Class C utilities:	Account 545
Class D utilities:	Account 540

**General Rules**

**Prompt payment of bills:** A charge of no more than 1% per month will be added to bills not paid within 20 days from the date of issuance. This late payment charge shall be applied to the total unpaid balance for utility service, including unpaid late payment charges. This charge is applicable to all customers. The utility customer may be given a written notice no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next 10 days, service may be disconnected pursuant to the Wis. Adm. Code, section 113.

**Reconnection of a Seasonal Customer's Service:** Reconnection of a service for a seasonal customer who has been disconnected for less than one year shall be subject to the same reconnection charges outlined below. A seasonal customer shall also be charged for all minimum bills which would have been incurred had the customer not temporary disconnected service.

**Account Charge:** An account charge of \$10.00 shall be paid by each applicant for service whether for a new account or for a transfer of account. The purpose of this charge is to defray the cost incurred in clerical and bookkeeping activities, the turning on of service and/or meter reading required for each new account or transfer of account.

**Billing:**

**Regular -** Bills for service will be rendered monthly unless otherwise specified. The term "month" for billing purposes will be the period between any two consecutive readings of the meters by the utility, such readings to be taken as nearly as practicable every 30 days within the provisions of the Administrative Code PSC 113.15.

**Budget Payment Plan -** A budget payment plan is available to all prospective and existing residential customers and to all commercial accounts for which the primary purpose of the service is to provide for residential living (for example a residential apartment building). This budget plan is in accordance with section PSC 113.16(5) of the Wisconsin Adm. Code.

**Disconnection and Refusal of Service:**

**Reasons for disconnection:** Service may be disconnected or refused for any of the following reasons:

1. Failure to pay a delinquent account or failure to comply with the terms of a Deferred Payment Agreement.
2. Violation of the utility's rules and regulations pertaining to the use of service in a manner which interferes with the service of others or to the operation of nonstandard equipment, if the customer has first been notified and provided with reasonable opportunity to remedy the situation.
3. Failure to comply with deposit or guaranteed arrangements as provided for in these rules and regulations.
4. Diversion of service around the meter.

**Deferred Payment Agreement:** The utility shall offer Deferred Payment Agreements to residential customers. The Deferred Payment Agreement shall provide that service will not be disconnected for the outstanding bill if the customer pays a stated reasonable amount of the outstanding bill and agrees to pay a stated reasonable portion of the remaining outstanding balance in installments until the bill is paid. In determining what amounts are "reasonable", the parties shall consider the following:

- a. Size of the delinquent account.
- b. Customer's ability to pay.
- c. Customer's payment history.
- d. Time that the debt has been outstanding.
- e. Reasons why the debt has been outstanding.
- f. Any other relevant factors concerning the circumstances of the customer.

**Reconnection Billing:** All customers whose service is disconnected in accordance with the disconnection rules as outlined in Wis. Adm. Code, Chapter PSC 113, shall be required to pay a reconnection charge. The charge shall be \$22.00 during regular office hours. After regular office hours the minimum reconnection charge of \$22.00 applies plus any overtime labor costs, not to exceed a total maximum charge of \$45.00.

**Payment of Bills:** All bills, will be rendered at the net rate. A \$10.00 charge will be made for processing checks that have been returned for insufficient funds.

**Access to Customer's Premises.** Authorized agents of the utility shall have access to customer's premises at all reasonable times for the purpose of reading meters, making repairs, making inspections, removing utility property, or for any other



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

PRE-SORT STD  
 U.S. POSTAGE PAID  
 ELKHORN, WI  
 53121-0920  
 PERMIT NO. 2



### Fourth of July Fireworks

The annual Fourth of July celebration will return to Elkhorn Area High School Friday, July 2, 2004 beginning at dusk. A rain date is July 9, 2004.

The celebration will include the hometown traditions of patriotic music by the Holton-Elkhorn Band, ice cream social by the Elkhorn 4-H and popcorn by U.S. Bank employees. The Holton-Elkhorn Band will perform at 7:30 p.m. below the school's press box facing the practice fields. The spectacular display of fireworks is made possible through a donation from U.S. Bank in Elkhorn.

"U.S. Bank is proud to once again be able to sponsor the Elkhorn fireworks. We look forward to the community enjoying a great celebration," Michelle E. Goetzke, Branch Manager, U.S. Bank - Elkhorn, said.

## City offers matching funds for downtown improvements

The City of Elkhorn is offering a Façade Improvement Grant Program for the Downtown Elkhorn Historic District intended to stimulate improvements to the exterior of downtown commercial buildings. Property owners and tenants can take advantage of this program through an application and review process. Tenant applicants are required to submit written evidence of building owner approval with the application. Once approved, the City will match funds for the project up to \$7,500.

The program can be used for the exterior front, rear and side facades. Painting, cleaning, masonry work, architectural assistance, lighting, signage, and window repair are among the eligible uses.

Applications must be submitted to the City by August 1 to allow for review by the Elkhorn Historic Preservation Commission. Applications are available at City Hall during office hours. Applications will be considered in the order they are submitted to the City. Questions, contact Alderman Julie Taylor at 723-3426.

Whether you are considering a building project through the grant or on your own, you must meet with the City Building Inspector. Office Hours are 10:00 to noon, Monday through Friday, at City Hall.