

Monthly Billing

The City of Lancaster Water Utility has five (5) meter routes to read. Four of those routes are read by personnel that physically walk the route to get the meter reading. The last route is read electronically by driving by the meters. It takes about 1 week to read the approximate 1800 meters. Meters are read on or around the 20th of each month.

Multiple Accounts

For those of you with more than one water account, one check is acceptable for payment as long as the top portion of all bills is enclosed. This simply assures that the credit goes to the right account.

Automatic Payments

We do offer an automatic payment which means that your water bill amount will be pulled from a checking or savings account that you designate on the 20th of each month. You will still receive a bill showing the amount that will be deducted. The application can be found on our website www.lancasterwisconsin.com under Departments-Water & Waste Water or you can stop in at City Hall and fill one out. Please be sure to include a voided check.

Disconnections

The City of Lancaster does disconnect water service due to unpaid bills. Bills are due on the 20th of each month. Delinquent notices will be sent on the 25th for unpaid balances from the previous billing cycle. You will then have 10 days to pay. If your account remains unpaid you will be given a 24 hour notification that you are scheduled to be disconnected. If you are disconnected there will be a \$35 reconnect fee.

Disconnections

Consistent with the Public Service Commission rules governing utility disconnection practices, once the 24-hour disconnection notice has been delivered to any customer, the customer's bill must be paid in full at the City office during regular business hours prior the expiration of the 24-hour period or a payment plan must be established. After the expiration of the 24-hour period, disconnection will proceed as stated in the notice. The utility will not defer disconnection based on telephone calls, emails or other communications requesting an extension of time to pay after the 24-hour notice has been delivered except if there is a health or safety emergency, proof of which must be submitted to the City Office as required by regulation.

Any customer with a complaint about the Implementation of these policies or other utility practices is encouraged to contact a Public Service Commission Consumer Specialist between 7:45 AM and 4:30 PM, Monday through Friday by calling 1-800-225-7729 or TTY at 1-608-267-1479.

Garbage Bills

The current garbage fee is \$10.25 a month for all residential customers. This fee cannot be waived for vacancies, vacations, or snow birds.

Moving In or Moving Out?

We have a start service and stop service application. You can access these through our website @ www.lancasterwisconsin.com or stop in our office at 206 S. Madison St, second floor.

Payments can be made:

In person or by mail @ City Hall, 206 S. Madison St., Lancaster WI 53813

By using the Utility Drop Box – located outside the front entrance of City Hall.

Automatic payments or online payments via our website

Reduction for Bulk Water Usage or Swimming Pools:

To enable compliance with the PSC (Public Service Commission) we can no longer give out reductions on filling swimming pools or for Bulk Water usage unless you have 1st arranged with us to use one of our portable deduct meters. If you do a lot of extra watering you may want to consider an additional water meter for just that purpose.

Snow Birds? Or just an empty house?

We can shut your water off for you while you are away for the winter months but you are required to pay the base fees for your water service. Only water service that is shut off for more than a year (365 days) is exempt from paying the base fees.

Water Leaks:

You can find the City of Lancaster's Water & Sewer Department policy regarding adjustments to utility bills on our website.

Current Monthly Utility Charges

for a ¾" meter:

Water (per 1,000 gallons)	\$3.18
Water Base	\$7.44
Sewer (per 1,000 gallons)	\$8.30
Sewer Base	\$7.35
Hydrant Mtn Fee	\$10.40
Stormwater Fee	\$2.10
Refuse/Recycling	\$10.25



2016 Newsletter

City of Lancaster

206 S. Madison St.

Lancaster, WI 53813

608-723-6225

608-723-4789 (fax)

Water & Sewer Emergency Number:

608-723-6447

jennyo@lancasterwisconsin.com

www.lancasterwisconsin.com