



## Welcome to the Mequon Water Utility

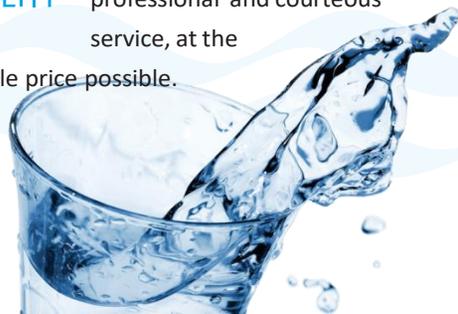
The Mequon Water Utility has been hard at work for our customers since taking over operations in May of 2009. To list a few of the major accomplishments:

- The utility established new “Customer Connection Rules” that guide new customers through the process of connecting to the Mequon Water Utility. These rules are unique in Wisconsin in that we are the only voluntary connection water utility.
- Significant customer growth – Over the last two years we have added over 550 customers to our Water Utility. That is a significant increase in customers over a 2-year period. This customer growth helps the utility spread fixed costs of the system over a larger group of customers, ultimately reducing the impact per customer for these fixed costs.
- We continue to offer our customers a great value for the high-quality Treated Lake Michigan water that

we serve.

The Utility strives to ensure that our customers receive the highest quality water available, with professional and courteous service, at the

most reasonable price possible.



Reaching us is easy—we're just a call or click away.

## Contact Information

Monday-Friday- 8 AM to 4:30 PM, except holidays

### Billing Questions:

(Mequon Finance Department)  
Billing questions 8AM – 4:30 PM  
(262) 236-2947 or email: [utilityclerk@ci.mequon.wi.us](mailto:utilityclerk@ci.mequon.wi.us)

### Change of Ownership:

Download the “Change of Billing Form” from the [www.ci.mequon.wi.us](http://www.ci.mequon.wi.us) website.

You can find it in:

Your Government  
Departments  
Sewer & Water Utilities  
Change of Billing

### Service Issues and Other Utility Information:

(262) 236-8150 or  
email: [mequonwater@ci.mequon.wi.us](mailto:mequonwater@ci.mequon.wi.us)

### Emergencies Outside Regular Business Hours:

Call the Mequon Police Administrative number  
(262) 242-3500

### General Utility Information:

See City Web Site — [www.ci.mequon.wi.us](http://www.ci.mequon.wi.us)  
(click on “Your Government” and under Departments  
“Sewer & Water Utilities”)



# SERVICE GUIDE

This guide provides useful information about your water service.

Please keep it handy for future reference.

April 2020



## Payment Options

### Automatic Pay Plan

Use the Automatic Pay Plan as a hassle-free way to automatically pay your water bill out of your checking or savings account. You will continue to receive a bill each quarter showing your water use and charges. Your payment will be withdrawn automatically from your bank account and your bill will show the payment transaction date. Go to our web site at [www.ci.mequon.wi.us](http://www.ci.mequon.wi.us) (click on "Your Government" and "Sewer & Water Utilities") to download the form. Mail or email the completed form to:

Mequon Water Utility  
11333 North Cedarburg Road  
Mequon, WI 53092  
utilityclerk@ci.mequon.wi.us

Auto pay will then take effect for the following billing cycle.

### Payment by Mail

If paying by mail, please do not send cash. Send your check or money order to:

Mequon Water Utility  
11333 North Cedarburg Road  
Mequon, WI 53092

When paying by mail, please allow seven days for delivery and payment processing.

### Cash Payments

Cash payments may be accepted at City Hall during regular business hours.

### Online Payment

You may pay by credit card or electronic check. Go to our website at [www.ci.mequon.wi.us](http://www.ci.mequon.wi.us) for more information and our payment portal.

### Moving and Part-time Residents

If you are moving, please let us know so that we can contact the new owner or occupant to have the account

placed in their name. If you know this information, please include this in your message. The city does not do final meter readings when an occupant is moving or selling a home, any unpaid or unbilled charges should be discussed with the new owner / occupant.

If you live in your home part-time, please call and give us

## Water Rates and Billing

Your water rates are determined by your meter size and the amount of water you use. Most bills are made up of two fixed charges and a volume charge. These charges include:

- **Service Charge:** This fixed charge is based on capacity, service and maintenance of the water system.
- **Public Fire Protection Charge:** This fixed charge is based on the additional costs and capacity that are needed to provide adequate flow to fight a fire.
- **Volume Charge:** This variable charge is based on the number of gallons of water you use during the quarterly billing period.

Certain properties, such as those with fire sprinkler systems, also are billed a Private Fire Protection Charge.

### Following are the rates as determined by your meter size:

Meter Size	Service Charge	Public Fire Protection
5/8"	\$ 31.31	\$30.29
3/4"	41.15	45.47
1"	64.70	75.88
1-1/2"	119.27	151.47
2"	178.90	242.51
3"	274.31	454.38
4"	393.59	757.30
6"	629.14	1,514.59
8"	980.97	2,423.05
10"	1,469.97	3,634.73
12"	1,958.96	4,846.11

### Quarterly Volume Charges:

The amount of water you use will determine your volume charge.

- First 150,000 gallons each quarter-\$5.17/1000 gallons
- Next 350,000 gallons each quarter-\$4.87/1000 gallons
- Over 500,000 gallons each quarter-\$4.37/1000 gallons

### Quarterly Private Fire Protection Charges

A few of our customers own and maintain a private fire suppression system. Charges for supplying water to these systems are based on the size of connection.

2" & Smaller	\$ 34.08
3"	\$ 63.90
4"	\$ 106.50
6"	\$ 213.00
8"	\$ 340.80
10"	\$ 511.20
12"	\$ 681.60
14"	\$ 852.00

## Service Policies

### Late Payment Charges

A late payment charge of one percent (1%) per month on the outstanding balance due is applied when payments are not received by us on time. An additional 10% penalty will be charged if the utility has to transfer any unpaid delinquent balances, as of November 1st, to the tax roll.

### Non-sufficient Funds (NSF) Charges

A \$25 charge will be applied to your account when a check for bill payment is returned for any reason.

### Reconnection Charges

We do not have charges for disconnection, but reconnection charges apply (includes turning on a valve AND/OR reinstalling a meter):

During Normal Business Hours\*: \$50.00  
After Normal Business Hours\*: \$75.00

\*Normal business hours are Monday through Friday from 8 a.m. to 4:30 p.m., excluding the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve Day, Christmas Day, New Year's Eve Day (1/2 day).

If your service is reconnected within 12 months of disconnection, you'll be responsible for paying for fixed charges during the period of disconnection before you're reconnected.

### Disputes

We want to exceed your customer service expectations. If you have questions or problems with your service, please call us at 262-236-8150. If a situation is not resolved to your satisfaction, you can contact the Public Service Commission of Wisconsin at P.O. Box 7854, Madison, WI 53707 or 800-225-7729.

