

## CIVIC CONNECTION

APRIL 2, 2012

## CITY OF ELKHORN

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

## ATTENTION ALL UTILITY CUSTOMERS

April 15, 2012 marks the end of the winter moratorium for all utility customers, which means anyone who has a past due balance will see a disconnect date listed on their bill that will be mailed on March 30, 2012.

|   |                |
|---|----------------|
| 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:** Jerry Anderson

**Two:** Gary L. Payson

**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

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- N. Washington St. 3
- Brush Pickup 4
- Employee Spotlight 10

| CITY OF ELKHORN LIGHT & WATER DEPT., 9 SOUTH BROAD STREET, P.O. BOX 920, ELKHORN, WI 53121 262-723-2910 |                      |            |                     |
|---|----------------------|------------|---------------------|
| NAME  |                      | Service Ad | Account Number      |
| JOHN SMITH  |                      |            | 11-1111-11          |
| Status  | Service Dates        | Da         | ent Bill Due Date   |
| ACTIVE  | 02/01/12 To 03/01/12 | 04/17/2012 | 04/20/2012          |
| Previous Balance  |                      |            | \$199.79            |
| Late Fees   |                      |            | \$2.00              |
| Payments/Adj  |                      |            | \$0.00              |
| Past Due Balance  |                      |            | \$201.79            |
| **DISCONNECT DATE**   |                      |            | 04/18/2012          |
| Current Bill Due  |                      |            | 04/20/2012 \$177.43 |
| Total Due on Account  |                      |            | \$379.22            |

**\*\*\*\*\*PLEASE NOTE\*\*\*\*\***  
 Watch this area for your Past Due Amount and Disconnect Date. See the back of the bill for more Disconnect Information.

In order to avoid electric disconnection, the FULL past due balance must be received in our office before **9:00 am on Wednesday, April 18, 2012**. If you are not able to make the full payment due to financial difficulties, the following are some possible options:

- **Deferred Payment Agreements (DPA)**- We require that you pay a minimum of 50% down, and sign an agreement for the balance. When negotiating the agreement, we will also be taking into consideration the effort you made to pay during the moratorium months. All deferred payment arrangements must be made IN PERSON at City Hall.
- **Assistance** may be available through Energy Assistance at the Walworth County Health and Human Services office. Call (262) 741-3337 **immediately** to setup an appointment.
- **Medical Conditions**- If a serious medical condition exists in your household that requires uninterrupted service, you must take IMMEDIATE action. Call our office at (262) 723-2910 to discuss your options. Please note that prescriptions that need to be refrigerated (i.e. insulin), do not fall under medical conditions.

Credit Card, Debit Card and Electronic Check (E-Check) Payments can be made through Payment Service Network (PSN) at (877) 885-7968 or by registering through a link on our website [www.cityofelkhorn.org](http://www.cityofelkhorn.org) click on the PSN Online Utility Bill Payment button. You may also pay through Official Payments Corp.-call (800) 272-9829 or go on the internet at [www.officialpayments.com](http://www.officialpayments.com). Please note you must have your full eight-digit account number and jurisdiction code #5869. A third party convenience fee applies for both companies. **Credit Card Payments cannot be taken at City Hall. For any payments made the morning of disconnect day, please call with the confirmation number to ensure your disconnection gets cancelled.**

If you were not able to pay during City Hall's office hours from 8:00 a.m.-4:30 p.m., Monday-Friday, a drop box is located outside the main door.

## LETTER FROM THE MAYOR....

Welcome to Spring....

Another winter has come and gone. It was about the mildest winter that I can ever remember; however, I know everyone is looking forward to the much warmer weather that will soon be arriving. Spring will be upon us before we know it and can be either a time for renewal or a time for a new beginning.

If you have been keeping up with the Elkhorn City Council meetings, you may have noted that District VI Alderman Julie Taylor and District III Alderman Ron Dunwiddie have submitted non-candidacy papers. I would like to take this opportunity to thank them for faithfully representing their respective districts on the City Council, as well as serving on various other boards and committees. Both alderman have dedicated their time and talents for the betterment of our community. I would like to let Julie and Ron know how much they are appreciated and wish both the very best in their future endeavors.

Time has passed by very quickly and I cannot believe it has been almost two years since I was re-elected as Mayor of Elkhorn. No matter the outcome of the upcoming election, I have greatly enjoyed the past four years and hope to continue to serve the citi-

zens of our community.

Summer will soon be upon us, and with the onset of summer I am looking forward to seeing the renovations to the City's Soccer Fields on the south side and the future of the existing Municipal Swimming Pool in Sunset Park on the west side. The members of the City's Swimming Pool AdHoc Committee will soon be putting their ideas into motion and making a decision on the future of the existing pool. The members of this AdHoc Committee have worked hard during the winter months to put together some economically feasible suggestions and the decision of continuing swimming pool operations or closure. Ultimately, the City Council will have to vote on this issue. I know the end result will only benefit our community and I am sure everyone will respect the outcome.

Just a reminder to everyone that the Presidential Primary will be combined with the Spring election on April 3rd.

*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 February 27th. 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:

•**Tuesday, May 1, 2012**  
11 a.m. to 7 p.m.

•**Wednesday, May 2, 2012**  
9 a.m. to 2 p.m.

Assessment Roll Books will be available in the Public Works Department at City Hall beginning April 23rd 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 Wednesday, May 23, 2012, 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, 2012. 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.**

**MAJOR IMPACTS OF RECENT ELECTION LAW CHANGES**

|   |   |
|---|---|
| What registration and proof of residence laws have changed? | <ul style="list-style-type: none"> <li>The residency requirement to register to vote has changed from 10 days to 28 consecutive days</li> <li>An elector can no longer use a corroborating witness to provide proof of residence</li> <li>Voter Registration ends at 5 p.m. or the close of business, whichever is later, on the Friday before Election Day begins again on Election Day</li> </ul> |
| What has changed at the polling place?                      | <ul style="list-style-type: none"> <li>Electors must sign a poll list before being issued a ballot. The Government Accountability Board has determined that a voter will be required to sign only one poll list. Electors who have a physical disability that prevents them from being able to sign the poll list are exempt from this provision.</li> </ul>  |
| What has changed for absentee voting?                       | <ul style="list-style-type: none"> <li>In-person absentee voting begins the third Monday before the election, and ends at 5 p.m. or the close of business, whichever is later, the Friday before the election</li> <li>Ballots can no longer be sent electronically if requested by the voter</li> </ul>  |

**ABSENTEE VOTING**

If you are not already registered, you will need to register to vote before an absentee ballot can be sent to you.

|                                      |  |
|--------------------------------------|--|
| Request by Mail                      | <ul style="list-style-type: none"> <li>Download an Application for Absentee Ballot (GAB-121) from the City's website</li> <li>Complete the form and mail it to the City clerk at 9 S. Broad Street</li> <li>The application must be received by the City Clerk no later than 5:00 p.m. on the Thursday before the election in order for an absentee ballot to be mailed to you</li> </ul>  |
| Request by Email or Fax              | <ul style="list-style-type: none"> <li>A voter may request that a ballot be sent to them by sending an e-mail or fax to the City Clerk</li> <li>Before the ballot can be counted on election day, the municipal clerk must have received a request from the voter with an original signature</li> <li>Email/fax requests should be made no later than 5:00 p.m. on the Thursday before the election in order for an absentee ballot to be mailed to you</li> </ul> |
| In-Person at the City Clerk's Office | <ul style="list-style-type: none"> <li>In-person absentee voting begins the third Monday before an election</li> <li>In-person absentee voting ends at 5:00 p.m. on the Friday before an election</li> </ul>   |
| Deadline for Returning Ballot        | <ul style="list-style-type: none"> <li>Mail or physically return the ballot in the certified envelope to the City Clerk by Election Day, <u>or</u></li> <li>Mail the ballot postmarked no later than Election Day</li> <li>Ballots postmarked by Election Day and received no later than 4:00 p.m. on the Friday after the election will be counted</li> </ul>   |

**PARKS & RECREATION DEPARTMENT**

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).

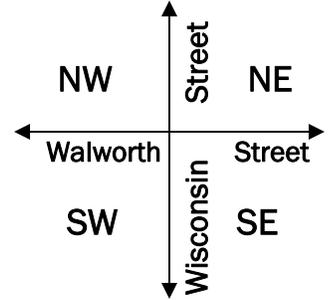
The Parks & Recreation Department will once again be selling discounted tickets to all of your favorite summer attractions. View page 33 of the Spring/Summer Activity Guide for the full listing.

Open swim for adults is available at the Elkhorn High School Tuesday and Thursday mornings from 5:30-7:00 a.m., and Wednesday evenings from 6:00-8:00 p.m. through May 10, 2012. The cost is \$3.00 per visit, or a punch card can be purchased for \$45.00 which offers 20 punches.

**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.

## Spring Brush Collection Schedule

- Week beginning Tuesday, April 3, May 1 & June 5: NE Neighborhood
- Week beginning Tuesday April 10, May 8 & June 12: SE Neighborhood
- Week beginning Tuesday April 17, May 15 & June 19: SW Neighborhood
- Week beginning Tuesday April 24, May 22 & June 26: NW Neighborhood



### Guidelines

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

**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 3 (Includes East side of Wisconsin Street)

- \*Leaves should not be placed in the gutter earlier than the Saturday prior to your scheduled pickup day
- \*Leaves **MUST** be in the gutter no later than 7am of the scheduled Tuesday pickup day

### West of Wisconsin St-April 10 (Includes West side of Wisconsin Street)

- \*Please rake leaves into the *gutter*-Veolia will pick up 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 4 through October 27**

**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 will be hosting some new and some recurring events this spring. Once again, we will be hatching chicks in an incubator in our children's area. Stop in and peek at the eggs that will soon hatch into fluffy chicks. We are hosting another Blood Drive and Free Book Giveaway on April 24th from 2-7:00 p.m. Donated blood will go to the Blood Center of Wisconsin to supply local hospitals. All donors will receive a free book and a light lunch will be provided. Appointments are encouraged and walk-ins are welcome. Two gardening Workshops will be offered by Walworth County's UW-Extension. The program on April 10th at 3:30 p.m. is called, "What kind of a bug is that?" and the program on April 17th at 3:30 p.m. is called, "Healthy Trees, Healthy Communities." Please

visit our web site at [www.elkhorn.lib.wi.us](http://www.elkhorn.lib.wi.us) to register or stop by the library. Special children's programs during Spring Break week (April 2-7) include Lego Building Club, open storytimes at 10:00 a.m. on Tuesday and Wednesday and the Annual Spring Break T-shirt Decoration event on Friday, April 6th. National Library Week activities are being planned for the week of April 10-16th. Check our website above for more information on these and other programs.

Regular children's programs will continue through May 25th and then our Summer Reading Program, "Dream Big-Read!" will begin on Saturday, June 11th. Our Summer Reading Program is open to babies through high schoolers and features Storywagons and other programs for nine weeks. Adults have their

own Summer Reading Program themed, "Between the Covers" with registration also beginning on June 11th. You are welcome to join us for Knit in Public Day on June 11th, which is celebrated around the world.

The Friends of the Library are sponsoring a family movie on Friday, April 13th at 6:30 p.m. The movie they are showing is called "Hop" which promises to be the perfect family Easter movie. No registration is necessary and free popcorn and soda will be provided. The Friends are hosting an author visit with two-time Oprah Book Club author Jane Hamilton on Wednesday, April 18th at 6:30 p.m. Mrs. Hamilton's work includes the bestsellers, "A Map of the World" and "The Book of Ruth". There will be a short meet and greet with the author followed by a presentation and question-

and-answer session. This free event is open to the public.

With eReader use on the rise, we have been steadily adding to our online library at [dbooks.wplc.info](http://dbooks.wplc.info). Here you can find audiobooks and ebooks for many popular mobile devices including the Kindle and Nook. You can also download free music that is yours to keep through Freegal (rhymes with legal) using your Elkhorn library card. Visit our web site for more details.

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, x22 or by email at [lselfie@elkhornlib.wi.us](mailto:lselfie@elkhornlib.wi.us)

*Lisa Selfie, Library Director*

**Spring Election-April 3, 2012 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 METER TESTING

The City of Elkhorn is in the process of testing all electric meters. We expect to complete the testing program this year. The tests will be performed on site and in most cases the power will not need to be shut off to do the testing. In those rare

cases where the power needs to be shut off we will notify the customer if they are home or a note will be left that the meter was tested. If there are any respiratory devices or other medical needs that require the power to stay on, please call the

electric department at 262-723-3138 between the hours of 8:00-4:30 p.m., Monday thru Friday.

# 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



We would like to welcome **Lindsay Fournier**, the new Technical Services Librarian at Matheson Memorial Library. Lindsay joins us from the Alice Baker Public

Library in Eagle where she has worked for over 3 years as a Library Assistant. Previously, she worked at Powers Memorial Library in Palmyra helping with children's programs and circulation.

Lindsay recently graduated from UW-Whitewater with a Bachelor of Arts in English and currently resides in Eagle.

As the Technical Services Librarian, Lindsay will catalog all materials, work at the information desk providing reference assistance, proctor exams for distant students and manage incoming material donations.

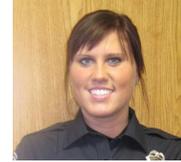


**Theresa Sissons** joined us as the new Deputy Clerk in February. Theresa came to the City of Elkhorn after spending the past two

years working as the Administrative Assistant/Deputy Clerk for the Village of Williams Bay. She has been a long time resident of Walworth county having grown up in Walworth and graduated from Big Foot High School.

In her free time, Theresa enjoys long walks, reading, crocheting, watching old Westerns and spending time with her adult son. She also does on-line schooling through MATC in Madison and is a member of the Phi Theta Kappa.

Theresa looks forward to meeting the residents of Elkhorn as she helps with the election process.



**Kim Ketchpaw**, Elkhorn's newest patrolman started with the city on February 1. Kim is a graduate of Lake Geneva High School

who in 2010 attained her Criminal Justice degree with an emphasis in Forensic Investigation from UW-Platteville. In May 2011, Kim completed the Gateway-Kenosha Police Academy. She is also certified in CPR and First Aid, as well as being AED Certified.

Prior to Kim being hired as a patrolman, she worked as a reserve officer for the City of Lake Geneva, as well as for the Geneva Lake Law Enforcement Agency and a Booking Officer for Lake Geneva during the summer of 2010.

Kim enjoys spending her free time with her family, playing golf and doing crafts. She is looking forward to improving and challenging herself within her new position.

## ELKHORN AREA FIRE DEPARTMENT

The Emergency Medical Services (EMS) Division of the Elkhorn Area Fire Department is currently comprised of 38 dedicated members that range in experience from First Responders to Paramedics and Registered Nurses. We are completing the process of accepting four new members bringing our total to 42. Of those members, only one is a full-time employee who in addition in addition to regular EMS responsibilities of responding to calls, functions as our billing clerk, records custodian and clerical staff. All of the other members are paid-on-call. We currently provide EMS service 24 hours per day, seven days per week.

We provide EMS service to the largest geographical region in the county of all EMS agencies. Our primary service area includes all of the City of Elkhorn, Town of Sugar Creek, portions of the Town of Geneva and Town of Lafayette. That response area includes approximately 20,000 permanent residents. During certain time periods of the year, those numbers can swell to 50,000 or more. In 2011 we responded to approximately 1000 calls for assistance.

In addition to providing 911 response, the EMS Division is also proud of extra duties they perform throughout the community. Each year they provide EMS service at a variety of functions including the Walworth County Fair and other events. During the 2011

six day fair, medical services were provided to approximately 80 fair attendees. Those numbers are not included in our total calls for assistance.

A unique characteristic of our EMS division that many people are unaware of is how we are funded. Unlike the fire department or other EMS agencies, the EMS Division receives zero tax dollars to provide our operating budget. We rely solely on revenue generated from our call responses. The recent downturn of the economy has also affected us financially with more people out of work and uninsured. There may come a time in the not so distant future that we are forced to seek the assistance of tax dollars to supplement our operating budget. We graciously accept any and all donations.

The EMS Division strives to provide the highest level of care to all patients we encounter. To make certain we are always prepared, we must meet twice a month to conduct business and provide training. In addition to those regularly scheduled days, we are also required to attend additional training to maintain our state license.

The EMS Division is proud of the service we are able to provide our communities. If you would like more information on the service we provide, please contact us at (262) 723-5080.

## WHAT IS EMERALD ASH BORER?

What it is and how it kills trees- Emerald Ash Borer (EAB) is a metallic green, wood-boring beetle native to parts of Asia. It's just one of thousands of similar beetles found around the world. EAB is not a threat to human health, and does not kill the ash trees in its native range; however, in North America, it is an invasive pest that has the ability to kill each of the different kinds of native ash trees regardless of size, age or health of the tree.

The larvae, the immature stage of EAB, spends its life inside ash trees, feeding on the spongy layer of tissue just beneath the bark. This feeding destroys that tissue and stops the trees' ability to move water and nutrients back and forth from the roots to the rest of the tree. The tree then starves, and eventually dies. Depending on the size of the tree, it is possible for EAB to kill a tree in as little as three years. It is estimated that more than 50 million ash trees are dead or dying in the Midwest because of this insect.

How it got here- EAB was brought to the United States accidentally in the wood of shipping crates from China. It was first identified as the cause of ash decline and death in Detroit in 2002. Since then it's been found in more than a dozen other

states and in Canada.

EAB was first discovered in Wisconsin in August 2008, near the community of Newburg, several miles northeast of West Bend. Since that time, EAB has been confirmed in Brown, Crawford, Kenosha, LaCrosse, Milwaukee, Racine and Vernon Counties.

How to know if your tree has EAB- The visual symptoms associated with EAB infestations are nearly identical to those often seen on ash trees that are infested or infected by other ash pests and diseases commonly found in Wisconsin. For example, crown dieback can result from multiple stressors including drought stress, soil compaction or verticillium wilt to name a few. Therefore it is important to look for a combination of at least two or more symptoms or signs when trying to determine the presence of EAB in your ash tree. If you see two or more of the following symptoms please report your findings to the Parks and Recreation Department.

Symptoms- Crown dieback: Dieback of the upper and outer crown begins to occur after multiple years of EAB larvae feeding. Trees begin to show dead branches throughout the canopy, beginning at the top. Larvae feeding disrupts nutrient and

water flow to the upper canopy, thus resulting in leaf loss. Foliage in the top of the tree may be thin and discolored.

Epicormic Sprouting: Stressed trees will attempt to grow new branches and leaves where they still can. Trees may sucker excessively both at the base of the tree and on the trunk, often just below where the larvae are feeding.

Bark Splits: Vertical splits in the bark are caused due to callus tissue that develops around larvae galleries. Larvae galleries can often be seen beneath bark splits.

Woodpecker Feeding: Woodpeckers feed on EAB larvae located under the bark. Feeding is typically evident higher in the tree where the EAB prefers to attack first. Large numbers of larvae under the bark can lead to woodpecker damage that looks like strips of bark have been pulled off of the tree. This is called "flecking".

The U.S. relies on ash in the timber industry, as well as many communities depending on it for urban shade. In Wisconsin, our forests contain more than 770 million ash trees. In urban areas it's estimated that one of every five trees is an ash.

## CATS AND DOGS MUST BE LICENSED BY APRIL 1, 2012



Applications and fees for 2012 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, 2012.



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**

**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.

**POLICE DEPARTMENT'S ANNUAL BIKE SAFETY AND FAMILY FUN DAY**

The Elkhorn Police Department will be holding its' 15th Annual Bike Safety and Family Fun Day on Saturday, June 2, 2012 at the Walworth County Fairgrounds. Registration for the bike ride will begin at 9:00 a.m. There will several activities for the families prior to the bike ride at 11:00 a.m.

including several items for silent auction. Lunch will be served after the bike ride and the bike giveaway will take place after lunch has been served.

Donations will be taken for the Elkhorn Food Pantry and the Lakeland animal Shelter. The money that is raised from this

year's event will be donated to the United Way of Walworth County. The Elkhorn Police Department hopes to see everyone there.