

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.	741-5114
Light & Water (Billing)	723-2910
Electric Dept.	723-3138
Building Inspection	741-5115
Assessor	1-800-770-3927
Police Department	723-2210
Municipal Court	723-2340
Library	723-2678
Water Dept.	723-2223

Mayor: Michael Roberts

City Council Districts:

- One: Howie Reynolds
- Two: John Karcher
- Three: William Hoffmann
- Four: Scott McClory
- Five: Charles Van Dyke
- Six: Julie Taylor

Staff:

- City Adm.:** Sam Tapson
- City Clerk:** Nancy Jacobson
- City Treasurer:** Mary Hinske
- Public Works:** Terry Weter
- Parks & Rec.:** Jeff Simons
- Electric Utility:** Art Schmitz
- Police Chief:** Joel Christensen
- Fire Chief:** Rod Smith

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City presents Five-Year Capital Project Plan

Driven primarily by street reconstruction and required water utility improvements, the City's Capital Improvement Program (CIP) calls for projects totaling nearly \$19 million over the next five years.

Although specific projects and actual project costs may be subject to change, the approved CIP includes the following projects:

- Reconstruction of S. Jackson (Fair to Geneva streets); S. Church; S. Wisconsin; N. Church; N. Wisconsin streets;
- Replacement of both water and sewer mains during street reconstruction;
- Development of an additional water supply well; and,

- Expansion of the Lakeland Water Treatment facility.

Financing of the CIP projects will require that the City issue both general obligation bonds and water utility revenue bonds during the five (5) year project period.

The General Obligation debt which is principally supported by property taxes, is likely to be issued in two (2) steps; the first in 2005 followed by a second issue in 2008.

Preliminary debt structure models suggest an additional property tax impact of approximately \$.50 per \$1,000 assessed value to result from the proposed two-step plan.

Council approves Development Impact Fees

During the decade of the 1990s Elkhorn was the fastest growing community in Walworth County, increasing its population by nearly 40%. "Although individual developers were required to install public services (water, sewer, roads) within each subdivision, the impact on the City's overall system was never fully considered," City Administrator Sam Tapson said.

As a result, the City now faces the prospect of major water system improvements in order to meet the service demands required by an expanded

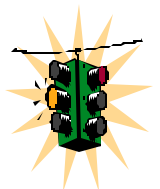
user base. Given the likelihood that residential growth will remain strong for some years to come, the Council recently enacted a Development Impact Fee Ordinance as a hedge against future capital costs.

The purpose of an impact fee is to help ensure that those future capital costs required to accommodate development will be paid for by developers.

In the City's particular case, the impact fee (s) imposed by the Ordinance target future water utility improvements as well as park land acquisition and development.

Traffic signal project to begin at Market Street/S.T. H. "67"

After more than a two year delay, traffic signals are to be installed this summer at the intersection of N. Wisconsin (S.T.H. "67") and Market streets. The project which is tentatively scheduled to begin in late May or early June, will require six to eight weeks to complete. During construction the intersection will remain open to traffic, but lane closures and restricted vehicular movements are likely to be experienced.



City assessor completes first full value assessment cycle

During February, Accurate Appraisal assessors completed the final stage of physical inspections for the City's full value assessment program. The program was instituted with the intent to keep the assessed values of the City at 100% or close to it, on an annual basis.

This year, the City visited 906 properties. These properties were the last locations to be physically visited in the full value assessment cycle. The full value assessment program will start over in 2006 with quadrant one (if you had a physical inspection in 2002, you are in quadrant one).

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 2004.

All property owners can expect

some changes in their assessments on an annual basis. However, the changes are not as great as they would be if the City waited four or more years to do an all City assessment.

Accurate Appraisal will be sending out notices during the week of May 6 to everyone whose property value changed. Open Book is scheduled for Friday, May 20, 9 a.m. to 3 p.m. and Monday, May 23, 11 a.m. to 7 p.m. for those who want a one-on-one discussion with the assessor concerning their assessment.

You are encouraged to bring any information, like a recent appraisal, that supports your argument of what you feel is the correct information for your property.

Appointments may be made at City Hall, 723-2219, after the notices have been sent. If you received a certified letter asking that you schedule a physical inspection and did not

respond, you will not be able to challenge the assessment at Board of Review.

If you are not satisfied with the results of Open Book, Board of Review is the next step. Board of Review is scheduled for Tuesday, June 7, 2005, 5:30 to 7:30 p.m. Board of Review requires filing an objection.

Objection forms and a Board of Review guide will be available at the Clerk's Office May 16, during office hours 8 a.m. to 4:30 p.m.

Board of Review members are Mayor Michael Roberts, Aldermen William Hoffmann, Scott McClory, Julie Taylor; and City Clerk Nancy Jacobson.

For information concerning assessments call Accurate Appraisal at 1-800-770-3927 or visit its website at www.accurateassessor.com.

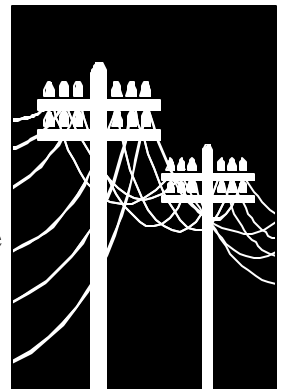
Electric Department continues voltage conversion

In the 1990s, the City of Elkhorn Electric Department undertook a project of major proportions converting the City's electric lines from low voltage to a voltage that can handle today's usage demands. The goal was to replace a system that was fast becoming obsolete. Electric Utility Director Art Schmitz, who hopes to complete the project in the next four years, said "Some of the wiring dates back to the 1940s and 1950s. Property owners did not have air-conditioners, computers and sound systems like they do now. The conversion is a cost effective way of improving electric service quality."

In addition to converting to a higher voltage, the City Utility is in some areas going underground with its lines. "It is better to replace the wire with underground rather than repair

the old wire in areas that is heavily wooded with shrubbery and trees,"

Schmitz said. Pieper Power has been contracted to do the 2005 phase of the conversion. The conversion work covers areas north of Westlawn Avenue to Fourth Avenue and west of Court Street. Residents in the affected areas will receive letters detailing the work to be done near their residence. The project is expected to be finished in late summers. The total cost of the project is \$267,000 which includes the labor and materials. Bids will be going out in the fall for next year's phase of the conversion. Schmitz said that plans are to move into the central northeast quadrant of the City.



When a street light is out

The City of Elkhorn Electric Department appreciates those citizens that take the time to call in and report a street light not functioning properly.

Please call 262/723-3138 for ALL electrical service requests, such as street lights out, power outages, new services or service upgrades. The Electric Department, 400 Koopman Lane, hours are 7 a.m. to 3:30 p.m., Monday through Friday. Call 723-3229 for after hour electrical emergencies.

Brush Collection

April Schedule

(includes description of neighborhood boundaries)

Week beginning April 5: Northeast neighborhood

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

Week beginning April 12: Southeast neighborhood

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

Week beginning April 19: Southwest neighborhood

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

Week beginning April 26: Northwest neighborhood

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

May Schedule begins week of:

May 3: Northeast neighborhood

May 10: Southeast neighborhood

May 17: Southwest neighborhood

May 24: Northwest neighborhood

June Schedule begins week of:

May 31: Northeast neighborhood

June 7: Southeast neighborhood

June 14: Southwest neighborhood

June 21: Northwest neighborhood

Spring Clean-up time in the City

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 5 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: Beginning April 5

West of Wisconsin Street: Beginning April 12

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 a.m. to 2 p.m. Wednesdays from 8 a.m. to 5 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.**



Spring means end of annual moratorium on disconnects

April 15 marks the day that the State of Wisconsin winter moratorium ends.

Annually, on November 1 utilities cannot disconnect its electric 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. Each month, area electric users are notified by mail if their bill is at least two weeks past due. If customers continue to pay their utility bills to the extent possible throughout the winter months, a large utility bill on April 15 can be

avoided. The bill does not go away, it just accumulates with penalties.

After April 15, the Elkhorn utility is allowed to use the red tag and disconnect procedure for residents who fail to pay their utility bills

Community Action available

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 2005 at City Hall are as follows:

Tuesday, April 12

1 p.m.—4:30 p.m.

Friday, April 15

8 a.m.—12 p.m.

Wednesday, April 20

8 a.m.—12 p.m.

1 p.m. – 4:30 p.m.

Thursday, April 21

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.

City offers options in paying bills, fines and taxes

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. If you are interested, a Debit Authorization Agreement is available at City Hall. Just ask at the front counter for a form. The authority you

give to charge your account will remain in effect until you notify the City in writing to cancel.

Pay by Credit Card

The City now accepts credit card payments through Official Payments Corporation. The customer may charge their Utility bills, Police fines, Municipal Court fines and/or real estate taxes to their credit card by contacting Official Payments Corp. via telephone at 1-800-2PAY-TAX (1-800-272-9829) or on the internet

at www.officialpayments.com directly to Official Payments Corp. Please include jurisdiction code 5869 (MasterCard, VISA up to \$500, American Express and Discover).

There is a nominal fee charged for this service.

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



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 the 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 are allowed to burn from 7 a.m. to midnight.



Circulation boom at Matheson Memorial Library

By Lynn Schofield Dahl, Library Director

It's a brand new world at the Matheson Memorial Library. Not only is our building bigger and better, but we are experiencing more business than ever! By the end of 2004, we checked out 113,404 items, more materials than ever before. Residents of Elkhorn borrowed 54% of those items. An additional 32% of the items were borrowed by residents of Delavan, Geneva, La Fayette, La Grange and Sugar Creek Townships. The remaining 14% of materials borrowed from the Matheson Memorial Library in 2004 were loaned to patrons from the other 22 communities in Walworth, Racine, and Dodge Counties that participate in the WAVE Computer Consortium.

The library isn't only a place to borrow books these days. Each month, over 500 people come in to use our public computers. People have used our computers for a number of reasons such as: filing their taxes, updating resumes, homework, plan vacations, and even to play games.

Since moving into the enlarged facility, we have been able to increase the number of programs we offer. Our Youth programs have grown to include lap-sits for children under 2 years of age. We are also offering more programs for school-age children. We are starting to plan for our summer reading program titled, "Dragons, Dreams and Daring Deeds! Please stop by the Youth Services Reference Desk for more information about our programs and a copy of our calendar of events.

Adult programs are being expanded. Beginning computer classes to introduce people to the world of PCs are offered. Our Adult Book Club meets the 3rd Thursday of every month. There are several other programs scheduled for the coming months so please stop by the Reference Desk on the upper level of the library for more information.

Another good place to check for information about the library is our web sit at www.elkhorn.lib.wi.us. At that site you will find a calendar of events, a photo-tour of our new building, helpful links for doing research online, and more information about the Matheson Memorial Library in general. Please stop by and check us out!



Hosta Drive planned for Spring

A Hosta Drive is being planned at Matheson Memorial Library. When the time comes to divide, patrons and residents of Elkhorn are asked to share their hostas. A sign-up sheet for those interested is located at the circulation desk. Information on time and date for receiving the plants and planting will be sent to those signing up as we get closer to the planting time.

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

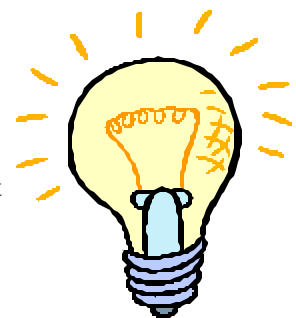
to maintain their well-being.

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, 2005. 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.

PARKS & RECREATION PRESENTS NEW SUMMER ACTIVITIES

The Parks and Recreation Department will be holding its Spring & Summer Mass Registration on April 9, 9 a.m. to noon at the Recreation Center, Sunset Park. The 2005 Spring and Summer Program Book is filled with exciting activities for all ages from the tried and true favorites to new additions like a beginner series yoga class. New additions include the following:

All About Me! Scrapbooking!

Children 7 to 14 will have the opportunity to create an album all about themselves. Joyce Cook, Creative Memories Consultant will be their album coach. Level 1 (7-10 year olds) and Level 2 (11-14 year olds) includes learning how to crop, layout, mount, journal and enhance photos of their lives in an album.

Beginner's Series Yoga

Learn the basics of the art and science of the practice of yoga. The Parks and Recreation Department is looking forward to offering the basics to those interested in a non-competitive, fun and relaxed activity. Sue Lancaster will be teaching basic alignment and breathing techniques.

Day trip to America's Action Territory

Go-Karts, Water Wars, Miniature Golf, Jump Shot Basketball, Lazer Tag and a game room is all part of America's Action Territory in Kenosha. Children 10 years and up may sign-up for this event.

Instructional Football and Basketball

Future football (5-6 years old) and basketball players (6-8 years old) will have an opportunity to learn the skills of these two sports early.

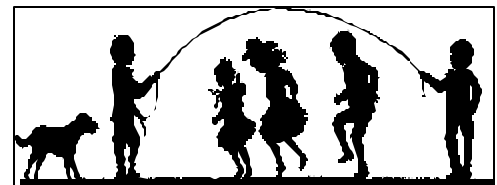
For more information about these activities check the 2005 Spring and Summer Activity Book. It will be available April 3 in the Shopper, at the Recreation Center and at City Hall.

CRIME PREVENTION TIP

It has been stated time and time again, when positive adults spend time with kids, they make a positive difference in a child's life and help keep crime away from today's youth. With spring around the corner, and school entering the final months, it's important we communicate with our youth. As the weather improves over the months to come children will become more active and engage in activities that take them outdoors.

IT'S IMPORTANT TO BE INFORMED:

- Know where children are going.
- Know what children will be doing.
- Know who they are with.
- Know if there will be adult supervision and who it will be.
- Know the location, address, and phone numbers where they can be reached.
- Know what time they will return.
- Set up frequent check in times if they are going to be gone for a long period of time.
- Call ahead and talk to parents to confirm the plans your child has made.
- Communicate concerns and information with other parents.



HELPFUL WEB SITES FOR PARENTS:

- www.wcca.wicourts.gov (Wisconsin Court Records)
- www.offender.doc.state.wi.us/public/ (Sex Offender Registry)
- www.weprevent.org
- www.intheknowzone.com
- www.ncmec.org (National Center for Missing and Exploited Children)

Anyone with information about a crime or criminal activity is asked to contact either the **Elkhorn Police Department at (262) 723-2210** or the **Walworth County Crime Stoppers at 1-800-24-CRIME**. Callers may remain anonymous and may be eligible for a reward.

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:

Example:	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:

Example:	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) (608 267 1479)
 (608 266 5481) (608 267 1479)
 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

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<p>Annual Bike Safety & Family Fun Day June 11, 9 a.m. registration 10:15 a.m. ride begins Sunset Park Admission: Donation to Food Pantry or Lakeland Animal Shelter Pre-register at the Elkhorn Police Dept.</p>	<p>Annual Fire Dept. Street Dance June 18, 2005, 8 p.m.—1 a.m. S. Broad Street in front of City Hall Live Music—Rockerfellers 9 p.m.</p>	<p>Wisconsin State Criterion Bike Race August 27, 2005 7 a.m.—5 p.m. Downtown Elkhorn</p>
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DNR requires Cross-Connection Inspections for all properties in the City

The Department of Natural Resources (DNR) mandates water utilities perform cross-connection inspections at all residential homes once every 10 years and cross-connection inspections every other year for commercial buildings. The City has contracted Building, Zoning & Assessment Consultants, LLC (BZA) to perform the field cross-connection inspections. The inspection takes approximately 10 to 15 minutes to complete. The inspector inspects valves and fittings to determine cross-connection hazards and performs cross-connection control performance tests and repairs to be sure that state registered assemblies are in proper working condition.

Approximately 10% of the City will be inspected each year by BZA. Those chosen to be inspected will receive a letter by mail from the City. If you have questions, please call the Building Inspector at 741-5115 Monday through Friday, 8:00 a.m. to 10:00 a.m.

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Important Information About Your Drinking Water

Chlorine Levels in Drinking Water May Fluctuate

The City of Elkhorn water system is working to correct a problem that is causing a reduction of chlorine residual in parts of the water distribution system. Although this is not an emergency, as our customers, you have a right to know what you should expect, what you should do, and what we are doing to correct this situation.

Chlorine is routinely added at our wells and water treatment facilities as a normal treatment process. Chlorine reacts with many naturally occurring substances such as organic matter, nitrites, iron, manganese and ammonia. These substances combine with chlorine and can change the chlorine residual available within the water distribution system.

What should you expect?

During the next several months, chlorine levels may fluctuate. Because of changes in the chlorine feed rates, you may become more aware of the taste or odor of chlorine in your tap water.

What should I do?

You do not need to boil your water or take other corrective actions.

If someone is highly sensitive to chlorine, you may want to take some extra precautions with the water from your tap during the correction period. (If you are sensitive to chlorine, you may want to consult with your doctor.)

If your aquatic pets are sensitive to chlorine, you may want to take some extra precautions with the water from the tap during the correction period.

Place water for drinking in a pitcher or other appropriate container and place it in the refrigerator to reduce the otherwise noticeable chlorine taste or odor.

What is being done?

The City is working with a consulting engineer to determine the cause of the chlorine residual loss, and to determine what corrective actions are necessary.

As always, we are continuing to monitor your drinking water to insure that it is safe for your consumption and other use.

Similar notices will continue to be sent to our customers until the chlorine depletion problem is resolved.

For more information, please contact the City Administrator at (262) 723-2219.

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Employee spotlight

Serving the Community

Retirees give 95 years Of combined service

Together, they have given the City 95 years of service.

Carl Hugg completed 35 years as a Public Works Department crewman March 3. He began in 1970 working under the supervision of Art Kelley. "We had 13 guys on the crew," Carl said. "Now we have five crewmen and a foreman." Automation could have had some effect on the size of crew. Carl said the philosophy in those days was shovels and picks. Four trucks and a road grader handled the snow storms. There were fewer miles of road than today, but Carl said that the snowstorms were larger and more frequent. Dave Gilbert who will retire in August will be the last of the "old guard" among the street crew.

Carl plans to enjoy spending time with his wife and getting a few chores done he hasn't had the time to do. Dave will be moving to Moorehead, Kentucky, to be near his daughter and her family. He will be helping the family build a log cabin on 18 acres.

Carl and Dave, both have enjoyed keeping the City looking nice for the residents of Elkhorn.

Sue Zimmerman began her long career with the City May 29, 1973. Like most City workers, she was a multi-



A lot of history will leave with these three retiring employees of the City—Carl Hugg, 35 years, (from left) Sue Zimmerman, 32 years, and Dave Gilbert, 28 years.

tasker. She remembers working 1/2 days in the basement of City Hall working for the Police Department and the other half working for the Building Inspector, acting as Secretary to Plan Commission and handling billing for the Ambulance Service. She worked under four Police Chiefs as dispatcher and secretary.

She is looking forward to traveling to London, Wales and New York. At home she will be busy in her garden and hopes to do some home decorating.

The City thanks these three individuals for their dedication and service to the community over the years.

New faces at Dept. of Public Works

Growing up in Elkhorn, both new Public Works crewmen are looking forward to serving City



Matthew Lois

residents. Mike Riese graduated from Elkhorn Area High School (EAHS) in 1981. He has been a heavy equipment operator for Mann Brothers for 16 years. Unlike his former job with long hours in the summer, he looks forward to camping with his family. "I sold my snowmobiles and bought a camper," Riese said. He expects to be plowing snow rather than riding the trails.

Matthew Lois graduated from EAHS in 1999. He was among the football players his senior year that celebrated a record of 11-1. Matt leaves a job at Southern Lakes Plumbing where he worked in excavating and



Michael Riese

sewer work. He enjoys the outdoors and working on his antique Caterpillar equipment. He will be getting married in August. He chose this career change for the stability it brings his family and to benefit the City's needs.



Fourth of July Fireworks

The annual Fourth of July celebration will be held at Sunset Park, Friday, July 1, 2005, beginning at dusk. A rain date is July 8, 2005.

Clear Channel Communications (Alpine Valley) will again sponsor the event. The 2005 celebration will be even more exciting due to the generosity of Clear Channel. It has offered an additional \$1,000 toward the fireworks. In addition, Bartolatta Fireworks will add another 10% of the product because of early payment.

The celebration will begin at 7:30 p.m. with patriotic music by the Holton-Elkhorn Band in the historic Band Shell, the Elkhorn 4-H Ice Cream Social and popcorn and juice by the Elkhorn FFA.

Police Chief Joel Christensen reminds those attending the fireworks that alcohol, personal fireworks and dogs are not allowed in the park.

City seeks to reduce impact of TID

Recent changes to the State's Tax Increment Financing Law now makes it possible for communities to subtract property from a Tax Increment District (TID).

By subtracting land from a TID, the full value of that property is restored to the general tax base and thus, serves to reduce the tax burden on all other properties. This approach is particularly beneficial in cases where residential development had been included within a TID boundary.

In an effort to advantage itself of this opportunity, the City has introduced a TID Boundary Amendment that will reduce the size of TID 2 and restore an estimated \$3,500,000 of residential property value to the general tax base.

It is important to understand this action will not threaten the fiscal integrity of the TID, nor will it cause the expected closure of TID 2 to be delayed.