

**Public Service Commission of Wisconsin**

**Manitowoc Public Utilities**

**Public Fire Protection Service**

Public fire protection 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.

Under Wis. Stat. § 196.03(3)(b), the municipality has chosen to have the utility bill the retail general service customers for public fire protection service.

Monthly Public Fire Protection Service Charges:

5/8 - inch meter:	\$ 4.17	3 - inch meter:	\$ 62.00
3/4 - inch meter:	\$ 4.17	4 - inch meter:	\$ 103.00
1 - inch meter:	\$ 10.40	6 - inch meter:	\$ 206.00
1 1/4 - inch meter:	\$ 15.40	8 - inch meter:	\$ 330.00
1 1/2 - inch meter:	\$ 21.00	10 - inch meter:	\$ 494.00
2 - inch meter:	\$ 33.00	12 - inch meter:	\$ 660.00

Customers who are provided service under Schedules Mg-1, Ug-1, or Sg-1 shall also be subject to the charges in this schedule according to the size of their primary meter. Customers who are provided service under Schedule Am-1 are exempt from these charges for any additional meters.

Billing: Same as Schedule Mg-1.

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**Private Fire Protection Service - Unmetered**

This service shall consist of permanent or 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 Private Fire Protection Service Demand Charges:

2 - inch or smaller connection:	\$	5.10
3 - inch connection:	\$	9.60
4 - inch connection:	\$	16.00
6 - inch connection:	\$	32.00
8 - inch connection:	\$	51.00
10 - inch connection:	\$	76.00
12 - inch connection:	\$	111.00
14 - inch connection:	\$	128.00
16 - inch connection:	\$	154.00

Billing: Same as Schedule Mg-1.

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**General Service - Metered**

Monthly Service Charges:

5/8 - inch meter:	\$ 5.45	3 - inch meter:	\$ 33.00
3/4 - inch meter:	\$ 5.45	4 - inch meter:	\$ 52.00
1 - inch meter:	\$ 8.00	6 - inch meter:	\$ 85.00
1 1/4 - inch meter:	\$ 11.00	8 - inch meter:	\$ 129.00
1 1/2 - inch meter:	\$ 14.00	10 - inch meter:	\$ 187.00
2 - inch meter:	\$ 22.00	12 - inch meter:	\$ 245.00

Plus Volume Charges:

First	3,000	cubic feet used each month:	\$1.95 per 100 cubic feet
Next	97,000	cubic feet used each month:	\$1.49 per 100 cubic feet
Next	900,000	cubic feet used each month:	\$1.27 per 100 cubic feet
Over	1,000,000	cubic feet used each month:	\$1.16 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. For meters between the sizes of 5/8-inch and 1-inch, inclusive, volumetric charges will be billed by alternating monthly estimates and meter reads. In any bill resulting from a month a meter is read for meters between the sizes of 5/8-inch and 1-inch inclusive, the utility will true-up for any over-or under-recovery for the prior month’s estimate.

A late payment charge of 1 percent per month 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. The 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 10 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 when metering configurations support such an approach. Meter readings from individually metered separate service laterals shall not be combined for billing purposes.

**Manitowoc Public Utilities**

**Wholesale Water Service - Central Brown County Water Authority**

Wholesale water service will be furnished to the Central Brown County Water Authority per the Water Purchase and Sale Agreement by and Between the Central Brown County Water Authority (CBCWA) and the Manitowoc Public Utilities (MPU) and the City of Manitowoc effective July 20, 2004, and the First Amendment, effective August 20, 2009, and pursuant to the Public Service Commission of Wisconsin Final Decision dated May 5, 2005, and mailed May 9, 2005, in docket 05-CW-101.

Volume Charge for Potable Water: \$0.621 per 1,000 gallons

Purchased Water Pass Through Costs\* shall be allocated between MPU and CBCWA based upon their respective water usage.

Operation and Maintenance Pass Through Costs related to the CBCWA Transmission System\*\* shall be allocated 100 percent to CBCWA and accounted for as Merchandising, Jobbing & Contract Work.

\* Purchased Water Pass Through Costs consist of electric, chemical, waste disposal, and testing costs and any Federal or State water use tax or water use fee imposed on pumping Lake Michigan water. These Costs (except those assigned 100 percent either to MPU and CBCWA) shall be allocated between MPU and CBCWA based upon respective water usage as measured by the MPU and CBCWA flow meters. The electric costs for the pump station in the filtered water storage facility are assigned 100 percent to CBCWA. The electric costs for the high service pumps in the water treatment facility are assigned 100 percent to MPU.

\*\* Operation and Maintenance Pass Through Costs consist of laboratory chemical, electric, natural gas, telecommunications, and locating services related costs. All Operation and Maintenance Pass Through Costs related to the CBCWA Transmission System shall be allocated 100 percent to CBCWA.

Billing: Same as Schedule Mg-1.

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**Manitowoc Public Utilities**

**Municipal Interconnection Charge – Two Rivers**

For emergency water service provided to Two Rivers Water and Light Utility, the following charges shall apply.

Public Fire Protection Service:

Service Charge: Applicable meter charges under Schedule F-1

General Service:

Service Charge: Applicable meter charges under Schedule Mg-1

Volume Charge: Applicable volume charges under Schedule Mg-1

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Manitowoc Public Utilities**

**Non-Standard Meter Service**

The utility shall assess a charge of \$25.68 per month to a customer who is provided service under Schedule Mg-1 and who requests a non-standard meter. The utility may only charge a customer one NSM charge for customers with both water and electric services.

If a customer establishes service at a new location on which a standard meter is installed, and the customer requests non-standard meter service, the utility shall assess the customer a one-time charge, based on actual utility costs, for the installation of a non-standard meter.

If a customer requests initial service at a location where a non-standard meter is installed, the utility may not assess a charge for installing a standard meter. The utility may not charge an existing customer who chooses to convert from a non-standard meter to a standard meter.

Billing: Same as Schedule Mg-1.

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**Manitowoc Public Utilities**

**Additional Meter Rental Charge**

Upon request, the utility shall furnish and install additional meters to:

- A. Water service customers for the purpose of measuring the volume of water used that is not discharged into the sanitary sewer system; and
- B. Sewerage service customers who are not customers of the water utility for the purpose of determining the volume of sewage that is discharged into the sanitary sewer system.

The utility shall charge a meter installation charge of \$50.00 and a monthly rental fee for the use of this additional meter.

Monthly Additional Meter Rental Charges:

5/8 - inch meter:	\$ 5.45
3/4 - inch meter:	\$ 5.45
1 - inch meter:	\$ 8.00
1 1/4 - inch meter:	\$ 11.00
1 1/2 - inch meter:	\$ 14.00
2 - inch meter:	\$ 22.00
3 - inch meter:	\$ 33.00
4 - inch meter:	\$ 52.00
6 - inch meter:	\$ 85.00

This schedule applies only if the additional meter is installed on the same service lateral as the primary meter and either:

- A. The additional meter is 3/4-inch or smaller if the metering configuration is the Addition Method; or
- B. The additional meter is 2-inch or smaller for all other metering configurations.

If the additional meter is larger than 2-inch or larger than 3/4-inch and installed in the Addition Method, each meter shall be treated as a separate account and Schedule Mg-1 rates shall apply.

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Manitowoc Public Utilities**

<b>Other Charges</b>
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Payment Not Honored by Financial Institution Charge: The utility shall assess a \$20.00 charge when a payment rendered for utility service is not honored by the customer's financial institution. This charge may not be in addition to, but may be inclusive of, other such charges when the payment was for multiple services.

Billing: Same as Schedule Mg-1.



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**Manitowoc Public Utilities**

<b>Public Service</b>
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Metered Service

Water used by the City of Manitowoc on an intermittent basis for flushing sewers, street washing, flooding skating rinks, drinking fountains, etc., shall be metered and billed according to the rates set forth in Schedule Mg-1.

Unmetered Service

Where it is impossible to meter the service, the utility shall estimate the volume of water used based on the pressure, size of opening, and the period of time the water is used. The estimated quantity shall be billed at the volumetric rates set forth in Schedule Mg-1, excluding any service charges.

Billing: Same as Schedule Mg-1.

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**Manitowoc Public Utilities**

**General Water Service - Unmetered**

Service may be supplied temporarily on an unmetered basis where the utility cannot immediately install a water meter, including water used for construction. Unmetered service shall be billed the amount that would be charged to a metered residential customer using 500 cubic feet of water monthly under Schedule Mg-1, including the service charge for a 5/8-inch meter. If the utility determines that actual usage exceeds 500 cubic feet of water monthly, an additional charge for the estimated excess usage shall be made according to the rates under Schedule Mg-1.

This schedule applies only to customers with a 1-inch or smaller service connection. For customers with a larger service connection, the utility shall install a temporary meter and charges shall be based on the rates set forth under Schedule Mg-1.

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

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<b>Seasonal Service</b>
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Seasonal customers are general service customers who voluntarily request disconnection of water service and who resume service at the same location within 12 months of the disconnection, unless service has been provided to another customer at that location in the intervening period. The utility shall bill seasonal customers the applicable service charges under Schedule Mg-1 year-round, including the period of temporary disconnection.

Seasonal service shall include customers taking service under Schedule Mg-1, Schedule Ug-1, or Schedule Am-1.

Upon reconnection, the utility shall apply a charge under Schedule R-1 and require payment of any unpaid charges under this schedule.

Billing: Same as Schedule Mg-1, unless the utility and customer agree to an alternative payment schedule for the period of voluntary disconnection.

**Public Service Commission of Wisconsin**

**Manitowoc Public Utilities**

<b>Bulk Water</b>
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All bulk water supplied from the water system through hydrants or other connections shall be metered or estimated by the utility. Utility personnel or a party approved by the utility shall supervise the delivery of water.

Bulk water sales are:

- A. Water supplied by tank trucks or from hydrants for the purpose of extinguishing fires outside the utility's service area;
- B. Water supplied by tank trucks or from hydrants for purposes other than extinguishing fires, such as water used for irrigation or filling swimming pools; or,
- C. Water supplied from hydrants or other temporary connections for general service type applications, except that Schedule Ug-1 applies for water supplied for construction purposes.

A service charge of \$50.00 and a charge for the volume of water used shall be billed to the party using the water. The volumetric charge shall be calculated using the highest volumetric rate for residential customers under Schedule Mg-1. In addition, for meters that are assigned to bulk water customers for more than 7 days, the applicable service charge in Schedule Mg-1 will apply after the first 7 days.

The water utility may require a reasonable deposit for the temporary use of its equipment under this and other rate schedules. The deposit(s) collected shall be refunded upon return of the utility's equipment. Damaged or lost equipment shall be repaired or replaced at the customer's expense.

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Manitowoc Public Utilities**

<b>Reconnection Charges</b>
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The utility shall assess a charge to reconnect a customer, which includes reinstalling a meter and turning on the valve at the curb stop, if necessary. A utility may not assess a charge for disconnecting a customer.

During normal business hours: \$50.00

After normal business hours: \$70.00

Billing: Same as Schedule Mg-1.

**Public Service Commission of Wisconsin**

**Manitowoc Public Utilities**

<b>Water Lateral Installation Charge</b>
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Subdivision developers shall be responsible, where the main extension has been approved by the utility, for the water service lateral installation costs from the main through the curb stop and box.

When the cost of a utility main extension is to be collected through assessment pursuant to Schedule X-2 by the municipality, the actual water lateral installation costs from the main through the curb stop and box shall be charged in addition to the water main assessment of the appropriate properties.

The initial water service lateral(s), not installed as part of a subdivision development or an assessable utility extension, will be installed from the main through the curb stop and box by the property owner pursuant to Schedule X-1, Service Laterals.

Billing: Same as Schedule Mg-1.

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**Financial Assistance for Customer-Side Lead Service Line Replacement**

The Utility has established a program for the removal and replacement of customer-side lead service lines (LSL) within and connected to its water distribution system. For purposes of the LSL replacement program, the customer-side LSL is from the water main to the home water meter.

**A. Utility Inspection and Inventory**

In order to implement the LSL replacement program, the Utility may request that the property owner permit an authorized Utility employee or representative reasonable access to the property in order to inspect and determine or confirm the customer-side service line’s construction material.

**B. Customer-Side LSL Replacement Requirement – Water Main Replacement**

If the Utility replaces a water main, any customer-side LSL connected to the water main must be replaced at the same time.

At least forty-five (45) days prior to the scheduled date of the replacement of the water main, the Utility shall notify the property owner in writing of the scheduled date of the water main replacement. The customer-side LSL replacement must coincide with the Utility’s replacement of the water main.

Within thirty (30) days of receiving the forty-five (45) day notice, the property owner must provide the Utility with the name of the contractor responsible for replacing the customer-side LSL from the curb stop to the home water meter.

**C. Customer-Side LSL Replacement Requirement – Upon Utility Notification**

If the Utility notifies a property owner that the customer-side service line contains lead, and the customer-side LSL must be replaced, the Utility shall provide the property owner with a specified, reasonable deadline for replacing the customer-side lead service line, which shall be no less than forty-five (45) days after notice by the Utility. The deadline provided by the Utility shall take into account weather and other relevant seasonal conditions, as well as local permitting and easement requirements, affecting the ability of the customer to replace the customer-side LSL. The customer-side LSL must be replaced by that deadline.

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**Manitowoc Public Utilities**

**Financial Assistance for Customer-Side Lead Service Line Replacement**

D. Customer-Side LSL Replacement – Loan Program

The Utility shall make financial assistance available to all property owners that replace their customer-side LSL. Subject to funding availability, the Utility will make financial assistance available to such property owners in the form of a loan that will not exceed \$6,000 for up to 100% of all eligible costs (Eligible Costs) associated with replacement of a customer-side LSL. Eligible Costs are construction costs to replace the customer-side LSL.

In order to receive financial assistance, a property owner must file a written application for assistance using a form furnished by the Utility. The property owner must file the application by November 15 of each year in order to receive financial assistance in the following year. Properties with a leaking customer-side LSL, water main replacement projects, or other unplanned LSL replacements (collectively, Unplanned Customer-Side LSL Replacements), are permitted to submit applications for consideration outside of this deadline. If program funds are available after all awards are made for requests timely submitted and Unplanned Customer-Side LSL Replacements, the Utility shall award the remaining funds on a first-come, first-served basis until the funds are exhausted for the year.

E. Loan Agreement and Process – Customer-Side LSL Replacement Done in Conjunction with a Utility Main Replacement Project

The Utility will provide financial assistance only after the Utility and property owner enter into a written financial assistance agreement. Financial assistance is contingent upon the customer-side LSL being replaced. In no case will the total amount of money provided by the Utility’s financial assistance program exceed a property owner’s actual Eligible Costs. The Utility shall select the contractor for replacement of the portion of the customer-side LSL from the water main to the curb stop. The customer is responsible for selecting the contractor for the replacement of the portion of the customer-side LSL from the curb stop to the home water meter.

The Utility shall pay the contractor(s) directly on behalf of the property owner. The Utility will commence billing of the loan the month following receipt of proof of completion of the replacement of the customer-side LSL and receipt of a written and executed financial assistance agreement.



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**Manitowoc Public Utilities**

**Financial Assistance for Customer-Side Lead Service Line Replacement**

F. Loan Agreement and Process – Customer-Side LSL Replacement Done Outside a Utility Main Replacement Project

The Utility will provide financial assistance only after the Utility and property owner enter into a written financial assistance agreement. Financial assistance is contingent upon the customer-side LSL being replaced. In no case will the total amount of money provided by the Utility’s financial assistance program exceed a property owner’s actual Eligible Costs. The customer is responsible for selecting a contractor.

The Utility shall pay the contractor directly on behalf of the property owner. The Utility will commence billing of the loan the month following receipt of proof of completion of the replacement of the customer-side LSL and receipt of a written and executed financial assistance agreement.

G. Loan Agreement Term and Repayment

The term of the loan will include a 120-month repayment period with an interest charge of 2.5% per annum. The loan will be repaid in monthly installments of principal plus interest over the term of the loan. The Utility shall collect loan repayments as a special charge placed on the monthly water utility bill. The customer may pay the loan amount in full without an interest charge, provided the amount is paid within 30 days of the date of the first loan invoice. The property owner may make prepayment on the loan and accrued interest at any time during the term of the loan without penalty.

The Utility and the City of Manitowoc shall not forgive the amount loaned to a property owner. The loan shall become due at the time the property is sold or is no longer the property owner’s primary residence. In the event of a default, the balance of the property owner’s loan will roll onto the property tax bill.

**Public Service Commission of Wisconsin**

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**Customer-Side Lead Service Lines and Disconnection**

The Utility may disconnect water service in accordance with Schedule X-1 and Wis. Admin. Code § PSC 185.37 when one of the following occurs:

A. Failure to Provide Access to Inventory Customer-Side Service Line

If the property owner does not provide the requested reasonable access for inspections to determine or confirm the customer-side service line’s construction material as described in Schedule LSL-1, the Utility may proceed to disconnect water service following the notification and disconnection procedures set forth in the Utility's tariffs and Wis. Admin. Code § PSC 185.37. Re-connection charges shall apply.

B. Failure to Replace Customer-Side Lead Service Line (LSL) When Required as Part of a Utility Project

If the property owner does not provide the Utility with the required contractor information, or any necessary and reasonable agreement with the customer is not in place as described in Schedule LSL-1, the Utility may refuse to reconnect the property owner’s water service or may proceed to disconnect water service following the notification and disconnection procedures set forth in Schedule X-1 and Wis. Admin. Code § PSC 185.37. Re-connection charges shall apply.

C. Failure to Replace Customer-Side LSL When Not Required as Part of a Utility Project

If the customer-side LSL is not replaced by the date specified by the Utility pursuant to Schedule LSL-1, the Utility may proceed to disconnect water service following the notification and disconnection procedures set forth in Schedule X-1 and Wis. Admin. Code § PSC 185.37. Reconnection charges shall apply.

**Manitowoc Public Utilities**

**Rules and Regulations**

Compliance with Rules

All persons now receiving water service from this water utility, or who may request service in the future, shall be considered as having agreed to be bound by the rules and regulations as filed with the Public Service Commission of Wisconsin.

Establishment of Service

Application for water service may be made in writing on a form furnished by the water utility. The application will contain the legal description of the property to be served, the name of the owner, the exact use to be made of the service, and the size of the service lateral and meter desired. Note particularly any special refrigeration, fire protection, or water-consuming air-conditioning equipment.

Service will be furnished only if (1) the premises have a frontage on a properly platted street or public strip in which a cast iron or other long-life water main has been laid, or where the property owner has agreed to and complied with the provisions of the water utility's filed main extension rule, (2) the property owner has installed or agrees to install a service lateral from the curb stop to the point of use that is not less than 6 feet below the surface of an established or proposed grade and meets the water utility's specifications, and (3) the premises have adequate piping beyond the metering point.

The owner of a multi-unit dwelling has the option of being served by individual metered water service to each unit. The owner, by selecting this option, is required to provide interior plumbing and meter settings to enable individual metered service to each unit and individual disconnection without affecting service to other units. Each meter and meter connection will be treated as a separate water utility account for the purpose of the filed rules and regulations.

No division of the water service lateral to any lot or parcel of land shall be made for the extension and independent metering of the supply to an adjoining lot or parcel of land. Except for duplexes, no division of a water service lateral shall be made at the curb for separate supplies for two or more separate premises having frontage on any street or public service strip, whether owned by the same or different parties. Duplexes may be served by one lateral provided (1) individual metered service and disconnection is provided and (2) it is permitted by local ordinance.

Buildings used in the same business, located on the same parcel, and served by a single lateral may have the customer's water supply piping installed to a central point so that volume can be metered in one place.

The water utility may withhold approval of any application where full information of the purpose of such supply is not clearly indicated and set forth by the applicant property owner.

**Public Service Commission of Wisconsin**

**Manitowoc Public Utilities**

**Rules and Regulations**

Reconnection of Service

Where the water utility has disconnected service at the customer’s request, a reconnection charge shall be made when the customer requests reconnection of service. See Schedule R-1 for the applicable rate.

A reconnection charge shall also be required from customers whose services are disconnected (shut off at curb stop box) because of nonpayment of bills when due. See Schedule R-1 for the applicable rate.

If reconnection is requested for the same location by any member of the same household, or, if a place of business, by any partner of the same business, it shall be considered as the same customer.

Temporary Metered Service, Meter, and Deposits

An applicant for temporary water service on a metered basis shall make and maintain a monetary deposit for each meter installed as security for payment for use of water and for such other charges which may arise from the use of the supply. A charge shall be made for setting the valve and furnishing and setting the meter. See Schedule BW-1 for the applicable rate.

Water for Construction

When water is requested for construction purposes or for filling tanks or other such uses, an application shall be made to the water utility, in writing, giving a statement of the amount of construction work to be done or the size of the tank to be filled, etc. Payment for the water for construction may be required in advance at the scheduled rates. The service lateral must be installed into the building before water can be used. No connection with the service lateral at the curb shall be made without special permission from the water utility. In no case will any employee of the water utility turn on water for construction work unless the contractor has obtained permission from the water utility.

Customers shall not allow contractors, masons, or other persons to take unmetered water from their premises without permission from the water utility. Any customer failing to comply with this provision may have water service discontinued and will be responsible for the cost of the estimated volume of water used.

**Public Service Commission of Wisconsin**

**Manitowoc Public Utilities**

**Rules and Regulations**

Use of Hydrants

In cases where no other supply is available, permission may be granted by the water utility to use a hydrant. No hydrant shall be used until the proper meter, valve, and backflow preventer are installed. In no case shall any valve be installed or moved except by an employee of the water utility.

Before a valve is set, payment must be made for its setting and for the water to be used at the scheduled rates. Where applicable, see Schedule BW-1 for deposits and charges. Upon completing the use of the hydrant, the customer must notify the water utility to that effect.

Operation of Valves and Hydrants and Unauthorized Use of Water - Penalty

Any person who shall, without authority of the water utility, allow contractors, masons, or other unauthorized persons to take water from their premises, operate any valve connected with the street or supply mains, or open any fire hydrant connected with the distribution system, except for the purpose of extinguishing fire, or who shall wantonly damage or impair the same, shall be subject to a fine as provided by municipal ordinance. Utility permission for the use of hydrants applies only to such hydrants that are designated for the specific use.

Refunds of Monetary Deposits

All money deposited as security for payment of charges arising from the use of temporary water service on a metered basis, or for the return of a hydrant valve and fixtures if the water is used on an unmetered basis, will be refunded to the depositor on the termination of the use of water, the payment of all charges levied against the depositor, and the return of the water utility's equipment.

Service Laterals

A water service is defined as the lateral or connecting water pipe from street main into the customer's premises up to the meter; for unmetered connections it shall mean to a point where the service extends through the basement floor or wall and above the floor. The service pipe, fittings and appurtenances from the main into the premises served shall be placed pursuant to Schedule Cz-1 and is owned by the property owner. On approval of an application for a water service connection by the utility, the applicant will cause a service, valve, and fittings of quality and style approved by the utility to be installed at the property owner's expense. The installation of the new lateral is subject to inspection by the utility before being buried or backfilled.

**Public Service Commission of Wisconsin**

**Manitowoc Public Utilities**

**Rules and Regulations**

Service Laterals (continued)

No water service lateral shall be laid through any trench having cinders, rubbish, rock or gravel fill, or any other material which may cause injury to or disintegration of the service lateral, unless adequate means of protection are provided by sand filling or such other insulation as may be approved by the water utility. Service laterals passing through curb or retaining walls shall be adequately safeguarded by provision of a channel space or pipe casing not less than twice the diameter of the service connection. The space between the service lateral and the channel or pipe casing shall be filled and lightly caulked with an oakum, mastic cement, or other resilient material and made impervious to moisture.

In backfilling the pipe trench, the service lateral must be protected against injury by carefully hand tamping the ground filling around the pipe. There should be at least 6 inches of ground filling over the pipe, and it should be free from hard lumps, rocks, stones, or other injurious material.

All water service laterals shall be of undiminished size from the street main into the point of meter placement. Beyond the meter outlet valve, the piping shall be sized and proportioned to provide, on all floors, at all times, an equitable distribution of the water supply for the greatest probable number of fixtures or appliances operating simultaneously.

Replacement and Repair of Service Laterals

The service pipe, fittings and appurtenances from the main into the premises served is owned by the property owner. All repairs or replacements shall be at the property owner's expense, except those **permanent street** repairs in the section of the service from the main to the curb stop shall be made at the expense of the utility. In the event there is no curb stop, the shut-off valve at the main shall be considered the curb stop.

Whenever a service does not conform to the conditions and requirements set forth in these rules, the utility may require the property owner to replace the service at the property owner's expense.

The property owner shall maintain the service lateral from the **water main** to the point of **metering**.

If an owner fails to repair **or replace** a leaking or broken service lateral from the **water main** to the point of metering or use within such time as may appear reasonable to the water utility after notification has been served on the owner by the water utility, the water will be shut off and will not be turned on again until the repairs **or replacement** have been completed **or the water utility may make the necessary repair or replacement to the water lateral and such costs shall be billed to the property owner.**

The property owner or their contractor shall submit a water service request for service replacements. MPU must be present to witness the tap and to take measurements of the underground installations.

**Manitowoc Public Utilities**

**Rules and Regulations**

Abandonment of Service

If a property owner changes the use of a property currently receiving water service such that water service will no longer be needed in the future, **or if the property owner installs a new service making an existing water service obsolete**, the water utility **will** require the abandonment of the water service at the water main. In such case, the property owner **will** be responsible for all removal and/or repair costs, including the water main and the water service lateral **except those permanent street repairs, if necessary**.

Charges for Water Wasted Due to Leaks

See Wis. Admin. Code § PSC 185.35.

Thawing Frozen Service Laterals

See Wis. Admin. Code § PSC 185.88.

Curb Stop Boxes

The curb stop box is the property of the property owner. The property owner is responsible for its repair and maintenance. **This includes maintaining, through adjustment, the curb stop box at an appropriate grade level.**

The property owner is responsible for protecting the curb stop box from situations that could obstruct access to it or unduly expose it to harm. The water utility shall not be liable for failure to locate the curb stop box and shut off the water in case of a leak on the owner's premises.

Installation of Meters

Meters will be owned, furnished, and installed by the water utility or a utility-approved contractor and are not to be disconnected or tampered with by the customer. All meters shall be so located that they shall be protected from obstructions and permit ready access for reading, inspection, and servicing, such location to be designated or approved by the water utility. All piping within the building must be supplied by the owner. Where additional meters are desired by the owner, the owner shall pay for all piping. Where applicable, see Schedule Am-1 for rates.

Repairs to Meters

Meters will be repaired by the water utility, and the cost of such repairs caused by ordinary wear and tear will be borne by the water utility.

Repair of any damage to a meter resulting from the carelessness of the owner of the premises, owner's agent, or tenant, or from the negligence of any one of them to properly secure and protect same, including any damage that may result from allowing a water meter to become frozen or to be damaged from the presence of hot water or steam in the meter, shall be paid for by the customer or the owner of the premises.

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Service Piping for Meter Settings

Where the original service piping is installed for a new metered customer, where existing service piping is changed for the customer's convenience, or where a new meter is installed for an existing unmetered customer, the owner of the premises at his/her expense shall provide a suitable location and the proper connections for the meter. The meter setting and associated plumbing shall comply with the water utility's standards. The water utility should be consulted as to the type and size of the meter setting. Water meter settings must be oriented horizontally.

Operation of Customer-Owned Curb Stops for Purpose of Maintenance

Customers or their plumber may operate their own curb stop valves for the purpose of service lateral or plumbing system installation or maintenance, provided that the appropriate permits are in place (including water service request form, if applicable). MPU may operate the customer's curb stop in the case of an emergency, and the customer will be billed in accordance with schedule R-1.

Sprinkling Restrictions and Emergency Water Conditions

Where the municipality has a policy regarding sprinkling restrictions and/or emergency water conditions, failure to comply with such may result in disconnection of service.

See Wis. Admin. Code § PSC 185.37.

Failure to Read Meters

Where the water utility is unable to read a meter, the fact will be plainly indicated on the bill, and either an estimated bill will be computed or the minimum charge applied. The difference shall be adjusted when the meter is again read, that is, the bill for the succeeding billing period will be computed with the gallons or cubic feet in each block of the rate schedule doubled, and credit will be given on that bill for the amount of the bill paid the preceding period. Only in unusual cases shall more than three consecutive estimated or minimum bills be rendered.

If the meter is damaged (see Surreptitious Use of Water) or fails to operate, the bill will be based on the average use during the past year, unless there is some reason why the use is not normal. If the average use cannot be properly determined, the bill will be estimated by some equitable method.

See Wis. Admin. Code § PSC 185.33.



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Complaint Meter Tests

See Wis. Admin. Code § PSC 185.77.

Inspection of Premises

During reasonable hours, any officer or authorized employee of the water utility shall have the right of access to the premises supplied with service for the purpose of inspection or for the enforcement of the water utility's rules and regulations. Whenever appropriate, the water utility will make a systematic inspection of all unmetered water taps for the purpose of checking waste and unnecessary use of water.

See Wis. Stat. § 196.171.

Vacation of Premises

When premises are to be vacated, the water utility shall be notified, in writing, at once, so that it may remove the meter and shut off the water supply at the curb stop. The owner of the premises shall be liable for prosecution for any damage to the water utility's property. See "Abandonment of Service" in Schedule X-1 for further information.

Deposits for Residential Service

See Wis. Admin. Code § PSC 185.36.

Deposits for Nonresidential Service

See Wis. Admin. Code § PSC 185.361.

Deferred Payment Agreement

See Wis. Admin. Code § PSC 185.38 or Schedule X-4, if applicable.

Dispute Procedures

See Wis. Admin. Code § PSC 185.39.

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Disconnection and Refusal of Service

See Wis. Admin. Code § PSC 185.37.

The following is an example of a disconnection notice that the utility may use to provide the required notice to customers.

DISCONNECTION NOTICE

Dear Customer:

The bill enclosed with this notice includes your current charge for water utility service and your previous unpaid balance.

You have 10 days to pay the water utility service arrears or your service is subject to disconnection.

If you fail to pay the service arrears or fail to contact us within the 10 days allowed to make reasonable deferred payment arrangement or other suitable arrangement, we will proceed with disconnection action.

To avoid the inconvenience of service interruption and an additional charge of (amount) for reconnection, we urge you to pay the full arrears IMMEDIATELY AT ONE OF OUR OFFICES.

If you have entered into a Deferred Payment Agreement with us and have failed to make the deferred payments you agreed to, your service will be subject to disconnection unless you pay the entire amount due within 10 days.

If you have a reason for delaying the payment, call us and explain the situation.

PLEASE CALL THIS TELEPHONE NUMBER, (telephone number), IMMEDIATELY IF:

1. You dispute the notice of delinquent account.
2. You have a question about your water utility service arrears.
3. You are unable to pay the full amount of the bill and are willing to enter into a deferred payment agreement with us.
4. There are any circumstances you think should be taken into consideration before service is discontinued.
5. Any resident is seriously ill.

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**Rules and Regulations**

Disconnection and Refusal of Service (continued)

DISCONNECTION NOTICE (continued)

Illness Provision: If there is an existing medical emergency in your home and you furnish the water utility with a statement signed by either a licensed Wisconsin physician or a public health official, we will delay disconnection of service up to 21 days. The statement must identify the medical emergency and specify the period of time during which disconnection will aggravate the existing emergency.

Deferred Payment Agreements: If you are a residential customer and you are unable to pay the full amount of the water utility service arrears on your bill, you may contact the water utility to discuss arrangements to pay the arrears over an extended period of time.

This time payment agreement will require:

1. Payment of a reasonable amount at the time the agreement is made.
2. Payment of the remainder of the outstanding balance in monthly installments over a reasonable length of time.
3. Payment of all future water utility service bills in full by the due date.

In any situation where you are unable to resolve billing disputes or disputes about the grounds for proposed disconnection through contacts with our water utility, you may make an appeal to the Public Service Commission of Wisconsin by calling (800) 225-7729.

(WATER UTILITY NAME)

Collection of Overdue Bills

An amount owed by the customer may be levied as a tax as provided in Wis. Stat. § 66.0809.

Surreptitious Use of Water

When the water utility has reasonable evidence that a person is obtaining water, in whole or in part, by means of devices or methods used to stop or interfere with the proper metering of the water utility service being delivered, the water utility reserves the right to estimate and present immediately a bill for unmetered service as a result of such interference, and such bill shall be payable subject to a 24hour disconnection of service. If the water utility disconnects the service for any such reason, the water utility will reconnect the service upon the following conditions:

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Surreptitious Use of Water (continued)

- A. The customer will be required to deposit with the water utility an amount sufficient to guarantee the payment of the bills for water utility service.
- B. The customer will be required to pay the water utility for any and all damages to water utility equipment resulting from such interference with the metering.
- C. The customer must further agree to comply with reasonable requirements to protect the water utility against further losses.

See Wis. Stat. §§ 98.26 and 943.20.

Repairs to Mains

The water utility reserves the right to shut off the water supply in the mains temporarily to make repairs, alterations, or additions to the plant or system. When the circumstances will permit, the water utility will give notification, by newspaper publication or otherwise, of the discontinuance of the water supply. No credit will be allowed to customers for such temporary suspension of the water supply.

See Wis. Admin. Code § PSC 185.87.

Duty of Water Utility with Respect to Safety of the Public

It shall be the duty of the water utility to see that all open ditches for water mains, hydrants, and service laterals are properly guarded to prevent accident to any person or vehicle, and at night there shall be displayed proper signal lighting to ensure the safety of the public.

Handling Water Mains and Service Laterals in Excavation Trenches

Contractors must call Digger’s Hotline and ensure a location is done to establish the existence and location of all water mains and service laterals as provided in Wis. Stat. § 182.0175. Where water mains or service laterals have been removed, cut, or damaged during trench excavation, the contractors must, at their own expense, cause them to be replaced or repaired at once. Contractors must not shut off the water service laterals to any customer for a period exceeding 6 hours.

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Protective Devices

- A. Protective Devices in General: The owner or occupant of every premise receiving water supply shall apply and maintain suitable means of protection of the premise supply and all appliances against damage arising in any manner from the use of the water supply, variation of water pressure, or any interruption of water supply. Particularly, such owner or occupant must protect water-cooled compressors for refrigeration systems by means of high and/or low pressure safety cutout devices. There shall likewise be provided means for the prevention of the transmission of water ram or noise of operation of any valve or appliance through the piping of their own or adjacent premises.
  
- B. Relief Valves: On all "closed systems" (i.e., systems having a check valve, pressure regulator, reducing valve, water filter, or softener), an effective pressure relief valve shall be installed at or near the top of the hot water tank or at the hot water distribution pipe connection to the tank. No stop valve shall be placed between the hot water tank and the relief valve or on the drain pipe. See applicable plumbing codes.
  
- C. Air Chambers: An air chamber or approved shock absorber shall be installed at the terminus of each riser, fixture branch, or hydraulic elevator main for the prevention of undue water hammer. The air chamber shall be sized in conformance with local plumbing codes. Where possible, the air chamber should be provided at its base with a valve for water drainage and replenishment of air.

Cross-Connections

Every person owning or occupying a premise receiving municipal water supply shall maintain such municipal water supply free from any connection, either of a direct or of an indirect nature, with a water supply from a foreign source or of any manner of connection with any fixture or appliance whereby water from a foreign supply or the waste from any fixture, appliance, or waste or soil pipe may flow or be siphoned or pumped into the piping of the municipal water system.

See Wis. Admin. Code § NR 811.09.

Failure of Supply

Property owners taking water for supplying boilers, for generating steam or for other general use depending upon the water main pressure for supply will do so at their own risk and the utility shall not be liable for any damages because of the lack of pressure or failure of supply.

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**Water Main Extension Rule**

Water mains within or outside the corporate limits of the City of Manitowoc, Wisconsin, shall be extended in accordance with the following rules and regulations as filed with the Public Service Commission of Wisconsin, and approved by the Common Council of said City under Section 12.05 of the Municipal Code.

The Manitowoc Public Utilities Commission shall approve the extension of water mains according to need and necessity and shall disapprove any water main extension or petition for just cause.

When the City of Manitowoc extends a sanitary sewer on its own initiative and in situations when it is deemed expedient and to the best interest of the City, the Manitowoc Public Utilities Commission may order water main extension in the same area without a Water Petition. Other than as described in this Schedule for water main installed outside the corporate limits of the City of Manitowoc, the cost of installing such water mains shall be assessed to the abutting property owners along the said street at the assessment rate in effect at the time of the water main extension.

When a water main extension has been installed, all assessments shall be paid in full before the property sale closing date except in those instances when the new property owner agrees to assume an existing installment payment agreement.

The Utility shall determine the size of the main to be installed in any location and the schedule of installations.

All water mains shall be sole property of the Water Utility.

Plan “A” – Applicable to water main extensions inside the corporate limits of the City of Manitowoc  
The Utility may approve the installation of water mains on any City street upon the presentation of a petition signed by the owners of 51 percent of the assessable front footage of abutting property owners along said street. The cost of installing mains shall be assessed at \$27.00 per front foot of property for each side of the street where water mains are being installed, except for corner lots. Corner lots shall be exempt one-half of the total lot frontage, up to a maximum exemption of 100 feet. When a water main is simultaneously laid on both sides of a corner lot, the assessment shall be \$27.00 per foot installed subject to the above exemption. Where the main is to be laid on one side of a corner lot, the assessment shall be \$27.00 per foot installed up to the maximum footage as specified by the above exemption. When a main is subsequently installed on the other side of a corner lot the assessment shall be at \$27.00 per foot for that total corner lot frontage which exceeds the sum of the exemption stated above and that frontage previous assessed. Any property other than a corner lot fronting on two or more streets shall be assessed only for the water main installed which will serve that property, provided such property is not of sufficient depth to be divided into two lots of reasonable size or provided a dwelling is located upon the property so as to prevent such division. Sufficient depth shall be considered to be any depth in excess of 200 feet.

**Manitowoc Public Utilities**

**Water Main Extension Rule**

Plan “A” (continued)

All assessments shall be presented in the year of installation and payment shall be due no later than the last day of the year of installation. Interest shall be charged beginning on the first day of the year following the year of installation at the rate of 8 percent per year on all unpaid assessments. Unpaid assessments on October 15 following the year of installation shall be forwarded to the City Clerk on November 16 and placed on the tax roll as a special assessment with interest to December 31. Installment Payment Plans and Delayed Payment Plans shall be established as set forth in the applicable paragraphs.

Plan “B” – Applicable to water main extensions inside the corporate limits of the City of Manitowoc The Water Utility may reduce or install transmission mains, mains to loop dead-end mains, or mains for fire protection or sanitation purposes without petition. Any abutting property owner connecting to said extension within 10 years shall pay a connection charge equal to the assessment charge, in effect at the time of connection, before connecting to the main. Any abutting property owner connecting to said extension after 10 years shall pay a pro-rated connection charge equal to the assessment charge, in effect at the time of connection, before connecting to the main. The pro-rated charge shall be calculated by multiplying the assessment rate to the straight line depreciation factor.

Plan “C” – Applicable to water main extensions inside the corporate limits of the City of Manitowoc The Utility may approve the installation of water mains for prospective customers on any street upon the presentation of a petition from the owners of less than 51 percent of the assessable front footage along said street, provided that said petitioners agree to pay the full assessment requirement in Plan “A” for all assessable property frontage involved in the extension before construction is started. Any abutting property owners connecting to said extension within 10 years shall pay assessments at the rate in effect at the time of the original petition as required in Plan “A”, before connecting with the main and any assessments received therefore within the 10-year period shall be refunded to the person or persons having paid the original full assessment in a pro-rata share based on the rate originally paid by said person or persons. After all refunds are made the remaining assessment of each petitioner shall not be less than that provided in Plan “A” for the front footage owned by the petitioner, his heirs or assigns, at the time the main is installed.

Plan “D” – Applicable to water main extensions inside the corporate limits of the City of Manitowoc Where it is deemed advisable that a water main be laid ahead of paving due to municipal requirements, assessments shall be made as provided in Plan “A.”

**Manitowoc Public Utilities**

**Water Main Extension Rule**

Plan “E” – Applicable to water main extensions inside the corporate limits of the City of Manitowoc. Where a subdivider or developer petitions for installation of water mains in a regularly platted real estate development or subdivision, the petitioner shall be required to install the water main system desired upon approval of the Manitowoc Public Utilities and the Wisconsin Department of Natural Resources with said installations to meet all the requirements and standards of the Manitowoc Public Utilities for water main installations. All drawings for the installation shall be approved by the Manitowoc Public Utilities before construction begins with at least two weeks lead time required. Contractors installing such water mains shall be subject to approval by the Manitowoc Public Utilities.

The petitioner shall be responsible for the total cost of construction, including payment for the Manitowoc Public Utilities’ engineering costs, record keeping and administrative costs and an on-site inspector. At least 7 days prior to construction, the petitioner shall provide a deposit to the Manitowoc Public Utilities for the estimated engineering and administrative costs. After acceptance of the project, the Manitowoc Public Utilities shall refund or invoice the difference in the Manitowoc Public Utilities’ actual cost and the deposit.

Ownership of said main or mains shall revert to the water utility after completion and acceptance by the Manitowoc Public Utilities and there shall be no assessments, payments or refunds by the Manitowoc Public Utilities. The petitioner shall provide as-built construction drawings and detailed actual construction costs to the Manitowoc Public Utilities following completion of the project and before water service is provided.

A performance bond shall not be required. Failure of petitioner to complete the project as required shall result in the Manitowoc Public Utilities finishing the project or correcting defects and assessing such costs accordingly.

The petitioner shall be responsible for the total cost of water main installations up through 12 inches in size. Where the size of the water main required is larger than 12 inches, the Manitowoc Public Utilities shall refund the difference in the cost of material and installation between the larger main size and a 12-inch main. Such difference shall be determined by actual bid prices or established by the Manitowoc Public Utilities and its contractor.

Should a development or subdivision not be contiguous to existing facilities of the Manitowoc Public Utilities, water mains needed to get water to a real estate development or subdivision shall be installed by the Manitowoc Public Utilities according to either Plan “C” and/or Plan “F.”



**Manitowoc Public Utilities**

**Water Main Extension Rule**

Plan “F” – Applicable to water main extensions inside the corporate limits of the City of Manitowoc Where a subdivider, promoter or property owner petitions for a water main extension to supply a real estate subdivision or development and where the most feasible route for the water main extension as decided by the Manitowoc Public Utilities is over property not dedicated for street purposes, the petitioner shall obtain the necessary easements as prescribed by the Manitowoc Public Utilities at no expense to the Manitowoc Public Utilities and such main footage will be assessed as in Plan “C.”

Plan “G”– Applicable to water main extensions outside the corporate limits of the City of Manitowoc The City of Manitowoc may request a water main extension to serve properties outside the corporate limits of the City of Manitowoc when all of the following conditions are met:

- The water main extension is requested to serve properties outside the corporate limits of the City of Manitowoc.
- The water main extension is requested to serve properties that have groundwater contamination that compromises the ability of private wells on the properties to provide safe drinking water. For purposes of this Plan “G”, such groundwater contamination shall mean contamination resulting at least in part from City of Manitowoc action(s) as evidenced by a third-party test result at a potable private well showing a detect of 1,2-Dichlorethylene (cis) or vinyl chloride.
- All private wells owned or operated on the property are abandoned consistent with the well abandonment requirements and procedures set forth in the City of Manitowoc Municipal Code.
- The City of Manitowoc has an agreement with the municipal government served by such water main to provide such limited service.

The City of Manitowoc shall make full payment for any such water main installed outside the corporate limits of the City of Manitowoc pursuant to this Plan “G” no later than the last day of the year of installation. Customers outside of the City of Manitowoc served by such water mains shall pay no assessments for any such extensions if the customer is served at a property that is eligible for service under this Plan “G” and that receives service as a result of such eligibility.

Property that does not have groundwater contamination may connect to said extension if such property is annexed by the City of Manitowoc. Any such noncontaminated property that connects to said extension within 10 years of the in-service date of that extension shall pay assessments to the Utility at the rate established in Plan “A” before connecting with the extension and any assessments received therefore within the 10-year period by the Utility shall be refunded to the City of Manitowoc.

**Manitowoc Public Utilities**

**Water Main Extension Rule**

Installment Payment of Water Main Assessments

All water main assessments which exceed \$2,500.00 dollars may be paid upon written application by the property owner in 5 equal annual installments. Interest shall accrue on the unpaid balance at the rate of 8 percent per year. Interest shall begin to accrue at this rate on the first day of the year following the year of installation.

Installment payment provisions shall not be available to developers.

The Manitowoc Public Utilities Commission may extend the 5-year installment period up to a 10-year installment period upon written application from any property owner. Any extension of the installment period shall terminate upon the transfer of the property by the person or person to whom the extension was granted. The interest rate in effect at the time any 10 year installment payment plan is granted shall remain constant for such 10-year period.

Delayed Water Main Assessments

The Manitowoc Public Utilities Commission may at its discretion delay the payment of water main assessments made against a property owner where there is no immediate benefit to the property owner from the improvement.

In order to qualify for the delayed assessment, the assessed property must be unimproved and unplatted throughout the period of delay. The owner must make no use of the improvements for which the water main assessment is made during the period of delay and the owner must not sell any part of the property assessed during the period of delay.

No delayed assessment shall be granted unless the total assessment costs exceed the sum of \$2,500.00 and unless the property owner requesting the delayed assessment shall have made the request in writing.

Water main assessments may be delayed for a period of up to 10 years from the date of the initial billing for the installation. The applicant for the delayed assessment must sign a form waiving any objections to the improvements made or to the terms of the assessment granted. All assessments for which a delay is granted shall become due and payable on the expiration date of the delay granted provided, however, that the property owner may elect to pay for the assessment charges over a 5-year period commencing on the delayed assessment expiration date with interest computed at the prevailing interest rate charged to all water main assessments at the time such installment payments are made.

**Public Service Commission of Wisconsin**

**Manitowoc Public Utilities**

**Water Main Extension Rule**

Delayed Water Main Assessments (continued)

Effective September 27, 1983, no interest shall be charged against assessments delayed under these rules. However, should the property be sold, platted, improved, or the improvements for which the assessment was made be utilized before the expiration date granted by the Manitowoc Public Utilities, interest charges at the rate of 8 percent per annum shall be added to the original assessment from the date of the first billing for the installation. If the interest rate is changed by the Manitowoc Public Utilities during a delay period, the new rate will only apply to the balance of any outstanding delayed assessment from that point forward.

In the case of delayed assessments granted prior to September 27, 1983, no additional interest shall be charged to the outstanding balances of accumulated principal and interest as they existed during December 31, 1982, subject to the conditions of the interest qualifications as noted above.

Any delay which is granted shall expire on the first to occur of the following events:

- A. The expiration date granted by the Manitowoc Public Utilities Commission.
- B. The sale of property for which a delayed assessment was granted.
- C. The platting or placing of any improvements on the property for which the delayed assessment was granted.
- D. The use of the improvements, for which the assessment was made, by the property owner.

The Manitowoc Public Utilities may, at its discretion, limit the expiration of the delay to only a part of the parcel for which the delayed assessment has been granted if such expiration has been caused by one of the events described in B. through D. and such event is deemed not to affect the entire parcel.

**Manitowoc Public Utilities**

**Water Customer Supplemental Rules**

Compliance with Rules

All persons now receiving water service from this water utility, or who may request service in the future, shall be considered as having agreed to be bound by the rules and regulations as filed with the Public Service Commission of Wisconsin.

Charges for Water Wasted Due to Leaks

See Wis. Admin. Code § PSC 185.35.

Thawing Frozen Service Laterals

See Wis. Admin. Code § PSC 185.88.

Deferred Payment Agreement

See Wis. Admin. Code § PSC 185.38.

Manitowoc Public Utilities will offer deferred payment agreements to residential accounts and may offer such agreements to other customers. However, Manitowoc Public Utilities will not offer a deferred payment agreement to a residential customer who is a tenant if any of the following criteria applies:

1. The residential tenant has greater than \$100 of account arrearages that are more than 90 days past due.
2. The tenant has defaulted on a deferred payment agreement in the past 12 months. This criterion only applies to deferred payment agreements and not to other types of payment extensions or agreements.
3. The residential tenant is responsible for account arrearages that were placed on any property owner’s tax bill in the utility’s service territory in the past 24 months.
4. The residential tenant has a balance that accrued during the winter moratorium that is more than 80 days past due.

Budget Payment Plan

A budget payment plan, which is in accordance with Wis. Admin. Code Ch. PSC 185, is available from the utility. The utility does not use a fixed budget year. The utility will calculate the monthly budgeted amount by spreading the estimated annual bill over eleven months, with the last month consisting of any end of year adjustments.

**Public Service Commission of Wisconsin****Manitowoc Public Utilities****Water Customer Supplemental Rules**Minimum Payment Option (MPO)

The Utility will offer a Minimum Payment Option (MPO) to residential customers beginning with the first disconnection cycle following the winter moratorium time period, which ends on April 15. The MPO allows customers to avoid disconnection by paying a fixed percentage of the total bill (past due and current bill).

The fixed percentage will be 30% of the total bill for the first disconnection notice. The fixed percentage will increase up to 10% for each succeeding month. At no time will the minimum payment exceed 60% of the total bill.

If the customer does not make the minimum payment amount by the stated disconnection date, the customer may be disconnected, or may enter into a deferred payment agreement, as applicable.

If the minimum payment is made, the customer will be offered the MPO in the subsequent month. The MPO will be available during the peak collection periods throughout the collection season as determined by the Utility.

Meter Tampering and Customer Responsibility for Utility Equipment

The customer shall be responsible for all damage to the Utility's equipment and for all loss resulting from interference or tampering therewith, caused by the customer or the customer's permittees including compensation for the consumed water not recorded upon the meter.

Meters and associated equipment are sealed by the utility and such seals shall not be broken or tampered with in any manner without the consent of the Utility. A water service request form shall be used for the removal of a meter seal for maintenance.

Upon the discovery of damage or interference, the Utility shall have the right to terminate service. The service shall be restored upon the customer's demand and upon payment of the following:

1. The cost of reconnection, as specified in Schedule R-1; and
2. The cost of repairing the damage to the Utility's property.