

Public Service Commission of Wisconsin

City of Appleton Water Utility

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

Pursuant to Wis. Admin. Code § 185.35(6) and the utility’s policy, when a leak unknown to the customer is found in an appliance or the plumbing, the utility shall estimate the water wasted due to the leak and bill for this excess usage at a reduced rate not less than the utility’s cost. If this provision applies, the utility shall bill the customer for excess usage at the lowest volumetric rate in the utility’s Schedule Mg-1, General Service – Metered. No additional adjustments shall be made for water supplied after the customer has been notified of the leak and has had an opportunity to correct the condition.

Thawing Frozen Service Laterals

See Wis. Admin. Code § PSC 185.88.

Deferred Payment Agreement

See Wis. Admin. Code § PSC 185.38.