



CITY OF EVANSVILLE Billing Adjustment Information

City Hall
31 S. Madison St
PO Box 529
Evansville, WI 53536

Billing Adjustment - Meter

- Staff have the authority to adjust bills to match meter readings and tariffs/rates only. If the meter reading shows a level of use, the bill matches that use and the account has the appropriate tariff applied, staff cannot alter the bill.
- If there is a dispute on the electric or water meter's accuracy, staff will work within PSC guidelines and may submit the meter for testing to a 3rd party.

Billing Adjustment – Spiked Use

- Staff have the authority to adjust bills to match meter readings and tariffs/rates only.
- The City cannot credit back any electric or water use per the PSC.
- If there is a large spike in water use due to a leak, a credit towards the sewer bill may be granted by the Municipal Services Committee.
- Sewer credits are calculated based on a 6 month average prior to the leak. The leak must be corrected and the use showing a return to the average.
- Credit levels for the excess amount will be based on whether the water was diverted from the sanitary sewer system (100% credit) or flowed clean water through the sanitary system (75% credit).
- Only the variable charges can be credited.
- All sewer billing adjustments require a consent form to be completed by the customer so it may be approved in open session with the Municipal Services Committee.

Consent Form

- The customer must sign a consent form stating their name, account number, and the reason or circumstances for the appeal. This is a requirement so the Committee may discuss the customer's account in a public meeting, and vote on crediting the account.
- Please provide as much detail as to what you believe may have been the cause of the excess use and what has been done to correct the excess use. Only by knowing the cause of the spike in use, the spiked use has ended, and where the water was sent can a credit be granted.

Frequent Causes for spikes in use

- Utility use is often cyclical. As temperatures change your air conditioning or electric heat works harder in the weather extremes. Humidity is a large factor in electric use in the summer. What can appear as an unusual spike in use may be matched to previous billing cycles dating back 1-3 years earlier.
- Check if you have a dehumidifier running unnecessarily or that it is functioning properly. Dehumidifiers can be large energy consumers in the summer time or used to dry the air in a basement during wet weather.
- An electric water heater is often less efficient than a gas water heater. When the heating elements start to fail they draw large amounts of energy.
- If you have a sump pump, check it is not stuck in an open position. If the float is stuck the pump will continue to run even if there is no water to pump. During wet seasons you can expect higher use of electricity.
- Water softeners can cause excessive water and electricity use if they are not programmed correctly or they are starting to fail. Routine maintenance and adjustment to your softener can prevent water waste, electric waste and reduce the calcium chloride treated at the sewer plant.
- A toilet handle or flap stuck in an open position can use up to 100 cubic feet in 3 hours even in the most efficient of toilets. Slower leaks can go undetected and in one month greatly increase your water use. Use color dye periodically to check for leaks if you see your water use increase.
- Leaving your outside spigot valve on with water flow shut off at the hose nozzle can cause leaks. Most hose nozzles can easily fail or stick open. A slow leak from the nozzle or connection in the hose may go undetected when the water is absorbed in the ground.
- Check for leaking pipes. In older homes galvanized pipes with pipe unions or old valves can be a common source of leaks.
- A leaking sprayer nozzle at a kitchen sink can cause an unnoticed leak that gradually worsens and can cause a high bill.
- A waterline to an ice maker, dish washer or washer is often obscured and a small leak in the line or connection may go unnoticed.
- Changes in use can occur due to changes in the amount of time you or your family members spend at home one month to the next. Relatives visiting for an extended time frame or other seasonal habits like operating a home pool, tanning beds and more can also cause what appears to be an unexplained increase.

If you have an AMI meter City staff can review your use at 15 minute intervals to see if there are any time periods that do not match your occupancy or use in your home. Though it will not identify all problems, sometimes steady leaks or quickly failing appliances can be detected.



**CITY OF EVANSVILLE
Consent to Disclose Form**

City Hall
31 S. Madison St
PO Box 529
Evansville, WI 53536

Requesting Entity Name: Evansville Water and Light

Contact Person: Kim Dienberg or Donna Hammett

Mailing Address: 31 S Madison St, PO Box 529, Evansville, WI 53536

Phone: 608-882-2266 Fax: 608-882-2282 Email: kim.dienberg@ci.evansville.wi.gov or donna.hammett@ci.evansville.wi.gov

INFORMATION REQUESTED

The person or entity identified above requests customer information, including billing and usage data related to: electric; water; sewer; or all services provided by the utility. Such information includes your account balance, payment history and total use per billing period. The information provided by the utility may include any other information regarding your account contained in utility records.

Customer Explanation/Need for review:

CUSTOMER’S CONSENT

Your information is treated as private by the utility and can only be disclosed as permitted by Wis. Stat. § 196.137. You are not required to authorize the disclosure of your customer information, and your decision not to authorize the disclosure will not affect your utility service.

By signing this form you acknowledge and agree that you are the customer(s) of record for this account and that you authorize the utility to disclose your customer information to the requesting entity listed on this form. This consent is valid until you terminate your service, or withdraw consent by sending a written request with your name and service address to the utility at the address specified at the top of this form. You may terminate this consent at any time.

Please complete this form and return it to the utility by mail, email, or fax as listed above:

CUSTOMER NAME: _____ **ACCOUNT NUMBER:** _____

SERVICE ADDRESS: _____

SIGNATURE OF CUSTOMER(S): _____ **DATE:** _____

SIGNATURE OF CUSTOMER(S): _____ **DATE:** _____

Office Personnel Only

On the date ___ / ___ / ___ the _____ reviewed this account information and determined: _____

Attest: _____