

**VIROQUA UTILITIES DEPT.**  
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VIROQUA, WI 54665  
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Ext. 13 or 19  
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**WELCOME NEW UTILITY CUSTOMERS**

**SUMMARY OF UTILITY RULES AND REGULATIONS**

1. WRITTEN APPLICATIONS FOR WATER SERVICE IS REQUIRED FOR ALL NEW AND RELOCATING CUSTOMERS.
2. CUSTOMERS SHOULD RECEIVE UTILITY BILLS BY THE 1<sup>ST</sup> OR 2<sup>ND</sup> OF EACH MONTH. PLEASE CALL OUR OFFICE IF YOU DON'T RECEIVE THIS BILL.
3. UTILITY PAYMENTS ARE DUE BY THE 20<sup>TH</sup> OF EACH MONTH.
4. THE NEXT BUSINESS DAY FOLLOWING THE 20<sup>TH</sup>, A 1% PENALTY IS APPLIED AND DISCONNECT NOTICES ARE MAILED. THIS PROCESS FOLLOWS OUR POLICIES AND IS IN ACCORDANCE WITH THE PUBLIC SERVICE COMMISSION RULES.
5. AUTOMATIC WITHDRAWAL FROM YOUR CHECKING ACCOUNT FOR YOUR MONTHLY BILL IS AVAILABLE. THIS WILL BE WITHDRAWN EACH MONTH BETWEEN THE 15<sup>TH</sup> AND 20<sup>TH</sup>.
6. IF DISCONNECTION OF WATER SERVICE OCCURS, RECONNECTION FEES WILL BE ACCESSED AND PAYABLE TO RESTORE SERVICE FEES: \$40.00 DURING NORMAL BUSINESS HOURS OF 7:30A.M. TO 4:30P.M., MONDAY THROUGH FRIDAY.
7. RECONNECTION FEE OF \$60.00 AFTER NORMAL BUSINESS HOURS.
8. A CHARGE OF \$35.00 IS APPLIED TO ALL NON SUFFICIENT FUNDS CHECKS (ACCOUNT CLOSED, ETC.) AND NON SUFFICIENT FUNDS AUTOMATIC WITHDRAWALS.

COMPLETE RULES AND REGULATIONS ARE AVAILABLE AT THE UTILITIES DEPARTMENT.  
PLEASE CONTACT US IF YOU HAVE ANY QUESTIONS

IF A CUSTOMER CANNOT RESOLVE A PROBLEM CONCERNING THE UTILITY BILL,  
THEY MAY CONTACT THE PSC CONSUMER AFFAIRS DIVISION 800-225-7729 OR 608-266-2001.  
<http://psc.wi.gov/consumerinfo/complaints/index-complaints.htm>