# Utility News

Village of Belgium 104 Peter Thein Avenue Belgium, WI 53004

We use water every day and yet we often take safe water for granted. But it requires a dedicated staff, a complicated treatment plant, and a lengthy water distribution system to bring safe water to every home and business in Belgium.

You may be surprised to learn that the Belgium Utility does not receive any tax dollars from the Village of Belgium. It must operate entirely on revenues from the sale of water and sewer services.

At less than a penny per gallon, municipal water remains a huge bargain. But it also takes ongoing planning and investment to manage and replace aging infrastructure before it causes a failure. Investment in public water is an investment right back into the community. The Belgium Water Utility is proud to provide residents with a tremendous value and to be a vital link in the community's success.

## General Water & Sewer Utility Billing Information

The Belgium Utility bills its customers ***quarterly*** on March 31st, June 30th, September 30th, and December 31st annually. Utility bills are due by the 20th of the month following each of these billing dates.

Payment can be made via mail to Village of Belgium 104 Peter Thein Ave Belgium, WI 53004. Village Hall is also open Mondays through Thursdays 8:00am – 5:00pm and Fridays 8:00am – 12:00pm (noon) for those wishing to pay in person. For payments after office hours, there is a locked drop box outside Village Hall's entrance doors. For your security, do not make cash payments in the evening drop box. The Village of Belgium will not be responsible for any lost or stolen cash payments made in the lock box.

Accepted forms of payment include cash, check, money order, cashier's check and credit card. Credit cards accepted by GovPayNet: MasterCard, Visa, American Express, and Discover. Please note that GovPayNet applies a service fee to all credit card payments to cover their cost of processing the payment transaction, therefore it is not negotiable. The Belgium Utility does not receive this fee.

Credit Card payments can be made online at www.GovPayNow.com, via phone 24 hours/7 days a week with GovPayNet toll free at 888-604-7888, or with Village Hall staff during business hours in person or via phone at (262)285-7931. Please be certain to reference Pay Location Code# (PLC#) PLC7390 when paying utility bills with GovPayNet on line or via phone.

### *Utility Hints & Tips*

- *Many banks & credit unions offer free online bill pay services for their non-business customers. Check with your personal financial institution to see if this is an option available to you!*

### *Who do I call?*

- ***Billing Questions:***
*262-285-7931 (Treasurer)*
*villagehall@village.belgium.wi.us*

- ***Water Service Questions:***
*414-416-7085 (DPW)*
*dbirenbaum@village.belgium.wi.us*

- ***Sewer Service Questions:***
*262-483-4190 (DPW)*
*pbley@village.belgium.wi.us*

## *The Tax Roll Process*

Wisconsin Statute §66.0809 *requires* municipalities to place delinquent utility bills on the tax roll as a tax against the property that was furnished with utility service.

Annual Notification Timeline:

- **October 1st** – Utility determines which accounts are in arrears as of this date.
- **October 15th** – Utility sends written notice of any amounts in arrears as of October 1st to the property owner & tenant. Liens placed on tenant assets for delinquencies.
- **November 1st** – Utility applies 10% penalty to any arrearages. The addition of the penalty is *not* optional.
- **November 15th <u>by 5:00pm</u>** – Final day to pay any arrearages.
- **November 16th** – Utility transfers the unpaid arrears, plus the penalty, to the tax roll.

Belgium utility will *not* transfer delinquent amounts being paid through a <u>*current*</u> Deferred Payment Agreement (DPA) to the tax roll. Although commission rules do not prohibit the transfer of DPA amounts, it is the utility's position that if a customer established a DPA for payment of the arrearage and is current with payments, that amount should not be transferred to the tax roll.

The utility cannot continue to apply late fees to the arrearage after October 1st. The 10% penalty added on November 1st is the *only* penalty that can be applied after that date.

Similar to delinquent taxes, utility arrearages may ultimately become the responsibility of whoever owns the property. A buyer's realtor or attorney should make arrangements with the seller for payment of any arrearage at the real estate closing. If that doesn't happen, the burden for payment becomes the responsibility of the buyer.

## As a residential customer, what are my options if I can't pay my bill in full?

If you are a residential customer having difficulty paying your utility bill, it is especially important to keep the lines of communication open with us. Please contact the Belgium Utility (262-285-7931) to set up a Deferred Payment Agreement (DPA) to receive up to an additional 90 days to fulfill your payment obligation. Provided you maintain your payment schedule in accordance with your agreement, setting up a DPA will allow you to make payments due on your utility account without penalties or interest charges as well as avoid water shut-off.

A DPA consists of the following:

- A down payment consisting of a minimum of 1/3 of the delinquent balance.
- Installments made no longer than monthly on the balance, with payment in full within 90 days of the date of the agreement.
- The next quarterly bill MUST be paid in full and on time.

Prior to contacting the utility to negotiate your deferred payment agreement, please consider the following so that you arrange a successful payment agreement.

1. Base your installments on the dates you receive your paychecks
2. Base your installments on a dollar amount that will be feasible to maintain through the life of your agreement

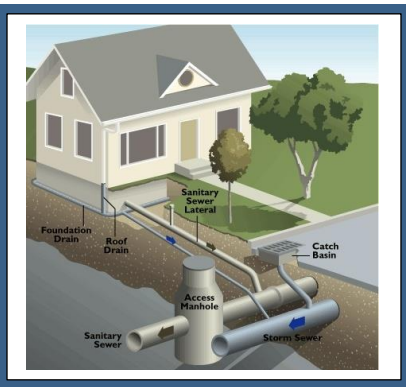
In a situation of default on a Deferred Payment Agreement, penalties and interest charges will be applied to the utility account balance. The utility customer will also be subject to disconnection of service.

The following are considered default of a Deferred Payment Agreement:

- Customer fails to make the required payment by the due date.
- Customer makes a partial payment, i.e., pays either the current bill, the installment or another amount that is NOT the full payment due per the terms of the Deferred Payment Agreement.
- Customer makes the required payment but the payment is received AFTER the due date.
- Customer issues a check that is returned NSF. This is the same as no payment.
- Customer makes the required payment, but does not pay their next quarterly bill in full AND on time.

Public Service Commission rules require utilities to offer residential customers only one Deferred Payment Agreement prior to disconnection. It is important that all utility customers understand that it is crucial to remain current on any payment agreement you set up with the utility and communicate any significant changes which may affect your ability to pay since your agreement was negotiated.

The Village of Belgium has separate storm sewer and sanitary sewer systems. This prevents any sanitary sewage overflows into our water systems, and reduces the treatment cost and wear on our treatment plant facilities which would be caused by treating rain and ground water.



# What if you are moving in or out of Belgium?

If you are moving in or out of Belgium, please call or email the utility at phone# (262)285-7931 or villagehall@village.belgium.wi.us **at least 3 business days *prior* to your move-in or move-out** date with the following information:

- Legal first and last name(s) and birthdate of user and person responsible for utility account (if separate)
- Phone number where you can be reached during a water emergency
- Address you are moving in to/out of where service is to be/was provided
- Most recent previous address of person responsible for bill payment
- Mailing address (if different from service address)
- Forwarding address (for move-outs)
- Date change should occur
- If you were/are going to be a renter or owner
- One of the following forms of ID:
  - Driver's license number
  - State identification card number
  - Passport number
  - Social security number or the last 4 digits of the social security number

***Landlords***, please note it is very important we get new tenant information in a timely manner. If the name and information for a new tenant is not provided to the utility in writing at the time of a move-in, the utility account and billing will be placed in the property owner's name and mailing address. It is equally important the utility is provided with forwarding information in writing on tenants who are moving out. If the utility is not informed of a move-out, the utility bills may not be forwarded to the correct responsible party, resulting in delinquencies.

Utility arrearages may ultimately become the responsibility of the property owner, so we recommend that landlords contact the utility department in writing notifying them of any changes in utility accounts (such as move-ins/outs), verify tenant payments are being made timely, and keep their own contact information current with the utility department so that you can be contacted in the event of an emergency and notified of any tenant account delinquencies. If written notifications of tenant account changes are made with the utility by the landlord, a lien will be placed on the tenant's assets for any delinquencies subject to the tax roll annually. Also, landlords may take the following measures to avoid responsibility for a tenant's unpaid water bill:

- Do a credit check on prospective tenants.
- Require a co-signer on the lease.
- Have service in the landlord's name and recover the cost of utility service by increasing the rent.
- Add language to the rental lease to make tenancy dependent on payment of the utility bills.
- Deduct unpaid utility bills from the tenant's security deposit.

➡ For your convenience, applications for utility service or change in utility service follow. Instructions for completing each type of form are contained on the form itself. Please call Village Hall at (262)285-7931 if you have any additional questions completing the form.

## Service Disconnection

Utility services can be disconnected if you:

- Fail to pay your bills
- Fail to comply with a Deferred Payment Agreement
- Tamper with your meter
- Have a safety hazard
- Live at an address where a prior customer failed to pay their bills and continues to reside at that address
- Fail to provide utility access to your meter
- Fail to permit meter readings

The utility will send you a notice before your service is disconnected unless the disconnection is due to a safety hazard or self-reconnection. The disconnection notice will clearly state the reasons for the disconnection, when the disconnection can happen, and how to contact your utility to try to resolve any issue that may exist. The utility will make reasonable attempts to work together with our residents to resolve any problems.

Disconnection Process:

- **Delinquency** – bill not paid within 20 days of the date issued
- **Written notice** - mailed at least 10 days before disconnection
- **Personal or Phone contact attempt** – phone message or note left on door
- **Posting –** 24 hour notification door-hanger

If you cannot resolve a problem with your utility, you may contact the PSC Consumer Affairs Division at 608-266-2001, 1-800-225-7729, or on the web at: http://psc.wi.gov/consumerInfo/complaints/index-complaints.htm

Village of Belgium *Located in Ozaukee County, Wisconsin, U.S.A.*

# Village of Belgium Water Utility

## Property Owner Service Application

Please complete this form entirely and promptly so that we may set up your water/sewer utility account accurately. Please return the completed form to the Village of Belgium Utility via mail at 104 Peter Thein Ave, Belgium, WI 53004, via our night drop box outside Village Hall's entrance doors, in person at Village Hall Mondays - Thursdays 8:00am – 5:00pm and Fridays 8:00am – 12:00pm (noon), or via email at villagehall@village.belgium.wi.us.

LEGAL NAME & BIRTHDATE OF PERSON(S) RESPONSIBLE FOR BILL PAYMENT:

_____

LEGAL NAME & BIRTHDATE OF ACCOUNT USER(S), IF OTHER THAN ABOVE:

_____

PROPERTY SERVICE ADDRESS: _____

BILLING ADDRESS (IF DIFFERENT): _____

TELEPHONE NUMBER(S): _____
(For utility emergency notifications)

DATE SERVICE CHANGE IS TO BEGIN: _____

MOST RECENT PREVIOUS ADDRESS OF PERSON RESPONSIBLE FOR BILL PAYMENT:

_____

FORM OF ID (MUST PROVIDE *ONE* OF THE FOLLOWING):

DRIVER'S LICENSE #: _____ STATE ID CARD #: _____

PASSPORT #: _____ SOCIAL SECURITY #: _____

LAST 4 DIGITS OF SOCIAL SECURITY #: _____

Bills are due quarterly on the 20th of the month following billing. The utility accepts cash, money order, checks or credit cards (service fee applies). Payment may be mailed to Village Hall, dropped off in our night drop box located on the south side of Village Hall entrance doors, or in person at Village Hall Mondays through Fridays 8:00am – 5:00pm. Credit card payment can also be made online at www.GovPayNow.com using Pay Location Code (PLC#) 7390, via phone with village staff at (262)285-7931 or GovPayNet staff at 1-888-604-7888 (you will need your utility account number).

Name (Printed): _____ Date: _____

Signature: _____ Email: _____

Village of Belgium Located in Ozaukee County, Wisconsin, U.S.A.

# Village of Belgium Water Utility

## LANDLORD/TENANT AGREEMENT FOR RESIDENTIAL RENTAL UNITS

Pursuant to Wis. Stat. §66.0809(5)(a), a property owner (hereinafter referred to as the "landlord") may elect to notify the utility in writing that a tenant is responsible for payment of the residential utility bill in order to provide the landlord with notice should the tenant become delinquent. This form will fulfill the written notice requirements set forth by the Village of Belgium Utilities Department. Upon receipt of this form, the utility will follow the process outlined in §66.0809 regarding delinquent notices, annual tax transfer notice of arrears and related lien procedures. This form must be received along with the final read request a minimum of three (3) business days prior to the final reading date to avoid billing discrepancies.

A NEW LANDLORD/TENANT AGREEMENT IS REQUIRED AT EACH TENANT CHANGEOVER

Service Address: _____ Current Acct#: _____

*Tenant is responsible for the following utility charges associated with this rental unit*: ☐ Water ☐ Sewer

**LANDLORD/MANAGEMENT COMPANY INFORMATION**

**Owner Info:** Last Name: _____ First Name: _____ Middle Initial: _____

DBA: _____ Phone#: _____

Address: _____ Email: _____

Mailing Address (if different): _____

**Manager Contact Info (if not owner):** Last Name: _____ First Name: _____

Phone#: _____

**NEW TENANT INFORMATION**

Move In Date: _____

Last Name: _____ First Name: _____ Middle Initial: _____

Date of Birth: _____ Phone#: _____ Cell#: _____

Mailing Address (if not service address): _____

**LANDLORD AGREEMENT**

As the landlord for this service address, I accept responsibility for notification to the Village of Belgium Utilities for any changes in occupancy, including coordinating with the tenant in scheduling meter readings when the tenant is moving in and/or moving out. I acknowledge that I am responsible for payment of all Village of Belgium Utility billings during vacancies for this service address and for working with the utility if access is needed to the property. By signing this agreement, I certify that I have read and understand the Notice and Lien Process outlined on page 2 of this form, and I agree to any terms and conditions outlined within. I further understand that any debt incurred by my tenant may ultimately become my responsibility as the landlord.

Name (Printed): _____ Date: _____

Signature: _____ Email: _____

**TENANT AGREEMENT**

As the tenant for this service address, I accept responsibility for payment of all Village of Belgium Utility charges associated with this rental unit during my occupancy and shall notify the utility when I am moving out. By signing this agreement, I certify that I have read and understand the Notice and Lien Process outlined on page 2 of this form, and I agree to any terms and conditions outlined within. I further understand that should I become past due, it could ultimately lead to a lien against my personal assets wherein my name could appear on the Wisconsin Consolidated Court Automated Program (CCAP) as a public record.

Name (Printed): _____ Date: _____

Signature: _____ Email: _____

**Please sign and return the completed form to:**

| | | | | |
|---|---|---|---|---|
| Village of Belgium Utility<br>104 Peter Thein Ave<br>Belgium, WI 53004 | **OR** | Fax to:<br>(262)285-3479 | **OR** | Email To:<br>villagehall@village.belgium.wi.us |

## General Utility Service & Billing

**Request to Start or End Utility Service:** To start or end utility services, please call (262)285-7931 at least 3 business days prior to the date you wish the changes to take effect.

**Changes to Mailing Address:** It is the customer's responsibility to ensure the utility has the most current mailing address on file for the utility billing. Please call or email the utility at villagehall@village.belgium.wi.us when updates are needed.

**Meter Reading:** The Village of Belgium maintains approximately 930 water accounts, most of which are residential. Meters are read remotely and recorded directly into our system, which allows the information to then be transferred into the billing system. Currently, meters are read approximately 15 days before bills are generated each quarter. EXAMPLE: Meters are read on the 15th of the month with the bills mailing out by the end of the same month.

**High Usage or Stopped Meters:** Based on meter reading data, if the utility notices usage has drastically changed (increased or decreased) as compared to historical water usage information, the customer will be contacted and provided information as to the steps they need to take.

## Billing Statements

**Quarterly Utility Bills:** Utility bills are mailed out quarterly by the last business day of March, June, September and December annually. They are always due by the 20th of the following month (April, July, October and January).

**Late Payment Charges:** If payment is not received by the due date, late payment charges of 1% of the outstanding balance will be applied monthly until the balance is paid in full.

*For more information on water/sewer rates, payment options, and more, visit our website at http://www.village.belgium.wi.us/*

## Notice and Lien Process

**Delinquent Notices (Quarterly):** The property owner (hereinafter referred to as "landlord") will be mailed a notice of the past due balance if a tenant fails to pay the quarterly billing by the 20th and late fees are applied.

**Tenant Vacates Premises:** If the tenant vacates the premises, in order for the utility to continue sending notices to the tenant regarding a past due balance, the landlord must provide the utility department with written notice that contains the forwarding address of the tenant and the date that the tenant vacated the premises. Notification shall be provided by the landlord no later than 21 days after the date on which the tenant vacates the rental unit.

**Pre-Tax Notice (October 15th):** Both the landlord and the tenant will be mailed a notice of past due balances on October 15th of each year for any delinquent balances incurred prior to October 1st. Once this notice has been mailed, a statutory lien is created against the tenant's personal assets, which will only be enforced if the past due balance is not paid by November 15th.

**Tax Penalty (November 1st):** If payment has not been made to the utility by November 1st, an additional penalty of 10% of the delinquent balance will be added to the amount owed.

**Tax Transfer (November 15th):** If full payment is not received in hand by November 15th, the delinquent amount plus penalties will be levied as a tax against the landlord's property. This action will be taken in accordance with Wis. Stat. §66.0809(3). There is no exception from the tax levy for rental property although additional provisions may apply to certain rental properties as described below.

> If the property provided with utility service is residential rental property, and the utility has a Landlord/Tenant Agreement wherein it is stated that the tenant is responsible for payment of utility charges at the rental dwelling unit, Wisconsin law grants the utility a lien upon the responsible tenant's personal assets in the amount of the past due amount plus penalties. *The lien becomes effective if a Pre-Tax Notice is mailed to the tenant on October 15th.*
>
> If the tenant responsible for the past due utility charges pays the full amount plus penalties owed to the utility by November 15th, the lien is automatically extinguished. If the tenant fails to pay the full amount owed to the utility by November 15th, the utility may file notice of all delinquent tenant accounts with liens in effect with the Ozaukee County Clerk of Courts.
>
> If the landlord pays the delinquent utility charges plus penalties owed by the tenant, *whether before* or *after* November 15th, Wisconsin law requires the utility to transfer its lien on the tenant's personal assets to the landlord. The landlord may then file notice of the lien with the Ozaukee County Clerk of Courts, and notice of the lien will appear under the tenant's name in the Wisconsin Consolidated Court Automated Program (CCAP). The landlord may thereafter take action to enforce the lien against the tenant's personal assets.

**This information is provided in accordance with Wis. Stat. §66.809(3m)(a) and (b).**

# Notice for Seasonal Utility Customers

The following is the PSC Water Division policy on charging water service upon disconnection.

Seasonal customers, often referred to as "snowbirds", 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 same location in the intervening period.

Under our current tariff with the PSC, we must bill seasonal customers the applicable services charges (meter charges) year-round, including the period of temporary disconnection, whether or not the meter is removed. In addition, the water service reconnection fee would apply upon reconnection.

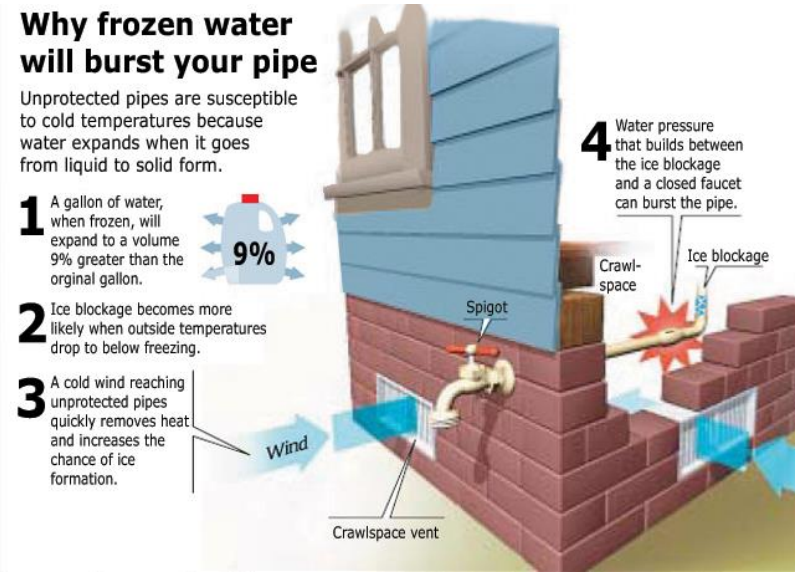
The reasoning behind the PSC's rule is that the water utility's investment in the water meter and all of the infrastructure necessary to provide service does not somehow disappear when a customer temporarily does not take water service. Therefore, it's reasonable that the non-variable costs should continue to be paid by the customer.

## When might it be advisable to temporarily disconnect my water service?

A customer may wish to have their water disconnected and may even wish to have the water meter removed if the residence will not be heated during the time of temporary disconnection. Any damage that may result from allowing a water meter to become frozen shall be paid for by the customer (or owner) of the premises.

Additionally, a customer may wish to have their water temporarily disconnected as a security measure to prevent extensive damage as well as water/sewer consumption charges should a pipe freeze and burst in their home during their absence.

It's always a good idea to contact the utility or water superintendent to ask questions regarding your options as a seasonal customer and to understand the billing and other ramifications specific to your situation.



## Why is my new utility bill higher than normal?

Have you noticed an increase in your water bill? Although water and sewer rates may have recently increased to adequately fund system improvements, water storage or treatment processes, a higher-than-average water bill may indicate a leak. In the summer months, outdoor water usage accounts for many high bills as well.

According to the American Water Works Association, toilets account for 45% of all indoor water use in a typical residence. It is estimated that 20% of all toilets leak!

Check for a possible leak by turning off everything in the house and then looking at your water meter. It should not be moving at all. If it is moving, you have a leak somewhere in your house. Not all water leaks are visible or audible.

If you suspect a leak in your toilet, put a few drops of food coloring in the tank when it is full. Do not flush and let it sit for half an hour. If the color appears in the bowl without flushing, you have a leak. Make sure to flush immediately after this experiment to avoid staining the tank. Another common type of toilet leak is caused by an improperly adjusted or broken fill (ball cock) valve. If the float is set too high or if the shut-off valve fails to close completely, water will continue to enter the tank and flow in to the overflow tube. This type of leak can be seen simply by taking the tank top off and observing if water is flowing into the overflow tube once the tank is full.

A leaking faucet is frequently the result of a bad rubber washer. The washer on a sink is typically located under the handle. A washer is relatively easy to replace with the right tools. It does require shutting off the water under the sink, and removing the handle. Check local home centers or the Internet (keywords "repairing leaky faucets") for help on how to repair faucet leaks.

An irrigation system should be checked each spring before use to make sure it was not damaged by frost or freezing. To ensure that your in-ground irrigation system is not leaking water, consult with a WaterSense irrigation partner who has passed a certification program focused on water efficiency; look for a WaterSense irrigation partner.

Check your garden hose for leaks at its connection to the spigot. If it leaks while you run your hose, replace the nylon or rubber hose washer and ensure a tight connection to the spigot using pipe tape and a wrench.

It's Only a Small Drip...Right? Slow drips of water can add up quickly. A toilet that "keeps running" after you flush, or a sink that drips after it is turned off, can waste thousands of gallons of water a year. One leaking toilet in your home can easily amount to 40,000 gallons per month or more. A leaky faucet that drips at the rate of one drip per second can use more than 3,000 gallons per year! A showerhead leaking at 10 drips per minute can use more than 500 gallons of water per year. If the drip is hot water, you are paying for wasted energy too. A small leak in an automatic irrigation system can waste about 6,300 gallons of water per month!

### How Much Water Is Lost?

| Leak Source | Typical Leakage Rate | Gallons/Day Used | Gallons/Month Used |
|---|---|---|---|
| Running toilet | 1 gallon/minute | 1,440 | 43,200 |
| Leaking faucet | 1 drip/second | 9 | 259 |
| Leaking showerhead | 10 drips/minute | 1.4 | 43 |
| In-ground irrigation | 1/32" in diameter (about the thickness of a dime) | 210 | 6,300 |
| Overflow tube in toilet tank | 1/4" in diameter | 7,200-8,640 | 216,600-259,200 |
| A garden hose left running or a missing sprinkler head | 1/2" in diameter | 14,440-17,280 | 433,200-518,400 |

## Frequently Asked Questions

***Why is my drinking water cloudy at times?***

Cloudy water is caused by air bubbles in the water similar to gas bubbles in soda pop. After a short while, the bubbles rise to the top and the water clears. Belgium utilizes ground water which varies little in temperature. However, cloudiness generally occurs more often in the winter when drinking water may be colder.

***Why do I have rusty water and what can I do about it?***

Rusty water is usually due to rust and iron scale buildup in the water mains which loosens and becomes dispersed in the water supply during an event such as a water main break or hydrant flushing. The sudden opening stirs up sediment and rust. Just run the cold water tap until it is clear. Contact the water utility if the problem persists.

***I really dislike the chlorine taste in water. How can I get rid of it?***

The simplest and most economical way is to add a slice of lemon to your drinking water. Another method is to fill a clean pitcher or container with cold tap water and leave it uncovered overnight. The chlorine content will dissipate.

***How do I get help from the utility after hours or on weekends?***

If you experience a problem after hours or on weekends, please call the Ozaukee County Sheriff's Department at (262)-284-7172 and provide information regarding the nature of your emergency. The dispatcher will then contact the utility for follow-up investigation and corrective action.

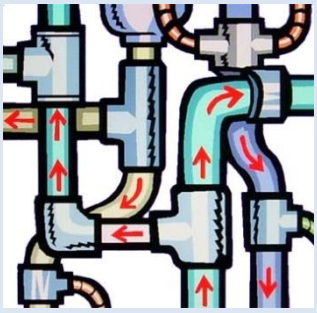
## Village of Belgium's Cross Connection Control Program

The focus of a cross-connection inspection and/or survey is to identify any existing or potential cross connections between drinking water and non-potable systems, inspect existing backflow prevention devices, and verify the backflow prevention devices have been tested within the past year. Unwanted connections occur when a loss in water pressure allows water to flow back into the distribution system. There are numerous, well-documented cases in the United States where cross-connections have been responsible for contamination of drinking water. The problem is a dynamic one, because piping systems are continually being installed, altered, or extended. An important part of managing the cross-connection control program requires regular inspections of facilities with a potential of having cross connections to the public water supply.

The Village of Belgium has contracted with Aqua Backflow to manage the village's industrial and commercial Cross-Connection Control Program, while Village of Belgium utility staff will be conducting the mandated residential inspections. While we must adhere to state-mandated inspection timelines, the utility staff will attempt to perform residential inspections in conjunction with water meter repairs and replacements as much as possible for the convenience of residents. There is no fee for the inspection. However, most required corrective actions are the responsibility of the property owners.

Aqua Backflow has licensed inspectors with over 50 years of combined backflow prevention experience. They are licensed by the Department of Public Health (DPH) and Certified by the Environmental Protection Agency (IEPA) to design, implement and manage backflow prevention programs throughout the United States. For more information on Aqua Backflow and cross-connection control, please visit their website at http://www.aquabackflow.com/.

We ask for your cooperation when contacted either by the Village of Belgium or Aqua Backflow to schedule an appointment, provide access for the inspector, or provide needed information. Compliance with this program is mandatory for all water users. If you have any questions related to the program, please contact the Village of Belgium Water Superintendent, Danny Birenbaum, at 414-416-7085 or Village Hall at 262 -285-7931.



All municipalities with public water systems are mandated by the Wisconsin Department of Natural Resources to have a Cross Connection Control Program. This survey and inspection program is designed to safeguard public health and to protect our public water supply.

Aqua Backflow is a Proud Member of the American Backflow Prevention Association and is a licensed contractor throughout the continental United States.

# VILLAGE OF BELGIUM UTILITY RATES

| WATER METER CHARGE PER QUARTER AS OF MARCH 15, 2014 | WATER VOLUME CHARGE PER THOUSAND GALLONS OF WATER |
|---|---|
| **5/8" Meter = $27.00** | **$4.20** |
| **¾" Meter = $27.00** | ***Your Water Bill = Consumption x the rate noted above + your meter charge noted at the left + any past due amount.*** |
| **1" Meter = $54.00** | |
| **1-1/4" Meter = $81.00** | |
| **1-1/2" Meter = $117.00** | |
| **2" Meter = $168.00** | |
| **3" Meter = $309.00** | |
| **4" Meter = $423.00** | |
| **6" Meter = $681.00** | |
| **8" Meter = $1,062.00** | |
| **Deduct Meter = $13.50 per quarter** | |

| SEWER METER CHARGES PER QUARTER AS OF DECEMBER 15, 2014 | SEWER VOLUME CHARGE PER THOUSAND GALLONS OF WATER |
|---|---|
| **5/8" Meter = $118.14** | **$5.86** |
| **¾" Meter = $165.40** | ***Your Sewer Bill = Your consumption x the rate noted above + your meter charge noted at the left + any past due amount.*** |
| **1" Meter = $259.91** | |
| **1-1/2" Meter = $590.71** | |
| **2" Meter = $945.13** | |
| **3" Meter = $1,961.14** | |
| **4" Meter = $2,693.61** | |

**OTHER SERVICE CHARGES**

Water service reconnection: $50.00 (during business hrs.)
$70.00 (after business hrs.)

Missed appointment: $35.00 (during business hrs.)
$40.00 (after business hrs.)

Non-sufficient funds (NSF) check: $35.00

Additional meter installation: $50.00

# VILLAGE OF BELGIUM MUNICIPAL UTILITIES

***(No moratoriums)***

Water Utility

**WATER SUPPLY**

The Village of Belgium water utility has 3 wells with a maximum pumping capacity of 2,404,800 gallons per day.

- Well #1 – 560 gallons per minute
- Well #2 – 710 gallons per minute
- Well #3 – 400 gallons per minute

Overhead storage capacity is a total of 375,000 gallons in two water towers.

- Tower #1 – 75,000 gallon capacity
- Tower #2 – 300,000 gallon capacity

Ground storage capacity is a total of 160,000 gallons in two reservoirs.

- Reservoir #1 – 60,000 gallon capacity
- Reservoir #2 – 100,000 gallon capacity

**WATER TREATMENT**

Water hardness levels

- Well #1 – 288 ppm or 16.8 gpg
- Well #2 – 256 ppm or 14.9 gpg
- Well #3 – 512 ppm or 29.9 gpg

| | ***Well #1*** | ***Well #2*** | ***Well #3*** | ***EPA's MCL*** | ***Effects of Village of Belgium's Secondary Level Testing Results*** |
|---|---|---|---|---|---|
| *Calcium* | *64.85 ppm* | *56.8 ppm* | *136 ppm* | *None* | |
| *Magnesium* | *30.8 ppm* | *28.2 ppm* | *42.7 ppm* | *None* | |
| *Sodium* | *43.55 ppm* | *31.92 ppm* | *39.76 ppm* | *None* | |
| *Iron* | *0.06 mg/L* | *0.21 mg/L* | *0.17 mg/L* | *0.3 mg/L* | *Very low levels of odor, metallic taste, rusty color, staining, and sedimentation* |
| *Manganese* | *0* | *0* | *0* | *0.05 mg/L* | *No black to brown coloration, black staining, or bitter metallic taste to water* |
| *Chloride* | *25 mg/L* | *20 mg/L* | *10 mg/L* | *250 mg/L* | *Extremely low levels of salty taste, corrosion, odor and staining* |
| *Sulfate* | *150 mg/L* | *130 mg/L* | *380 mg/L* | *250 mg/L* | *Low levels of odor and salty taste* |
| *Total Alkalinity* | *192 mg/L* | *164 mg/L* | *192 mg/L* | *None* | *Ideal range of alkalinity is 150 - 200 mg/L. Below 150 mg/L lends to corrosivity while above 200 mg/L lends to scaling* |
| *LSI* | *-0.0408* | *-0.0446* | *0.0939* | *None* | *Water is considered to be neutral; neither scale-forming nor corrosive in nature* |
| *CCPP* | *1.32 mg/L* | *1.34 mg/L* | *1.48 mg/L* | *None* | *Water is considered to be mildly scaling* |
| *Hardness* | *288 ppm* | *256 ppm* | *512 ppm* | *None* | *Very high in dissolved minerals calcium and magnesium; beneficial to health, but can cause scaling in pipes & water heaters without use of a water softener* |

***CCPP*** = "Calcium Carbonate Precipitation Potential" is a method of testing water's corrosive or scaling tendencies

***LSI*** = "Langleier Saturation Index" is a method of testing water's corrosive or scaling tendencies

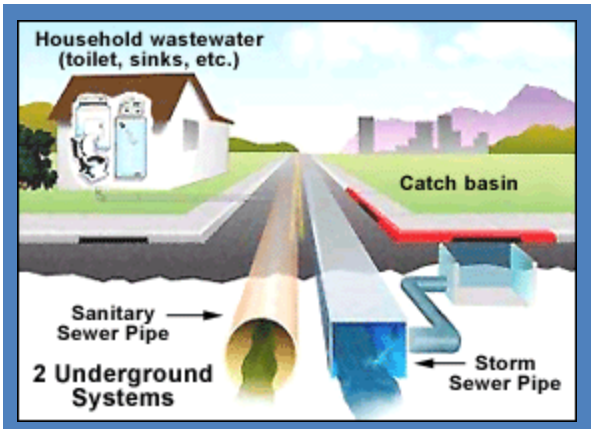
***MCL*** = "Maximum Contaminant Levels", which is the maximum allowable amount of a contaminant in drinking water

***PPM*** = "Parts Per Million", or milligrams per liter (mg/L)

# VILLAGE OF BELGIUM
# STORM SEWER SYSTEM

Stormwater runoff is excess precipitation that flows into water bodies and local storm sewer systems largely due to the prevalence of hard surfaces, such as concrete. Large quantities of water that would ordinarily be absorbed into the ground in the natural environment instead enter streams and lakes. Stormwater runoff collects pollutants, chemicals and debris as it flows over paved surfaces and into water bodies. It also causes erosion, decreases groundwater recharge and alters aquatic environments.

Retention ponds are one of the most common forms of stormwater management. In contrast to detention or "dry" ponds, retention ponds hold water from storm events for extended periods of time, effectively treating the stormwater. More than 90% of the pollutant removal in retention ponds occurs between rainfall events. The storage and treatment of water reduces the overall quantity and quality of stormwater runoff, reducing the impact of runoff on surrounding water bodies.




The Village of Belgium has a storm sewer system that is separate from the sanitary sewer system.

Significant effort is required for initial pond construction. As with any stormwater management strategy, some maintenance is required. Regular inspections for pests and erosion are recommended. Buffer areas must be mowed regularly. Sedimentation, debris and excess algae should be removed periodically as well.

**BENEFITS**

- Improved water quality in surrounding water bodies. Retention ponds manage stormwater quantity and quality, lessening the transfer of pollutants and chemicals into nearby water bodies.
- Aesthetic appeal. A retention pond may enhance aesthetics via plant selection, plant placement, topography and pedestrian access options.
- Increased biodiversity. Biodiversity is defined as the variation of life forms in a given ecosystem. Landscaping with ponds and different varieties of plants can add to the natural environment.
- Wildlife habitat. Retention ponds provide habitats for animals, organisms and insects.
- Water conservation. Water that is stored in retention ponds is available for non-potable human uses such as irrigation.
- Flood prevention. Stormwater quantity reductions minimize the risk of flooding in nearby areas.
- Minimization of erosion. Stormwater quantity reductions minimize erosion in the nearby area and along the banks of water bodies.

Detention (dry) Basin

Examples of detention basins versus retention basins

Retention (wet) Basin

# 2014 Consumer Confidence Report
# BELGIUM WATERWORKS, PWS ID 24601071

### Water System Information

If you would like to know more about the information contained in this report, please contact Daniel E Birenbaum at (414)416-7085.

### Opportunity for input on decisions affecting your water quality

Belgium Village Hall meeting time is 7:00pm on the second Monday of each month. Public Utilities Committee meetings are held as needed. All meetings are held at 104 Peter Thein Avenue Belgium, WI 53004, and meeting notices and agendas are posted a minimum of 24 hours prior to each meeting.

### Health Information

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's safe drinking water hotline (800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune systems disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Environmental Protection Agency's safe drinking water hotline (800-426-4791).

## Source(s) of Water

| Source id | Source | Depth (in feet) | Status |
|---|---|---|---|
| 1 | Groundwater | 322 | Active |
| 2 | Groundwater | 200 | Active |
| 3 | Groundwater | 420 | Active |

To obtain a summary of the source water assessment, please contact Daniel E Birenbaum at (262)285-7931.

## Educational Information

The sources of drinking water, both tap water and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

1. Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
2. Inorganic contaminants, such as salts and metals, which can be naturally- occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
3. Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.

4. Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems.
5. Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which shall provide the same protection for public health.

## Definition of Terms

| Term | Definition |
|---|---|
| AL | Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow. |
| MCL | Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. |
| MCLG | Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety. |
| MRDL | Maximum Residual Disinfectant Level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants. |
| MRDLG | Maximum Residual Disinfectant Level Goal: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants. |
| MFL | million fibers per liter |
| mrem/year | millirems per year (a measure of radiation absorbed by the body) |
| NTU | Nephelometric Turbidity Units |
| pCi/l | picocuries per liter (a measure of radioactivity) |
| ppm | parts per million, or milligrams per liter (mg/l) |
| ppb | parts per billion, or micrograms per liter (ug/l) |
| ppt | parts per trillion, or nanograms per liter |
| ppq | parts per quadrillion, or picograms per liter |
| TCR | Total Coliform Rule |
| TT | Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water. |

## Detected Contaminants

Your water was tested for many contaminants last year. We are allowed to monitor for some contaminants less frequently than once a year. The following tables list only those contaminants which were detected in your water. If a contaminant was detected last year, it will appear in the following tables without a sample date. If the contaminant was not monitored last year, but was detected within the last 5 years, it will appear in the tables below along with the sample date.

## Disinfection Byproducts

| Contaminant (units) | Site | MCL | MCLG | Level Found | Range | Sample Date (if prior to 2014) | Violation | Typical Source of Contaminant |
|---|---|---|---|---|---|---|---|---|
| TTHM (ppb) | D12 | 80 | 0 | 25.5 | 25.5 | | NO | By-product of drinking water chlorination |
| HAA5 (ppb) | D12 | 60 | 60 | 13 | 13 | | NO | By-product of drinking water chlorination |

## Inorganic Contaminants

| Contaminant (units) | MCL | MCLG | Level Found | Range | Sample Date (if prior to 2014) | Violation | Typical Source of Contaminant |
|---|---|---|---|---|---|---|---|
| ARSENIC (ppb) | 10 | n/a | 5 | 2-5 | | NO | Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes |
| BARIUM (ppm) | 2 | 2 | 0.056 | 0.028-0.056 | | NO | Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits |
| FLUORIDE (ppm) | 4 | 4 | 0.9 | 0.6-0.9 | | NO | Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories |
| NICKEL (ppb) | 100 | | 1.7 | 1.5000-1.7000 | | NO | Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products. |
| NITRATE (N03-N) (ppm) | 10 | 10 | 0.05 | 0.00- 0.05 | | NO | Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits |
| SODIUM (ppm) | n/a | n/a | 35.00 | 23.00-35.00 | | NO | n/a |
| **Contaminant (units)** | **Action Level** | **MCLG** | **90th Percentile Level Found** | **# of Results** | **Sample Date (if prior to 2014)** | **Violation** | **Typical Source of Contaminant** |
| COPPER (ppm) | AL = 1.3 | 1.3 | 0.6000 | 0 of 10 results were above the action level | | NO | Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives |
| LEAD (ppb) | AL = 15 | 0 | 1.10 | 0 of 10 results were above the action level | | NO | Corrosion of household plumbing systems; Erosion of natural deposits |

## Radioactive Contaminants

| Contaminant (units) | MCL | MCLG | Level Found | Range | Sample Date (if prior to 2014) | Violation | Typical Source of Contaminant |
|---|---|---|---|---|---|---|---|
| RADIUM, (226 + 228) (pCi/l) | 5 | 0 | 1.3 | 0.8 – 1.3 | | NO | Erosion of natural deposits |

## Additional Health Information

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Belgium Waterworks is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

## Information on Monitoring for Cryptosporidium and Radon

Our water system did not monitor our water for cryptosporidium or radon during 2014. We are not required by State or Federal drinking water regulations to do so.

# VILLAGE OF BELGIUM MUNICIPAL UTILITIES

***(No moratoriums)***

Modern wastewater treatment plants attempt to process wastewater through three individual stages: primary, secondary and tertiary treatment. The usual way of distinguishing between types of wastewater treatment plants is through the means used to achieve secondary treatment.

Primary treatment is the first stage, in which the substances that are easy to take out of wastewater are removed. These include fluids like fat and oil (which can be skimmed from the surface), rocks and grit (which can be strained), and trash (which can be raked).

Secondary treatment is intended to decrease the biological contaminants in the sewage. These are the usual means of determining a treatment plant's "type".

Tertiary treatment is meant to improve water quality before putting the water back in the environment. This often involves the use of either artificial filters or manmade, natural filters such as the construction of a lagoon or artificial wetland with reeds. There may also be treatments for the removal of excess nitrogen and phosphorus. There is usually a final disinfection, typically either through chlorination or UV treatment.

***Biological plants*** are more commonly used to treat domestic or combined domestic and industrial wastewater from a municipality. They use basically the same processes that would occur naturally in the receiving water, but give them a place to happen under controlled conditions, so that the cleansing reactions are completed before the water is discharged into the environment.

***Physical/chemical plants*** are more often used to treat industrial wastewaters directly, because they often contain pollutants which cannot be removed efficiently by microorganisms-- although industries which deal with biodegradable materials, such as food processing, dairies, breweries, and even paper, plastics and petrochemicals, may use biological treatment. And biological plants generally use some physical and chemical processes, too.

The Village of Belgium's Wastewater Treatment Plant is a ***biological oxidation ditch treatment facility***, which was built in 2001. The plant's average daily flow is 0.225 million gallons. Reed beds are used to stabilize sludge. Outflow of the Wastewater Treatment Plant is to the Belgian-Holland Ditch.

Preliminary treatment at the Village of Belgium's Wastewater Treatment facility consists of grit and fine screen filtration to remove large hard solids that might clog and damage downstream equipment. Sewage enters the grit chambers which allow heavier materials, like sand and stones, to settle out so that they will not cause abrasive wear on equipment, while also removing larger food particles. After the grit chambers, sewage passes through fine screen filtration to remove paper, plastics, and other large objects.

Secondary treatment at the Village of Belgium's Wastewater Treatment Plant begins when the sewage (BOD) enters the oxidation ditch after preliminary treatment. The wastewater is teaming with microbes, many of which are necessary for the degradation and stabilization of organic matter and are beneficial. In the oxidation ditch, the sewage is mechanically aerated, providing the oxygen required by the aerobic microbes within the wastewater to digest the matter they use for food and reproduction, effectively breaking pollutants present in wastewater down into less harmful components.

Once the BOD is removed from the wastewater, it flows out of the oxidation ditch into the clarifier (or settling tank) where the sludge is removed. In an oxidation ditch type plant, only about 15% of the original BOD ends up as sludge, compared to packaged plants where about 60% of the BOD becomes sludge. Some of the sludge in the clarifier is pumped back into the oxidation ditch to repopulate the microbes within and continue breaking down pollutants, while some of that sludge is pumped into constructed reed beds. The reeds purify the sludge further via "de-watering" it and using its food value for the reeds' growth, converting it into biomass and low-grade compost without chemical addition or energy use. The remaining sludge in the clarifier continues on for tertiary treatment.

Tertiary treatment with the Village of Belgium's Wastewater Treatment Plant commences with automatic backwash sand filtration. This removes most of the remaining suspended solids which may contain phosphorus.

*Continued next page…*

Sewer Utility

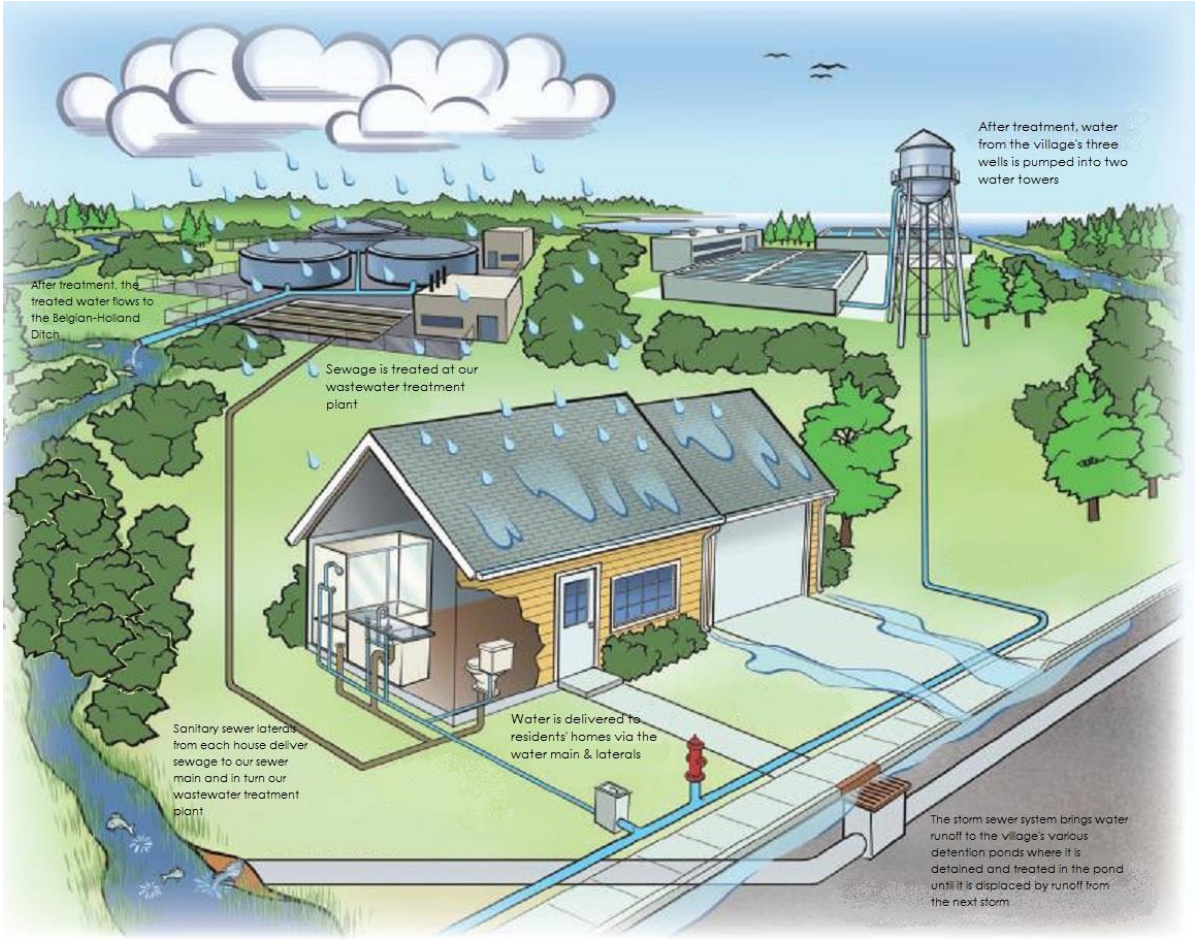
Sewer Utility

After automatic backwash sand filtration, tertiary treatment continues with disinfection, the final process before discharge. Disinfection destroys harmful (pathogenic) microorganisms that cause bacterial, viral and parasitic diseases.

The most commonly used disinfectant is chlorine. Chlorine is quite effective against most bacteria, but a rather high dose is needed to kill viruses, protozoa, and other forms of pathogen. Chlorine has several problems associated with its use, among them 1) it reacts to organic matter to form toxic and carcinogenic chlorinated organics, such as chloroform, 2) chlorine is very toxic to aquatic organisms in the receiving water, and 3) it is hazardous to store and handle.

A more powerful disinfectant is ozone, an unstable form of oxygen. Ozone is too unstable to store, and has to be made as it is used. While chlorine can be dosed at a high enough concentration so that some of it remains in the water for a considerable time, ozone is consumed very rapidly and leaves no residual. It may also produce some chemical byproducts, but seldom as harmful as those produced by chlorine.

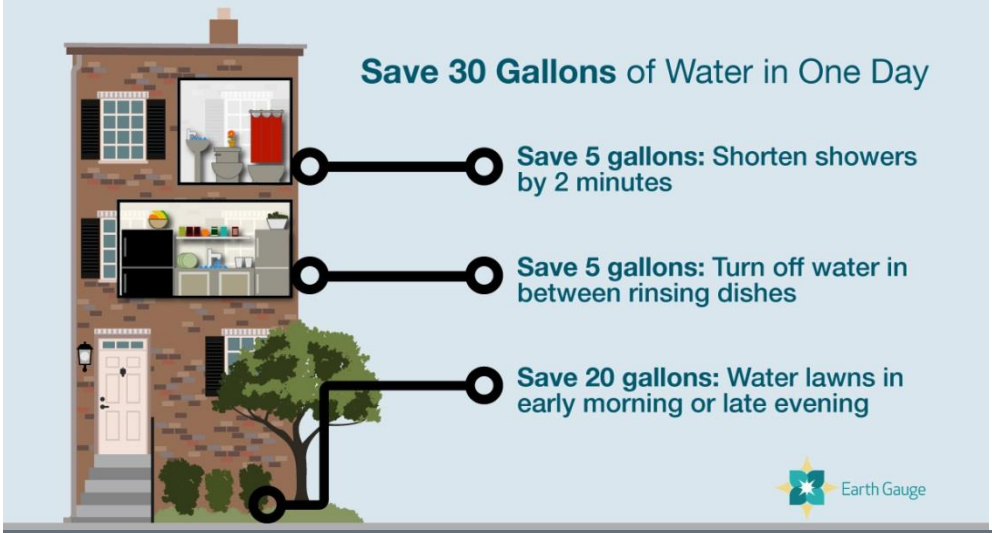
The other commonly used method of disinfection is ultraviolet light, which the Village of Belgium uses in our disinfection process. UV light, which continues to be a reliable means of disinfection, involves exposing contaminated water to radiation from UV light. The treatment works because UV light penetrates any organism's cell walls and disrupts the cell's genetic material, making reproduction impossible and renders microbes useless. UV light disinfection does not form any disinfection byproducts, nor does it carry any risk of overdosing. It has no volatile organic compound (VOC) emissions or toxic air emissions. Additionally, this process requires minimal space for equipment, little supervision and maintenance, very little contact time to disinfect (seconds versus minutes for chemical disinfection), and low operation and maintenance costs. After disinfection, the treated water is released into the Belgian-Holland Ditch.



# What can I do to lower my water bills?

Wisconsin consumers can reduce their water bills by 10 percent by adopting a few simple changes at home and at the office, as well as installing more efficient hardware. Conserving water not only helps the environment, it also helps reduce costs on water and energy bills.

- Install faucet aerators in all sinks.
- Fix or replace faucet and toilet leaks.
- Monitor your water bill for unusually high use. Your bill and water meter are tools that can help you discover leaks.
- Collect the water you use for rinsing fruits and vegetables, then reuse it to water houseplants.
- Don't let the water run while brushing your teeth or washing the dishes.
- Install an on-demand water heater near your kitchen sink so you don't have to run the water while it heats up. This also reduces energy costs.
- Don't wait for water to run cold. Instead, store water in the refrigerator.
- Take showers instead of baths and take shorter showers.
- Install water–saving showerheads.
- Use low-flow toilets or, if your toilet was installed before 1992, displace water in tanks with plastic jugs filled with water or pebbles.
- Install a dual flush toilet and use the half flush whenever possible.
- After flushing the toilet, make sure the valve has closed and water is not running.
- Only use washing machines and dishwashers when there is a full load. You can save up to 1,000 gallons a month.
- Scrape plates clean instead of rinsing.
- Use low-volume washing machines.
- Wrap water heaters with insulation.
- Limit watering outdoor plants and landscaping to every third or fourth day.
- Soak, don't spray plants; it makes them shallow rooted and most of the water is wasted through evaporation.
- Water outdoor plants and landscaping in the evening or early morning.
- Water plant roots, not the leaves.
- If you use a sprinkler to water, install a timer. A forgotten sprinkler wastes more than 10 gallons per minute.
- Use rain barrels to collect rainwater and use for plants and landscaping.
- Incorporate native plants into landscaping. They adapt better to the climate.
- Choose shrubs and groundcovers instead of turf for hard-to-water areas such as steep slopes and isolated strips.
- Landscape with no or low water consuming plants.
- Plant in the fall when conditions are cooler and rainfall is more plentiful.




- Use mulch around plants and trees to reduce water evaporation up to 73%.
- If you want a green lawn on a water budget, toughen the lawn with only 2 waterings per week, don't over fertilize, aerate the soil, and don't mow shorter than 3 inches.
- When the kids want to cool off, use the sprinkler in an area where your lawn needs it the most.
- Wash your car on the lawn, and you'll water your lawn at the same time.
- Direct water from rain gutters toward water-loving plants in the landscape for automatic water savings.

Village of Belgium

**Authorization of Automatic Payment Withdrawal for Utility Bills**

## Customer Information Please Print

Name(s) on Acct: _____

_____

Service Address: _____

Telephone#: _____

Utility Acct#: _____

INSTRUCTIONS:

1. Read Automatic Payment Terms & Conditions on reverse of this form.
2. Please complete information in all sections on this page.
3. Sign and date form.
4. Return completed form to Village of Belgium 104 Peter Thein Ave Belgium, WI 53004
5. Please keep a copy of this document for your records.

## Financial Institution and Payment Account Information See Terms & Conditions on back of form

_____ _____

*Name(s) list on Financial Institution Account* *Financial Institution Name*

_____ _____

*Financial Institution Address* *Financial Institution Phone#*

_____ _____

*Routing Number* *Bank Account Number*

**Check one:** ☐ Checking Account – ***Please Attach VOIDED check*** ☐ Savings Account

## Authorized Account Signers

I hereby authorize the Village of Belgium to initiate entries to my account at the Financial Institution named above, and authorize that Financial Institution to debit my account for those entries. The authority is to remain in full force and effect until the Village of Belgium Utility has received written notification from the authorized account signer(s) at least 30 days in advance of the next scheduled payment. I have the right to stop payment on an individual entry or to have entries corrected by timely notification to my Financial Institution. Village of Belgium Utility also has the right to cancel this agreement by notice to me. I further understand that it is my responsibility to notify the Village of any changes in Financial Institution or accounts therein that could affect the Village's ability to satisfy this automatic payment authorization. I have read and agree to the terms and conditions listed on the back of this form.

_____ _____ _____

*(Print Individual Name)* *(Signature)* *(Date)*

_____ _____ _____

*(Print Individual Name)* *(Signature)* *(Date)*

104 Peter Thein Ave • Belgium, WI 53004-9520
Phone (262)285-7931 • Fax (262)285-3479

## Terms & Conditions  Automatic Payment Withdrawal for Utility Bills

***Customers of the Village of Belgium Utility, by signing this Authorization of Automatic Payment Withdrawal for Utility Bills, agree to the following terms and conditions:***

*INVOICING*

Customers who enroll in the direct payment program will continue receive their regular quarterly billing notice the first week of April, July, October and January annually. If you do NOT receive your bill in the mail by the 5th of those months, contact the Village of Belgium Utility immediately at (262)285-7931. You will be responsible for reviewing your bill upon receipt, and contacting the Village of Belgium Utility with any billing questions or disputes at least 3 days BEFORE the automatic payment is withdrawn on the bill's due date.

*AUTOMATIC PAYMENTS*

**Payments will be deducted quarterly from your financial institution account on the due date stated on your bill.** Automatic withdrawal will begin with the next billing cycle after enrollment into the program. Please continue to pay your bill by check, cash or credit card until "DO NOT PAY-AUTOPAY SCHEDULED ON DUE DATE" appears on your utility bill in the lower, left-hand corner. The automatic withdrawal will occur on your due date even if you elect to make additional payments outside of the direct payment program. If your due date falls on a weekend or a holiday, the automatic payment will be debited from your deposit account on the following business day.

*CONDITIONS THAT MAY CAUSE AUTOMATIC PAYMENT TO BE CANCELLED ON YOUR ACCOUNT*

Customers using the automatic payment system are responsible for maintaining sufficient funds in their deposit accounts for the dates on which payments are drawn, as well as notifying the Village of any changes in Financial Institution or deposit accounts therein that could affect the Village's ability to satisfy this automatic payment authorization. Any customer having insufficient funds in their account or a closed account twice within a six (6) month period shall be disqualified from using the automatic payment system for the subsequent twelve (12) month period. The account holder will be responsible for all fees charged by their financial institution for insufficient funds, as well as a $35.00 NSF or Returned Payment fee charged to their Village of Belgium utility account.

If a customer wishes to discontinue participation in the direct payment program, the Village of Belgium Utility must receive a *written* request from the authorized account signer(s) at least 30 days in advance of the next scheduled payment.

If a customer enrolled in the direct payment program moves, their program enrollment will automatically end with their final bill on a move out. If a customer would like to continue in the direct payment plan at a new address in the Village of Belgium utility district, and new enrollment form must be completed for that account.

*SERVICE FEES*

Information provided on this form will be used solely for purposes of processing payments on utility customer's account and for no further purpose. Currently, there is no charge for this service to customers. If the Utility's financial institution changes their policy and assesses a fee for the service, Public Service Commission rules require the Utility to pass these fees on to the customer. Written notice will be provided to enrolled customers prior to assessing any processing fees.