



UTILITY NEWS & UPDATES

MARCH 2024

New streets = New Infrastructure

- In 2025, Hendricks Street will be replaced – upgrading its water and sewer infrastructure from the 1950's. Electric infrastructure in the area will be relocated in 2024 for the road project.
- Van Buren Street replacement starts in 2026.
- In 2028, the State DOT will replace E. Madison with utility upgrades
- Additionally, planning is underway for the DOT State Hwy 19 project.

Electrical Infrastructure Improvements

- The electric crew completed two significant overhead to underground projects in 2023.
- Pole replacement work in the southeast corner of town will continue.
- Planning is underway for extending our 24.9 line to the north.
- Additionally, the electric crew will conduct transformer maintenance throughout the city, so expect visits to transformers in your neighborhood.

Wastewater Treatment Plant

- In the initial year of a multi-year, multi-million-dollar treatment plant upgrade, careful planning ensures uninterrupted plant operation during the upgrade. This upgrade was necessary to replace the aging plant and to meet new DNR requirements.

Help us reduce chlorides at our Wastewater Treatment Plant

- Upgrade to a demand-initiated regeneration water softener to make a difference. This model regenerates based on water usage, reducing salt usage and chlorides sent to the Wastewater Treatment Plant, thus protecting natural resources. City ordinance mandates this upgrade, with a sewer credit of up to \$400 available through Waterloo Utilities.

Contact us or visit our website for more details.

Lead Update

Waterloo Utilities and the City of Waterloo are nearing completion of lead service replacements. We're in the testing phase with the DNR. Once completed, we'll be officially "lead free."



The utility is in the last year of upgrading to AMI meters! Once your meter is upgraded, you'll gain hourly usage tracking and optional alerts by signing up for MyAccount.

Easily manage your energy and water use with MyAccount:

- 1 Access usage data across all your devices.
- 2 Set personalized alerts for energy and water usage.
- 3 Receive convenient weekly usage summaries in your email inbox.
- 4 Securely pay your bill online or sign up for AutoPay.

Visit waterlooutilities.com, register for a new account using your Waterloo Utilities account number, name exactly as it appears on your bill, and an email address.



Payments

We offer a variety of ways to make your payments.

- For card or bank payments, call 1-877-885-7968 with your account number.
- Make payments online through your account. Please note a \$4.40 convenience fee per \$300. Avoid this fee by signing up for AutoPay using your checking or savings account.
- Pay with cash, check, or money order/cashier's check via our drop box in the drive-thru lane at our office.

Summer Sewer Credit

During summer (May 1st – August 31st), a maximum sewer charge applies to residential customers to avoid billing for activities like lawn sprinkling, car washing, and pool filling. This maximum equals the average water usage between October and March. New customers will start with a 4,000-gallon average.

If filling a swimming pool before May 1st or after August 31st, record your water meter readings at the start and end. **Contact us with the readings and the filling date for a credit on your next bill. Credits start from 1,000 gallons.**

Hydrant Snow Removal

Hydrant snow removal is the Utility's responsibility and will be done during our regular work day. However, we do appreciate residents who assist by clearing snow from their hydrants.

Portland Residents

Waterloo Utilities provides electric service in Portland. Water and sewer services are provided by Portland Sanitary District, with Waterloo Utilities serving as a billing agent. Rate decisions and adjustments for Portland water and sewer services are made by Portland Sanitary District.

Garbage

For questions or concerns about garbage pickup, contact City Hall at 920-478-3025. While Waterloo Utilities handles billing for garbage service, inquiries about the garbage provider and anything related to garbage services should be directed to City Hall for assistance.

Help Keep Sewer Lines Clear by Avoiding Improper Flushing

Flush only human waste and toilet paper down your toilet. Our wastewater treatment facilities encounter various items, including cell phones, toys, wipes, and grease. Despite claims of being "flushable," many items are not, leading to clogs.

Call before you Dig

Diggers Hotline is a free, easy-to-use service that locates and marks dangerous utility lines that can be buried just a few inches beneath the surface of your yard. Call or click three working days before digging and a service technician will come and mark your buried lines so you can dig safely without worry. **Call 811 or visit diggershotline.com.**



E-waste Recycling

- We accept electronic waste **excluding** items containing or using freon like refrigerators, dehumidifiers, and air conditioners.
- We also accept batteries and light bulbs.
- Dispose of e-waste by placing it on the pallet outside our office overhead doors.
- Bulbs and batteries can be brought into our office directly.

CALL US AT 920-478-2260
DURING BUSINESS HOURS WITH ANY QUESTIONS.



waterlooutilities.com • (920) 478-2260

At Waterloo Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.