



# UTILITY NEWS & UPDATES

SEPTEMBER 2024

## Public Power Week Picnic October 10!

Join us for a complimentary picnic style luncheon on Thursday, October 10th, from 11 am - 1 pm (while supplies last) at 575 Commercial Avenue in the utility service garage to celebrate public power. Enter our raffle to win gift certificates to local businesses. We are proud to be your local utility!



## Manage Your Account with Ease

MyAccount offers a convenient way to view your bills online, track usage, set up alerts, go paperless, and more. Simply visit [www.waterlooutilities.com](http://www.waterlooutilities.com) to register. All you need is your Waterloo Utilities account number, the name exactly as it appears on your bill, and your email address. You can also download the MyMeter app—step-by-step instructions are available on our website.

## How to Report a Streetlight Outage

At the bottom of our homepage, you'll find a "Report a Street Light Outage" icon. Simply click on it and complete the form to notify us of any issues. You can also reach out to us by phone at 920-478-2260 or via email at [ksharpe@waterlooutilities.com](mailto:ksharpe@waterlooutilities.com).

When reporting an outage, please include the street light pole number, street name, and a description of the issue. This information helps us address the problem more efficiently. If the light is still out a week after your report, don't hesitate to follow up with us. We typically repair street lights on Fridays. The issue could be with the light's sensor (or "eye"), the bulb, or the wiring. Please note that repairs involving underground wiring might take a bit longer to resolve.

## Brush and Leaf Pickup Information

Just a quick reminder: Brush and leaf pickup is managed by the City of Waterloo's Department of Public Works, not the utility. For the latest schedule and details, please visit their website at [www.waterloowi.us/public-works/pages/tree-brush-leaf-collection](http://www.waterloowi.us/public-works/pages/tree-brush-leaf-collection) or give them a call at 920-478-9797.

## Utility Rebate Programs!

Waterloo Utilities offers a variety of programs to help you take control of your energy and utility costs.

Visit our website for more information!

- EnergyStar Appliance Rebate (\$25)
- Smart Thermostat Rebate (\$25)
- Water Softener Rebate
- Summer Sewer (5/1-8/31 annually)



You can also check out Focus on Energy's website for additional energy saving opportunities at [focusonenergy.com](http://focusonenergy.com).



## Celebrate Public Power

Our utility operates entirely on the revenue from electric, water, and sewer services. We're proud to contribute to our city by returning over \$265,000 each year through payments in lieu of taxes. This helps support local services and community projects, making a positive impact in our area.

## 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.

## Point of Ownership: Understanding Property and Utility Responsibilities

- **Water:** The section from the curb stop to your house is your responsibility, while the curb stop to the street is maintained by the utility.
- **Sewer:** You are responsible for the sewer line from the main to your house. The main line itself is maintained by the utility.
- **Electric:** The utility owns the line up to the point of contact on your house, including the meter. However, the meter socket and any wiring beyond that point are your responsibility.

## 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 or Badgerland Disposal at 608-580-0580.

## Protect Your Pipes

Just because something fits down the toilet doesn't mean it belongs there. Remember, toilets aren't trash cans—everything other than toilet paper is a non-flushable.

### Why Non Flushables Are a Problem

Every day, our staff find items in the sewer system and treatment plant that don't belong there. Things like wipes, dental floss, diapers, and tampon applicators, as well as fats, oils, and grease (FOGs) poured down kitchen drains, can lead to costly and messy sewer backups in your home or business. Non flushables can clog pipes, damage pumps, and require extra maintenance, which drives up costs for everyone.

The easiest way to prevent clogs and backups? Keep non flushables and FOGs out of your pipes and the sewer system from the start.

## Water Leak Detection

Catch water leaks and protect your home by enrolling our Water Leak Alert feature through MyAccount, our online account management tool.

- Step 1: Enroll in MyAccount or log in to your existing account.
- Step 2: Got to the Alerts screen.
- Step 3: Add the Water Leak Detection Alert and save!

Receive an alert when there has been continuous or higher than normal water usage in your home over the past 24 hours. Choose to be notified via email, text message, or both! Update your alert at any time.

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



[waterlooutilities.com](http://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.