



UTILITY NEWS & UPDATES

SPRING 2025

Outage Management Service (OMS)

Waterloo Utilities is launching OMS for our electrical department. There will be a public outage map on our website and customers will have the ability to report outages online, receive text or email outage and restoration messages. You can sign up for notifications by logging into your MyAccount > click Alerts > scroll down to Service > and add info to Outage. If you don't have a MyAccount you can sign up on our website by clicking the MyAccount icon.

Summer Sewer Credit

Your sewer bill is based on 100% of the water gallons you use plus the monthly customer charge. However, a summer sewer maximum, applies in the summer months to help residential customers avoid being charged sewer on water that is used for lawn sprinkling, car washing, filling pools, watering gardens, etc. Here is how the summer sewer maximum works:

- The utility will review each residential customer's water usage from October through March and calculate the average plus 20%. This average becomes the customer's maximum sewer usage that they will be billed on for the summer months. An average of 4,000 gallons will be used for new customers who do not have an established average.
- Usage from approximately May 1st through August 31st, (or the June 8th, July 8th, August 8th and September 8th bills) is considered the summer months. During this time residential customers will only pay sewer charges on the lesser of their actual water usage or their summer sewer maximum. No credits will be given outside the program dates or for less than 1,000 gallons.

Garbage

If you have questions or concerns regarding your garbage pickup, etc., please contact City Hall at 920-478-3025. We do bill for your garbage service; however, we do not contract with the garbage provider so any questions should be directed to City Hall.

Our utility is funded solely through electric, water and sewer sales to customers, returning over **\$265,000 in payments in lieu of taxes to the city annually.**

Keep your contact info up to date with us

CALL BEFORE
YOU DIG



HENDRICKS
STREET WILL BE
RECONSTRUCTED
THIS YEAR
REPLACING WATER
AND SEWER

E-waste Recycling

We accept any electronic waste that does not contain or use freon. Therefore, we cannot accept refrigerators, dehumidifiers, air conditioners, etc. We also accept batteries and light bulbs. You can dispose of e-waste by placing it on the pallet outside our overhead doors here at the office. Bulbs and batteries can be brought into our office.

Utility Rebate Programs

- Energy Star Appliance Rebate
- Smart Thermostat Rebate
- Water Softener Rebate

Summer Sewer (5/1-8/31 Annually) Portland does not offer Summer Sewer

Please see our website for further information.

You can also check focusonenergy.com for other energy savings rebates through Focus on Energy.

Payments

To make payments with a card or checking/savings account number, please call 1-877-885-7968. You will need your account number to do so. You may also login to your account online and make a payment. The payment processor charges a \$4.40 convenience fee per \$300. To avoid the \$4.40 convenient fee, you would need sign up for auto pay and use your checking or savings account and select the due date. One-time payments with a checking or saving account only charge one \$4.40 convenience fee. We also accept cash, check, or money order/cashier's check which can be dropped in our drop box in the drive thru lane of our office.

Portland Residents

Electric in Portland is provided by Waterloo Utilities. However, Water and Sewer is provided by Portland Sanitary District. Waterloo Utilities acts as a billing agent for Portland Sanitary District. All rates and adjustments for Portland water and sewer are the decision of Portland Sanitary District.

MyAccount

My Account is a great way to view your bills online, monitor usage, set usage alerts, etc. To sign up, go to www.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. You can also download the MyMeter app and can find directions for that on our website as well.

Please NO DO NOT Flush — wipes, rags, fats, oil or grease

Only human waste and toilet paper should be flushed down your toilet. However, our wastewater treatment professionals find a wide variety of items in our sewers and collection facilities, including cell phones, toys, and, unfortunately, a lot of wipes and grease.

Wastewater Treatment Plant

We are in our final year of a multi-year multi-million dollar treatment plant upgrade. This upgrade was necessary to replace the aging plant and to meet new DNR requirements. Carefully planning was been taken to ensure the plant continues to function during the upgrade. We are hoping for the new plant to go online mid year 2025.

**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.