

NEWSLETTER

ELECTRIC DEPARTMENT

Phase 1 of the North Loop project will start in June. Waterloo Utilities will be burying wires from the downtown substation to the library. We will also be decommissioning the westside substation and moving the transformer and regulators to the downtown substation.

This fall, depending on the engineering study, the electric crew will start to move poles on Van Buren Street in anticipation of the upcoming 2027 road project.

WATER DEPARTMENT

Reservoir Maintenance is scheduled for 2026. Per DNR recommendations we are going to be fixing a few deficiencies on the reservoir like a new splash pad on the overflow, gaskets and screens on the vents, and installing a new hatch on the vault. On the outside you will be seeing a fence added around the perimeter.



Hydrant Flushing

Flushing will begin on June 15th and continuing to June 17th. The water department will be replacing several hydrants this year as we continue to maintain our system.

SEWER DEPARTMENT



The Wastewater Treatment Plant is to be completed by May 31st 2026. The next phase is to upgrade the four lift stations in Waterloo. This will use the remaining amount of the grant money we received from the USDA.

Jetting is going to start again and we hope to complete a quarter of the town. If you see our guys working in the middle of the road please be cautious when driving by. We appreciate you looking out for us!

REBATES



- Electrification of Landscape Equipment (lawn mower, leaf blower, trimmer, etc...)
- Energy Star Appliance Rebate (washer/dryer, refrigerators, freezers, dishwashers, etc...)
- Smart Thermostat Rebate
- Water Softener Rebate

More information on these can be found on our website www.waterlooutilities.com
You can also check focusonenergy.com for other energy savings rebates through Focus on Energy.



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.

DIGGERS HOTLINE

Dial **811** or (800) 242-8511
www.DiggersHotline.com



Summer Sewer starts May 1st and ends August 31st. Please see our website for further information. (Portland does not offer Summer Sewer)



UPDATES

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.

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.

ENERGY SAVING TIPS

- Install a programmable thermostat to lower utility bills and manage your heating and cooling systems efficiently.
- Air dry dishes instead of using your dishwasher's drying cycle.
- Turn things off when you are not in the room such as lights, TVs, entertainment systems, and your computer and monitor.
- Lower your water heater thermostat to 120°F.
- Take short showers instead of baths and use low-flow showerheads for additional energy savings.
- Wash only full loads of dishes and clothes.
- Keep windows and doors closed when heating or cooling your home.

BILL PAYMENT OPTIONS



- Automatic-FREE transfer out of checking account. Will pull out on the due date monthly.
- Credit/Debit Card- 1-877-885-7968 or myaccount.waterlooutilities.com
- Drop Box- available 24/7 on south side of utility building
- In Person- Cash, Check, or Money Order
- Budget Billing- must be up to date on payments. Call the office for more details.

KEEP YOUR CONTACT INFO UP TO DATE WITH US

Outage Management Service (OMS) Waterloo Utilities has launched OMS for our electrical department. There is 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.



Waterloo Utilities

Contact us:
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WWW.WATERLOOUTILITIES.COM

Hours:
Mon-Thurs 7:00 am-4:30 pm,
Friday 7:00 am-11:00 am.