



PEOPLE YOU KNOW. SERVICE YOU TRUST.

N30 W5926 Lincoln Blvd., P.O. Box 767  
Cedarburg, Wisconsin 53012-0767  
Phone: (262) 375-7650  
E-Mail: [generalmail@cedarburglightandwater.org](mailto:generalmail@cedarburglightandwater.org)  
Website: [cedarburglightandwater.org](http://cedarburglightandwater.org)

**Welcome to Cedarburg!** We hope you love it here as much as we do. If you have never lived in Cedarburg before, we'd like to let you know that Cedarburg Light & Water is a municipal utility, owned by the community. The utility does not operate for a profit. Rather, customers receive dividends through lower rates - our residential electric rates are typically 10-20% lower than rates paid by residents in the surrounding areas. And we're right here in the community, providing reliable and safe electric and water services for local residents and businesses.

Below is information that you may find helpful:

- Electric, water and sewer bills are generated on a monthly basis. We will send you a paper bill, but if you prefer, sign up paperless billing and receive an email when your bill is ready to view online. Sign up for our online customer portal, MyAccount, and look for Manager Bill Delivery.
- Bills can be paid a variety of ways:
  - Auto Pay from your checking/savings account is free and ensures your payment is on time – just sign up online through MyAccount.
  - eChecking, eSavings, Credit/Debit card – initiate your payments online through MyAccount on our website, a \$3.50 fee applies to each transaction, \$300 or less;
  - Cedarburg Light & Water Utility building drive-up window, lobby and after-hours drop box;
  - Or you can just mail your payment in.
- You may take advantage of a variety of energy conservation programs that offer rebates and incentives. To learn more about programs currently being offered, please visit our website.
- We offer bill paying assistance and energy conservation programs for low-income residents. To determine if you qualify for this and other assistance, please contact Energy Services of Ozaukee County at 262-284-8101. Once qualified for the federal program, WHEAP, you will automatically qualify for additional bill paying assistance through our program.
- Landlords are notified if a tenant's account is not paid in full, as required by 2013 Wisconsin Act 274.

Enclosed please find a copy of Cedarburg's current electric and water rates, as well as information on signing up for MyAccount. "Your Rights as a Residential Gas and Electric Utility Customer" can be found on our website. Also, please bring in a copy of your bill and we will give you a reusable Cedarburg welcome bag - we'd love to say, "Hi!"

We will do our best to provide you with the highest quality of service. If you ever have any questions, or need help with anything regarding your electric and water service, please do not hesitate to give us a call or stop in. We're local, and we're here to help!

Sincerely,

A handwritten signature in black ink, appearing to read "Karsten Huse".

Karsten Huse, General Manager

# GET STARTED WITH MyACCOUNT

Now you have the ability to view your energy and water use and pay your bill using our online management tool. Setting up MyAccount is quick and easy. Follow the steps below and you will be ready to take control of managing your energy and water use.

## CREATE YOUR ACCOUNT

Go to:

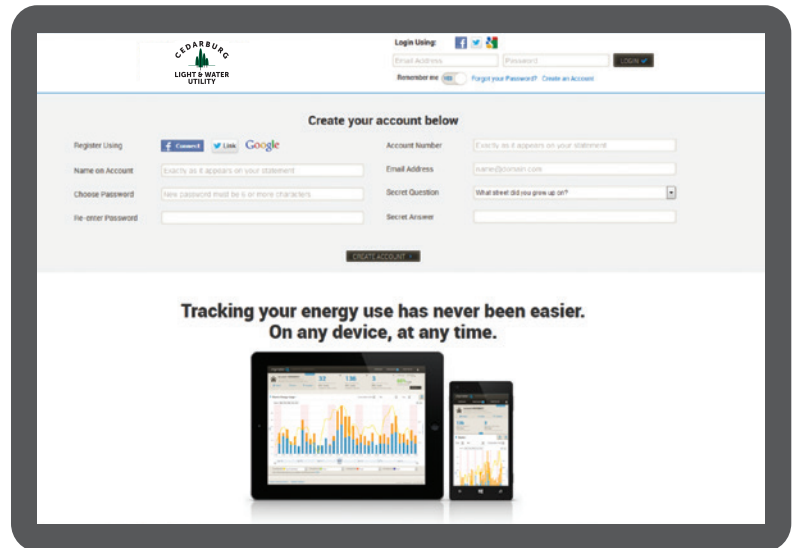
[myaccount.cedarburglightandwater.org](http://myaccount.cedarburglightandwater.org)  
and select "create an account". Be sure to use your correct account number and account name as they appear on your monthly utility bill.

## VIEW & PAY YOUR BILL

See your current and past billing history. Securely pay your bill using a credit card or bank account. Even easier, sign up for Auto Pay.

## MANAGE YOUR DATA

After you have successfully created your MyAccount account you will be able to spot trends, track your usage and even receive energy-related alerts and challenges.



At Cedarburg Light & Water, we join forces with other local not-for-profit utilities through WPPI Energy to share resources and lower costs.

[myaccount.cedarburglightandwater.org](http://myaccount.cedarburglightandwater.org)

(262) 375-7650

Shared strength through  WPPI Energy

# Cedarburg Light & Water Utility

# RATE SUMMARY

**We're proud to be your locally owned and operated utility.** Cedarburg Light & Water Utility has quick on-site response, efficient operations, helps keep energy dollars in the community, and values the community. At Cedarburg Light & Water Utility our purpose is simple – to provide exceptional service to the community at a reasonable cost.

## ELECTRIC RATES

Effective 8/1/2024

Residential Service (Rg-1)		
Customer Charge (single phase)	\$ 15.00	per month
Customer Charge (three phase)	\$ 26.00	per month
Energy Charge	\$ 0.1134	per kWh

Plus Power Cost Adjustment (see note below)

Residential Service (Rg-2) – Optional Time-of-Day		
Customer Charge (single phase)	\$ 15.00	per month
Customer Charge (three phase)	\$ 26.00	per month
Energy Charge (on-peak)	\$ 0.1700	per kWh
Energy Charge (off-peak)	\$ 0.0750	per kWh

Plus Power Cost Adjustment (see note below)

General Service (Gs-1) – Under 50 kW Demand		
Customer Charge (single phase)	\$ 17.00	per month
Customer Charge (three phase)	\$ 28.00	per month
Energy Charge	\$ 0.1169	per kWh

Plus Power Cost Adjustment (see note below)

General Service (Gs-2) – Optional Time-of-Day		
Customer Charge (single phase)	\$ 17.00	per month
Customer Charge (three phase)	\$ 28.00	per month
Energy Charge (on-peak)	\$ 0.1850	per kWh
Energy Charge (off-peak)	\$ 0.0700	per kWh

Plus Power Cost Adjustment (see note below)

Large General Service (Gs-3) – Optional Demand		
Customer Charge	\$ 30.00	per month
Energy	\$ 0.0962	per kWh
Demand	\$ 6.00	per KW
Distribution Demand	\$1.00	per KW

Plus Power Cost Adjustment (see note below)

**The Power Cost Adjustment Clause (PCAC) allows electric utilities to make monthly adjustments to customer bills when costs for providing power are above or below the average cost authorized by the Public Service Commission. When power costs fluctuate, the PCAC allows bills to be adjusted accordingly.**

Small Power (Cp-1) – between 50kW and 200kW		
Customer Charge	\$ 100.00	per month
Energy	\$ 0.0824	per kWh
Demand	\$ 9.00	per KW
Distribution Demand	\$1.75	per KW

Plus Power Cost Adjustment (see note below)

Small Power (Cp-2) – Optional Time-of-Day		
Customer Charge	\$ 100.00	per month
On Peak Energy	\$ 0.1021	per kWh
Off Peak Energy	\$ 0.0660	per kWh
On Peak Demand	\$ 9.00	per KW
Distribution Demand	\$ 1.75	per KW

Plus Power Cost Adjustment (see note below)

Large Power (Cp-3) – between 200KW and 1,000KW		
Customer Charge	\$ 200.00	per month
On Peak Energy	\$ 0.0780	per kWh
Off Peak Energy	\$ 0.0551	per kWh
On Peak Demand	\$ 10.50	per KW
Distribution Demand	\$ 2.25	per KW

Plus Power Cost Adjustment (see note below)

Industrial Power (Cp-4) – over 1,000KW		
Customers are required to own their transformer and substation equipment.		
Customer Charge	\$ 250.00	per month
On Peak Energy	\$ 0.0730	per kWh
Off Peak Energy	\$ 0.0531	per kWh
On Peak Demand	\$ 13.00	per KW
Distribution Demand	\$ 2.50	per KW

Plus Power Cost Adjustment (see note below)

All power customers are eligible to receive primary metering and/or transformer ownership discounts.

On peak period is 8 am to 8 pm, Monday through Friday, with the exception of specified holidays.

## WATER RATES

Effective 4/1/2023

Meter Size	Meter Charge	Fire Flow Capacity Charge*
¾ in. meter	\$ 11.10	\$ 10.75
1 in. meter	\$ 16.00	\$ 27.00
1 ¼ in. meter	\$ 22.00	\$ 40.00
1 ½ in. meter	\$ 27.00	\$ 55.00
2 in. meter	\$ 41.00	\$ 87.00
3 in. meter	\$ 64.00	\$ 162.00
4 in. meter	\$ 94.00	\$ 269.00
6 in. meter	\$ 160.00	\$ 538.00
8 in. meter	\$ 237.00	\$ 862.00

### Volume Charge

First 68,000 gallons	\$ 4.20 / 1,000 gallons
Next 267,000 gallons	\$ 3.55 / 1,000 gallons
Over 335,000 gallons	\$ 3.20 / 1,000 gallons

\*The fire flow capacity charge shown above covers costs to oversize Cedarburg's water system. This oversizing would not be needed for day-to-day water use, but is needed to ensure adequate water flow in the event that the water system is used for fire fighting.

### Renewable Energy Rates effective 8/1/2021

The Renewal Energy Program gives customers the option of purchasing blocks of their energy from renewable resources. Each block of renewable energy purchased is the equivalent of 300 kilowatt hours. *Please let us know if you would like to invest in renewable energy.*

Electric Rate Class	Charge
All rate classes (Rg-1, Rg-2, Gs-1, Gs-2, Gs-3, Cp-1, Cp-2, Cp-3, Cp-4, Ms-2 and Mp-1)	\$2.00 per 300 KWh block of renewable energy per month, purchase one or more blocks. The <i>additional</i> charge appears as a separate line item on your monthly bill. For customers opting to purchase 20 or more blocks, the discounted rate is \$1.00 per block per month.

## COMMITMENT TO COMMUNITY FEES

Effective 8/1/2024

**Commitment to Community programs promote energy conservation and help qualifying households afford the energy they need.** All electric utilities in the State of Wisconsin are required to collect this type of fee.

Cedarburg Light & Water uses these funds to support programs such as conservation education in our schools, energy-efficiency improvements in local municipal buildings, bill payment assistance to income qualified customers and Wisconsin's Focus on Energy program.

Rate Class	Commitment to Community Charge
Residential	<b>Rg-1 &amp; Rg-2 accounts:</b> 3.00% of current month's electric bill not to exceed \$1.26
General Service	<b>Gs-1 &amp; Gs-2 accounts:</b> 3.00% of current month's electric bill not to exceed \$250 <b>Gs-3 accounts:</b> 3.00% of current month's electric bill not to exceed \$4.50
Power	<b>Cp-1 accounts:</b> 3.00% of current month's electric bill not to exceed \$6.00 <b>Cp-2 accounts:</b> 3.00% of current month's electric bill not to exceed \$6.00 <b>Cp-3 accounts:</b> 3.00% of current month's electric bill not to exceed \$15.00 <b>Cp-4 accounts:</b> 3.00% of current month's electric bill not to exceed \$35.00

### Non-Standard Meter Service Charge effective 1/1/2018

Residential customers who choose not to have standard meter service on their premises will be charged a Non-Standard Meter Reading Charge of \$11.23 per month.

### Service Charges

A late payment charge of 1% per month will be added to all amounts past due.

A \$25 service fee is charged for all returned payments, plus additional bank charges that may be incurred.

**QUESTIONS ABOUT YOUR BILL? PLEASE CALL 262.375.7650.**



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SHARED STRENGTH THROUGH @ WPPI ENERGY



**CITY OF CEDARBURG  
NOTICE OF SEWER RATES  
EFFECTIVE JANUARY 1, 2025**

<b>FEES</b>	<b>2024</b>	<b>2025</b>
Sewer Use Charge, per 1,000 gallons	\$10.00	\$11.20
Monthly Sewer Connection, per connection	\$15.00	\$16.80

The Sewer Use Charge will be increasing to \$15.00 per 1,000 gallons, and the Monthly Sewer Connection Fee will be increasing to \$16.40 per month throughout 2025.

Generally, the sewer bill is based on 100% of the water gallons used, plus the monthly connection fee. For customers classified as **one- or two-family residential**, a **summer sewer maximum** helps to avoid sewer from being charged on water used for lawn sprinkling. Here is how the summer sewer maximum works:

Upon completion of the winter months (see definition below), the utility will review each one- or two-family residential customer's water usage from the winter months and calculate the average of the three highest winter months. This average, or 6,000 gallons, whichever is greater, becomes the customer's sewer maximum for the summer months.

During the summer months (see definition below), one- or two-family residential customers will only pay sewer charges on the lesser of their actual water usage or their summer sewer maximum.

**Definition of "winter" and "summer" months for one- or two-family residential sewer bills.**

**WINTER MONTHS:** Would be billing months November through April. All water used during the winter months is assumed to be transported by the sewer to the Water Recycling Center for treatment.

**SUMMER MONTHS:** Would be billing months May through October. Customers will pay sewerage volume charges up to their "sewer maximum", which is the average of the three highest previous winter month's usage, or 6000 gallons, whichever is greater.

For other customers classified as **multi-family residential** (having three or more dwelling units in one building), **commercial, industrial or public**, a sewer credit meter may be installed to prompt reductions to the sewer bill as a result of water that is not discharged into the sanitary sewer. Approval for such installations must be obtained from the City of Cedarburg before the property owner initiates plumbing and metering modifications or installations. The property owner is responsible for costs associated with such modifications and installations, as well as the testing and maintenance of the sewer credit meter. Such plumbing and metering configurations require a plumbing permit and inspection by the City of Cedarburg before any adjustments are reflected on the sewer bill.

The rates are calculated to meet the operating and debt service budget. If you have any questions, you may contact the Director of Engineering & Public Works at 262-375-7610 or the Wastewater Superintendent Dennis Grulkowski at 262-375-7900.

# UNREPAIRED LEAKS CAN BE COSTLY!

## DOES YOUR TOILET HAVE A LEAK?

If your toilet runs for a long time or suffers from an occasional “phantom” flush, you may have a leak. More than 20 percent of gravity-flush toilets leak. Follow these tips to find and stop toilet leaks. If you are not sure about your ability to perform any of these steps, please contact a licensed plumber.

### PERIODIC REFILLS WITHOUT FLUSHING

“Ghost” or “phantom” flushing is usually the result of a worn rubber flapper that is allowing water to seep from the tank into the bowl and down the sewer. An improperly adjusted flapper chain also could cause the problem.

Conduct a simple dye test to see if water is seeping from the tank. Or, use food coloring or a powdered drink mix to noticeably color the water in the toilet tank.

1. Place the dye tablets or coloring agent in the toilet tank.
2. The tank water will change color, while the toilet bowl water should be clear.
3. Wait 10 minutes.
4. Check to see if any coloration appears in the bowl. If so, then you have a leaking flapper valve.

Note: If you normally use products that color the water in the tank or bowl such as a sanitizer, remove them and flush the toilet until the water in the bowl and tank are clear before you begin the dye test.

### CONTINUOUS TRICKLING

A continuous trickling sound usually means water is running over the top of the overflow tube inside the tank. Follow these steps to help resolve the issue.

Remove the toilet tank lid and conduct a visual inspection. Flush the toilet and observe the process. Look for obvious problems.

Check to see if the refill water level is set properly and does not rise over the top of the overflow tube.

To lower the water level, adjust the float lower.

On a bulb-on-arm style toilet, adjust the screw near where the float arm attaches to the float valve.

On newer valve and float units, adjust the float by moving the float downward on the vertical rod.

If the toilet continues to run, even with the float adjusted, you should replace the refill valve with a new unit from your local hardware store.

## WATER LOSS IN GALLONS

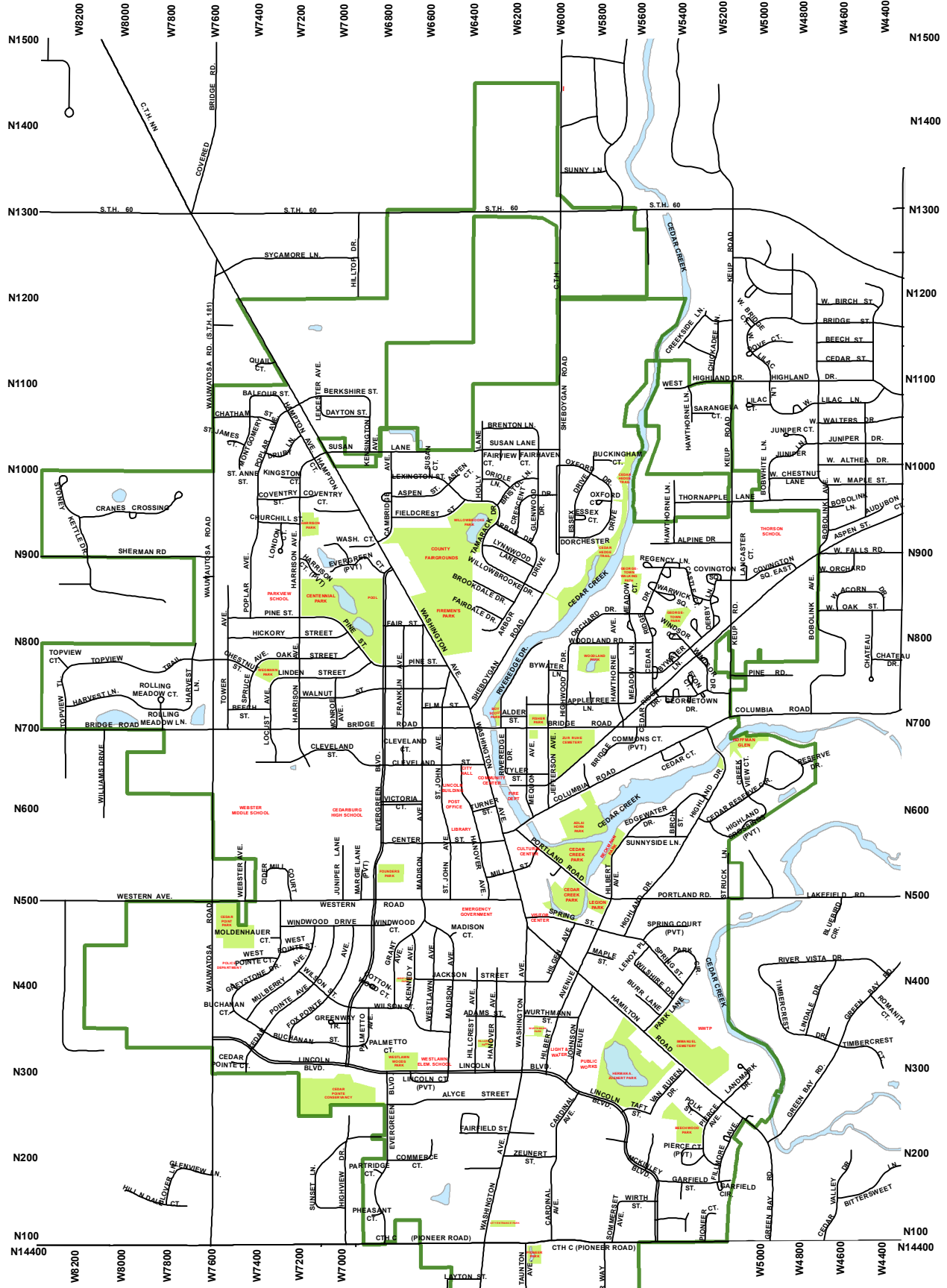
LOSS PER DAY	120	360	693	1,200	1,920	3,096	4,296	6,640	6,984	8,424	9,888	11,324	12,720	14,652
LOSS PER MONTH	3,600	10,800	20,790	36,000	57,600	92,880	128,880	199,200	209,520	252,720	296,640	339,720	381,600	448,560
SIZE OF LEAK														



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# CITY OF CEDARBURG OFFICIAL STREET MAP



**LEGEND**

- STREET CENTERLINES
- Parks, Cemeteries
- CEDARBURG CORPORATE LIMITS (AS OF JANUARY 1, 2011)

N1500  
N1400  
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## What if you have a complaint?

If you have a dispute regarding electric, gas or water service, the PSCW can help:

### Did you contact your utility to resolve the dispute?

- Both you and the utility must make reasonable attempts to resolve a dispute



### No?

- Contact the utility using its contact information included with the bill or notice



### Yes?

- You may contact PSCW Consumer Affairs to try to resolve the issue

## Conservation & Moving

If you would like information on conservation or are expecting to move to another location, contact your utility. The utility can provide estimated energy costs at the new location, in the form of average energy used or the largest and smallest bills in the last twelve months. As another note on conservation, it is recommended that water heater thermostats be set no higher than 125° Fahrenheit.

For more information on conservation, go to [FOCUSONENERGY.COM](http://FOCUSONENERGY.COM) or call: 1-800-762-7077



## About Us

The Public Service Commission of Wisconsin (PSCW) is an independent regulatory agency dedicated to serving the public interest. The agency is responsible for the regulation of Wisconsin public electric, gas and water utilities, including those that are municipally-owned, since 1907. The PSCW works to ensure that, in the absence of competition, adequate and reasonably priced service is provided to utility customers.

## Contact Us

### Phone (Local/Toll Free)

General: 608-266-5481 / 888-816-3831  
Consumer Affairs: 608-266-2001 / 800-225-7729

### Web

<http://psc.wi.gov>

You can also Log a Complaint Online at:

<http://apps.psc.wi.gov/pages/complaint.htm>

*En la Comisión de Servicios Públicos del estado de Wisconsin (PSCW) podemos ayudarle en español. Cuando llame a la PSCW, simplemente indique que quisiera servicio en español, y conectaremos a un intérprete a la línea.*



PUBLIC SERVICE  
COMMISSION OF  
WISCONSIN  
P.O. BOX 7854  
MADISON, WI  
53707-7854

Updated: (01/2018)



## Utility Customer Bill of Rights

## Your Rights as a Residential Electric, Gas, or Water Utility Customer

## Disconnections

A utility can disconnect your service for:

- Nonpayment
- Default on a deferred payment agreement
- Nonpayment of a deposit
- “Name switching” on an account where a customer did not pay their bill and continues to reside at that address
- Tampering with utility equipment
- Safety hazards or other emergencies
- Failure to provide access to a meter or utility-owned equipment

A utility must:

- Send you notice before disconnection (except where there is a safety hazard or self-reconnection)
- Include the reason(s) for disconnection, ways to contact the utility, and the dispute procedure on the notice

### Winter Disconnection Rules

If a utility service provides the primary heat source to your home or impacts the primary heat source to your home (for example, water or steam radiators), a utility cannot disconnect that service from November 1st through April 15th. Before winter, the utility must attempt to contact customers whose service was disconnected for nonpayment. Utilities are also required to check the customer’s well-being, attempt to negotiate payment plans, and inform the customer about any special assistance available to avoid disconnection.

## Medical or Protective Services Emergencies

If a disconnection will aggravate a medical or protective services emergency, the utility may delay service shut-off for up to 21 days. The utility may require documentation from a professional involved with the medical emergency or crisis. Contact your utility about any such special circumstances.

## Deposits

Utility companies may require a deposit for service to ensure payment. A standard deposit cannot exceed the sum of the two largest consecutive bills during the last twelve months. A deposit requested due to nonpayment during the winter months cannot exceed the four highest consecutive bills during the last twelve months. The following rules apply to payment and refund of deposits:

### Existing Residential Customer

- Deposits can be requested if:
- your service was disconnected during the last 12 months for nonpayment of an undisputed account or your initial application was falsified or incomplete.

### Winter Moratorium

- Deposits can be requested if:
- you had debt incurred during the winter (November 1st through April 15th) that was 80 days or more past due and you had the ability to pay.

### New Residential Customer

- Deposits can be requested if:
- you have an unpaid bill for utility service anywhere in Wisconsin during the last six years which remains outstanding.

### Low Income Customer

- You do not have to post a deposit if you can document that your income is at or below 200 percent of the federal poverty guidelines. Please contact your utility, Energy Assistance, or the PSCW for additional information on low income resources.

*For residential service, the deposit will be refunded, with interest, after 12 consecutive months of prompt payment.*

## Budget Billing & Deferred Payment Agreements (DPAs)

To manage high winter gas bills or high summer electric bills, ask your utility about budget payment plans. This allows you to average estimated annual use into even monthly payments. Every six months, your payment amount is readjusted to reflect your actual use. At the end of a budget year, your bill is adjusted to correct over-billing or under-billing.

You may also request a deferred payment agreement (DPA) to pay a current or past due balance. A DPA consists of a down payment on the balance and installment payments toward the remaining balance negotiated between you and your utility depending on your situation. If the installment payments are not paid, the utility may disconnect your service. Municipal utilities may not be required to offer a DPA to some customers.

## Delinquent Bills Levied as a Tax or Lien

Under state law, some delinquent municipal utility bills may be transferred as a tax to the property tax bill of the property owner or as a lien on tenant’s personal assets.

## Meter Readings

Generally, meter readings are based on actual meter readings by the utility or the customer. If a utility cannot read your meter, a customer does not provide a reading, or there is an emergency, you may receive an estimated bill. The PSCW requires electric and gas utilities to read your meter at least once every six months and when there is a change of customer. You must allow utilities to perform meter readings or your service can be disconnected.