



FAQ's  
Water Rate Increase  
July, 2016

**1). Why did the water rates go up?**

The last full rate increase was completed and implemented in 2006. The rates for water consumption went up to cover the continual increases in cost of maintenance and future costs of the equipment and infrastructure needed to provide clean, fresh water to the village. These costs include maintenance of the water mains, water towers, wells, well pumps, well houses, water meters, fixing water main breaks etc.

**2). Who approved the rate increase?**

The Public Service Commission of WI oversees most WI utilities. They reviewed numerous pages of data from the Village's water utility reports and determined that a rate increase was necessary to cover the continual maintenance and future needs of the water utility. They set the rates and approved the increase.

**3). Did the Village Board have anything to do with the rate increase?**

The Village Board **DID NOT** set the rates nor did they approve the rates that were set by the Public Service Commission. The Village Board cannot reverse the decision of the Public Service Commission. The Village Board took action to have the initial analysis of the water utility completed to determine if a rate increase was necessary.

**4). Who can I contact to complain about the increase?**

Contact the Public Service Commission at 608-266-5481 to discuss the rate increase.

**5). What is the "Public Fire" charge on my bill?**

With the new rate increase, the Public Service Commission stated that a set rate should be charged to cover the costs of maintaining and flushing the fire hydrants in the community.

**6). I've heard that the rates are different for each customer. Why isn't it the same for all?**

The rate sheet that was included in your 2<sup>nd</sup> quarter billing is for all customers and the rates are determined based on water meter size. The difference in billed amount from one customer to the next is determined by the consumption of water used. If you use less water, your bill will be less; if you use more water, your bill will be more. The rates used to determine the billed amount are the same for all customers with the same size water meter.

**7). Why was I not notified of the rate increase before it was implemented?**

*PUBLIC HEARING* - Before implementing a water rate increase, the Public Service Commission requires a public hearing. The Notice of Public Hearing was published in The Baldwin Bulletin, on the village's website and posted in the Municipal Building per the Public Service Commission requirements. The public hearing was held on Feb. 18, 2016 at the Municipal Building.

*PUBLISHED AND POSTED* – Notice of the approved rate increase was published in The Baldwin Bulletin on numerous occasions, on the village’s website (home page) and posted in the Municipal Building (beginning late Feb., 2016). The Village Board was told of the rate increase at various board meetings. This is reflected in the official board minutes, which are published on-line and in The Baldwin Bulletin.

**8). Do my property taxes pay for anything related to the water utility?**

No. Your property taxes do not pay for water utility expenses.

**9). Did the new hospital cause the rate increase?**

No. The rate increase was not based on the new hospital being built. In fact, the new hospital has been designed to use less water than the current facility.

**10). Did the rates increase to cover the bills of the residents who don’t pay their water bill?**

No. The rate increase was not implemented to help cover the costs of those residents who don’t pay their quarterly bill. Procedures are in place to disconnect those customers who do not pay their water bill.

**11). Can I pay my bill in monthly installments?**

Yes. You can pay your quarterly bill in three monthly installments. Please make arrangements with the Baldwin Water Utility (Village Clerk’s) office at 715-684-3426.

**12). Can I pay my bill with a credit card?**

Yes. You can pay your bill with a credit card on-line at [www.villageofbaldwin.com](http://www.villageofbaldwin.com).

**12). I want to talk to someone about my bill. Who do I contact?**

You can contact the Baldwin Water Utility staff at 715-684-3426. You can also find out about the quality of our water, view the current rate sheet and view the determination case file from the Public Service Commission at [www.villageofbaldwin.com](http://www.villageofbaldwin.com) (search - “water”).

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