

## DEFINITIONS

**Water and Sewer Service Charges:** Service charges are designed to recover the utility's customer-related costs. Every customer connected to the system is billed the fixed Service Charge even when no water is consumed or sewage discharged. This includes capital and operating costs associated with the maintenance of meters and services, meter reading and billing costs, customer service costs, and in the case of sewer, infiltration and inflow related costs.

**Water and Sewer Volume/Usage Charges:** Volume charges are designed to recover all remaining costs the utility incurs associated with the amount of water used or sewage discharged by each customer. This includes capital and operating costs associated with the distribution, collection, and treatment of water and sewage including labor, energy and chemicals.

**Public Fire Protection Charges:** The water utility directly charges customers for Public Fire Protection (PFP) to recover the costs of water for fighting fires and the extra capacity built into the system necessary to rapidly deliver a large volume of water to a fire anywhere within the municipality's water service area. These costs include a portion of the wells, pumps, storage facilities, water mains, hydrants and estimated quantity of water used for this purpose.

**Private Fire Protection Charges:** This charge is for permanent or continuous unmetered connections to the main for the purpose of supplying water to private fire protection systems such as automatic sprinkler systems, standpipes and private hydrants.

**Stormwater Utility Charges:** These fees are used to improve and manage the quantity and quality of the stormwater runoff in our community, through planning, maintenance and construction of stormwater facilities necessary to reduce runoff pollutants to meet the Wisconsin DNR permit requirements. Stormwater facilities include retention ponds, storm sewer maintenance, street sweeping and erosion control.

# CUSTOMER NOTICE

## Water, Sewer & Storm Rate Information Published January 1, 2024

CITY OF LA CROSSE UTILITIES  
WATER • SEWER • STORM  
5<sup>th</sup> Floor City Hall  
400 La Crosse Street  
La Crosse, WI 54601

Phone: (608) 789-7536

Email: [utilities@cityoflacrosse.org](mailto:utilities@cityoflacrosse.org)  
[www.cityoflacrosse.org](http://www.cityoflacrosse.org)

Office Hours: 8:00a.m. to 4:00p.m.  
Monday through Friday

For Water Emergencies, after 4:00p.m., or on weekends and holidays, call: (608) 789-7388

For Sewer Emergencies, 24-hours a day, 7 days a week, call: (608) 789-7330



Water rates are established by the Public Service Commission (PSC) of Wisconsin. Sewer and Stormwater rates are established by the La Crosse Common Council. The rates should be high enough to provide the utilities with a reasonable opportunity to recover the total costs of providing service and to sustain its financial integrity that in turn provides a dependable and reliable service to the consumer.

## GENERAL UTILITY SERVICE AND BILLING

**Request to Start or End Utility Service:** Visit [www.cityoflacrosse.org/utilities](http://www.cityoflacrosse.org/utilities) and choose Start/Stop Service (Final Read Request). Click on the link to the online form under "How to Submit a Final Read Request". You may also email [utilities@cityoflacrosse.org](mailto:utilities@cityoflacrosse.org) or call (608) 789-7536. Requests should be received at least 3 business days prior to the date you wish the changes to take effect.

**Homeowners Buying or Selling:** The realtor or title company you are working with normally arranges to transfer the service to the new owner. You may call the Utilities office to verify a few days before the closing.

**Rental Tenants:** If your lease states that you are responsible for paying the La Crosse Utilities bill; that includes water, sewer and storm water charges, you will need to contact the Utility Office to start service and again, when you move out, to end service at this address.

**Changes to Mailing Address:** It is the customer's responsibility to ensure the Utilities office has the most current mailing address on file for the Utility billing. Please e-mail or call the Utilities Office when updates are needed.

**Meter Reading:** The La Crosse Utilities maintains approximately 16,500 water accounts, most of which are residential. Meters are read remotely from a utility vehicle at the street, then imported into the billing system once the reading cycle is complete. Currently, meters are read approximately one month before bills are generated. EXAMPLE: Meter readings taken in early-April are billed and mailed out in early-May. At times, it is necessary to estimate water usage; this is usually due to a problem with the battery or electronics associated with the reading equipment. When this occurs, the customer will be notified via a letter that the meter and/or meter reading equipment must be replaced and they must schedule an appointment.

**High Usage or Stopped Meters:** If the Utility notices usage has drastically changed (increased or decreased) as compared to historical water usage information, a notice will be mailed to notify the customer of the issue providing information as to the steps they must take.

## BILLING STATEMENTS

**Quarterly Billing Statements:** Billing statements are typically mailed out between the 3<sup>rd</sup> and 7th of the month, and are due 20 days from the billing date.

**Billing Cycles:** The La Crosse Utilities Office bills each property quarterly (four times per year), but not all properties are billed in the same quarter. The city is divided into three billing groups, determined by the location of the property within the city. Therefore, one property may receive utility bills in January, April, July and October; another property's bill may arrive in February, May, August and November.

**Late Payment Charges:** If payment is not received within 20 days of the billing date, a late payment charge of 1% per month will be applied to the unpaid balance, including unpaid late payment charges.

## PAYMENT OPTIONS

**Pay Online/ Mobile/ Phone:** Make a one-time payment or set up Auto-Pay using an Electronic Check (FREE), or a Credit or Debit Card (with applicable fee), through our online payment processor Payment Service Network (PSN). Never be late and have late fees assessed when you process your payment on or before your due date, with the ability to manage one or multiple accounts with one login. With PSN you can view/print bills, opt out of paper bills, manage payments and more 24 hours a day, 7 days a week.

**Online:** [www.cityoflacrosse.org/paymyutilitybill](http://www.cityoflacrosse.org/paymyutilitybill)

**Mobile:** Download "PSN Payments" from the App Store® or Google Play™

**Phone:** Call 877-885-7968



**Pay by Mail:** Send check or money order payable to:

La Crosse City Treasurer  
PO Box 1388  
La Crosse, WI 54602

**Pay in person:** Bring cash, check or money order to the City Treasurer, 1<sup>st</sup> Floor City Hall, 400 La Crosse Street, La Crosse, WI 54601, Monday-Thursday 8:00 a.m. to 4:00 p.m.

**Drop Box:** Drop an envelope with your check or money order in the red drop box, located along the building in the parking lot.

**WATER UTILITY RATES**  
*(Effective October 2, 2019)*

Fixed Quarterly Service Charge:

5/8-inch meter.....	\$ 23.31
3/4-inch meter.....	\$ 23.31
1-inch meter.....	\$ 40.23
1 1/2-inch meter.....	\$ 71.13
2-inch meter.....	\$111.00
3-inch meter.....	\$165.00
4-inch meter.....	\$225.00
6-inch meter.....	\$354.00

Plus Quarterly Volume Charges:

*\*1 Ccf equals 100 Cu Ft which is 748 gallons of water*

**RESIDENTIAL**

First 800 Cu Ft (8 Ccf\*) per quarter - \$1.11 per 100 Cu Ft  
Over 800 Cu Ft (8 Ccf) per quarter- \$1.59 per 100 Cu Ft

**MULTIFAMILY RESIDENTIAL**

All water used per quarter- \$1.02 per 100 Cu Ft (1 Ccf)

**NON-RESIDENTIAL (Industrial, Commercial, Public Auth)**

First 5,000 Cu Ft (50 Ccf) per quarter - \$1.14 per 100 Cu Ft  
Next 70,000 Cu Ft (700 Ccf) per quarter- \$1.05 per 100 Cu Ft  
Next 225,000 Cu Ft (2,250 Ccf) per quarter - \$.96 per 100 Cu Ft  
Over 300,000 Cu Ft (3,000 Ccf) per quarter - \$.72 per 100 Cu Ft

**IRRIGATION**

All water used per quarter- \$1.53 per 100 Cu Ft (1 Ccf)

Other Water Related Charges:

Reconnection Charges:

	During Normal Business Hours	After Normal Business Hours
Turning on the valve at the curb stop, which includes installing a meter, if necessary.	\$60.00	\$100.00

Bulk Water Charges:

**Metered Bulk Water:** \$70.00/ one-time service charge + volume charge of \$1.59 per 100 Cu Ft. In addition, for meters assigned to a customer for more than 7 days, the applicable Fixed Service Charge from above will apply after the first 7 days.

**PUBLIC FIRE PROTECTION RATES**  
*(Effective October 2, 2019)*

Quarterly Fire Protection Service Charge:

5/8-inch meter.....	\$ 8.73
3/4-inch meter.....	\$ 8.73
1-inch meter.....	\$ 21.72
1 1/2-inch meter.....	\$ 44.70
2-inch meter.....	\$ 72.00
3-inch meter.....	\$ 132.00
4-inch meter.....	\$ 219.00
6-inch meter.....	\$ 435.00

Quarterly Private Fire Protection Service Charge:

2-inch or smaller connection.....	\$ 6.00
3-inch connection.....	\$ 12.00
4-inch connection.....	\$ 18.00
6-inch connection.....	\$ 33.00
8-inch connection.....	\$ 54.00
10-inch connection.....	\$ 78.00
12-inch connection.....	\$ 105.00

**Water Rates:** File 2920-WR-105 approved by the Public Service Commission (PSC) of Wisconsin on July 26, 2019, and adopted by the Common Council in Resolution 19-1195 on September 12, 2019.

**Sanitary Sewer Rates:** Adopted by the Common Council in Resolution 23-1388 on December 14, 2023.

**Storm Sewer rates:** Adopted by the Common Council in Resolution 2011-07-030 on July 14, 2011.

**SANITARY CONNECTION FEE**  
**(EFFECTIVE JANUARY 1, 2020)**

Pursuant to La Crosse Municipal Code Sec. 46-82, a sanitary connection fee shall be charged to any new connection to a parcel, or to an existing parcel that is redeveloped or expanded where the sewage flow to the treatment plant increases. Credits will be given for prior REC's on the parcel that are under 15 years old. One (1) Residential Equivalent Connection (REC) is equal to the annual residential average consumption. The REC calculations will vary based on property type.

*(1) REC = \$730.00*

**SANITARY SEWER UTILITY RATES**  
*(Effective January 1, 2024)*

Fixed Quarterly Service Charge:

5/8-inch meter.....	\$ 18.00
3/4-inch meter.....	\$ 18.00
1-inch meter.....	\$ 30.00
1 1/2-inch meter.....	\$ 51.00
2-inch meter.....	\$ 75.00
3-inch meter.....	\$133.00
4-inch meter.....	\$215.00
6-inch meter.....	\$420.00
8-inch meter.....	\$666.00

Plus Quarterly Volume Charges:

2023 Rate per 100 Cu Ft.....\$ 2.15

**Effective January 1, 2024**

Per 100 Cu Ft.....\$ 3.01

**SANITARY SEWER USAGE- SUMMER CALCULATION FOR RESIDENTIAL CUSTOMERS:**

“Residential utility customers” are defined as customers who live in a property developed on a parcel exclusively for residential purposes with three or fewer residential housing units. Residential utility customers are given consideration on their sewer usage charges during their two summer quarters for sewer usage that does not enter the sanitary sewer system, but is used for “outside” purposes. This includes water used for watering lawns, gardening, filling temporary swimming pools, or other outdoor activities.

During the two winter quarters, sewer usage charges are billed based on actual metered water usage. During the two summer quarters, the sewer usage charges are billed based on the actual metered water usage if less than 20 Ccf. If actual metered water usage is 20 Ccf or greater, the sewer usage charges are billed based on the average metered water usage during the previous two winter quarters or 20 Ccf, whichever is higher.

For those Residential properties with separately metered irrigation systems, the sewer usage credit will not apply to the domestic metered water use.

**STORM SEWER UTILITY RATES**  
*(Effective July 1, 2012)*

Stormwater Utility charges were approved by the La Crosse Common Council and implemented in 2012, following completion of a comprehensive Stormwater Utility Feasibility Study. Stormwater charges for all properties are based on the Equivalent Runoff Units (ERU) for the property. One ERU is defined as the average total impervious area of a residential parcel within the City of La Crosse, which was determined by the Feasibility Study to equal 2,841 square feet.

**STORM WATER QUARTERLY CHARGE:**

*(1) ERU = \$13.48*

**RESIDENTIAL PROPERTIES:** Residential properties include any property zoned or used exclusively for residential purposes with three or fewer housing units; such as single family homes, duplexes, triplexes and twindo’s. Each Residential property shall be assigned one (1) ERU. Those with multiple water meters will have the one (1) ERU divided among the number of meters.

**NON-RESIDENTIAL PROPERTIES:** Non-residential properties include any developed property not defined as “residential property” by the Stormwater Utility ordinance, such as condominiums, multi-unit apartment buildings with four or more dwelling units, parking lots, and all other properties zoned or used for commercial, industrial, or governmental purposes. The number of ERU’s assigned to non-residential properties is based on the actual impervious area (in square feet) divided by 2,841 (carried to the nearest .1).

**CREDITS:** The Storm Water Credit Policy is in place to encourage property owners to reduce stormwater flow, as well as improve the quality, of the water leaving the property. The maximum credit that is available is 80% of the stormwater fee. Residential properties can receive a credit for use and implementation of stormwater treatments on their properties including, but not limited to, installing a minimum of four (4) rain barrels, constructing a rain garden or a combination of the two. Non-residential properties can receive a credit for the implementation of stormwater treatments including, but not limited to, stormwater ponds, bio-retention cells, and porous pavements.