**PLATTEVILLE WATER & SEWER DEPARTMENT**

**CUSTOMER INFORMATION**

***EBILLS:* If you have lost your bill or need to find the amount, you can always go online to look it up instead of calling our office. All billings are online, you just need to log in and establish an account.** We offer Ebills to our customers, **at no charge.** You need to log into [**www.platteville.org**](http://www.platteville.org) and under services click on Water & Sewer, **“View Bill Now”,** if you are **returning,** just log into your account and click **“paperless”**. **New on-line customers** need to develop an account and click **“paperless”,** it may ask if you want to pay on-line, just disregard. **If you have an Auto Payment through the City, it does not say it on your ebill, however your payment will be processed the same way as always. It will be taken out of your account on the 20th of the month. Also, the ebill will not reflect a “Final Bill” amount, until we close out the month the final bill has been processed in. Please note you can still pay the “Final Bill” balance even if it is different than what is being shown on your ebill.** Any questions call our office 608.348.9741, Option 4.

***BILLING:*** Water and sewer bills are issued monthly in the City of Platteville. Customers should receive bills on or about the **1st** of each month. Payment is due on or before the **20th** of every month. Bills **paid after the** **20th** of the month receives a **3% late** charge. **If the 20th of the month falls on Friday, Saturday or Sunday, we will accept payments on Monday without a late fee.**

***DISCONNECTIONS:*** The Utility disconnects service for non-payment of bills on a monthly basis. **This applies to all customers.** Any water and sewer bills **$10 or more** unpaid by **around the 25th of each month** will receive a disconnection notice and information regarding disconnection. This will allow the customer an additional ten (10) days to pay the bill before the actual disconnection occurs. **The due date for disconnection is on the notice and the Utility will be disconnecting on that day. If the utilities disconnect you the following fees apply: reinstallation of meter $35, after hours $50; valve turned on at curb $30, after hours $45.**

If your water has been disconnected due to non-payment and **you need your water turned on after** **5 p.m.** you will need to contact the **Platteville Police Department at 608.348.2313**. The Police Department will contact the water department to meet you for payment of your water bill and to turn back on your water.

Payments are due **in the office by 9:30 a.m. on disconnection day**. **If you make an** **on-line or phone payment on the day of disconnection, you need to call the office and let us know to avoid disconnection of your water.** The employees, who physically do the disconnecting of your water, will attempt to see if anyone is home before disconnecting. **If no one is home, and you did not make prior arrangements to pay, your service will be disconnected.**

***FINAL BILLS OR NEW RESIDENCE:*** You need to fill out an **Application/Termination** **Form** before you can be read-out (if you are moving from your residence) or read-on (if you are moving into a new residence). This form can be obtained by calling 608.348.9741 Option 4, coming into our office or downloading the form from the Platteville’s Web Site at [**www.platteville.org**](http://www.platteville.org). **Our new radio read system allows us to read the meter on any** **day of the week, including Saturdays, Sundays and Holidays.** If you are being read-out the end of a month or beginning of the next month **you will get two bills, due to our billing software.** Only pay the billing that reads **“FINAL BILL”,** this bill has both your regular and final bill amounts added together. **Remember Final Bills are “Due Upon Receipt” to avoid a 3% penalty on your previous billing amount.**

***PAYMENTS:*** **Cash & Check Payments** can be made in our office from **7:15 a.m. until 5 p.m. Monday through Thursday**. We also have an **Automatic Payment Withdrawal** from your checking or savings account. **This is no cost to the customer** and the amount of your billing is taken out on the 20th of every month. We do have a third party **online/phone pay** in which you can pay your bill by **credit card** for a fee of **2.75% per transaction, checking or savings account $1 charge,** with a maximum transaction amount of $300. **You will need to have your account number in order to complete your transaction. To pay by phone dial 1.877.885.7968 selecting option 1 or online at** [**www.platteville.org**](http://www.platteville.org) **(under services click on the Water & Sewer) “Click Here To Pay Online”. If you have problems with your phone or online payments please call customer service at 1.877.885.7968 and press 0 (zero).**