



Utility Agreement/Account Information

This form will fulfill the written notice requirements set forth by the Genoa City Utilities Office. Upon receipt of this form, the Utility will follow the processes outlined in §66.0809 regarding delinquent notices, annual tax transfer notice of arrears and related lien procedures. Pursuant to Wis. Stat §66.0809 (5)(a), a property owner will notify the utility in writing that a tenant is responsible for payment of the residential utility bill in order to provide the owner with notice should the tenant become delinquent.

Account Information	<input type="checkbox"/> New Account	<input type="checkbox"/> Mailing Address Change	<input type="checkbox"/> Name Change	<input type="checkbox"/> New Tenant
Service Address:		Account #: (office use)		
Move-In Date:				
Owner Information				
Name:				
Business Name (if applicable):				
Phone #				
Mailing Address:		City:	State:	Zip:
As the owner for this service address, I accept responsibility for notification to the Village of Genoa City Clerk's office for any changes in occupancy. I acknowledge that I am responsible for payment of all Village of Genoa City Utility billings during vacancies for this service address and for working with the Utility if access is needed to the property. By signing this agreement, I certify that I have read and understand the Notice and Lien Process outlined on Page 3 of this form, and I agree to any terms and conditions outlined within.				
Owner Signature:		Date:		
Owner Name (Printed):		Email:		

If residential rental property, tenant needs to complete below. A new agreement is required at each tenant changeover with a final read request 3 days prior to move in/move out date. Utility account will revert back to owner's name when tenants move out.

<input type="checkbox"/> I hereby give the following property management company permission to handle the above account. (if applicable)				
Management Company:		Contact Person:		
Phone #		Email:		
Tenant Information				
Name:				
Phone#				
(If different than service address)				
Mailing Address:		City:	State:	Zip:
As the tenant for this service address, I accept responsibility for payment of all Village of Genoa City Utility charges associated with this rental unit during my occupancy and shall notify the Utility when I am moving out. By signing this agreement, I certify that I have read and understand the Notice and Lien Process outlined on Page 3 of this form, and I agree to any terms and conditions outlined within. I further understand that should I become past due it could ultimately lead to a lien against my personal assets wherein my name could appear on the Wisconsin Consolidated Court Automated Program (CCAP) as a public record.				
Tenant Signature:		Date:		
Tenant Name (Printed):		Email:		

**Please sign and return
the completed form to:**

Village of Genoa City
755 Fellows Rd; PO Box 428
Genoa City, WI 53128

Fax to:
OR 262-279-6618

Email to:
OR office@vi.genoacity.wi.gov

Office Use Only:	Date Received:	Received By:
-------------------------	----------------	--------------

See reverse side for Release of Customer Information Authorization Form →



RELEASE OF CUSTOMER INFORMATION AUTHORIZATION FORM

755 Fellows Rd; PO Box 428
Genoa City, WI 53128
262-279-6472 / 262-279-6618 fax

Complete this form if you (account holder) would like to have another person have access to your account

PURPOSE: This Release of Customer Information Authorization Form allows a Village of Genoa City Utility account holder ("Account Holder") to delegate certain rights to an authorized party ("Authorized Party") concerning the account holder's service(s), including authorizing receipt of confidential customer account information. This form must be completed in its entirety and signed by the account holder or by someone who has legal authority to bind the account holder.

Account Information	
Account Holder:	Account # (office use)
Service Address:	Phone #
Account Holder Authorization	
The undersigned states that I am a Village of Genoa City account holder and hereby request and authorize the Village of Genoa City to release my utility customer account information to:	
Name:	Phone #
(if different than service address)	
Address:	
Scope of Access to my account information	
<input type="checkbox"/> Limited Access (Check all that apply) <ul style="list-style-type: none"><input type="checkbox"/> Usage and Financial Information Only<input type="checkbox"/> Usage and Financial Access<input type="checkbox"/> Facilities/Property Management Access	<input type="checkbox"/> Full Access Authorized party may conduct any transactions and receive information regarding my utility account.
This Authorization is valid for: (if no time period is specified, the release will be limited to a one-time authorization) <ul style="list-style-type: none"><input type="checkbox"/> One-time only (authorized party is granted access one time)<input type="checkbox"/> One Year (authorized party is granted access for 12 months from date of execution of this form)<input type="checkbox"/> Date Specific (authorized party is granted access until _____ insert date)<input type="checkbox"/> Account Close (authorized party is granted access until the utility account is closed)	
Acknowledgement	
I understand that this Authorization does not require the Village of Genoa City to release information, and that the Village retains the right to verify any authorization request submitted before releasing information or taking any action. I hereby release, hold harmless, and indemnify the Village of Genoa City from any liability, claims, demands, and causes of action, damages, or expenses resulting from any release of information pursuant to this Authorization; the unauthorized use of this information by the Authorized Party; and any actions taken by the Authorized Party pursuant to this Authorization.	
I understand that I may cancel this Authorization at any time by notifying the Village of Genoa City in writing. I acknowledge I am signing this Authorization under my own free will and not under duress.	
Signature of Account Holder: _____ Date: _____	

General Utility Service and Billing

Request to Start or End Utility Service: To start or end utility services, please call (262) 279-6472 and request a Final Water Reading at least 3 business days prior to the date you wish the changes to take effect.

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

Meter Reading: The Genoa City Utilities maintains approximately 1,200 water accounts, most of which are residential. Meters are read as a touch read on the residence. Meter readings for each property are recorded directly to a computer, which allows this information to then be transferred to the billing system. Currently, meters are read approximately two weeks before bills are generated. EXAMPLE: Bills for meter readings taken in mid-March are mailed out April 1st.

Billing Statements

Quarterly Billing Statements: Billing statements are typically mailed out on the 1st of the month, and are due on the 20th of the month. If the date mailed is different, customers will always have 20 days before payment is due.

Billing Cycles: The Genoa City Utilities Office bills each property quarterly (four times per year), Jan 1, April 1, July 1, & Oct 1

Late Payment Charges: If payment is not received within 20 days of issuance, late payment charges of 3%, will be applied to each utility category. Failure to receive bill does not exempt customer from penalty.

For more information on Water, Sewer, payment options, and more; visit www.vi.genoacity.wi.gov.

Notice and Lien Process

Delinquent Notices (Quarterly): The property owner will be mailed a notice of the past due balance. If rental property, a notice will be mailed if a tenant fails to pay the quarterly billing within 20 days of billing and late fees are applied.

Tenant Vacates Premises: If the tenant vacates the premises, in order for the Utility to continue sending notices to the tenant regarding a past due balance, the owner must provide the Utilities Office with written notice that contains the forwarding address of the tenant and the date that the tenant vacated the premises. Notification shall be provided by the owner no later than 21 days after the date on which the tenant vacates the rental unit.

Pre-Tax Notice (October 15): Both the owner and the tenant will be mailed a notice of past due balances on October 15 of each year for any debt incurred prior to October 1st. Once this notice has been sent, a statutory lien is created against tenant's personal assets, which will only be enforced if the past due balance is not paid by November 15.

Tax Penalty (November 1): If payment has not been made to the Utility by November 1, an additional penalty of 10% of the past due amounts of each utility category (Water and/or Sanitary Sewer), and will be added to the amount owed.

Tax Transfer (November 15): If full payment is not received by November 15, the past due amounts, plus penalties, will be levied as a tax against the owner's property. This action will be taken in accordance with Wis. Stat. § 66.0809 (3). There is no exception from the tax levy for rental property although additional provisions may apply to certain rental properties as described below.

If the property provided with utility service is residential rental property, and the Utility has a Owner/Tenant Agreement wherein it is stated that the tenant is responsible for payment of utility charges at the rental dwelling unit, Wisconsin law grants the Utility a lien upon the responsible tenant's personal assets in the amount of the past due amount plus penalties. *The lien becomes effective if a Pre-Tax Notice is mailed to the tenant on October 15.*

If the tenant responsible for the past due utility charges pays the full amount plus penalties owed to the Utility by November 15, this lien is automatically extinguished. *If the tenant fails to pay the full amount owed to the Utility by November 15, the Utility may file notice of all delinquent tenant accounts with liens in effect with the Walworth County Clerk of Courts.*

If the owner pays the past due utility charges plus penalties owed by the tenant, *whether before or after November 15*, Wisconsin law requires the Utility to transfer its lien on the tenant's personal assets to the owner. The owner may then file notice of the lien with the Walworth County Clerk of Court, and notice of the lien will appear under the tenant's name in the Wisconsin Consolidated Court Automated Program (CCAP). The owner may thereafter take action to enforce the lien against the tenant's personal assets.

This information is provided in accordance with Wis. Stat. § 66.809 (3m)(a) and (b).

Please keep this page for your records