

IMPORTANT INFORMATION

This is your last quarterly Utility Bill. Beginning in July, sewer rates will be increasing and we will also be changing to monthly utility bills. Your payment to the Village of Theresa will always be due on the 20th of the next month. You can set up monthly payments using the Theresa Community Portal: <https://theresawi.ourcommunityconnect.com/> or you can continue to pay with cash or check inside Village Hall or using the drop box. From the portal, you can pay online using a debit or credit card or connect your bank account and pay \$1 per transaction instead of the credit/debit card fees. Payments by mail should be sent to PO Box 327, Theresa, WI 53091. There is information on the village website <https://villageoftheresa.com> under News and Notices for creating your account and then linking your utility account. On the website, click on

ALL NEWS & NOTICES

and then on the item below where you will find the complete instructions.



Once you've followed the instructions you can set your account to receive electronic billing which will be sent to your email address. If you "opt out of paper bills" you will no longer receive your utility bill by mail. You do not have to opt out of paper bills but it would help the village to save on postage. Once you sign up for the portal and link your utility account, you can always view your bills online.

Village administration is working with the Public Service Commission of Wisconsin to increase water rates in two phases. The tentative start date for the first water rate increase is August 1, 2024, and the second phase will then be implemented one (1) year later. The reason for the sewer and water rate increases is to reduce the existing deficiency in present rates. The village filed for a rate increase to recover the costs from projects placed into service since its last Conventional Rate Case (CRC) in 1997. The Commission will determine the actual level of the water revenue requirement after reviewing the application and holding a hearing. The hearing will be scheduled at a later date – please watch the Village website for more information: <https://villageoftheresa.com/> (Government, Agendas & Minutes)

Eye on Water – search for this program and download it on your phone or computer. Use your utility account # (example: 892.00) and register to use this app. This will show you your water usage and if there is a water leak.

Consumer Confidence Report (CCR)/Safe Drinking Water Report - The 2023 Consumer Confidence Report (Safe Drinking Water Report) and Compliance Maintenance Annual Report Resolution can be found on the water and sewer page of the website: <https://villageoftheresa.com/departments/sewer-and-water/>

Register to Vote or Request an Absentee Ballot - <https://myvote.wi.gov>

Warm Weather Reminders

- Chapter 336 of the Village Ordinances allows golf carts to be driven on any street within the village limits. Please refer to the ordinance for standards and permit information.
- Chapter 127 of the Village Ordinance refers to Brush, Grass, and Weeds. Please mow your grass to keep it at a length under 6-inches and remove weeds and brush. Reminder: it is illegal in Wisconsin to blow grass into the street. Not only is this a safety hazard for motorists, but it also blocks storm sewers so rain water doesn't drain properly.
- Chapter 109 of the Village Ordinances refers to keeping animals in the village. Dogs must be registered at Village Hall annually by March 31 to avoid a \$25 late fee. When walking your dog, please keep the animal on a leash and clean up after your pet.
- Chapter 109-23 of the Village Ordinances allows chickens to be kept on residential properties within the village. Please read the ordinance and complete and submit a chicken permit application with \$30 fee to Village Hall. You may have up to 6 hens on your property (roosters are not allowed after 5-months of age or when they begin crowing).