



New Lisbon Municipal Electric & Water Dept. provides electric, water and sewer service for the City of New Lisbon. NLMEW purchases its electric power from Dairyland Cooperative but has the capability to generate electricity when area demand is high. NLMEW currently has 4-generation units capable of generating 8.2 megawatts. NLMEW also operates its own wastewater treatment plant with a capacity of 385,000 gallons per day.

Meters: Meters must be accessible to utility and authorized personnel. DO NOT block access to your meter with dogs, building additions, garbage, trees or any other obstacle. Under Public Service Commission rules if the utility is unable to read your meter, it has the right to begin the disconnection process.

Billing: Bills are mailed the 1st of every month and are due on the 20th of the month.

Meters will be read monthly around the 25th of the month. Bills for service are rendered monthly on the first of the month. (A bill received on August 1st would cover service used end-June to end July). The bills become due and payable on the 20th of the month. A late payment charge of 1% per month will be added to bills not paid within 20 days of issuance. This late payment charge will be applied to the total unpaid balance for utility service, including unpaid late payment charges. The late payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued. Unless payment or satisfactory arrangement for payment is made within the next 10 days, service may be disconnected pursuant to Chapter PSC 113 & 185, Wis. Adm. Code.

Electric Service & Billing Information:

The Utility owns the wires from the pole or underground transformer to the weather head on the house. The meter is also utility property. It is the homeowner's responsibility from the weather head to the meter socket and all beyond that point into the house.

E1—meter readings and usage for the billing period; charge is \$0.1036 per kilowatt. Rates effective as of 3/01/23.

Electric Fixed Charge—\$10.00 per month; cover maintenance, taxes, depreciation and return on utility's investment on customer's premises, expense of meter reading, billing, testing, accounting & collecting.

Electric Sales Tax—5.5% charged only during the summer billing dates of May-October.

Power Cost Adjustment—a positive or negative adjustment equivalent to the amount by which the current cost of power is greater or lesser than the base cost of power purchased and produced.

Public Benefits Fee—a state mandated fee to cover costs for the low-income heating/energy assistance program and energy conservation programs.

Water Service & Billing Information:

The homeowner is responsible for everything after the curb stop. This means the service laterals from the curb stop to the house. The meter is the utility's property.

W1 - meter readings and usage for the billing period; usage is shown in 1,000 gallon increments (4 is 4,000 gallons); charge is \$6.91 per 1,000 gallons for the first 8,000 gallons used each month, the next 75,000 gallons used each month is \$6.63 per 1,000 gallons. Over 83,000 gallons used each month is \$5.62. Rates effective as of 4/01/25.

Water Fixed Charge - Residential \$15.18 per month; cover maintenance, taxes, depreciation and return on utility's investment on customer's premises, expense of meter reading, billing, testing, accounting & collecting.

Sewer Service & Billing Information:

The homeowner is responsible for everything after the sewer main. This means the service laterals from the main to the house. Also check valves are recommended to help prevent costly backups.

Sewer Usage Charge - based on water usage (i.e. - if you have used 3,000 gallons of water during this month, you will be charged for 3,000 gallons of sewer); charge is \$8.98 per 1,000 gallons. Rates effective as of 4/01/22.

Sewer Fixed Charge - \$7.50 per month; cover maintenance, taxes, depreciation and return on utility's investment on customer's premises, expense of meter reading, billing, testing, accounting & collecting.

If you experience a problem with any Electric, Water or Sewer services provided by the City of New Lisbon, please call 562-3103 during the normal business hours of 8:00 a.m. to 4:30 p.m. Monday through Friday or after normal business hours 562-3333. Please contact us as soon as possible so we may diagnose the problem. Please do not contact a plumber or an electrician until after you have spoke to an employee of the City. If you do not contact the City prior to calling a plumber or an electrician and it is a problem of the City's, the City will not pay for the plumber or electrician.

The weather is beyond everyone's control; acts of nature are not covered by the City.