



City of Verona

Public Works Newsletter

Winter 2018

ONLINE UTILITY PAYMENTS OPTIONS HAVE CHANGED!

PLEASE NOTE!!! If you have set up an account or scheduled payments with our previous online payment processor, PSN (Payment Service Network), those are NO LONGER VALID.

If you have previously signed up for Automatic Payment through the City of Verona, that **will not change** and you do not need to do anything further. It will continue to be a free service. If you are signed up for this service, your bill will state “Direct Payment” in the Amount Enclosed section.

Customers can now PAY BY PHONE at 1-844-647-6520

Our new online payment service provider, Invoice Cloud, offers many expanded online options, including viewing your bill electronically, making easy one-time payments with no registration required, and making changes to your automatic payment preferences online.

Customers can also now opt for PAPERLESS BILLING! For these and other options please see the City of Verona website at: VeronaWI.gov/350/pay

	Free?	Must Register?
Paperless Billing	✓	✓
One-time Payment with credit card	✗	✗
One-time Payment with electronic check	✗	✗
Text Payments	✗	✓
Phone Payments	✗	✗
Automatic Payments from bank account	✓	✓
Changes to Automatic Payment	✓	✓

Questions? Please call 845-6495

REMINDER: EYE-ON-WATER MONITORING IS A USEFUL TOOL

Water Utility customers who have a “smart” meter installed at their service address have the ability to monitor their home or business water usage online. Customers can access hourly readings, see usage graphics, set a custom leak alert and other features. If you are unsure if you have a smart meter, or do not have one yet and would like to have one installed (at no additional charge) please call Public Works at (608) 845-6695 to schedule a meter change-out.

For instruction on how to create your Eye-On-Water account, please see the City of Verona website at: VeronaWI.gov/560/Eye-On-Water

You can also download the Eye-On-Water app on your Android or iPhone by searching for “eye on water” in the app store. Follow the instructions to register on your phone.

BRUSH OR YARD WASTE/LEAF COLLECTION

Leaf and yard waste collection happens *only in the fall!* We still have many residents putting yard waste on the curb in the winter, spring or summer, and it won't be collected then. In the fall only, yard waste such as grass clippings, annual plants, garden waste and fallen leaves can be put out for collection. Please pile this yard waste *separately* from any brush (twigs, branches and woody material). Collection of yard waste stops when plowing and salting begins.

Brush collection happens *year-round* in the City of Verona on the second and fourth full weeks of the month. Please have your brush neatly piled curbside by 7:00am Monday morning of those weeks for collection that week. Do not bag Christmas trees! Residents can also bring both yard waste and brush year-round to the Public Works facility at 410 Investment Ct.

CONVENTIONAL WATER RATE INCREASE

Simplified rate increases allow Water Utilities to keep up with regular inflationary cost increases, and they require a less stringent application with the Public Service Commission. *Conventional* water rate increases are based on a more in-depth look at current expenses and a rate of return that keeps the Utilities self-supporting. The City of Verona had a simplified water rate increase of 3% in April of 2016. Prior to that, rates had been level since July of 2011. The City of Verona completed a Water Rate Study in 2018 (the previous Water Rate Study was completed in 2010), and has applied for a conventional rate increase with the Public Service Commission. The results of the conventional rate study indicate that the Water Utility should increase revenue by 41% in order to meet future obligations and to realize a self-supporting rate of return. If applied uniformly, this would increase the average residential customer's quarterly water charges by \$19.00. Growth of our community is a major factor driving cost increases that outpaced inflation. The conventional rate increase will need Public Service Commission approval and a public hearing. Customers will be notified of the time and place of the public hearing via printed notice in The Verona Press with at least two weeks prior notice.

Even after rate increases, City of Verona Utility rates will remain well within average rates of surrounding communities. For a comparison table, please see page five of the cover letter. Full study including cover letter:

City of Verona Water Rate Study 2018: VeronaWI.gov/632/Water-Rate-Study

STORMWATER RATE INCREASE

The Stormwater Utility is responsible for collecting, treating, storing, conveying and discharging runoff in a manner that is safe for the public and the environment. Residents can appreciate the importance of stormwater system maintenance after the record rainfalls received in the area in July/August of this year. Since the inception of the Verona Stormwater Utility in July 2010, the rates had remained the same at \$53/ERU/year. Most stand-alone residences are charged one ERU/year, and non-residential areas are measured for impervious area and charged accordingly. On September 10, 2018, the Common Council approved a stormwater rate increase to \$66/ERU/year. This will increase the average household quarterly stormwater charge by \$3.25. It was effective October 1, 2018, and the change is seen on 2018 fourth quarter bills.

FURTHER INFORMATION

For a wealth of information about snow removal and many other topics, please visit the City of Verona website at: VeronaWI.gov or call Public Works at (608) 845-6695.