

Find yourself next to the water

ASHLAND

City of Ashland, Wisconsin

601 Main Street West Ashland, WI 54806 www.coawi.org

IMPORTANT NOTICE! CHANGES TO YOUR UTILITY BILL

The Ashland Water Utility filed an application with the Public Service Commission of Wisconsin (PSCW) to allow for a billing frequency change. On September 3, 2021 the PSCW authorized the Ashland Utility's request to change from a monthly billing cycle to a bi-monthly cycle effective November 29, 2021.

As always, the main focus is providing excellent customer service and this transition will help provide greater efficiencies within City departments. The bi-monthly billing cycle does not change customer costs, which remain the same. Bills will be processed six times per year instead of 12.

BENEFITS OF BI-MONTHLY BILLING

- Utility bill printing and mailing costs will be reduced.
- Reduces shutoff notices by approximately 50 percent.
- Utility staff will spend additional time managing delinquent accounts between meter reads.

WHAT DOES THIS MEAN TO THE CUSTOMER?

- You will NOT receive a utility bill in November.
- The bill you receive in December will include garbage, water and waste water fees for both October and November.
- Payments can continue to be made monthly through multiple payment options offered to customers.
- Monthly fixed rates have not changed, only the frequency of the billing. Your new bill will include two months of charges.

Bi-Monthly Bill Schedule

Oct-Nov	Dec-Jan	Feb-March	April-May	June-July	Aug-Sept
Two-month bill issued in	Two-month bill issued in	Two-month bill issued in	Two-month bill issued in	Two-month bill issued in	Two-month bill issued in
December	February	April	June	August	October

*Payment is due 20 days from bill issue date. City staff encourages customers to sign up for auto-pay.

WHAT ELSE DO I NEED TO KNOW?

- As the winter season approaches it is important to keep a clear path to the touch pad for the meter reader.

GARBAGE AND RECYCLING COLLECTION INFORMATION

- Garbage and Recycling containers must be out before 6:00AM on your collection day.
- The containers must be placed in a position where the automated truck has access to grab and dump the container. This means 3 feet away from any objects.
- You may change the size of your garbage container or request an additional recycling container by calling 715.682.7056 your utility bill will be adjusted for the new garbage container. There are no additional fees for more than one recycling container.
- Lost or damaged containers will be replaced for a fee.

QUESTIONS?

Call City of Ashland Water and Waste Water Utility at 715.682.7056 or visit our website at www.coawi.org/213/Utility-Information-Payments with questions or assistance with auto-pay.