



Viroqua Utilities Department
202 North Main Street • Viroqua, Wisconsin • 54665
Phone: (608) 637-7186 Ext 19 or 13 • Fax (608) 637-3108

UTILITY POLICIES AND GUIDELINES

WELCOME NEW UTILITY CUSTOMER

SUMMARY OF UTILITY RULES AND REGULATIONS

1. Utility bills should be received by the 5TH of each month. Please call our office if you did not receive your bill.
2. Utility payments are due on the 20TH of each month.
3. Disconnect notices are mailed the day after the payment is due in accordance with the Public Service Commission rules.
4. If you do not have an automatic galaxy meter reader, please return your meter read with your payment stub. If you need to call in your meter read, please call before the 25TH of each month.
5. Automatic withdrawal from your checking account for your monthly bill is available. This will be withdrawn each month between the 15th and 20th.
6. We now offer online billing and online payments. Please see www.viroqua-wisconsin.com, City, water/sewer section: Utility payment options.
7. The reconnection charge is \$40.00 during normal business hours; 7:30 a.m. TO 4:30 p.m., Monday through Friday.
8. A reconnect charge is \$60.00 after normal business hours.
9. A \$35.00 charge is applied to all non-sufficient funds checks and non-sufficient funds automatic withdrawals.

In order to complete your customer information, please make sure there is a current phone number on your account.

Complete rules and regulations are available at the Utilities Department. Please call if you have any questions.