



Water Rate Increase
Frequently Asked Questions
July, 2019

1) Why did the water rates go up?

The last full rate increase was completed and implemented in 2009. The rates for water consumption increased to cover the continual increases in cost of maintenance and future costs of the equipment and infrastructure needed to provide clean, fresh water to the village. These costs include maintenance of the water mains, water tower, water meters, fixing water main breaks etc. The Village is also a wholesale purchaser of water from Milwaukee Water Works (MWW). MWW has raised their rates to the Village at least once per year (sometimes multiple times per year) since 2009. Butler has not passed along those increases to you during that time.

The total increase in water revenues is \$60,560 which will result in an estimated overall rate increase of 13.67%. The water bill for an average residential customer with a 5/8-inch or 3/4-inch meter who uses 11,000 gallons of water per quarter will increase from \$61.36 to \$71.97, or 17% (including the public fire protection charge).

2) Who approved the rate increase?

The Public Service Commission of WI oversees most WI utilities. They reviewed numerous pages of data from the Village's water utility reports and determined that a rate increase was necessary to cover the continual maintenance and future needs of the water utility. They set the rates and approved the increase.

3) Did the Village Board have anything to do with the rate increase?

The Village Board DID NOT set the rates nor did they approve the rates that were set by the Public Service Commission. The Village Board cannot reverse the decision of the Public Service Commission. The Village Board took action to have the initial analysis of the water utility completed to determine if a rate increase was necessary.

4) Who can I contact to complain about the increase?

Contact the Public Service Commission at 608-266-5481 to discuss the rate increase.

5) What is the "Public Fire" charge on my bill?

This rate has been on your bill for many years, and will decrease with the new rates. This charge covers the costs of maintaining and flushing all of the fire hydrants in the community.

6) I've heard that the rates are different for each customer. Why isn't it the same for all?

Rates are determined based on water meter size, and then billed to customers based on their water meter size and consumption. If you use less water, your bill will be less; if you use more water, your bill will be more. The rates used to determine the billed amount are the same for all customers with the same size water meter.

7) Why was I not notified of the rate increase before it was implemented?

The Village Board has discussed the water rate application regularly at Village Board meetings since July of 2018.

Before implementing a water rate increase, the Public Service Commission requires a public hearing. The Notice of Public Hearing was published at Village Hall, the Butler Post Office, the Butler Public Library, and on the Village's website per the Public Service Commission requirements. The public hearing was held on June 4, 2019 at Village Hall.

The new rates were mailed to all customers the week of June 24, 2019 and are available on the Village's website and at Village Hall.

8) Do my property taxes pay for anything related to the water utility?

No. Your property taxes do not pay for water utility expenses.

9) Did the rates increase to cover the bills of the residents who don't pay their water bill?

No. The rate increase was not implemented to help cover the costs of those residents who don't pay their quarterly bill. Procedures are in place to recoup costs from those customers who do not pay their water bill.

10) Can I pay my bill with a credit card?

Yes. You can pay your bill with a credit card on-line at www.butlerwi.gov

11) I want to talk to someone about my bill. Who do I contact?

You can contact Village Hall at 262-783-2525. You can also find out about the quality of our water, view the current rate sheet and view the determination case file from the Public Service Commission at www.butlerwi.gov.

Village of Butler
12621 West Hampton Avenue
Butler, WI 53007
P: 262-783-2525
F: 262-783-2522

BUTLERWI.GOV