

IMPORTANT NOTICE -RESIDENT REMINDERS-2023

Deferred Payment Agreement

The Village of Birchwood offers deferred payment agreements to residential customers (Birchwood, WI Code of Ordinances Sec. 26-219). This written agreement allows services to not be discontinued for an outstanding bill if the customer pays a stated reasonable amount of the outstanding bill and agrees to pay a stated reasonable portion of the remaining outstanding balance in installments to be paid in full before the next quarterly billing. The deferred payment agreement is not intended to be used as an alternative payment method to the quarterly bill.

A deferred payment agreement does not include a finance charge. If you do not fulfill the terms of the deferred payment agreement, the village has the right to disconnect service or refuse service in accordance with these rules and such circumstances, it shall not be required to offer subsequent negotiation of a deferred payment agreement prior to disconnection. In the event the utility is not able to collect any bill for water service even though deposit and guarantee rules are on file, the bill may be put upon the tax roll as provided in Wis. Stats. § 66.0813.

Trickle-Winter months-by Village order only

A trickle is a small stream of water from a faucet that is purposefully left running during the winter to prevent pipes from freezing. An alternative to the trickle method is to have your water shut off completely and have your pipes drained – also known as winterizing. A trickle credit gives customers a break on their utility bill, since it is likely the usage will be higher in a trickle quarter. If the bill in the following quarter reflects a higher usage due to trickle, a credit is applied to that bill. In order to receive the credit, the Village of Birchwood must issue a statement that trickle conditions are in effect for your area within the Village limits.

Seasonal Service

Seasonal customers are general service customers who voluntarily request, in writing, disconnection of water service or stop of refuse service and who resume service at the same location within 12 months. The utility shall bill seasonal customers the applicable service charges found on the Village Fee Schedule. Upon reconnection, the utility shall apply an applicable charge and require payment of any unpaid charges under this schedule. If a customer fails to request seasonal services no refund will be given. Seasonal refuse/ recycle services must be requested in writing by the 15th of the month and will be effective the 1st of the following month. Seasonal refuse/recycle services are available for up to 5 months (21 continuous weeks) per year. Applications for seasonal services may be found on our website or at the Village Hall.

Refuse or Recycle Cart Changes

All requests for cart changes must be submitted to our office by the 15th of the month. Changes will then be implemented during the first week of the following month. Utility bills will be prorated to reflect the cart change as of the 1st of the month. The Refuse & Recycle Cart Change request form can be located on the Village Website. You may also contact the office at 715-354-3300 to request the form to be mailed to you.

Forms available online at www.birchwoodvillagewi.com or contact the Village Clerk at 715-354-3300.