

Public Service Commission of Wisconsin

Menasha Electric and Water Utilities

Financial Assistance for Customer-Side Lead Service Line Replacement

The Utility may make financial assistance available to all property owners that replace their customer-side water service lines containing lead if the Utility maintains a financial assistance program, and has funding available in a particular year. The Utility, in partnership with the City of Menasha, will offer financial assistance in the form of grants and loans for all eligible costs associated with replacement of a customer-side lead service line.

Customer-Side LSL Replacement Done in Conjunction with Utility-Side LSL Replacement

Prior to scheduling the replacement of Utility-side service lines, the Water Utility Manager, or his/her designee, shall inspect all affected customer-side service lines for the presence of lead or galvanized material.

If the customer-side service line is found to be constructed of lead or galvanized material, the Utility will notify the property owner in writing of that fact, along with notification that the property owner must replace the customer-side service line. The Utility will notify the property owner at least thirty (30) days prior to the date for scheduled replacement of the Utility-side service line. Replacement of the customer-side LSL must be completed by the property owner before or at the time the Utility replaces the Utility-side service line. Every water service line will be of suitable material, as determined by the Utility, and no lead or galvanized line will be allowed to connect to the Utility-side service line once replaced. The amount of financial assistance offered to the property owner will be capped at the Utility contractor's bid amount.

Customer-Side LSL Replacement Done Outside a Utility-Side LSL Replacement

As provided in Utility operating rules and City of Menasha ordinances, all existing lead or galvanized service lines connected to the distribution system will be replaced with water service lines constructed of suitable non-lead materials approved by the Utility. If the Utility certifies that a customer-side service line is constructed of lead or galvanized material, the property will be responsible for replacing the service line. Upon the customer-side service line having been replaced in a manner satisfactory to the Utility, the Utility may provide financial assistance to the property owner according to terms specified in a written and signed financial assistance agreement between the Utility and the customer. Every water service line will be of suitable material, and no lead or galvanized line will be allowed to connect to the Utility-side service line once replaced.

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Financial Assistance for Customer-Side LSL Replacements.

The Utility shall ensure financial assistance granted to eligible property owners will be in accordance with priorities outlined in the Utility's Protocol for Water System Activities That Impact Lead Service Lines. Prior to commencement of any work done outside a Utility project, the Utility shall determine if the property owner is eligible for financial assistance, and if there is money available to provide financial assistance. The Utility shall provide such determination in writing to the property owner that applied.

A property owner is eligible for financial assistance for the purpose of replacing the customer-side LSL if the property owner satisfies all of the following criteria:

1. The property owner contracts to have the work done by either a Utility approved, licensed contractor that is in compliance with Utility rules or, if done in conjunction with a Utility project, the Utility's contractor.
2. A completed application form signed by the property owner and the contractor that is performing the work has been submitted to the Utility, along with a copy of the invoice.
3. The contractor performing the work certified that it has followed all applicable state regulations including Davis Bacon, environmental and endangered species construction provisions and applicable local ordinances and regulations.

Loan Program for Customer-Side Lead Service Line Replacement

All property owners will be subject to the same criteria for determination of the loan amount. The terms of the available loan shall include a 60 month repayment period with an interest charge of 0% per annum. The loan must be repaid in monthly installments over the term of the loan. Loan repayments will be collected as a special charge placed on the monthly water utility bill. Bills for loan repayments will be rendered monthly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 1 percent per month will be added to bills not paid within 20 days of issuance. This late payment charge will be applied to the total unpaid balance for utility service, including unpaid late payment charges. The late payment charge is applicable to all property owners receiving financial assistance from the Utility for customer-side LSL replacement. The Utility shall give the property owner written notice that the bill is overdue no sooner than 20 days after the bill is issued and no later than the issuance of the next bill. Unless payment or satisfactory arrangement for payment is made within the next 10 days, service may be disconnected pursuant to Wis. Adm. Code ch. PSC 185.)

The Utility and the City of Menasha shall not forgive the amount loaned to a property owner under this tariff. The loan may be paid in full at any time without penalty.