

## VILLAGE OF TWIN LAKES SEWER UTILITY BILL INFORMATION

Enclosed with this material is your annual sewer utility bill. As you will note, there has been no increase in the rate this year. You will also note that the annual full payment discount is being continued this year as well. More information on this program is provided later in this brochure.

As you make plans to pay your bill, please keep the following in mind. The bill is divided into nine parts. The top section contains your address and basic account information. The bottom portion of the bill is divided into eight sections with a payment coupon and a record stub for each quarterly payment. When making a payment, please send the proper quarter's payment coupon from the left side and retain the record stub on the right side.

### PAYMENT OPTIONS

- **Mail** your first quarter or full annual payment payable to the Village of Twin Lakes, PO Box 1024, Twin Lakes, Wisconsin, 53181.\*\*
- **Pay online or by phone** at Official Payments Corporation. Visit the Village website, [www.villageoftwinlakes.net](http://www.villageoftwinlakes.net) for details and links for online payments. To pay by phone, call 1-800-272-9829 and use Jurisdiction Code 6722. Major credit cards may be used for these transactions and a service fee applies.
- **Drop** your payment in the secure drop box outside the main entrance to the Village Hall 24 hours a day.\*\*
- **Bring** your payment to the counter at the Village Hall Monday through Friday 9:00am to 5:00pm.

\*\*If you would like a receipt, please include a self addressed and stamped envelope.

### PAYMENT DEADLINES & INFORMATION

- **First quarter and full payments** are due by **February 7** and are payable to the Village of Twin Lakes.
- **Second through fourth quarters** are due approximately every three months thereafter (see the bill statement for due dates).
- A **\$30.00 service fee** will be charged on all returned checks.
- Post dated checks will not be accepted and will be returned.

### FULL PAYMENT DISCOUNT

Sewer Utility Customers that pay the full amount of their entire annual utility bill (all four quarters) by the first due date (February 7, 2012) receive a discount of \$24 per unit. All residential properties are billed one unit per residence. Commercial and institutional properties are billed according to estimated usage and concentrations. The amount of your discounted payment is indicated on your bill on both the first quarter payment area (bottom right hand side) and on the top section. These areas also reflect any over payment credits you may have received.

### ENVIRONMENTAL AWARENESS MESSAGES

#### **BURNING IS DISCOURAGED BY THE VILLAGE. AS AN ALTERNATIVE TO BURNING USE THE VILLAGE'S RECYCLING CENTER**

The Village of Twin Lakes discourages the burning of any wood or yard waste as a means of disposal, not only for environmental reasons, but for the health and safety of Village residents. As an alternative to burning, residents may dispose of this material, **at no charge**, at the Village's recycling center located at the corner of Burlington Road (Hwy O) and Industrial Drive near the Public Works facility. The Village's recycling center is available between April and November (weather depending) for drop off of grass, leaves, branches and other yard waste. Wood chips are also frequently available to residents/property owners at no charge at the center.

**SUMMARY OF BURNING REGULATIONS** - No burning is allowed on streets, alleys, gutters, ditch lines, other drainage ways, fire lanes, within fifteen feet of the ordinary high water mark, closer than ten feet from any building, or closer than fifteen feet from a property line in the Village at any time. Leaf fires are only allowed on private property between the hours of 7 a.m. and 7 p.m. between September 1<sup>st</sup> and May 31<sup>st</sup>. Additional information is available on the Village website ([www.villageoftwinlakes.net](http://www.villageoftwinlakes.net)), at the Village Hall or by calling 262-877-2858.

**WATER SOFTENERS AND SALT** - Most of us soften the water we use in our houses and businesses. Unfortunately, the salt, or Chloride, we use ends up in our wastewater and ultimately in Bassett Creek and the Fox River. While Village residents have reduced the amount of chlorides entering the system, the Village and the DNR are continuing to remind property owners to adjust their water softeners to reduce the amount of chloride in our wastewater. In addition, simple actions by our property owners may help the Village avoid costly systems to further treat the water leaving our wastewater plant by removing chlorides. The Village has a brochure that contains information on how to optimize water softener usage, resulting in lower salt costs for you and additional benefits for our environment. The Village encourages all residents to reduce the amount of salt flushed down the drain each time a softener regenerates and to minimize regenerations by ensuring your softener is working properly and is regenerating based on the amount of water used in your household or business.

**SUMP PUMP DISCHARGE** - Village property owners are reminded that Village regulations prohibit placement of water from sump pumps, gutters and roof drains and other sources of storm water or ground water into the Sanitary Sewer System. Water from these sources must be drained to the ground or to the Village storm water system adjacent to your property.

Residents are reminded to disconnect sump pumps from interior sanitary plumbing that discharges to the Village sanitary sewer system. Remember, the sanitary sewer system is designed to manage normal flows of sewage, not rainwater or water from sump pumps. **DO NOT EVER OPEN A MANHOLE COVER TO ALLOW WATER TO ENTER THE SYSTEM.** Contact the Village Sewer Department (877-3404) or the Village Building Inspector (877-3700) if you have questions.

#### **PHOSPHOROUS-FREE FERTILIZER –**

Phosphorous-free fertilizer is required in Twin Lakes (and throughout the State). Unless testing shows that your soil is phosphorous deficient, only fertilizers have no phosphorous are allowed on established turf. The reduction or elimination of extra phosphorous in our soils protects our lakes and other water bodies by reducing amounts found in runoff. High amounts of phosphorous in our waters increases algae and other plant growth to levels beyond acceptable.

**E-CYCLING** – E-Cycling, or electronics recycling, is required under State Law. Under the law, certain electronic devices are banned from landfills and must be recycled through an appropriate service. The following electronics are banned from landfill or incinerator disposal:

- Televisions
- Computers (desktop, laptop, notebook and tablet computers)
- Desktop printers (including those that scan, fax and/or copy)
- Computer monitors
- Other computer accessories, including mice, keyboards and speakers
- DVD players, VCRs and DVRs
- Fax machines
- Cell phones

These devices may be recycled through many retailers as well as through Goodwill and the Village's Waste Hauler, Advanced Disposal. In some cases, a fee is charged so be sure to contact a recycler before bringing items for recycle. Contact Advanced Disposal at 800-248-2373 for information and fees related to curbside collection of these items.

More information, including listings of area recyclers, is available at the Wisconsin DNR's E-Cycling website:

[dnr.wi.gov/ecyclewisconsin](http://dnr.wi.gov/ecyclewisconsin)

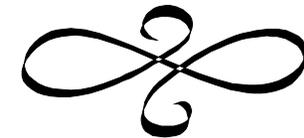
#### **REMINDER**

Disposable wipes should not be flushed down the toilet! Baby wipes, make up remover wipes and disinfectant wipes **do not** break down. Please throw these items in the garbage. Wipes collect grease in the sewer system and plug the lift stations. **Help the Village avoid costs by disposing of wipes properly.** Other items to avoid flushing down the toilet or down the sink include:

- Tampons & feminine products
- Fabric Softener sheets
- Paper towels
- Floss/string
- Plastic bags
- Cooking grease
- Motor Oil
- Anti-freeze
- Cigarette butts
- Band-aids/bandages
- Cardboard
- Bottle caps

# VILLAGE OF TWIN LAKES

## SEWER UTILITY BILL & ENVIRONMENTAL AWARENESS INFORMATION



Village of Twin Lakes  
108 East Main Street  
P.O. Box 1024  
Twin Lakes WI 53181  
262-877-2858  
262-877-4019 FAX  
[www.villageoftwinlakes.net](http://www.villageoftwinlakes.net)