

General Utility Service and Billing

Request to Start or End Utility Service: For questions on how to start or end utility services, please call (608) 755-3090. Landlord Tenant Agreements can be located at www.janesvillewi.gov under Utility Billing / Forms and Applications. Agreements must be received at least 3 business days prior to the date you wish the changes to take effect.

Changes to Mailing Address: It is the customer's responsibility to ensure the billing office has the most current mailing address on file for the Utility billing. Please call or e-mail the billing Office when updates are needed.

High Usage or Stopped Meters: Based on meter reading data, if the Utility notices usage has drastically changed (increased or decreased) as compared to historical water usage information, a notice will be mailed to notify the customer of the issue providing information as to the steps they need to take.

Billing Statements

Quarterly Billing Statements: Billing statements are mailed quarterly and are due 30 days from the date issued.

Billing Cycles: The City of Janesville Utilities Office bills each property quarterly (four times per year), but not all properties are billed in the same quarter. Each neighborhood is divided into billing groups, determined by the location of the property within the city.

Late Payment Charges: If payment is not received within 30 days of issuance, late payment charges of 1%, will be applied to each utility category.

For more information on Water, Sewer and Storm Water rates, payment options, and more; visit www.janesvillewi.gov

Notice and Lien Process

Delinquent Notices (Quarterly): The property owner (hereinafter referred to as "landlord") will be mailed a notice of the past due balance if a tenant fails to pay the quarterly billing within 7 days of due date.

Tenant Vacates Premises: If the tenant vacates the premises, in order for the Utility to continue sending notices to the tenant regarding a past due balance, the landlord must provide the Utilities Office with written notice that contains the forwarding address of the tenant and the date that the tenant vacated the premises. Notification shall be provided by the landlord no later than 21 days after the date on which the tenant vacates the rental unit.

Pre-Tax Notice (October 15): Both the landlord and the tenant will be mailed a notice of past due balances on October 15 of each year for any debt past due prior to October 1st. Once this notice has been sent, a statutory lien is created against tenant's personal assets, which will only be enforced if the past due balance is not paid by November 15.

Tax Penalty (November 1): If payment has not been made to the Utility by November 1, an additional penalty of 10% of the past due amounts of each utility category (Water, Sanitary Sewer, Sanitation and/or Storm), and will be added to the amount owed.

Tax Transfer (November 15): If full payment is not received by November 15, the past due amounts, plus penalties, will be levied as a tax against the landlord's property. This action will be taken in accordance with Wis. Stat. § 66.0809 (3). There is no exception from the tax levy for rental property although additional provisions may apply to certain rental properties as described below.

If the property provided with utility service is residential rental property, and the Utility has a Landlord/Tenant Agreement wherein it is stated that the tenant is responsible for payment of utility charges at the rental dwelling unit, Wisconsin law grants the Utility a lien upon the responsible tenant's personal assets in the amount of the past due amount plus penalties. *The lien becomes effective if a Pre-Tax Notice is mailed to the tenant on October 15.*

If the tenant responsible for the past due utility charges pays the full amount plus penalties owed to the Utility by November 15, this lien is automatically extinguished. *If the tenant fails to pay the full amount owed to the Utility by November 15, the Utility may file notice of all delinquent tenant accounts with liens in effect with the Rock County Clerk of Courts.*

If the landlord pays the past due utility charges plus penalties owed by the tenant, *whether before or after November 15*, Wisconsin law requires the Utility to transfer its lien on the tenant's personal assets to the landlord. The landlord may then file notice of the lien with the Rock County Clerk of Court, and notice of the lien will appear under the tenant's name in the Wisconsin Consolidated Court Automated Program (CCAP). The landlord may thereafter take action to enforce the lien against the tenant's personal assets.

This information is provided in accordance with Wis. Stat. § 66.809 (3m)(a) and (b).