



RIDGEWAY

208 Jarvis Street | Suite A | Ridgeway, WI 53582

Iowa County, Wisconsin

Q & A for Water and Sewer Customers Regarding Public Fire Protection Charge

Q1: What is the Public Fire Protection charge?

A1: This is a new fee added to your water and sewer bill to help fund the maintenance of fire hydrants and water infrastructure needed for firefighting. It was previously collected through property taxes.

Q2: Why is this charge being moved to my utility bill?

A2: The charge is now directly included on your utility bill instead of property taxes. This change makes billing more consistent and ensures all water customers contribute to fire protection services.

Q3: How much will the charge be?

A3: The charge will be the same amount that was previously included on your property taxes. For example, if you paid \$6 on your taxes, it will now be \$6 on your utility bill.

Q4: Does this charge apply to everyone?

A4: Yes, the charge applies to all water customers, both residential and commercial, since fire protection services benefit the entire community.

Q5: Is this a one-time fee or ongoing?

A5: This will be an ongoing fee added to your utility bill. It will be reviewed periodically, but the amount will remain consistent unless otherwise adjusted.

Q6: When will I see this charge on my bill?

A6: The charge will start appearing on your utility bill beginning [insert date].

Q7: How can I pay this charge?

A7: The charge will be included in your regular water and sewer bill, and can be paid using the same payment methods as usual.

Q8: Can I opt out of this charge?

A8: No, this charge is mandatory for all water customers as it funds critical fire protection services.

Q9: Who can I contact for more information?

A9: If you have questions, please contact customer service at [insert phone number] or email [insert email address].