

VILLAGE OF OOSTBURG

SEWER UTILITY FAQ

SEWER FAQ (Frequently Asked Questions)

Below is a list of frequently asked questions (FAQ) about the Village of Oostburg Municipal Wastewater Utility.

[Q. When do I get billed for my sewer use?](#)

A. On the 15th of each month.

[Q. When is my sewer bill payment due?](#)

A. On the 8th of each month.

[Q. I am moving \(in/out\) who do I contact to change my sewer bill?](#)

A. Call the Village Clerk at 920 564-3214, and leave the following information:

- Name
- Phone number where you can be reached
- Current address
- Forwarding address
- Date change should occur
- New owner or tenant's name
- Landlord (if a renter)

[Q. How is the summer credit calculated?](#)

A. Residential sewer charges for the four (4) monthly billing cycles commencing May 15 and ending September 14 are based on the average monthly metered water usage for the previous year's two (2) monthly billing cycles commencing September 15 and ending November 15.

[Q. I have to fill my swimming pool. How can I avoid the wastewater charges on the water I use?](#)

A. During billing cycles for which the summer credit is not in effect, residential sewer service customers are eligible once per calendar year to receive a credit for metered water use to fill an outdoor swimming pool. Sewer users must complete and return to the Village Clerk/Treasurer a credit request form.

[Q. Who do I call with questions or problems?](#)

A. The following numbers can be called during normal business hours:

- Billing questions : 920 564-3214 (Village Clerk)
- Sewer Service Problems: 920 564-3844 (DPW)