

# VILLAGE OF OOSTBURG

## WATER FAQ

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### WATER FAQ (Frequently Asked Questions)

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

#### Q. When do I get billed for my water use?

- A. Starting January 15, 2009, meters will be read on the 15th of the month and monthly bills will be mailed following preparation of the bills.

#### Q. When is my water bill payment due?

- A. Monthly billings are due on the 8th of the month. Direct deposit is available by contacting the clerk's office.

#### Q. I am moving (in/out) who do I contact to change my water 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. Does the Village of Oostburg add anything to the water (Chlorine/Fluoride)?

- A. Currently the Village of Oostburg adds chlorine and silicates to the water supply to reduce the rust resulting from naturally occurring iron in the water. You can check on the quality of the water we have by checking out the Consumer Confidence Report.

#### 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)
  - Water Service Problems: 920 564-3844 (DPW)
  - Water Quality Problems: 920 564-3844 (DPW)
  - Emergency Main Break After Hours: 920 946-9844

**NOTE:** If the problem involves the plumbing in your home, or in the supply main from the road to your house, you will need to contact a plumber for assistance.