



CITY OF LA CROSSE UTILITIES

WATER - SEWER - STORM

400 La Crosse St

La Crosse WI 54601-3396

Phone (608) 789-7536

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August 27, 2013

Notice to Customers -- You now need an account number to access your La Crosse Utilities Billing Account. Obtaining account information by property address is no longer available. Going forward, you must provide your account number and name when you request account information in person, by phone, or by email.

Effective September 3, 2013, the La Crosse Utilities will implement our new procedures related to the Municipal Privacy Law, 2013 Act 25, which became Wis. Stat. §196.137. Customer information may no longer be released to anyone other than the customer or their authorized representative. Your account number and name will now be required to access information.

Your account number can be found on your most recent La Crosse Utilities billing statement. If you do not know your account number you may call the Utilities Office, but you will be asked to verify that you are the customer for the property in question. If you are not the customer, you must obtain written consent from the customer in order to get any information related to the account. This can be accomplished by having the customer complete the Authorization to Release Utility Account Information Form ("Authorization to Release Form"), and return it to the Utilities office.

You can download the necessary forms online at www.cityoflacrosse.org under the Water Utility Department page. You will need to complete, sign, and return the forms by email to water@cityoflacrosse.org, fax to (608) 789-7592, deliver in person, or mail to the La Crosse Utilities Office, 400 La Crosse Street, La Crosse, WI 54601.

You may also obtain forms at the La Crosse Utilities Office, 400 La Crosse Street, 5th Floor. If you are unable to download the form from this website, email water@cityoflacrosse.org, and we can send you the forms you need.

If you have any questions, you may email our staff at water@cityoflacrosse.org or call (608) 789-7536, Monday-Friday, 8:30 a.m. – 5:00 p.m.

Should you have comments or concerns regarding this new regulation, you may contact your local state legislative representatives. Contact information for your representatives can be found at www.cityoflacrosse.org under the Government Tab.

Title companies, realtors, and third party agents:

Please plan ahead. You must provide an Authorization to Release Form signed by the customer in order to receive account information such as final bills, account balance, billing history, copies of bills, payment plans, and usage history.

Landlords and Tenants:

The Utility should be contacted within three days of a change in tenancy in order to request a final meter reading and change the account into the name of a new tenant to prevent billing discrepancies. Furthermore, landlords can elect to be notified of past due charges when a tenant's account becomes delinquent pursuant to Wis. Stat. § 66.0809 (5), by signing a Landlord/Tenant Agreement along with the tenant. The Utility encourages landlords to use this process given that any unpaid utility balances are placed on the owner's property tax roll on November 1st of each year, with penalty, and becomes a lien on the property. Without the Landlord/Tenant Agreement, or an Authorization to Release Form signed by the tenant, the Municipal Privacy Law does not allow Utilities to provide any account information to a Landlord.