



**Take notice that the City of Ashland Committee of the Whole will meet immediately following the adjournment of the City Council Meeting in the City Hall Council Chambers, 601 Main Street W. Ashland, WI, to consider and act upon the following agenda.**

To attend the meeting from your computer, tablet or smartphone:  
<https://global.gotomeeting.com/join/500263957> Access Code: 500-263-957  
Or dial in using your phone. United States (Toll Free): 1-877-309-2073  
Please contact the Clerk's office if you require accommodations to attend the meeting.

**Tuesday, May 26, 2026 Ashland Committee of the Whole Meeting Agenda**

1. **Roll Call**
2. **Approval of Agenda**
3. **Council President's Report**
4. **Items for Discussion and Possible Action**
  - A. **Leak Credit Policy for Water/Wastewater Utilities (*Public Works*)**
  - B. **Introduction of Assessing Late Fee for Submitting License Applications to the City Clerk after May 1 of Each Year (*Clerk*)**
  - C. **Amend Chapter 544 Vehicular Stopping and Parking to Include Overnight Parking Restrictions in the Downtown (*Clerk*)**
5. **Adjournment**

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*Upon reasonable notice, the City of Ashland will accommodate the needs of disabled individuals or individuals with limited English proficiency. For additional information or to request this service, contact the City Clerk's Office at 715-682-7071 (not a TDD number).*



**SUBJECT:** Leak Credit Policy for Water/Wastewater Utilities (*Public Works*)

**RECOMMENDATION:** Advance to Council for formal approval

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**DEPARTMENT OF ORIGIN:** Utility Administrative Specialist

**CLEARANCES:** Public Works Director

**EXHIBITS:** 1. DRAFT - Leak Credit Policy

**COMPLIANCE WITH STRATEGIC PLAN:** N/A

**SUMMARY STATEMENT:**

The Water and Wastewater Utilities receive and process applications for leak credits in instances of high utility bills due to a water leak in residential homes. However, there is no documentation of the process or guidelines on how to administer the credit.

Megan Erickson, Utility Administrative Specialist, drafted the attached policy for the purposes of consistency and documentation. The policy establishes that the leak credits are only available to residential homes, only applicable to the wastewater portion of the bill and establishes basic polices and procedures for the application and associated processing. Ms. Erickson researched similar practices and policies used by similar utilities and applicable regulations from the Public Service Commission, which prohibit credits for drinking water due to the cost of producing and distributing water. In contrast, clear water transmitted to the City's Wastewater Treatment Plant (WWTP), places very little burden on the facility for treatment, so a credit for the wastewater portion of the bill is logical.

The policy was discussed with the Public Works Committee at the April 16, 2026 and May 14, 2026 meetings, with the committee unanimously recommending the policy for approval. Council review and discussion of the policy is requested and, if acceptable, recommended for approval at a future Council meeting.

Policy: Utility 101	<b>Leak Credit Policy</b>
Date Approved: TBD	Approving Entity:
Date Revised: <b>TBD</b>	Approving Entity:

**101.0 Definitions**

*Ashland Municipal Utilities or Utility* shall mean the utilities operated by the City of Ashland.

*Leak* is defined as unintentional water loss caused by broken and/or malfunctioning plumbing fixtures and/or pipes, at any point downstream of the water meter.

*Occurrence* will refer to the cause of the leak.

*Leak Credit Deferred Payment Arrangements (LCDPA)* are deferred payment arrangements with the Water Utility to repay increased water volume charges that may result from a leak. LCDPAs may have extended repayment terms and/or lower down payment requirements based on the customer’s circumstances.

**101.1 Intent**

The intent of the leak credit policy is to provide financial assistance to residential customers who receive a high utility bill as a result of a water leak within their residence. This credit will be applicable sewer volume charges over of their annual average usage; no credits under this Leak Policy will apply to fixed fees or to water charges. All water charges will be charged in accordance with the Water Utility PSC Approved Rate Tariff.

This policy will not provide assistance to Industrial or Commercial customers. Additionally, there will be no financial assistance if the high bill is as a result of:

- a) Continued high usage
- b) Repeated leaks at the same home/building
- c) Repeated leaks for the same issue at the same home/building

**101.2 Applicant Requirements**

To be considered for a leak credit, the applicant must meet the following conditions:

- a) Complete a Water Leak Credit application within 30 days of the leak
- b) Must have identified, fixed, and provided documentation of the corrective action for the leak.
  - a. Customers are NOT permitted to remove, inspect, or tamper with their meter and must contact the Utility for issues/concerns with the meter.

- c) Must be either the primary or secondary account holder
- d) Must be a residential customer
- e) Must be enrolled in the Customer Portal
  - a. If this is the first leak credit application, customer will be permitted 7 days to enroll in the Portal.
- f) Must not have received a leak credit for the occurrence within the last twelve months
- g) Must not have vacated the property at the time of the leak without having the water shut off at the internal shut off valve.
- h) Allow Water Utility access to the meter to ensure it is still in working order after pipes freeze to ensure meter is not also damaged.
  - a. Customers are responsible for the replacement cost of any damaged meter.
- i) Must reside at the resident or have a designated person responsible for maintaining the property.

### **101.3 Utility**

The Utility will notify customers of situations which may cause increased water bills once information is received. These situations may include the meter registering continuous use for a 24 hour period above any normal continuous flow, sudden high volume of water use, cold temperatures surrounding the meter, which may cause the meter and/or pipes to freeze and break. The Utility will use the Customer Portal to automatically send notifications to customers when these situations are registered with the meter. If a customer is not enrolled in the Customer Portal, the Utility review pending notifications on a weekly basis. If a customer is not enrolled in the Customer Portal and has failed to notify the Utility of their contact information, the Utility will door tag the property one time; all subsequent notices will be mailed to the customer at the end of the reading cycle.

The Utility is not permitted to aid in diagnosing and repairing plumbing issues. Only the Utility is permitted to install, remove, replace the meter. Plumbing before and/or after the meter is the sole responsibility of the property owner.

When extremely high usage is detected and water is visibly seen coming from the structure, the Utility will immediately disconnect services. Services will be restored once the customer provides the Utility confirmation of the repairs.

### **101.4 Leak Credit Policy**

Once a leak credit application is received, the Utility Administrative staff will:

- a) Post-pone the invoice due date to the following month.

- a. While under postponement, the Utility shall not charge any late fees to the current balance due. Any prior delinquent balance will still be assessed a late fee.
- b. While under postponement, the Utility shall not issue any disconnection notices until the application review is complete.
- b) Alert Operations of the application to begin a usage review to ensure the leak has been repaired.
  - a. Utility Operations staff will inform the Administrative staff if the leak has not stopped or is ongoing.
    - i. If usage still shows an ongoing potential leak, the leak credit cannot be processed. Customer will be notified that usage is still increased and therefore, the application cannot be processed.
      - 1. The Utility is not able to aid customers in identifying causes of leaks or repairs of leaks. The Utility is only able to inspect and verify the meter itself is working properly.
      - 2. Customers must contact a plumber or other competent person to help with identifying and repairing leaks.
  - b. If the leak has stop, Operations will advise Administrative staff the dates and meter readings when:
    - i. The leak began
    - ii. The customer was notified
    - iii. The leak stopped
- c) Review customer's history for any recent leak credit applications
  - a. If the same occurrence was issued a leak credit within twelve months, the application shall be denied
  - b. If any occurrence was issued a leak credit within the last two years, the Utility may deny the application based on the nature of the occurrences and/or improper corrective actions to repair any previous occurrence
- d) Review customers annual usage to establish a baseline daily usage
  - a. If the customer does not have a full year's worth of usage, the Utility will calculate baseline usage using the City of Ashland's established Equivalent Residential Units (ERU).
    - i. As of 2025, the ERU was 8 units per billing cycle (4 units per month)
  - b. The baseline usage does not include any Summer Use Credits or other approved Leak Credits.
- e) All units below the customers baseline usage for sewer will be billed at the Utility's current volume rates.
  - a. As of 2025, that rate is \$5.90/unit for sewer
- f) All units above the customers baseline usage for sewer will be credited from the account.
  - a. The Utility will only consider the units recorded 24 hrs before the leak occurrence and 14 days after customer notification, unless the customer can provide a reasonable explanation for delay in repairs beyond 14 days.



APPENDIX A-LEAK CREDIT APPLICATION



## ASHLAND wasteWATER UTILITY LEAK CREDIT APPLICATION

Date: \_\_\_\_\_

Requested By: \_\_\_\_\_

Service Address: \_\_\_\_\_

Account Number: \_\_\_\_\_

Cause of Leak: \_\_\_\_\_  
\_\_\_\_\_

Approximate Start of Leak: \_\_\_\_\_

Approximate End of Leak: \_\_\_\_\_

Cause of Stoppage:

*Please provide repair receipts*

*If Approved, Leak Credits will be made to your sewer volume charges and a statement mailed to you.  
Customers can apply for a leak credit once per year per cause.*

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INTERNAL USE ONLY

Request Received: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

((Baseline Usage \_\_\_\_\_ - Usage during Leak: \_\_\_\_\_) x Leak Rate \$ \_\_\_\_\_) - Billed Units \_\_\_\_\_ = Leak Credit \$ \_\_\_\_\_

*All billing invoices and repairs must be attached for final review and approval.*

Recommended By: \_\_\_\_\_ Approved By: \_\_\_\_\_

## APPENDIX B-ERU CALCULATION 2025

### ERU Calculations

#### LEDA, Rural Development

Equivalent Dwelling Units (EDUs) = Equivalent Residential Units (ERUs)

an EDU is the level of service in gallons per day for an average residential dwelling.

EDUs are computed in accordance with the probable demand that a user places on the wastewater treatment system by assignment of an equivalency factor.

The probable flow rate demand that a user places on a wastewater treatment system is correlated to the demand expected by a single-family dwelling by the use of equivalency factors.

$$\text{flow per residential unit} = \frac{\text{total flows for single family residences (gpd)}}{\# \text{ of single family residences}}$$

$$\text{EDU} = \frac{\text{Total single family flows (gpd)} + \text{total non residential flows (gpd)}}{\text{flow per residential unit (gpd)}}$$

#### Example:

Residential	Flow (gpd)	# of Units	Single family - include all single family homes, mobile homes and seasonal dwellings in this category. Each is one unit. If mobile homes are part of a park or camp that does not have individual meters, it should be considered a single commercial user and the flow recorded there.
Single Family	400000	2000	
Non-residential	Flow (gpd)	# of Units	Multi family - should be considered commercial unless each individual apartment is metered then it would be included with the residential.
Industrial	75000	30	Commercial - include non-residential small businesses, offices and retail establishments.
Institutional	20000	10	Industrial - include large manufacturing users.
Commercial	75000	50	Institutional - include schools, town properties, churches and other public service buildings.
Total non-residential	170000	90	
Billable flow	570000		
Leakage	1000		
Present Avg Daily Flow	571000		
Flow per dwelling unit:	200		Therefore each EDU is 200 gallons per day
Total EDUs:	2855		

#### Single family residential calculation

Total annual residential flow:	77724000	
Residential	Flow (gpd)	# of Units
Total residential metered	2129424659	2481
Non-residential	Flow (gpd)	# of Units
Industrial	1340273973	
Institutional	3509041096	
Commercial	159,810.96	
Multi family	5602739726	
Total non-residential	2643315068	
Billable flow:	4772739726	
Leakage	0	
Present Avg Daily Flow	4772739726	
Flow per dwelling unit:	85,829,2889 gpd	
Total EDUs:	5560,735487	

#### Single family residential calculation (with 10% greater water usage)

Total annual residential flow:	85496400	
Residential	Flow (gpd)	# of Units
Total residential metered	2342367123	2681
Non-residential	Flow (gpd)	# of Units
Industrial	1340273973	
Institutional	3509041096	
Commercial	159,810.96	
Multi family	5602739726	
Total non-residential	2643315068	
Billable flow:	4985682192	
Leakage	0	
Present Avg Daily Flow	4985682192	
Flow per dwelling unit:	94,412,1779 gpd	7,573,17255 CCF/billing period
Total EDUs:	5280,759534	

	USE TYPE	EDU CONVERSION
A.	Single Family Residential	1 per unit
B.	Multi Family Residential / Add: 0.1 bathroom <sup>1</sup>	0.44 per unit
C.	Multi Family Residential / Add: 1.5 bath/corrs <sup>1</sup>	1 per unit
D.	Motel/Hotel without spa room or a/c <sup>1</sup>	0.45 per room
E.	Washing Homes, care facilities, other similar uses <sup>1</sup>	0.33 per room
F.	Professional Office Space <sup>1</sup>	1 per 1,000 square feet
G.	Retail Merchandising <sup>1</sup>	1 per 7,500 square feet
H.	Industrial Manufacturing, Low water use <sup>1</sup>	1 per 30,000 square feet
I.	Industrial Warehousing <sup>1</sup>	1 per 30,000 square feet
J.	Food Preparation, Food Sales, etc.	Projected peak monthly gallon usage divided by 7,500. <sup>1</sup>
K.	Pools, spas, fountains, other water features	1 per 30,000 gallon system capacity or the proportional value thereof.
L.	Green or turf areas associated with categories B through J above	1 per 1,400 square feet, or the proportional value thereof.
M.	Water intensive development, such as, nurseries, commercial laundries, beauty salons, dentists, etc.	Projected peak monthly gallon usage divided by 7,500. <sup>1</sup>
N.	Development for which no specific provision is made.	Projected peak monthly gallon usage divided by 7,500. <sup>1</sup>

APPENDIX E-LEAK CREDIT STATUS NOTIFICATION



CUSTOMER NAME  
MAILING ADDRESS  
CITY, STATE, ZIP

**RE: LEAK CREDIT APPLICATION STATUS**

DATE

Dear CUSTOMER,

Your application for a Leak Credit has been received and review by our office. Upon completion of the review, your application has been

Approved. Enclosed is a copy of your current Utility Statement with the updated amount owed. If you are unable to pay the balance in full within 20 days, please contact us as soon as possible. If you do not pay the balance in full or contact us to make payment arrangements, we may begin disconnection proceedings.

Denied. We have denied your request for a leak credit due to:

Same occurrence within the last twelve months

Other occurrence within the last twenty-four months

Leak was not repaired

Other: \_\_\_\_\_

If you have any questions or would like to appeal the decision, please feel free to contact us at your earliest convenience.

Sincerely,

Ashland Water/Wastewater Utility  
715-682-7056  
utilitycollections@coawi.org  
Office Hours: Monday-Friday 7:00am-4:00pm except Major Holidays

**SUBJECT:** Introduction of Assessing Late Fee for Submitting License Applications to the City Clerk after May 1 of Each Year (*Clerk*)

**RECOMMENDATION:** Advance to Council for formal approval

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**DEPARTMENT OF ORIGIN:** City Clerk

**CLEARANCES:** Administrator

**EXHIBITS:**

**COMPLIANCE WITH STRATEGIC PLAN:**

**SUMMARY STATEMENT:**

Most licenses issued by the City Clerk come due at the end of June of each year. Each spring and again approximately one month later, the Clerk's office sends a license renewal message with ample notice, to all current license holders asking for their application and required accompanying paperwork by late April or early May. [WI Statute 125.04](#) requires that applications be delivered to the City Clerk with sufficient time for review by not only the Clerk's office but also the Treasurer and Fire Department inspections, publication and finally Council approval. All forms and information are available on the City's website, or at the Clerk's office.

Each year, there are a number of licensees who do not get their application paperwork completed with enough time for the Clerk's office for staff's reviews, publication, and to present to Council before the expiration of their current license. This often leads to rushed work at the last minute and potential errors in processing that could easily be prevented.

The Clerk's office is asking for Council's support to impose a late fee of \$50.00 onto these applicants in hopes of inspiring timeliness and respect for staff time and efforts.

**SAMPLE LANGUAGE TO INCLUDE IN RENEWAL NOTICES:**

Renewal Application Late Fees. All alcohol beverage renewal applications must be filed on or before May 1 of each year. Renewal applications filed after May 1 shall be accompanied by a late fee as established by the Common Council. Applications filed after May 1 may not allow for sufficient time to be processed by City Staff and acted upon by the Council prior to the expiration of the existing license. Payment of the late fee does not ensure the application will be reviewed in time for renewal prior to expiration of the existing license.

**SUBJECT:** Amend Chapter 544 Vehicular Stopping and Parking to Include Overnight Parking Restrictions in the Downtown (*Clerk*)

**RECOMMENDATION:** Advance to Council for formal approval

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**DEPARTMENT OF ORIGIN:** Clerk

**CLEARANCES:** Public Works

**EXHIBITS:**

**COMPLIANCE WITH STRATEGIC PLAN:**

**SUMMARY STATEMENT:**

Council recently approved an ordinance amendment to better enforce overnight parking in the City's parking lots. In the past, parking had also been restricted along the avenues both north and south of Main Street with signage, but was not included in the ordinance pertaining to street parking.

The Clerk's office is proposing to amend [Chapter 544](#) to include language restricting overnight parking (between 2:00 a.m. and 6:00 a.m.) along all avenues from 3rd Avenue East to 10th Avenue West between Lake Shore Drive and 3rd Street. Parking signs are already in place along these roads.