Village of Wyocena
165 E. Dodge Street • P.O. Box 913 • Wyocena, WI 53969
(608) 429-2349 • www.villageofwyocena.com

Dear Village Residents, November 16, 2026

It was recently discovered that the water rate increase that was approved by the PSC in September of 2024, was not entered into our software program. I brought this to the Village Board's attention at the Board meeting on November 9. It was our intention to change the rate and bill at the approved rate moving forward. However, due to a complaint that was filed with the Public Service Commission that same night, an investigation was completed by the PSC and I was thus informed the following:

According to Wis. Stat. 196.22, this **requires** utilities to bill customers at the utility's approved rates, and Wis. Stat. 196.635 requires utilities to bill for all service within the last two years from the date of billing ("backbilling"). This means that Wyocena is required to backbill its customers the difference between the original rate billed and the higher approved rates for the last two years. According to this verbiage, we will be required to backbill for December 2024 through September 2026 utility bills.

We sincerely apologize that this mistake was not caught sooner. It was never our intention to go back and charge our residents but because of this formal complaint, we have to follow the rules set by PSC.

We understand that, once again, this might cause an undue hardship for some residents to be able to pay in whole, especially at this time of year. Due to this, we will be offering DPA's (delayed payment application) with no late payment penalties. If you find yourself in need of this service, please come to the Village Office during our office hours (M-Th 8a-3:30pm) to fill out an application.

Sincerely,
Cyndi Heller
Village Clerk/Treasurer