City of Verona
Public Works Newsletter
Winter 2016

NEW! EYE-ON-WATER ONLINE WATER MONITORING

Water Utility customers who have had a "smart" meter installed now have the ability to monitor their home or business water usage online, with hourly readings, past usage graphing, and other features. To start monitoring your usage, you will need your nine-digit account number (000-0000-00) which can be found on your utility bill, and also the four-digit security number (0000) which is listed on the bottom right of any quarterly bill.

1. Go to: eyeonwater.com
2. Click on **Create Account** link.
3. Enter your service area zip code: **53593**
4. Enter your EOW account number, a thirteen-digit number which consists of your nine-digit utility account number plus the four-digit security code, including dashes (000-0000-00-0000).
5. Enter your email address.
6. Create and confirm a password.
7. You will receive a confirmation email from BEACON. You must verify your email and address by clicking on the email link. Once you do, you can sign in using your email and password.

You can also download the Eye-On-Water app on your Android or iPhone by searching for "eye on water" in the app store. Follow the instructions to register on your phone. For customers who would like to monitor multiple accounts with one sign-in, please register for one account and then contact City of Verona Sewer & Water at (608) 845-6695.

Monitoring enables customers to detect leaks from toilets, outside hose bibs, or appliance failures, as well as seasonal usage. Please note: Historical data starts July 2016 for most customers, or whenever their smart meter was installed, whichever is later. If you are unsure if you have a smart meter, or do not have one yet and would like to have one installed (at no charge) please call Public Works at (608) 845-6695 to schedule a meter change-out.

BULK WASTE COLLECTION

There has been a lot of confusion with the switch to automated refuse collection. Bulk waste is still allowed if you receive city service (some do not receive city service, such as those who live in multi-unit buildings of four or more units or on private streets and commercial properties). If you receive city service, you may put out mattresses, box springs, couches and other bulk waste for collection. It should be set out with your regular refuse bin and will be collected at the same time. You do not need to schedule this collection. **NOT** accepted curbside: appliances, computers and other electronic waste, TVs, anything at least 50% metal and tires. These items must be brought to the Public Works building at 410 Investment Ct., small fees apply for some items. More information including hours of operation can be found at www.ci.verona.wi.us.

BRUSH COLLECTION

Unlike leaf and yard waste collection (which happens only in the fall), brush collection happens year-round in the City of Verona on the second and fourth full weeks of the month. Please have your brush neatly piled curbside by 7:00am Monday morning of those weeks for collection that week. Do not bag Christmas trees!

SEWER RATE INCREASE

The Sanitary Sewer Utility conducted a rate study and a two-step increase was approved by City Council on June 27, 2016. The first step increase was effective on July 1, 2016. The January 1, 2017 increase will include the second (and last) step of the 2016 City's sewer rate adjustment and will also include the Madison Metropolitan Sewerage District's (MMSD) annual rate increase to the city. We are required per City Ordinance 16-876 to notify all rate payers if an increase from MMSD will occur. The City of Verona will continue to increase rates equal to MMSD adjustments. Please note that prior to July 2016, the City of Verona had not increased sewer rates since 2011. After this increase, the City still has a favorable rate for our utility customers as compared to adjacent communities.

FURTHER INFORMATION

For a wealth of information about snow removal and many other topics, please visit the City of Verona website at: www.ci.verona.wi.us.