



# PSC Billing, Reporting, and Rates Simplified

October 15, 2025 ~ On-line via Microsoft Teams  
(3 Municipal Water or Wastewater)

The meeting will open at 8:30 am with the class starting PROMPTLY at 9:00 am. The class will end at 12:00 pm. Link will be emailed before class.

9:00 am ~ 12:00 pm

- Billing - customer service and collections best practices, billing basics, deferred payment agreements, back bills and refunds (billing adjustments), and the handling of customer complaints and inquiries.
- Annual Reporting – basics of filing your annual report, including best practices, common errors, and the use of data.
- Rate Cases – basics of filing a rate case, including the difference between a simplified rate case and a conventional rate case, what to expect from the process, and how rates are determined

PSC staff will present information related to the administration of municipal utilities

## Complete the form below and return to Wisconsin Rural Water Association

\_\_\_\_\_ October 15, 2025 ~ PSC Billing, Reporting, and Rates Simplified

Member Fee \$55.00\_\_\_\_\_ Non-Member Fee \$85.00\_\_\_\_\_

Name \_\_\_\_\_ Certification Number \_\_\_\_\_

System/Employer \_\_\_\_\_

Address \_\_\_\_\_

City, State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

**Send payment and form to:** WRWA, 350 Water Way, Plover, WI 54467

**To pay by credit card:** (Visa, Discover, MasterCard, Debit Card Only)

Go to [www.wrwa.org](http://www.wrwa.org) - Must fax completed form(s) to (715) 344-5555 or email the completed form(s) to [wrwa@wrwa.org](mailto:wrwa@wrwa.org).

\_\_\_ Check enclosed \_\_\_ Paid with credit card

For more information: Phone: (715) 344-7778 Email: [wrwa@wrwa.org](mailto:wrwa@wrwa.org)