



# RHINELANDER UTILITIES

135 S STEVENS ST  
RHINELANDER WI 54501  
(715) 365-8600 x 1

Account #

OFFICE USE ONLY

## Landlord/Tenant Agreement for Residential Rental Units

Pursuant to Wis. Stat. §66.0809 (5)(a), a property owner (hereinafter referred to as the "landlord") may elect to notify the utility in writing that a tenant is responsible for payment of the residential utility bill in order to provide the landlord with notice should the tenant become delinquent. This form will fulfill the written notice requirements set forth by the Rhinelanders Utilities Office. Upon receipt of this form, the Utility will follow the processes outlined in 66.0809 regarding delinquent notices, annual tax transfer notice of arrears and related lien procedures. **This form must be received along with a service request for a special reading a minimum of three (3) business days prior to the final reading date to avoid billing discrepancies.**

**A NEW LANDLORD/TENANT AGREEMENT IS REQUIRED AT EACH TENANT CHANGEOVER.**

### Service Address & Account Info

Service Address: \_\_\_\_\_ Current Account #: \_\_\_\_\_

### Landlord/Management Company Information

**Owner Info:** Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

\_\_\_\_\_ Date of Birth: \_\_\_\_\_

Phone # \_\_\_\_\_ Cell # \_\_\_\_\_ Email: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Property Manager/Billing Contact Info (if not owner):** Name: \_\_\_\_\_

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

Phone #: \_\_\_\_\_ Cell #: \_\_\_\_\_ Email: \_\_\_\_\_

### New Tenant Information

**Effective Date:** \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Phone #: \_\_\_\_\_ Cell #: \_\_\_\_\_

### Landlord Agreement

As the landlord for this service address, I accept responsibility for notification to Rhinelanders Utilities for any changes in occupancy, including coordinating with the tenant in scheduling meter readings when the tenant is moving in and/or moving out. I acknowledge that I am responsible for payment of all Rhinelanders Utility billings during vacancies for this service address and for working with the Utility if access is needed to the property. By signing this agreement, I certify that I have read and understand the Notice and Lien Process outlined on Page 2 of this form, and I agree to any terms and conditions outlined within. I further understand that any debt incurred by my tenant may ultimately become my responsibility as the landlord.

Name (Printed): \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Email: \_\_\_\_\_

### Tenant Agreement

As the tenant for this service address, I accept responsibility for payment of all City of Rhinelanders Utility billings during my occupancy and shall notify the Utility when I am moving out. By signing this agreement, I certify that I have read and understand the Notice and Lien Process outlined on Page 2 of this form, and I agree to any terms and conditions outlined within. I further understand that should I become past due, it could ultimately lead to a lien against my personal assets wherein my name could appear on the Wisconsin Consolidated Court Automated Program (CCAP) as a public record.

Name (Printed): \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Email: \_\_\_\_\_

### - FOR OFFICE USE ONLY -

Date Received: \_\_\_\_\_ Initials: \_\_\_\_\_

**Please sign and return  
the completed form to:**  
*(Incomplete forms may be returned)*

Rhinelanders Utilities  
135 S Stevens Street  
Rhinelanders, WI 54501

**Email to:**  
**OR** [gstamper@rhinelanderswi.us](mailto:gstamper@rhinelanderswi.us)

## General Utility Service and Billing

**Request to Start or End Utility Service:** A special read needs to be done any time a tenant moves in or out of a property. To start or end utility services, you must provide a forwarding address of the tenant vacating the premises, as well as the Name (First, MI, Last) of new tenant and their phone number. A written request must be received at least three (3) business days prior to the date you wish the changes to take effect by either:

- Visiting Rhinelander Utilities at 135 S Stevens St., or
- Emailing [bmannikko@rhinelandercityhall.org](mailto:bmannikko@rhinelandercityhall.org) with the details

**Changes to Mailing Address:** It is both the landlord's and the tenant's responsibility to ensure that the correct mailing address is on file with Rhinelander Utilities. Please call or email the Utilities Office when updates are needed.

**Meter Reading:** The Rhinelander Utilities Office maintains approximately 3,800 water accounts, most of which are residential. Most meters are read by a touch pad outside the property. Meter readings for each property are recorded and transferred to the billing system. Currently, meters are read approximately 2-4 weeks before bills are generated. EXAMPLE: Bills for meter readings taken in early in the month are mailed out at the end of the month.

## Billing Statements

**Quarterly Billing Statements:** Billing statements are typically mailed out by the last day of the month, and are due on the 20th of the month. If the date mailed is different, customers will always have 20 days before payment is due.

**Billing Cycles:** The Rhinelander Utilities Office bills each property quarterly (four times per year), but not all properties are billed in the same quarter. The city is divided into three billing groups, determined by the location of the property within the city.

**Late Payment Charges:** If payment is not received within 20 days of issuance, late payment fees will be applied.

**For more information on Water, Sewer and Storm Water rates, payment options, and more, visit [www.rhinelandercityhall.org](http://www.rhinelandercityhall.org).**

## Notice and Lien Process

(Applicable *only* for Residential Rental Properties with a Landlord/Tenant Agreement on file)

**Delinquent Notices:** When there is a Landlord/Tenant Agreement on file, if a tenant fails to pay their quarterly billing by the due date, the property owner (hereinafter referred to as "landlord") will be mailed a notice that outlines the delinquent balance within 14 days of the application of late fees.

**Tenant Vacates Premises:** If the tenant vacates the premises and the landlord wants the Utilities Office to continue sending quarterly billing statements to the tenant, the landlord must ensure the tenant has provided a forwarding address or the Landlord must provide the Utilities Office with written notice that contains the forwarding address of the tenant and reference the date that the tenant vacated the premises. Notification must be provided to the Rhinelander Utilities Office no later than 21 days after the date on which the tenant vacated the rental unit.

If the tenant vacates the rental property, *and* the landlord plans to take the balance of a tenant's final bill from the security deposit rather than have the tenant pay the Utilities directly, the landlord must contact the Utilities Office to inactivate the Landlord/Tenant Agreement. The tenant should also contact the Utilities Office once the security deposit is settled to verify the landlord has inactivated the agreement with the Utilities Office. This is recommended to prevent a statutory lien being placed against the tenant should the account still have an unpaid balance on October 1<sup>st</sup>.

**Pre-Tax Notice (October 15):** Both the landlord and the tenant will be mailed a notice of the amount owed on October 15<sup>th</sup> of each year for any charges remaining delinquent as of September 30<sup>th</sup>. Once this notice has been sent, a statutory lien is created against the tenant's personal assets. If the tenant pays the total amount due (including the tax penalty if paid after November 1<sup>st</sup>) by November 15<sup>th</sup>, the lien will automatically be extinguished. If the landlord pays the full amount owed before the tenant, the lien will be transferred to the landlord. The lien may then be enforced with the Oneida County Clerk of Court by the lienholder as outlined in the "Lien Process" section below.

**Tax Penalty (November 1):** If full payment has not been made to the Rhinelander Utilities by November 1<sup>st</sup>, an additional penalty of 10% will be added to the balances owed to each utility (Water, Sanitary Sewer, and Storm Water).

**Tax Transfer (November 15):** If both the tenant and landlord fail to pay the full amount owed to the Utilities by November 15<sup>th</sup>, the Utilities will transfer the past due balance, plus penalties, to the real estate tax roll as a special charge levied against the landlord's property. *In addition*, the Utilities will file a report with the Oneida County Clerk of Courts of all delinquent residential tenants that have a statutory lien against their personal assets, if any unpaid balance is transferred to the real estate tax roll. **After November 15<sup>th</sup>, payments made toward utility bills will be applied to the new current balance.**

**Lien Process:** Wisconsin law requires the Utilities to transfer its lien on the tenant's personal assets to the landlord if the landlord pays the full amount, plus penalties, owed by the tenant, any time *after* October 15<sup>th</sup>, and provides the Rhinelander Utilities with a receipt for proof of payment. It is the responsibility of the landlord to bring the proof of payment to the Rhinelander Utilities Office in order to obtain the Transfer of Lien form that must be completed by Utility staff. With the Transfer of Lien form, the landlord may then take action to enforce the lien against the tenant's personal assets, provided a notice of a lien is first filed with the Oneida County Clerk of Court by April 15<sup>th</sup>. The Clerk of Courts will then file the notice of the lien in the judgment and lien docket and the lien will appear under the tenant's name in the Wisconsin Consolidated Court Automated Program (CCAP). The landlord is obligated to file a satisfaction of lien with the Oneida County Clerk of Courts within 7 days after the tenant satisfies the lien.

**This information is provided in accordance with Wis. Stat. § 66.0809 (3m)(a) and (b).**