

# ***FREQUENTLY ASKED QUESTIONS***

The following is a list of questions frequently asked by citizens.

## **FREQUENTLY REQUESTED PHONE NUMBERS:**

### POLICE

In a police, fire or medical emergency, call 9-11. If you need police for a non-emergency, call 262-284-7172 and the Ozaukee County Sheriff will dispatch a police officer for you.

### VILLAGE SHOP/DIRECTOR OF PUBLIC WORKS

262-692-9125, ext. 203

### WASTEWATER TREATMENT PLANT

262-692-9225

### TOWN OF FREDONIA

262-692-9673

### FREDONIA FIRE DEPARTMENT/Non-Emergency

262-692-9973

### NORTHERN OZAUKEE AMBULANCE/Non-Emergency

262-692-9973

### FREDONIA POST OFFICE

262-692-2341

### WE ENERGIES

1-800-242-9137

### TIME WARNER CABLE

1-800-627-2288

### GARBAGE SERVICE – VEOLIA ENVIRONMENTAL SERVICES

1-888-688-4005

### PHONE SERVICE - FRONTIER

1-800-483-4000

### NORTHERN OZAUKEE SCHOOL DISTRICT

262-692-2489

### OZAUKEE HIGH SCHOOL

262-692-2453

## **ANIMAL CONTROL:**

1. Where do I report a stray dog or cat?  
Call the Village Marshal at 692-9125, ext. 217 or the Ozaukee Humane Society at 262-377-7580.
2. What are the leash laws for the Village of Fredonia?  
Except for your own private property, dogs must be kept on a leash at all times.
3. Are dogs required to be licensed?  
Dogs 5 months and older are required to be licensed in the village. Information required includes dog's name, color, breed, sex and evidence of rabies

vaccination, including the date. Cost is \$10.00; if the dog is neutered or spayed the cost is \$5.00. A dog license is needed each year. If a dog is not licensed by April 1st, a \$5.00 late fee is added.

4. Are cats required to be licensed?

Cat licenses are not required in the Village of Fredonia. However, it is unlawful for a person to allow their cat to run off of the owner's property.

## **BUILDING:**

1. When is a permit required?

The best way to determine if a proposed project requires a permit is to contact the Building Inspector at 692-2039 or the village hall at 692-9125. A permit is required for any new construction, addition, alteration, or repair that exceeds \$500 in value.

Example of residential items that require permits:

New Construction

Sheds

Decks

Interior Remodeling

Windows if replacing with a different size or replacing with a bay or bow window

2. What are the application requirements for a deck permit?

Typically, a plan is needed that explains how and where the deck is to be constructed, along with a sketch showing distance to lot lines. See Deck Regulations under the Construction/Building Inspection Department link.

3. What are the application requirements for a shed permit?

Typically, a photo or brochure is needed that explains how the shed will appear, a cross section and a rough survey sketch of where the shed is to be located on the property. See Shed Regulations under the Construction/Building Inspection Dept. link.

4. What are the application requirements for a recreation room?

Typically, a floor plan is needed that explains how the recreation room is to be constructed. The plan must show any doors, windows and utility room equipment.

5. How long does plan review take?

The building inspector has 10 working days to review plans. However, if any of the required information is missing, it may take longer. Some permits need to be reviewed by the Architectural Control Board so allow plenty of time to obtain your permit.

6. What is exempt from permits?

Permits are not needed for re-roofing or re-siding.

7. Is a permit required to replace a water heater or furnace?

Yes, you will need to obtain a plumbing permit to replace a water heater and an HVAC permit to replace a furnace. See our Forms and Applications link to obtain copies of these permit applications.

8. Where do I call to schedule an inspection?

Call the Building Inspector at 692-2039 and leave him a detailed message on who is calling, the inspection required and the address of where the inspection is needed. The Building Inspector has 48 hours to complete most inspections. Be sure the building inspector has access to the inspection requested. See Procedures for Residential Permits under the Construction/Building Inspection Department link.

9. Do retaining walls and fences require a building permit?  
Retaining walls and fences do not require a building permit. See Village Ordinance 13-1-160(g) regarding retaining walls requirements and 13-1-163 regarding fence regulations.
10. Can I do my own electrical and plumbing work?  
In a new, unoccupied structure you cannot perform electrical and plumbing work unless you are properly licensed. A single-family property owner may perform electrical and plumbing work in the single-family residence he owns and occupies. All other occupancies require electrical and plumbing work to be performed by properly licensed personnel.
11. What happens if I don't get a permit?  
Double and triple permit fees, stop work orders, citations and possible court appearances.
12. When do building permits expire?  
New one and two family building permits expire two years from the date of issue. All other building permits expire 6 month from the date of issue if work has not started; if work has started building permits expire 18 months from the date of issue.

## **DOING BUSINESS IN THE VILLAGE OF FREDONIA**

1. How do I get an application for the Village of Fredonia Business License?  
The Village of Fredonia requires a Zoning Permit for all non-residential uses, household occupations and cottage industries. The permit application is available on our Forms and Applications link. Also see Zoning Code Sec. 13-1-227 on Issuance of Zoning Permits.
2. How much does a Zoning Permit cost?  
There is a one time fee of \$25.00.
3. What occupations are considered Household Occupations?  
A household occupation includes uses such as babysitting, millinery, dressmaking, canning, laundering, and crafts, but does not include the display of any goods nor such occupation as barbering, beauty shops, dance schools, real estate brokerage, or photographic studios.
4. What is a Residential Business?  
A residential business shall be deemed a conditional use and shall require that an application for a Conditional Use permit be filed with the Village Clerk. A Conditional Use for a residential business shall be granted by the Plan Commission if they determine that such use shall not have an adverse impact on the residential aesthetics and residential character of the surrounding area. Barbers, beauty shops, dance schools, real estate brokerage and photographic studios are considered

residential businesses and would require a Conditional Use. To obtain a Conditional Use Permit application see the Forms and Applications link.

5. How much does a Conditional Use Permit cost?

A Conditional Use Permit costs \$150.00. For additional information on Conditional Uses see Zoning Code Sec. 13-1-60 Article D.

## **RUMMAGE SALES**

1. Do I need to have a permit to have a garage/yard sale?

A permit is not needed to hold a garage sale in the Village of Fredonia.

2. How often can I have a garage/yard sale?

Residents are limited to a maximum of eighteen (18) days or less per year, with no sale lasting more than three consecutive days, excluding the village-wide rummage sale.

3. Can I put up a sign for my garage/yard sale?

You may put a sign on your property on the day of the sale. The signs shall not be attached to or displayed on traffic or regulatory signs, light poles, parkway/terrace trees or other public property. The signs must be ground signs. The sign may be double-faced, not to exceed four (4) square feet in area and shall be a minimum of ten (10) feet from the right-of-way line of the intersection street, and are not allowed in the median strip of boulevard streets.

## **PARKS**

1. What are the park hours?

All village parks are closed from 9:00 p.m. to 6:00 a.m. the following day, except for Village-authorized activities.

2. How do I reserve a park?

Applications are available at the village hall or on the webpage titled Forms and Applications link.

3. How much does it cost to rent a park in the Village of Fredonia?

Fireman's Park: Residents: \$75.00 / Non-residents: \$100.00. Plus an additional deposit of \$100.00. This deposit is refundable if the park is cleaned up and left in good condition.

Stoney Creek Park: Residents: \$30.00 / Non-residents: \$40.00. Plus an additional deposit of \$50.00. This deposit is refundable if the park is cleaned up and left in good condition.

All civic-charitable, non-profit village based groups shall have the rental fees waived. The required refundable deposit will be returned in full if the premises are left clean and in good repair. For additional information on village parks see Ordinance Sec. 12-1-4 thru 12-1-5.

4. How do I reserve Waubedonia Park?

Call 262-692-2825

## UTILITY BILLING

1. How do I establish water and sewer utility service?  
Call the village hall at 262-692-9125 or stop in and provide your name, address you will be moving into, phone number and effective date to start service.
2. How can I pay my bill?  
Utility bills can be paid by mail to P.O. Box 159, in person at 242 Fredonia Avenue, or at the Port Washington State Bank, 201 Regal Drive.
3. When is my utility bill due?  
Payment is due for your utility bill 20 days from the billing date shown on your bill. If payment is not made by this date, the bill becomes delinquent and a 1% late payment penalty is added to the outstanding balance each month.
4. How is the meter reading performed?  
The meter reading is performed by Village staff. Meters are read approximately the same date each quarter in accordance with a route reading schedule. The date can vary between 3 and 5 days depending on Village Holidays or unforeseen circumstances.
5. Can the water meter be re-read if there is a question as to a reading error?  
Yes. The Water Utility will have the meter read and re-checked for any errors. At that time, the meter will also be checked for malfunctions.
6. How do I close my account for water and sewer utility services?  
Contact the village hall at 262-692-9125 and provide your name, address and the effective date you will be moving, along with a forwarding address where your final bill can be mailed. For home sales, utility bills will be prorated at the closing with the Title Company.

## WATER QUESTIONS:

1. If I have a leak, who is responsible for repairing it?  
Occasionally someone will have a problem with their plumbing, a leaky faucet, a toilet that runs or a water heater rusts which causes a large amount of water usage. Although the village is responsible for water main breaks in the street, anything on the homeowner's side of the lateral connection is the property owner's responsibility. This includes the cost of the water.
2. Who do I call if I have a water emergency in the middle of the night?  
The Village has personnel on-call 24 hours a day, seven days a week, to assist customers with water and sewer emergencies. For any water or sewer related emergency, call the Village office at (262) 692-9125 during normal business hours and at 1-800-510-5869 after 4:30 p.m. and on weekends and someone will be paged.
3. I need to make repairs to my plumbing, how do I shut-off my water?  
The Village recommends that all customers use their water meter shut-off valve in their basement to shut off the water supply to their home to make repairs. If you cannot locate your valve or it is necessary to shut the water off at the water curb stop, call the Village Hall for a water utility representative to shut off the water at the meter. You can reach the Village Hall at (262) 692-9125. Please

note that a specialized tool is required to shut the water off at the curb stop. Attempting to turn the water off at the curb stop without this tool may result in damage to the mechanism and additional repair charges will be assessed.

4. What is hydrant flushing?

Water main flushing is a process in which pipes are cleaned by forcing water through at high speeds. Due to this, some discoloration of water and low pressure may occur. The water is completely safe during all states of the flushing program; however, please check the water for discoloration prior to washing any clothes during hydrant flushing dates.

5. What do I do after flushing has been done?

When flushing work is done in your area, please run your taps for a couple of minutes until the water is clear. Even though we try to avoid wasting water, it is necessary to run your taps for a very short time to restore water quality. The flushing program should improve the quality and reliability of water we provide to your homes and businesses. Water main flushing will not correct private plumbing or corrosion problems. For general questions about main flushing or to report dirty water conditions that have not cleared up within 24 hours after the flushing activity, please call the Water Utility Department during normal business hours at 262-692-9125, ext. 203.

6. Is fluoride in my drinking water safe?

Yes. When added or naturally present in the correct amount, fluoride in water has greatly improved the dental health of American consumers. The Village of Fredonia fluoride content is .40 ppm.

7. Is water with chlorine safe to drink?

Yes. Many tests have shown the amount of chlorine found in treated drinking water is safe to drink, although some people object to its taste. Almost all household water filters can reduce or remove chlorine in drinking water. Chlorine is recognized as being the best way to ensure bacteria-free water. In conjunction with the chlorine, Sodium Silicate is added to the water to sequester, (tie-up) the high iron content in the water and reduce the likelihood of "red water".

8. How can I find out what is in my water?

Every year the Village of Fredonia publishes and mails to all customers an annual Consumer Confidence Report. The free report gives the results of the tests it does in order to make sure your water meets federal and state drinking water regulations. It also explains where your water comes from and includes other useful information. Copies are available on the website under the Department of Public Works tab. To request a hard copy, please call (262) 692-9125.

9. Do I need a water softener?

No one needs a water softener to make tap water safer. A softener removes the dissolved minerals that make water hard but are not harmful. The hardness of water is different throughout Wisconsin and depends on the water source. Softer water has both good and bad features. Some of the good things include a softer feel to hair and skin, the need to use less dish soap and laundry detergent (because soap lathers more quickly in soft water), and less mineral deposits in

pipes and on pots and pans, glasses and cars. However, water softeners add sodium to the water which may be a concern for people on sodium-restricted diets, and salt discharge can have an adverse impact to our water supplies. The Village of Fredonia's water hardness is 29.8 grains/gal. or 510 MG/L Total Hardness.

## GENERAL QUESTIONS:

1. Who do I call for brush pick-up?  
Weather permitting - curbside branch chipping will continue on Mondays. To be included on the weekly curbside brush chipping list you must call the village hall at 692-9125, ext. 203 prior to the Monday you want the chipping done.
2. What are the winter parking restrictions?  
Parking is not allowed on village streets between the hours of 2:00 a.m. and 6:00 a.m. from December 1st to April 1st. Any vehicle ticketed for winter parking restrictions and not removed will be towed away at the owner's expense.
3. Where do I register to vote in the Village of Fredonia  
You can register to vote at the Village Hall, 242 Fredonia Avenue. You will need to provide your Wisconsin driver's license number or identification number.
4. Where do I vote in the Village of Fredonia?  
All Village of Fredonia residents vote at the Fredonia Government Center, 242 Fredonia Avenue. The polls are open from 7:00 a.m. until 8:00 p.m.
5. Who do I contact if a street light is burnt out?  
You can call the Lights Out Phone number at 1-800-714-777 and provide the location of the street light that is burnt out. You may also report it to the village hall at 692-9125, or you can email We Energies at [www.weenergies.com](http://www.weenergies.com).
6. Who do I call about getting a flu shot?  
The Ozaukee County Health Department holds flu clinics each year in the fall. They can be contacted at 284-8170.
7. When do tax bills get mailed?  
Tax bills are usually mailed around December 10<sup>th</sup>.
8. Where can I pay my tax bill?  
Thru January 31<sup>st</sup>, taxes may be paid at the Fredonia Village Hall, 242 Fredonia Avenue, Monday through Friday from 8:30 a.m. to 4:30 p.m. Taxes may be mailed to the Village of Fredonia, P.O. Box 159, Fredonia, WI 53021. Please include a self addressed stamped envelope if you want a receipt. Taxes may also be paid at the Port Washington State Bank – Fredonia office from 9:00 a.m. until 5:00 p.m. Monday through Thursday, from 9:00 a.m. until 6:00 p.m. on Fridays and from 8:00 a.m. until noon on Saturdays. **Taxes will only be accepted inside the bank lobby.**
9. When are village meetings held?  
**The Village Board** meets the 1<sup>st</sup> and 3<sup>rd</sup> Thursday of the month at 7:00 p.m. at the Fredonia Government Center, 242 Fredonia Avenue.

**The Plan Commission** meets the 1<sup>st</sup> Monday of the month at 7:00 p.m. at Fredonia Government Center, 242 Fredonia Avenue.

**The Architectural Control Board** meets the 1<sup>st</sup> Wednesday of the month from at 7:00 p.m. at the Fredonia Government Center, 242 Fredonia Avenue.

**Other Committee** meetings are scheduled as needed.

Check the bulletin board in front of the Fredonia Government Center, at Port Washington State Bank and at Associated Bank for notices of all committee and board meetings. All meetings are open to the public.

10. What is the holiday garbage pick-up schedule?

If a holiday falls on a Monday, Tuesday, Wednesday, or Thursday, garbage and recycling will be picked up on Friday of that week.

11. What are the winter snow regulations?

Snow is to be removed from sidewalks within 24 hours after a snowfall. Snow is not to be shoveled or blown into the street. Please shovel the area around the fire hydrant. When shoveling out mailboxes, be sure to shovel a car-length pathway in front of your mailbox to guarantee mail delivery.

12. Is there a curfew in the village?

Persons under the age of 16 are not allowed out after 11:00 p.m. unless accompanied by a parent or guardian, except when attending a school function or returning home from their place of employment.

13. Where can I properly dispose of an American Flag that is in poor condition?

If you have an American Flag that is in poor condition and needs to be disposed of you can either drop it off at the village hall, at Port Washington State Bank, or in the “mailbox” by Neuen’s Lumber Company.

14. Is a permit needed to replace/install driveways and sidewalks?

To ensure that the appropriate specifications and standards are followed, the Village of Fredonia requires a homeowner to apply for a permit to replace or put in a new driveway or sidewalk. The application and work will be inspected by our Director of Public Works. The permit fee for a driveway or curb cut is \$35.00. There is no permit charge for sidewalks. Applications are available on the Applications and Forms link of the website.