



CUSTOMER CONNECTION

FALL 2022

Public Power Week pg. 5

October 2 - 7, 2022

Protecting Our Drinking Water pg. 6

Removing lead and PFAS



A Note from the GM



Welcome to the fall edition of the Customer Connection! In this edition, I'm going to cover three topics that have been in the news: cybersecurity, electric vehicles, and the Inflation Reduction Act.

Cybersecurity

October is cybersecurity awareness month. This is a reminder to take time to review emails and text messages to ensure they are legit before you click on links that can download harmful viruses to your devices.

Unfortunately; there are many bad actors out there trying to steal your personal information. Please always contact us directly if you have any questions about an email, text message, or notice you received from our office.

MU has taken numerous steps to protect our customer's information and ensure the safe operation of our electric and water systems. This includes active monitoring, annual audits, employee training, encryption, firewalls, multifactor authentication, licensed frequencies, anti-virus software, virtual private network, backups, redundancy, software patch management, and installation of additional physical security equipment. Our team is actively adding measures to protect consumer data and system operation as they become available.

Electric Vehicles (EVs)

No matter where you have turned recently, you have likely heard about the development and rollout of EVs. It seems like all of the major auto manufacturers either have or will in the near future, be rolling out numerous models of EVs. We know EVs are not for everyone, and they will take time to roll out. The evolution of EVs is something we have been monitoring, researching, and strategically planning for, to ensure our electric system can be supportive as EV penetration grows. To support our research, we have developed an EV charger rebate program to assist those early EV adopters and joined a partnership for the installation of level 2 community EV chargers. This partnership between the City of Marshfield, General Motors, Wheelers Chevrolet GMC of Marshfield, and MU will bring level 2 EV chargers to some areas in the community. More information to come!

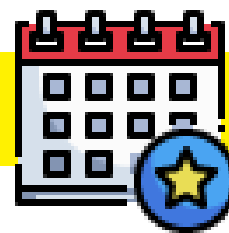
One of the challenges EVs creates is the additional use of the power grid for charging. It is estimated nearly 90% of charging will be completed at home. Charging completed overnight will help balance the grid when energy demand and cost are low. As the penetration of EVs grows, technology advancements will help manage the charging to keep the burden on the grid balanced while ensuring every vehicle is fully charged when the driver needs it. This management will ensure the reliability of the grid and will fully charge the vehicle at the lowest possible cost.

Inflation Reduction Act

This federal legislative package includes a provision to allow not-for-profit, community-owned public power utilities like MU to claim energy tax credits directly for investment in cleaner energy-generating technologies. Prior to this act, only for-profit, like investor-owned utilities, were able to take advantage of tax credits. As we explore future power supply options, the act will allow us to build and own renewable generating options (i.e. solar, wind, etc.) at a lower cost than previously. This energy tax credit will reduce the total cost by 30-40%. The savings will be passed on to customers through lower energy costs.

I hope everyone has a nice fall and enjoys the information contained within. Please let us know if you have any suggestions for articles or topics for future editions.

Important Dates



Calendar of Events:

Public Power Week:
October 2-7th

Holiday Closures:
November 24-25
December 23, 26, and 30
January 2

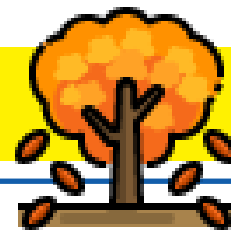
Commission Meetings

2022	2023
October 10	January 9
November 14	February 13
December 12	March 13

All meetings begin at 4pm
in the W. H. Upham meeting
room.

Check our website and follow us on social media for special events and current utility updates.

New This Fall



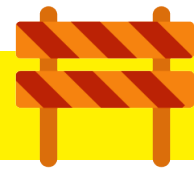
EV Rebate program

Marshfield Utilities offers an incentive to encourage residential charging for electric vehicles (EV). If you are a homeowner with a full electric vehicle, you may be eligible for a \$500 incentive toward a Level 2 Electric Vehicle charger or you may be eligible for a \$25 incentive toward a Level 1 Electric Vehicle Charger.

For more information on eligibility requirements and how to apply go to: <https://bit.ly/3SNbDZQ>



Projects In Your Area



The electric and water departments are wrapping up projects before the freezing temperatures return.

For the most current status of projects visit our [website](#).

Planning your own projects? Call before you dig! 811 or (800) 242-8511



PREVENTING SERVICE INTERRUPTIONS

MU trims tree limbs and branches that extend into and over power lines because they are a significant risk to public safety, especially during high winds and severe weather. Fallen trees and branches can cause extended periods of interruptions and outages.

Cutting back the branches reduces the risk of service interruptions. The amount of clearance from the service lines is determined by the type of tree. A fast-growing tree will be cut back approximately 12 feet, and seven feet for slow-growing trees.

If you see a tree that is a potential hazard contact us at 715-387-1195 for assessment. If you have a tree on your property near power lines that you plan to cut down call us to have the lines dropped, ask for Derrek or Jane. Requests must be received at least 24 hours before the service is needed.

Public Power Week



The week of October 2 – 8th, 2022, is National Public Power Week. Marshfield Utilities (MU) has taken pride in being a public power provider for 118 years, and we want to celebrate with the community.

There are several activities for all ages to participate in:

Focus on Energy virtual Pop-up shop where you can purchase energy-saving items. The shop will be open from October 2-17th, 2022.

Shop now at: https://bit.ly/foe_publicpowerweekdeals. For those who are unable to shop online, call 888.925.7009 and mention you are calling for the Focus on Energy Marshfield Utilities pop-up event.

Orders will ship at the end of the event.

Hidden puzzle:

There are six puzzle squares hidden at various parks in Marshfield. Find a piece of the puzzle, and bring it to the MU office, Tuesday through Thursday, for a prize. Photos of the puzzle pieces, as they are found, will be posted on our Facebook and Instagram pages.



Public Power Rock:

A Public Power rock is hidden somewhere in Marshfield. Find it, and take a selfie with the rock to share on Facebook or Instagram with

#marshfieldwipublicpower. Those who share their selfie with the rock, will be entered into a random drawing for a MACCI gift certificate.

Coloring contest:

Kids 17 and under can color the provided coloring sheet and turn in the completed piece to the utility for a fun goodie bag and a chance to win a MACCI gift certificate in the participants' random drawing. There are three age categories; 5 and under, 6 – 12, and 13 or older. Please include your name, age, phone number, and email address on the back of the coloring sheet.

Crossword contest:

Turn in the completed Public Power Crossword Puzzle in person at the utility, mail it to Marshfield Utilities, PO Box 670, Marshfield, or email a photo to publicrelations@marshfieldutilities.org. All entries will be entered into a random drawing for a \$25 MACCI gift certificate. Please include your name, phone number, and email address with your entry.

Download the coloring sheet and crossword puzzle from our website at <https://bit.ly/3Clawlf>. Printed copies are available in the MU vestibule or at the Everett Roehl Marshfield Public Library and the community center.

Return completed coloring sheets and crossword puzzles by October 13, 2022.

Protecting Our Drinking Water

Having safe and reliable cold drinking water is a basic expectation for everyone. Recent years have brought contamination issues to light in a lot of communities. The staff of MU and their families drink from the same water source as you and share your concerns. Addressing lead and PFAS concerns is a top priority for MU.

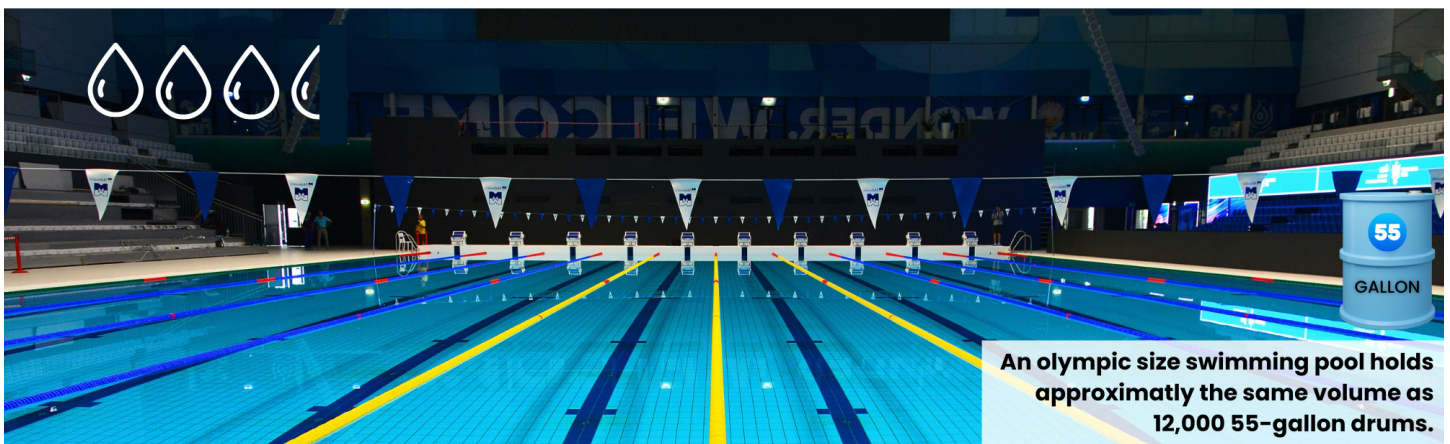
The water department crews have worked vigorously this summer on lead pipe replacements. 271 lead services have been replaced so far this year, exceeding the annual requirement of 168 by the DNR. Since the mandate to replace lead services went into effect in October 2020, we have removed over 500 lead services from the system.

Currently, there is funding to assist homeowners to replace their private side service. For more information about the lead service replacement project and to check if your home may have lead service, go to <https://www.marshfieldutilities.org/about-us/lead-service-replacement-project.php> Earlier this year, we voluntarily participated

in a DNR program to have Marshfield's water tested for Per- and Polyfluoroalkyl substances (PFAS). Per- and polyfluoroalkyl substances (PFAS) are a large group of man-made chemicals; that is resistant to heat, water, and oil. PFAS chemicals are classified by the U.S. Environmental Protection Agency (EPA) as emerging contaminants on the national landscape. For decades, they have been used in many industrial applications and consumer products such as carpeting, waterproof clothing, upholstery, food paper wrappings, personal care products, fire-fighting foams, and metal plating.

PFAS can get into drinking water when products or wastes containing them are disposed of, used, or spilled onto the ground or into lakes and rivers. Initial testing revealed that one of Marshfield's wells had levels of PFAS that exceeded the thresholds set by the DNR. The well was immediately shut down, and efforts are underway to remove the contaminants. Initially, four consecutive quarterly samples for PFOA and PFOS will be conducted. Testing will continue

**70 PARTS PER TRILLION IS EQUIVALENT TO 3.5 DROPS OF WATER
IN AN OLYMPIC SIZE SWIMMING POOL**



An olympic size swimming pool holds approximately the same volume as 12,000 55-gallon drums.

according to DNR and/or EPA rules.

Requirements for PFOS & PFOA as of August 1, 2022:

- MCL 70 ng/L (parts per trillion) for “PFOS and PFOA”, per s. NR 809.20 (1) *SEE PHOTO ON PAGE 6
- MCL exceedance will result in a public notice and corrective action schedule
- DNR May require public notice if state or federal health advisory or recommendations are exceeded
- WI DHS Information About PFAS

Consider some of the everyday items in your household that may be causing exposure:

- Non-stick cookware: When purchasing cookware, look for no PFOA products. Ceramic coated, cast iron, and stainless steel are safe options.
- Make-up: most commonly found in foundation and mascara. Avoid ‘anti-aging’ cosmetics containing PTFE. See how your personal care products rate at <https://www.ewg.org/skindeep/>
- Hair products
- Dental floss
- Food packaging, avoid food wrappers treated with grease-resistant coatings

For more information about PFAS and our water testing results, go to <https://bit.ly/3SnmUaf>.

In The Trenches



It’s no secret that Water System Operation Specialists have dirty jobs. Water department team members are committed to getting the work done to provide quality water to MU customers. Many of the team members live in the service area. Two locals, Jeff Nikolai and Kolton Carlson agreed to share their experiences.



Jeff Nikolai has been a valuable member of the MU water department for 18 years. He grew up in Rozellville, graduated from Stratford High School, and has been a resident of Marshfield since 1989. Jeff and his wonderful wife, Cindy, have been married for 29 years. They have a

son, Brandon who will be getting married in July 2023.

Over the years, Jeff has experienced many changes and some interesting situations. The biggest change in the job according to Jeff, has been the tools. When he first started everything was done with a hand wrench. Tools used today are air powered and cordless. They make it much easier to tighten and loosen components.

At times crew members need to notify

customers at their homes of an outage or enter a home to access water meters or make repairs. When entering a customer's home, some surprising things are occasionally encountered. Things like an individual answering the door in their birthday suit or a customer who used their basement as a dog kennel for the winter have left a lasting memory for Jeff.

Despite some crazy encounters, Jeff does enjoy meeting customers. He would like customers to know that the best way for water crews to fix leaks and main breaks is to turn the water off. "Sometimes this happens with not much notice, and sometimes for longer than we would like."

Jeff is dedicated and enjoys the job. He said, "There are good days and less good days." As most know, no matter how much you like your job, some days, things go sideways.

Members of the MU water department also have the opportunity to pass on some of the extensive knowledge to the Water Resources Youth Apprentice, Kolton Carlson. Kolton is a Marshfield senior and has been part of the MU team for a little over a year.



The Water Resources Youth Apprentice position first started in 2021. Kolton was intrigued by this position because of his interest in water resources and all the different things that could affect water quality. He said, "My experience at MU so far

has been great. Everyone is very kind and helpful, and I have gotten to experience a lot of unique things in a very short time." Kolton said, "the most interesting thing I have gotten to learn about at MU so far is how and why the chemicals are added to

the water and also how the filter cell system works to remove iron from the water."

After high school, Kolton plans to attend UW Stevens Point for his first year of college. Then he will transfer to UW Platteville to obtain a 4-year degree in Civil Engineering.

When Kolton completes the youth apprentice program, we will have an opening for the next school year. If you know of a high school-aged youth interested in learning more about water quality and the youth apprenticeship program, mention the opportunity at MU. Those interested should speak with the youth apprentice coordinator at their school.

Conservation Corner



10 tips to save on your electric bill this winter

1. Prepare your Heating System

Clean air filters & Vents while your heating system is off. Unscrew duct covers and vacuum the ducts as much as possible. Change the furnace filter. Schedule a furnace tune-up to check for malfunctions and ensure your system runs efficiently.

Test your carbon monoxide gas detector. If you don't have one, we recommend purchasing one from a local store. According to the Centers for Disease Control and Prevention, 450 people die from carbon monoxide poisoning each year.

Make sure vents are clear of furniture or other items that block airflow.

2. Winterize Your Air Conditioner

Turn the air conditioner unit off. Clear debris in and around the air conditioner unit. Cover the unit with a tarp or air conditioner cover to prevent damage from wet leaves and freezing of internal components.

3. Keep the Heat Inside

Drafty windows and doors can increase your monthly heating bill up to 25%. Consider adding weather stripping, foam tape, re-caulking, and use door snakes to block drafts.

4. Turn the Thermostat Down

Save as much as 10% by turning the thermostat down while you are asleep or out of the house (energy.gov). Using

a programmable thermostat is easy to set temperatures to a pre-set schedule.

5. Take Advantage of Heat from the Sun

Open curtains on your south-facing windows during the day to allow sunlight in to naturally heat your home, and close them at night.



6. Use Energy Saver Mode

Utilizing power management features on your TV and gaming console can save you up to \$30 a year, according to Energy Star. Set your TV to "standard" or "normal" picture setting, enable automatic brightness control, and enable auto power down to ensure devices go into a low-power mode when not in use.

7. Stop Fireplace Heat Loss

If your fireplace has a cold air intake from the outside, equip it with an airtight door. Fireplaces that use room air for combustion; should have a door with operable vents. Only keep vents open while the fireplace is in use.



8. Close internal doors

Keeping doors closed will trap heat in each room. Be sure to close the vents in rooms not in regular use, like guest rooms or rooms used for storage.

9. Use your Oven Efficiently

Prepare multiple meals in the oven; at the same time; to reduce the energy used while cooking each week. Once you've finished using the oven, open the door to let the excess heat out to warm your kitchen.

10. Washing Efficiency

Turn down the temperature on your water heater to 120° Fahrenheit. According to the U.S. Department of Energy, water heating can account for 14 to 25 percent of your



total energy use. Further cut back on the energy used by washing machines and dishwashers by using cold water.

Additionally, change your drying method. Skip the drying cycle on your dishwasher and hang your clothes to dry instead of using the dryer. Consider investing in a foldable clothes drying rack for air drying inside during the winter.

Retirements



The staff at MU are fantastic people that work hard and are committed to utility and providing quality service to the community. A large portion has dedicated their careers to MU, average tenure is over 11 years! In 2022, we have four committed staff members leaving to enjoy their retirement. Seventy-six years of experience will be departing by the end of the year. The retirees reflected on their time at MU and shared a bit about their accomplishments throughout their careers.



Cathy Lotzer began her 40-year career as a co-op student during her junior year of high school in 1982. She was offered a full-time position in May of 1983 as an Account Clerk in the office. In 1988, Cathy moved

to an Administrative Assistant position working with the Electric, Water, and Power Plant departments; a few years later, she transitioned to a salary position working with the same departments.

Between 2000 – 2012, she was promoted to a Human Resources position and received several HR promotions over the years leading to HR Manager.

In 2013, Cathy advanced to her current Technical Services Manager position.

In 2017, she also held the position of Interim General Manager while the Utility Commission held a search for a new GM, following Bob Trussoni's retirement.

Over the years, Cathy has led the way for progress at the utility and in the community. She has sat on many committees and boards at MU and in the community. In the

early 1990s, she initiated the move from paper records of electric and water cards (meters, hydrants, valves, etc) to digital forms in a DOS database, also upgrading the software to a windows platform and eventually to our current Access program. We are still using many of these same databases today. Our current Purchase Order process also centers on a database she created in the late 1990s. Also, in the 1990s, Cathy developed MU's first website using HTML (hypertext markup language) before software programs were available to build websites.

In 1996, as part of a Leadership Marshfield project, Cathy began leading the activities of the Groundwater Guardian group in Marshfield. She also served on the national Groundwater Foundation Board of Directors for several years. The local Groundwater Guardian group has been active for more than 25 years.

Her most recent project has been working side-by-side with Nick Kumm (General Manager), overseeing the building of our new facility.

Cathy is proud of her achievements, including receiving the Marshfield Alumnus of the Year award in 2018. Most significantly, achieving her personal goal of continuing her formal education. Attaining a Bachelor's degree in Human Resource Management, all while working full-time and raising a young family. "I'm grateful that MU management was encouraging and supportive of my goal. I am also very fortunate and blessed that my entire professional career (more than 40 years) has been at MU."



Kent Mueller started at MU in 1998 as an Accountant/Assistant Office Manager and advanced over the years to Financial Manager. He has contributed a lot over the years. Ensuring that we are compliant with regulations, operating

the finance department with multiple checks and balances, the successful conversion of the billing and accounting software to the PCS system that we still use today, and so much more.

Big changes have been made since Kent's early days at MU. "When I started, journal entries were still prepared in large ledger books, email was new, internet access was shared with 2 others (only one at a time could use it), and utility bills were printed in-house on dot matrix printers," he said. Previously customers could only pay with cash, check, or PowerPay. Technology has advanced accounting processes to be done digitally, every employee has email, internet, and portable devices. Customers can now view their bills, and make a credit card or e-check payment on their smartphone, and alerts about bills are sent via email and text. Kent said, "I am proud of the way that we have been able to increase the efficiency of all of our processes with technology changes."

Going through the Leadership Marshfield program was an experience he got to enjoy with MU Commissioner, Harry Borgman. They both worked on a team to mark storm drains and educate the public about keeping contaminants out of the stormwater system. Water that enters storm drains is not treated and drains directly to rivers and streams.

Kent's favorite thing about working at MU

has been the variety of tasks keeping the work engaging. "Every day is different," he said. Things like wearing the water drop costume for a customer appreciation event kept things interesting.



Kathy Leick has been the Regulatory Compliance Specialist at MU since she started at the utility in 2016. She had the opportunity to be involved in several initiatives, special projects, and community service activities. Kathy's favorite project was during her involvement

with the Leadership Marshfield program. "Our team created "Best First Day" to help local children in need with new shoes and clothes for the start of the school year. We partnered with Soup or Socks to make it happen, and they have continued this service every year since."

When asked what her favorite thing about working at MU she said, "Hands down – the people who work here!" She speaks highly about her co-workers, complementing their kindness, positivity, knowledge, and work ethic. Kathy said, "Quite a few have a great sense of humor too! And, the big bonus – everyone is genuinely committed to Compliance – THANK YOU! THANK YOU! THANK YOU!"

Before working at MU, she enjoyed a rewarding career in the Marshfield area, with various opportunities, including management, Human Resources, and Bio-Medical Research (regulation). Kathy completed her Masters in Business Administration from UW-Oshkosh while working in salaried positions at Marshfield Clinic. "It was only possible through great patience and support from Kevin [my

husband], as I was rarely available those years!"

"As I look back, I feel so blessed remembering all of the amazing people I've worked with and learned from over the years. I'm especially grateful to be closing out my career here. Marshfield Utilities (and all of you) has truly been my favorite," – Kathy Leick



Betty Ramker started as a receptionist/cashier in December of 2005. Over the years, her job duties evolved to the position of Customer Account Specialist. With changes in technology enabling different payment methods, there has been less paper to handle and less in-person contact.

Working with the public has been the favorite part of her job. Betty has taken pride in her position at the utility and enjoys working with the customers and MU team members across all departments.

During her years at MU, Betty has volunteered for many projects serving the Marshfield community, including planting flowers, cleaning flower beds, and parades, and helping with the MU brat fry and Business After 5 events. She is looking forward to retirement and having more time to volunteer in the community.

These four individuals have made an impact at the utility. MU appreciates their dedication, hard work, and the support they have given to those who are stepping into their roles. Congratulations on your retirement!

Holiday Lights Contest



We will be holding the annual MU Holiday Lights Contest again this year!

Entries will be accepted November 25 – December 8.

Show us your holiday lighting displays. There is no charge to enter the contest, but a few rules do apply.

- Participants must be customers of Marshfield Utilities.
- One submission will be accepted per household
- Business and residential entries are accepted.
- Take a photo (or photos) of your outdoor holiday decorations and lighting. [You can submit up to 3 photos]
- Name each of your photo files with your first and last name
- Fill out the entry form at the link below.

<https://www.surveymonkey.com/r/YN3T39H>

MU will donate \$10 to local charities for each entry up to \$500. Prizes will be awarded to the top 3 displays and will be in the form of MACCI Gift Certificates from MU. 1st prize: \$150, 2nd prize: \$100, 3rd prize: \$50. Follow us on Facebook and Instagram for the map of all entries and voting information!

* All qualifying entries will be added to our Holiday Lights map to be shared with the public.

*By submitting an entry, the submitter acknowledges that photos are their original work and that they have the legal authority to share it publicly.

*MU and co-sponsors are not responsible

for any entries not received due to technical or other issues, or any other errors and/or omissions related to the execution of the contest.

*By entering the contest, the submitter agrees to hold harmless MU, its co-sponsors, and any related business entities if for any reason they believe participation in said contest has caused them harm. MU reserves the right to reject any photo that is not in keeping with community standards of taste and decorum.

A promotional graphic for the Holiday Lights Contest. The background is a photograph of a house at night, heavily decorated with white and blue lights. The house has a balcony and a porch, both adorned with lights. The sky is dark blue with a full moon. The text is overlaid on the image in white and pink. At the bottom left, there is a logo for Marshfield Utilities.

HOLIDAY LIGHTS CONTEST
Light up our community & spread some holiday cheer!

Accepting entries
November 26 – December 8, 2022

1st Prize: \$150
2nd Prize: \$100
3rd Prize: \$50

MU will donate \$10 to local charities for each entry up to \$500

MARSHFIELD Utilities

Cran-apple Pie



Holiday season is fast approaching. A time for family gatherings and great food. Are you are tired of the same old apple pie at every holiday meal?

Try this tangy cran-apple pie to surprise your tastebuds!



Add the sliced apples and cranberries; stir gently.

Pour into pastry shell.

To make the topping:

In a small bowl, combine the flour, brown sugar, granulated sugar, salt, and cinnamon; cut in butter until crumbly.

Sprinkle over filling.

Bake at 350° for 1 hour or until apples are tender.

Ingredients

1 cup sugar
1/4 cup all-purpose flour
3 tablespoons butter, melted
1/2 teaspoon ground nutmeg
1/8 teaspoon salt
6 medium Granny Smith apples, peeled and thinly sliced
1 cup fresh cranberries
1 pastry shell (9 inches)

topping:

3/4 cup all-purpose flour
6 Tablespoons packed brown sugar
2 tablespoons + 2 teaspoons granulated sugar
1/8 teaspoon salt
1/2 teaspoon ground cinnamon
6 tablespoons cold butter, cut into pieces

Directions

In a large bowl, combine the sugar, flour, butter, nutmeg and salt.



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Office Hours

Monday - Friday
7:00 am - 4:00 pm
(715) 387-1195
After Hours: (715) 384-8515

Lobby Hours

Tuesday - Wednesday - Thursday
7:30 am - 4:00 pm

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