



# CUSTOMER CONNECTION Spring 2024

**120 YEARS** pg. 2  
SERVING MARSHFIELD

**Groundwater  
Awareness** pg. 7



# A Note From The GM



Marshfield Utilities has an extensive history, and we are pleased to celebrate 120 years as a municipal utility in 2024. You may not be familiar with our history, so I will share a brief overview.

In the early 1880s, Marshfield had a population of over 2,000, and the area's economy centered on the lumber industry. W.H. Upham owned the local lumber company, furniture factory, and veneer works. In 1885, Mr. Upham installed the first generator of electricity in the area to provide illumination for the furniture factory and some street intersections. At 5:10 pm on December 30, 1885, a large audience gathered to watch Mrs. Fred Upham pull the switch, and the first light illuminated. It was a breathtaking festive event; a celebration with food, music, and dancing followed to commemorate the occasion. The local paper best captured the significance of this moment with the headline: "And God Said, 'Let There be light, and there was light in Marshfield.'"

In August 1892, Mr. Upham and the city agreed to an ordinance that granted him a franchise from the city to build and maintain a waterworks system. Mr. Upham desired to construct a water system that would not only provide fire protection for his various businesses but also serve the city. The waterworks supply was built in a spring area now known as Wildwood Park. The electrical utility relocated from its original home in the Upham mill yard to an entirely new power plant at the park.

By late 1903, the City Aldermen were not satisfied with the utility. Power failures were frequent. The water supply was compared to the color of mud, and the rigors of old-fashioned Wisconsin winters sometimes froze the water mains. The water mains were not always thawed out as quickly as customers felt they should be. To address the concerns, Mr. Upham proposed to the Aldermen a consultation with the Mayor's appointed committee to consider the feasibility of the city purchasing the Marshfield Water, Electric, Light, and Power Company.

On March 1, 1904, the Common Council approved a decision to buy the privately-owned utility as recommended by the committee.

In recognition of the milestone anniversary, the MU team initiated a ComMUnity Care Project. 120 acts of giving back to the Marshfield community. Learn more about the project on page eight .

Nicolas Kumm  
General Manager  
Marshfield Utilities

# Important Dates

## Calendar of Events:

Winter Moratorium Ends - April 15

\*Business Appreciation Brat Fry - May 8

MU business customers  
pre-order brats for their  
staff.



Drinking water week:

Senior Bingo @ Community Center

(Monday, May 6th)

Story Time @ Marshfield Library

(Friday, May 9th)



Arbor Day - Tree sapling give  
away, April 26th at Everett  
Roehl Marshfield Library Story  
times.

\*Lamp & Battery Recycling:

June 18, 2024 10am - 3pm

Free for MU Residential Customers

Electric Conservation Challenge: June and  
July. See page 4 for details.



\*See flyer at the end of the newsletter

## Commission Meetings

April 15

May 13

June 17

July 8

August 12

September 9

All meetings begin at 4 p.m., unless otherwise noted, in  
the W. H. Upham meeting room.

(Meeting dates can change at the discretion of the  
council.)

## Projects In Your Area



There are several electric and water projects planned  
for the coming months. Including electric overhead  
line rebuilds, conversions from overhead to  
underground electric, and lead service replacements.

For current project locations and time frames please  
go to <https://bit.ly/projects-in-your-area>

# Residential Electric Conservation Challenge

## Challenge Period:

The challenge will run for June and July usage. Usage is determined by monthly meter readings. June usage will be on July statements and July usage on August statements.

## Judging Criteria:

Results determined by the percentage decrease of kWhs used during June and July 2024 compared to the same months in 2023. Winners will be announced on August 23, 2024.

## Prizes:

1st Place: Winix A230 Air Purifier

2nd Place: Emerson Sensi Lite Smart Thermostat

3rd Place: Home Conservation kit



- Reside at the same residence for a minimum of one year (from June 1, 2023) and the duration of the challenge for usage comparison.
- Account must be in good standing at the time of entry submission and for the challenge period. Participants with past-due accounts will be disqualified.

## How to Enter:

Complete the entry form at <https://www.surveymonkey.com/r/WPN2YX2> by May 17, 2024.

For inquiries email [publicrelations@marshfieldutilities.org](mailto:publicrelations@marshfieldutilities.org)

Limitation of Liability: By participating in this electric conservation challenge, you acknowledge and agree that the organizers are not responsible for any damages, losses, or injuries resulting from your participation. Participants must comply with all challenge rules and regulations. The organizers' decisions are final and binding in all matters related to the challenge. Marshfield Utilities reserves the right to modify or cancel the challenge at any time without prior notice.

Privacy: Personal information collected during the challenge will be used solely to administer the challenge and will not be shared with third parties.

## Eligibility:

- Must be a MU Residential Electric customer (Name on the account)



Smart thermostats can save up to 23% on your heating and cooling costs: save money without compromising your comfort with features like geofencing, flexible scheduling, and remote access.

- With remote access via smartphone apps, smart thermostats empower you to optimize your home's comfort and energy efficiency effortlessly.
- Use intuitive scheduling and energy usage insights to say goodbye to wasted energy and hello to comfort tailored to your lifestyle.
- Upgrading to a smart thermostat, you'll contribute to preserving the environment, while enjoying long-term savings on your utility bills.

Shop Focus on Energy's instant rebates at [https://bit.ly/FOE\\_smart\\_thermostat](https://bit.ly/FOE_smart_thermostat)

# Youth Apprenticeship Opportunities

We at MU believe in providing learning opportunities for today's youth. Providing hands-on experiences and mentorship developing the potential for future employees. We partner with local schools that help their students looking for Department of Workforce Development Youth Apprenticeships.

Currently we offer two Youth Apprenticeship (YA) positions:

**Water Resources Basic & Advanced:** Environmental systems youth apprentices learn core skills needed by the water industry to promote protection, improvement, and sustainability of water resources. This is typically a two year apprenticeship that ideally starts the summer before a student's junior year of High School.

**IT Essentials:** IT Essentials youth apprentices gain a foundation of information technology skills applicable in many areas of IT, including desktop, software, and security skills. This is a one year apprenticeship open to incoming junior or senior High School students.

We are working towards expanding our YA opportunities to

include Human Resources Professional starting for the 2024-25 school year and in the future a Utilities Field Technician.

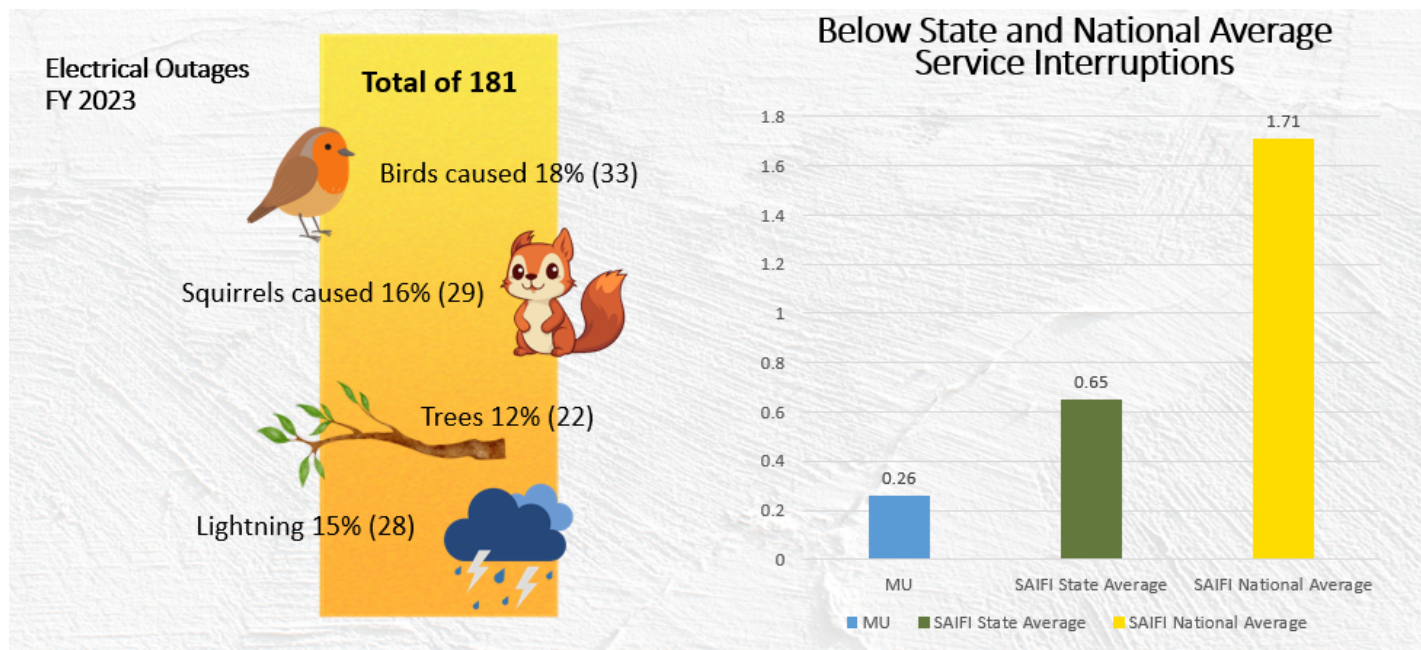
The Human Resource Professional role supports organizational management of employee hiring, benefit administration, payroll, and general, employee relations.

Utilities Field Technician youth apprentices perform routine service work and related duties on utility systems. Youth apprentices perform a wide variety of activities both at the office and in the field.

High school students interested in a YA opportunity at MU should contact their school YA coordinator. They will need to have room in their class schedule to work during traditional office hours and have reliable transportation. 450 work hours and completion of program specific tasks are required to successfully complete a Youth Apprenticeship.

For additional information about the Department of Workforce Development Youth Apprenticeship programs visit <https://bit.ly/dwd-ya>

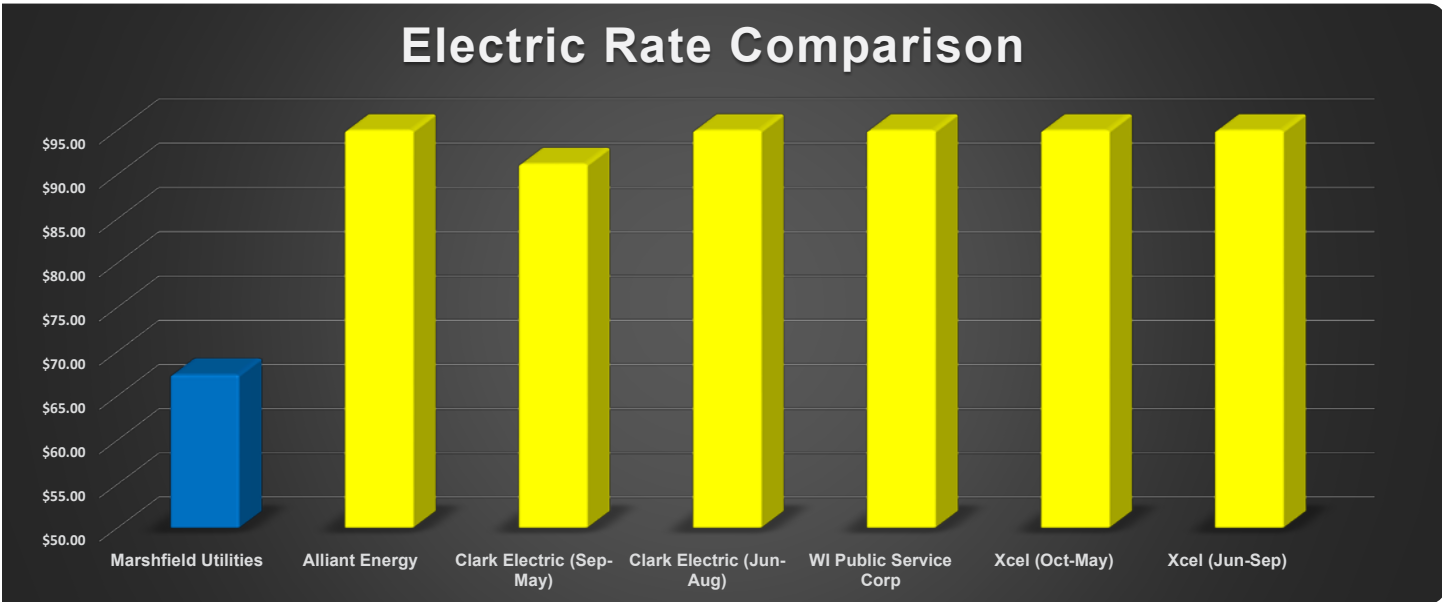
# Electric Reliability





## Residential Electric Rate Comparison with Surrounding Utilities Total Cost for 600 kWh

Cents per kWh	Utility	Customer Charge per Month	Cost for 600 kWh	Total Cost for 600 kWh
9.07	Marshfield Utilities	\$13.00	\$54.42	\$67.42
14.60	Alliant Energy	\$15.00	\$87.60	\$102.60
10.70	Clark Electric (Sep-May)	\$27.00	\$64.20	\$91.20
12.20	Clark Electric (Jun-Aug)	\$27.00	\$73.20	\$100.20
13.21	WI Public Service Corp	\$18.26	\$79.28	\$97.54
13.66	Xcel (Oct-May)	\$15.00	\$81.96	\$96.96
14.88	Xcel (Jun-Sep)	\$15.00	\$89.28	\$104.28



# Water Reliability

Gallons of Water Used  
FY 2023

**665,430,000**  
Over 1.8 Million Gallons Per Day

Water Main Breaks  
FY July 2022 – June 2023: **35**

Average main breaks the last ten years = 38.

# Groundwater Awareness

During Groundwater Awareness Week in March, Governor Evers visited Marshfield Utilities. During his visit he toured the MU temporary PFAS treatment facility and office complex.



General Manager, Nicolas Kumm led a discussion on protecting groundwater, PFAS, and Lead removal efforts. Mayor Lois TeStrake, Representative Rozar, members of the City Council, and Wastewater Staff joined the discussion.



Mr. Kumm shared concerns with the Governor regarding the change in DNR funding to aid Marshfield homeowners with private side lead replacement and future costs associated with PFAS treatment. The lead replacement project has been ongoing for several years. Previous years homeowners received 100% reimbursement for replacing their private side (from the home to the

street) lead service. That reimbursement is now about 25% of the cost. There are currently 85 private side lead services that still need to be replaced in Marshfield. The 791 public side lead replacements will continue for several more years. These projects are scheduled in conjunction with City road projects to reduce project expenses and lessen disruption.

The temporary PFAS treatment facility is planned to be in service for approximately five years. Technology for removing these harmful chemicals from water is evolving and MU is



researching for the best long-term solution. Unfortunately, while MU is not responsible for these chemicals contaminating the groundwater, we bear the financial burden of treating the water for safe consumption. MU did receive grant funding for about 70% of costs for the temporary PFAS removal facility.

How those responsible for contaminating groundwater will be held accountable is yet to be determined. Rest assured that the MU team is committed to delivering safe drinking water to the residents of Marshfield.



This visit was a great opportunity to have the Governor's full attention while exchanging dialogue on key groundwater concerns important to MU, the Marshfield community and the state of Wisconsin.

# ComMUUnity Care Project

2024 is going to be an exciting year of giving back to the Marshfield community! With the new year we launched our ComMUUnity Care Project: 120 ways of giving back to the community in celebration of MU's 120th anniversary.

Some are things that we do every year, like helping with Xtreme Xploration or the Marshfield Career expo with only a few volunteers while others will include all of MU staff. Our team members are generous with both financial support and volunteering. Throughout the year we will also highlight those that give their personal time to serve community organizations.

Our first act was a gift basket for the first baby of the year born to a Marshfield Resident. To see more highlights of our ComMUUnity Care Project visit <https://bit.ly/comMUUnity-care-project>.



Sign up for PAPERLESS BILLING & PowerPay® for automatic monthly payments and you will receive a ONE TIME statement credit of \$10.

\*Must enroll in both paperless billing and PowerPay®. New enrollments only. The statement credit will not apply to customers previously enrolled.



**ALLAN DERGE**

Thank you for all your 23 years of hard work for Marshfield Utilities, May your days be filled with joy and relaxation!



**LEARN MORE**



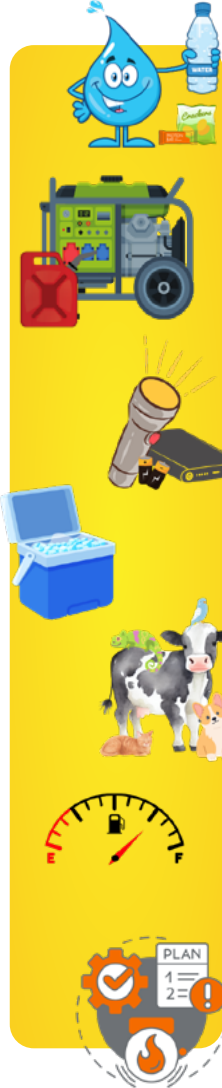
**COMING SOON**

A new billing statement design is coming soon. The new statements will be easier to read and include a usage graph for easy comparison to previous year.



# Surviving Summer Storms!

While we've enjoyed a mild winter, the summer could be muggy and stormy according to Farmer's Almanac. Will you be prepared if there is an electrical outage?



- Stock up on bottled water and non-perishable food.
- Have a generator and fuel on hand. Make sure generators are only operated outdoors! Follow the generator instructions.
- If you don't have a generator make sure you have flashlights, extra batteries, and a portable power bank.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.
- Have a plan for proper care for your animals.
- Fill your vehicle with fuel and have provisions in the vehicle in case of an accident.
- Have a contingency plan to stay with family, friends, or at a hotel if the power is out for an extended period of time.

Our electric meters detect outages and send automatic notification to us. You can report power outages by calling 715-387-1195 during office hours. After hours call 715-384-8515.

If a line is on the ground do NOT touch it. If a line comes down on your vehicle while you are inside of it, call 911. DO NOT get out of the vehicle!

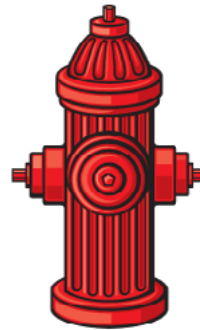
If the line is sparking, arcing, touching a vehicle, or across a road stay at least 20 feet away and call 911.

## How We Prioritize Reported Situations:

1. Life and safety situation based on the information we have are first priority.
2. Restoring all outages
3. Addressing down lines, trees or branches on lines with no outages

When an outage occurs the MU line crew works as quickly and safely as possible to restore service.

## Hydrant Flushing



System flushing of Marshfield's water distribution system has begun. Annual hydrant flushing occurs approximately April through October.

Hydrants are flushed on a rotating schedule to clear settled iron and other minerals from the water mains. This helps to improve water clarity and appearance. This maintenance allows for the inspection of hydrants and reduces occurrences of discolored water when there is an increased demand for water. For example, an unexpected demand increase to put out a structure fire.

During flushing or high demand circumstances customers may experience a drop in water pressure or discolored water. Discolored water is normal and temporary as the minerals are disrupted. We recommend customers AVOID washing laundry if they are experiencing discolored water.

If you experience discolored water, turn on the cold water tap on the lowest level of your home. Run the water for several minutes until it clears.

For more information about hydrant flushing or discolored water visit <https://bit.ly/3YA0vDJ>.

# COOL 'N EASY Strawberry Pie

Recipe from kraftheinz.com

## Ingredients

- 2 cups fresh strawberries, divided
- 2/3 cup boiling water
- 1 pkg (3 oz.) JELL-O Strawberry Flavor Gelatin
- Ice cubes
- 1/2 cup cold water
- 1 tub (8 oz.) COOL WHIP LITE Whipped Topping, thawed
- 1 ready-to-use reduced-fat graham cracker crumb crust (6 oz.)

## Instructions

1. Slice 1 cup strawberries; refrigerate for later use. Chop remaining strawberries; set aside.
2. Add boiling water to gelatin mix; stir 2 min. until completely dissolved. Add enough ice to cold water to measure 1 cup. Add to gelatin; stir until slightly thickened. Remove any unmelted ice.
3. Whisk in COOL WHIP. Stir in chopped strawberries. Refrigerate 20 to 30 min. or until mixture is very thick and will mound. Spoon into crust.
4. Refrigerate 6 hours or until firm. Top with sliced berries just before serving.



2000 South Central Ave  
Marshfield, WI 54449

### Office Hours

Monday - Friday  
7:00 am - 4:00 pm  
(715) 387-1195

After Hours: (715) 384-8515

### Lobby Hours

Monday - Thursday  
7:30 am - 4:00 pm

Follow us!





# MARSHFIELD Utilities BUSINESS APPRECIATION BRAT FRY



**WEDNESDAY**  
MAY 8, 2024



**THIS IS A PRE-ORDER & PICK-UP  
EVENT FOR MARSHFIELD UTILITIES'  
BUSINESS CUSTOMERS**

Limited quantity available!

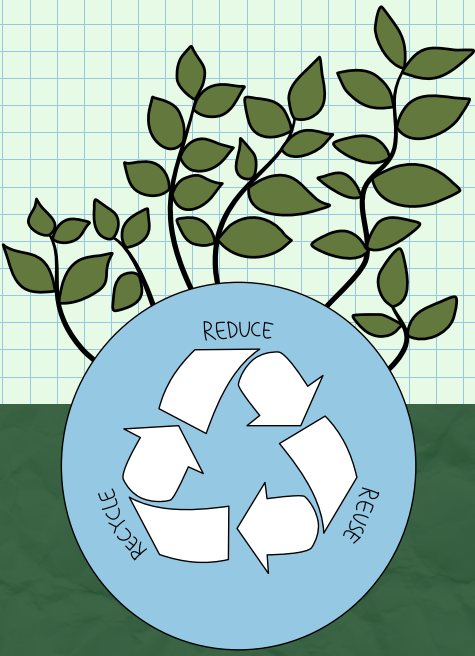
**ORDER TODAY**

<https://bit.ly/bratfry-2024>



**FREE**

Max of 50 brat meals  
per business.



# BULB & BATTERY RECYCLING EVENT

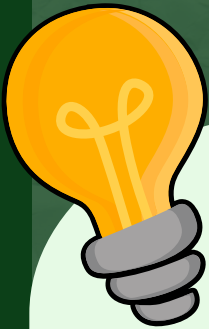
Residential customers only.

**JUNE 18, 2024**

**10 AM - 3 PM**

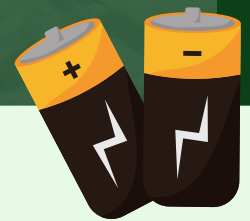
Items can be dropped off with a staff member, at the front south side of the MU building.

Items you can recycle.



## BULBS

- Straight Fluorescent, 4' and under - including circular and U-tubes
- Straight Fluorescent, 5' and over
- Compact Fluorescent, all types
- Shielded Fluorescent, 4' and under
- Shielded Florescent, 5' and over
- Incandescent
- Flood/Spot/Quartz/Halogen
- LED



## BATTERIES

- Alkaline batteries
- Lead Acid Batteries
- Nickel-Cadmium Batteries
- Lithium Ion, and Nickel Metal Hydride Batteries
- Lithium Batteries

BE MINDFUL OF YOUR ENVIRONMENTAL IMPACT.