



CUSTOMER INFORMATION

Marshfield Utilities is a municipally-owned, customer-oriented utility. That means we are in business to serve you, not shareholders in another community. Please take a moment to read this information sheet, and keep it handy for future reference.

Notice of Special Circumstances

If you have a special situation you think we should know about, please take a few minutes to complete the form below. You can use the form to let us know of any special circumstances which you would want us to

consider before service is disconnected. You may also use the form if you would like us to contact a special third party, agency, or individual prior to taking disconnection actions.

Name: _____ ACCT# _____
 Address: _____ METER# _____
 Phone: _____ Date: _____

Please check any of the following which apply to your household and which should be considered in the event disconnection procedures are commenced:

Infants in household. Number: _____ Age(s) _____ Elderly in household. Number: _____ Age(s) _____
 Health problems which would be aggravated if electricity was disconnected. Explain: _____
 Presence of human life sustaining equipment. Please provide letter from physician. Explain condition: _____
 Type of equipment: _____ No. of Hrs. Equipment has backup: _____
 Other. Please explain: _____

If you would like the Utility to notify any specific third party, agency or individual, prior to any disconnection, please list their names(s) and address(es):

Name: _____ Address: _____
 Name: _____ Address: _____
 Phone: _____ Phone: _____

Please return this form to:
 Marshfield Utilities
 P.O. Box 670
 Marshfield, WI 54449

Your Rights as a Marshfield Electric Utility Customer

This brochure lets you know your rights as an electric customer and includes common questions and concerns. If you have a question or problem with your service, first contact us. If we cannot solve the problem, call the Public Service Commission of Wisconsin (PSC), at (608) 266-2001 or 1-800-225-7729.

Energy Usage

We can provide a record of your actual energy consumption during the prior 12 months at your current location.

Moving? Before you buy a home or rent an apartment, call us. We can tell you how much energy was used at this address during the last 12 months. Or, we can tell you the largest and smallest bills for the last 12 months.

We also have an Energy and Water Conservation Coordinator that is available to answer your questions, conduct an audit of your energy and water usage, and to provide guidance on ways to conserve electricity and water.

You may be asked to show identification (I.D.)

Before you open an account, we can ask you to show I.D.

Some types of I.D. include:

- Photo I.D. card
- Driver's license
- U.S. military card
- Social service agency letter I.D.
- Employee I.D.
- Social Security card
- Birth papers
- Baptism papers

What's on your bill?

All bills include:

- Customer name
- Mailing address
- Service address (if not the same as the mailing address)
- Current meter reading and date
- Prior meter reading and date
- Number of electric units used
- Whether it was an actual or estimated reading
- Number of days billed
- Class of service
- Tax

Access to your electric meter

Immediate access to the electric meter is required at all times especially in emergency situations.



Monthly Bills

You will be sent a bill about every 28-31 days. To avoid a late payment charge or shut-off notice, pay your bill by the date printed on your bill.

Other Charges

Some customers are able to pay their winter heating bills but do not. We may take legal action to collect payment from these customers. These customers may also have to pay our costs of collecting payment.

Late Payment Charges

A utility can add a late payment charge if your:

- Bill is not paid by the date printed on your bill
- Meter has been tampered with

A late payment charge can be:

- A one time charge of 3% of current unpaid charges (minimum 30¢), OR
- A monthly charge of up to 1% of the total unpaid balance (including unpaid late payment charges).

Budget Payment Plans

To manage high winter or summer electric bills, ask us about a budget payment plan. This allows you to average estimated annual use into even monthly payments. Each six months your payment amount is reviewed to reflect your actual use. At the end of a budget year, your bill is adjusted to correct overbilling or underbilling. These payment plans are available to all residential electric customers, even if in arrears.

A Deposit May be Required

1. If you are a NEW residential customer, you may be asked to post a deposit if you did not pay an undisputed bill for the same type of service anywhere in Wisconsin during the last six years.
2. If you are a current residential customer, you may be asked to post a deposit if:
 - Your service was shut-off during the last 12 months,
 - You falsified a service application,
 - Your payment for service from November 1 - April 15 is 80 days or more overdue.
3. You do not have to post a deposit if your income is below 200% of the Federal Poverty level guidelines.

A normal deposit is the sum of the two largest consecutive bills during the last 12 months:

| | |
|------------------|---------|
| Example: January | \$225 |
| February | + \$200 |
| Deposit | \$425 |

The deposit for those who are able to pay their winter heating bill, but do not, is the sum of the four largest consecutive bills during the last 12 months:

| | |
|-------------------|---------|
| Example: December | \$200 |
| January | \$225 |
| February | \$200 |
| March | + \$150 |
| Deposit | \$775 |

A utility must pay you interest on your deposit. Each year the PSC sets a new interest rate. Your deposit and any interest earned must be returned to you after you have paid your bills promptly for 12 months.

Installment Plans for Overdue Bills

To help you meet your obligation you may sign a Deferred Payment Agreement (DPA). A DPA will help you pay your current bill and overdue bill over a period of time. Usually three months. You will be asked to make a "fair" downpayment and "fair" installments. The term "fair" is based on:

- Your ability to pay
- The size of your overdue bill
- How long your bill has been overdue
- Other important factors

We will ask you to sign this installment agreement. Do not sign unless you agree to the terms. You do have the right to negotiate an installment agreement. If you do not meet the terms of the agreement, and you do not contact our office and negotiate changes to the plan, your service will be subject to disconnection.

Rental Customers will not be offered a DPA if any of the following apply:

1. The Tenant has at least \$100 in charges more than 90 days past due.
2. The Tenant has defaulted on a DPA within the last 12 months.
3. The Tenant had water/sewer charges that were placed on the property owner's tax bill in Marshfield within the past 24 months.
4. The Tenant has a balance during the Winter moratorium that is more than 80 days past due.

If we cannot agree on an installment plan, you may file a dispute with the PSC. While the PSC reviews your dispute, your service should not be shut-off. However, you must pay all bills not in dispute.

Continued ...



Service Shut-Offs

A utility must send you a notice before your service is shut off.

This notice must include:

- Reason for the shut-off
- Date when service can be shut-off
- How to contact the utility about the shut-off

This notice must be sent to your home or mailing address at least ten days before the shut-off. A notice must also be posted at the service address if it is not the same as your home or mailing address. The utility is also required to try to contact you by phone or in person before service is shut off.

If service is not shut off within 15 days after the notice is mailed, the utility must leave a new notice at the site 24 (but not more than 48) hours before service is shut off.

To avoid shut-off, you may agree to pay what you owe in installments. If we cannot agree on an installment plan, you may contact the PSC at (608) 266-2001 or 1-800-225-7729.

Your service cannot be shut off if:

- You fail to pay for merchandise or nonutility service,
- You fail to pay an account with a different class of service

Your service can be shut off if:

- You fail to pay your bills,
- You fail to pay installments as agreed,
- You fail to post required deposits,
- A prior customer living at your address has an unpaid bill,
- You fail to pay the utility's cost for collecting an overdue bill,
- You tamper with your meter,
- There is a safety hazard.



Unless there is a documented medical need for electricity, our reconnect hours are 7am to 3pm Monday through Friday, excluding holidays.

PSC rules allow a utility to transfer a landlord's unpaid bill from a rental residential property to the office or home of the landlord or property manager. If the bill continues to go unpaid, service can be shut off at the landlord's or property manager's office or home.

Medical Problems

For extra time to make payments or arrangements, we will delay service shut-off, or restore service if shut off, for 21 days if there is a medical problem or other crisis. We may ask for a letter about the crisis from your:

- Doctor
- Public health official
- Social service official
- Police or sheriff

It is also possible to extend the 21 day delay.

Third Party Shut-Off Notice

You can ask us to send a copy of your shut-off notice to a relative, guardian or other third party. You can also ask us to contact you when a relative's service is in danger of being shut off.

Winter Shut-Off Rules

If there is no threat to human health or life, a utility can shut off service from November 1 - April 15 if a household income is greater than 250% of the Federal Poverty level guidelines.

Before service can be shut off, a utility:

- Vice president or higher executive must give written approval
- Must deliver this written approval to the PSC by 3:30 p.m. the day service is to be shut-off
- Must visit the site where service has been shut off the next day to:
 1. Check customer's well-being
 2. Tell the customer about payment plans
 3. Tell the customer about special assistance

These rules also apply to business and farm accounts serving residential dwellings.

Service Off?

How to Turn on Service Before it Gets Cold

Before winter, a utility must contact customers whose service was shut off for nonpayment of bills. Each utility makes a special effort to turn on service before it gets cold. If you know of someone who has no heat, call your utility. You do not have to give your name. If service is not turned on quickly, call PSC at (608) 266-2001 or 1-800-225-7729.

Have a Dispute?

First contact us to try to solve the problem. If you are behind on your bill, we will offer you an installment plan to pay your bill.

If we cannot solve your problem, call the PSC at (608) 266-2001 or 1-800-225-7729. While the PSC reviews your dispute, your service should not be shut off. However, you must still promptly pay any charge not in dispute. After the PSC completes its review, a staff member will contact us and attempt to find an agreement that is acceptable to all parties.

For a copy of all rules concerning utility customers, log on to PSC.WI.GOV or write to:

Document Sales
P.O. Box 7840
Madison, WI 53707

(There is a charge for these materials)

Wisconsin Sales Tax Information:

Electricity for residential use during the months of November, December, January, February, March and April is exempt from Wisconsin sales tax. No exemption certificate is needed.

Electricity for use in farming is exempt. A Wisconsin Sales and Use Tax Exemption Certificate (form S-211) needs to be completed for this exemption.

If you need an exemption certificate, please contact our office for a form or print one from the Wisconsin Department of Revenue's website (<http://www.revenue.wi.gov/forms/sales/s-211.pdf>).

Loss of Electric Power?

Although we try to provide uninterrupted electrical service, circumstances beyond our control can cause electrical power failures.

It is important for the utility to be informed when electrical service is interrupted. Please call us if you feel it is the utility's system problem or have questions when outages do occur.

You may be able to save time if you first try to determine the cause.

Answers to the following questions will aid us in determining the cause for the interruption:

1. Is there no power or partial power?
2. Do neighbors have full power, partial power, or no power?
3. Have circuit breakers/fuses been checked?
Sometimes, meter sockets or pedestals may also contain breakers. (Turn breaker "off" and "on" to reset, or replace blown fuse.)
4. Was there a loud noise outside?
(A transformer fuse may have "blown")
5. Is there arcing/sparking on wires?
6. Had lights been flickering before going out?
7. Is there a wire or wires broken on the utility's system?
(Stay away from broken or down wires.)

When calling our business office, questions similar to those above will be discussed. Your help in providing us with the details will aid us in restoring electrical service quickly.



Know what's below.
Call before you dig.

Plan on Digging?

Digging near underground power lines, gas pipelines and other utilities can be deadly. Before you dig, call Diggers Hotline. One call to Diggers Hotline alerts most major utilities (including ours). If there are utility lines under the work site you specify, the company will mark their locations for you.

State law requires you to notify owners and operators of underground facilities at least three working days before you dig.

CALL DIGGERS HOTLINE AT: 1-800-242-8511 or 811



MARSHFIELD UTILITIES

2000 South Central Avenue
Marshfield, WI 54449

Office Hours: 7:00 a.m. - 4:00 p.m. (M-F)

Phone (715) 387-1195 • After regular hours (715) 384-8515

Fax (715) 389-2016 • <http://www.marshfieldutilities.org>