



CUSTOMER CONNECTION

Fall 2026

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A Note From The GM



As we enter the fall and winter seasons, I am pleased to share this issue of the Marshfield Utilities customer newsletter. This time of year brings changing weather, new routines and opportunities to prepare our homes and community for the months ahead. We hope the information in this issue provides useful resources and a better understanding of the work taking place at Marshfield Utilities.

Winter preparation is an important part of maintaining reliable service. Inside, you will find five practical ways to lower your winter energy bill, along with tips to help prepare your home for a winter power outage. Taking a few simple steps before severe weather arrives can help protect your home, reduce energy use and make an unexpected outage easier to manage.

We are also continuing to look toward the future of our community. In this issue, we highlight how Marshfield Utilities is preparing for future growth, supporting our community and expanding local solar generation. These efforts reflect our responsibility to make thoughtful investments that will serve Marshfield for years to come.

Protecting our water supply is another important part of that responsibility. Our well-head protection efforts help safeguard the groundwater that provides our community with drinking water. We also invite families to learn more about our Hydrant Helpers program, which gives young members of our community an opportunity to learn about water, fire safety and the role our utility plays in keeping Marshfield safe.

You will also get a look behind the scenes through our employee spotlight on Human Resources Manager Melissa. Like many of our employees, Melissa wears many hats and contributes to the work that makes our organization successful. We hope these features help you get to know the people who work each day to serve our community.

Finally, we are excited to share that a new Marshfield Utilities website is under construction. Our goal is to create a more useful and accessible online resource where customers can easily find information, access services and stay connected with their utility.

Thank you for your continued trust in Marshfield Utilities. As a community-owned utility, we are committed to preparing for the future while continuing to provide the reliable service you depend on today. It is our privilege to serve you and the Marshfield community.

Nicolas Kumm
General Manager
Marshfield Utilities

Important Dates

Calendar of Events:

[Hydrant Helper Registration *](#)

Winter Moratorium - November 1st,
2026 - April 15, 2027

Holiday Light Contest
Registration opens November 27

*See flyer at the end of the newsletter

Commission Meetings

October 12
November 9
December 14
January 11
February 8
March 8

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 commission.)

Water You Believe It?

Think you know Marshfield's water system? Here are a few numbers that might surprise you!

2 million gallons: That's approximately how much water Marshfield uses on an average day.

3 million gallons: That's how much water Hume Reservoir can hold.

15 wells: MU's drinking water comes from 15 municipal wells.

56 gallons: That's approximately how much water the average Wisconsin resident uses each day.

8 gallons a day: That's how much water a leaky faucet can waste, depending on the size of the leak.

Every drop has a story. From groundwater beneath our community to the pipes that deliver it to your home, there's a lot happening behind the scenes to keep water flowing!

Unpaid Water & Sewer

Beginning October 15, 2026, Marshfield Utilities will mail notices to customers and landlords with past-due water and sewer balances that may be transferred to the property tax roll. The notice will include the amount due and important payment deadlines.

October 30, 2026: Final day to pay in person at Marshfield Utilities before the 10% tax roll penalty is applied on Monday, November 2.

November 13, 2026: Final day to make payment at Marshfield Utilities to avoid having an eligible past-due balance transferred to the City of Marshfield property tax roll.

November 16, 2026: Any remaining eligible balances will be transferred to the City of Marshfield property tax roll. Payments made on or after this date will no longer be applied to these utility balances. Customers with balances that have been transferred will need to contact the City of Marshfield regarding payment.

Please call Marshfield Utilities at 715-387-1195 with any questions regarding the tax roll process.

5 Ways to Lower Your Winter Energy Bill

Author: Courtney Krenn

As temperatures drop, heating your home can account for a significant portion of your energy use. A few simple changes before winter arrives can help you stay comfortable while keeping energy costs to a minimum.

1. Adjust your thermostat

Lower your thermostat when your're asleep or away from home. Even a small adjustment can help reduce the amount of energy your heating system uses. A programmable or smart thermostat can make this easy by automatically adjusting the temperature based on your daily schedule.

2. Check your furnace filter

A dirty filter can restrict airflow and make your heating system work harder to keep your home warm. Check your furnace filter regularly throughout the heating season and replace it when needed. The standard recommendation for a 1-inch furnace filter is one to three months. A clean filter can help your system operate more efficiently and keep air moving properly throughout your home.

3. Seal up drafts

Cold air can enter your home through small gaps

around windows, doors, and other openings. Check for noticeable drafts and seal them with weatherstripping, caulk, or draft stoppers. Keeping warm air inside and cold air out can make your home more comfortable and reduce the workload on your heating system.

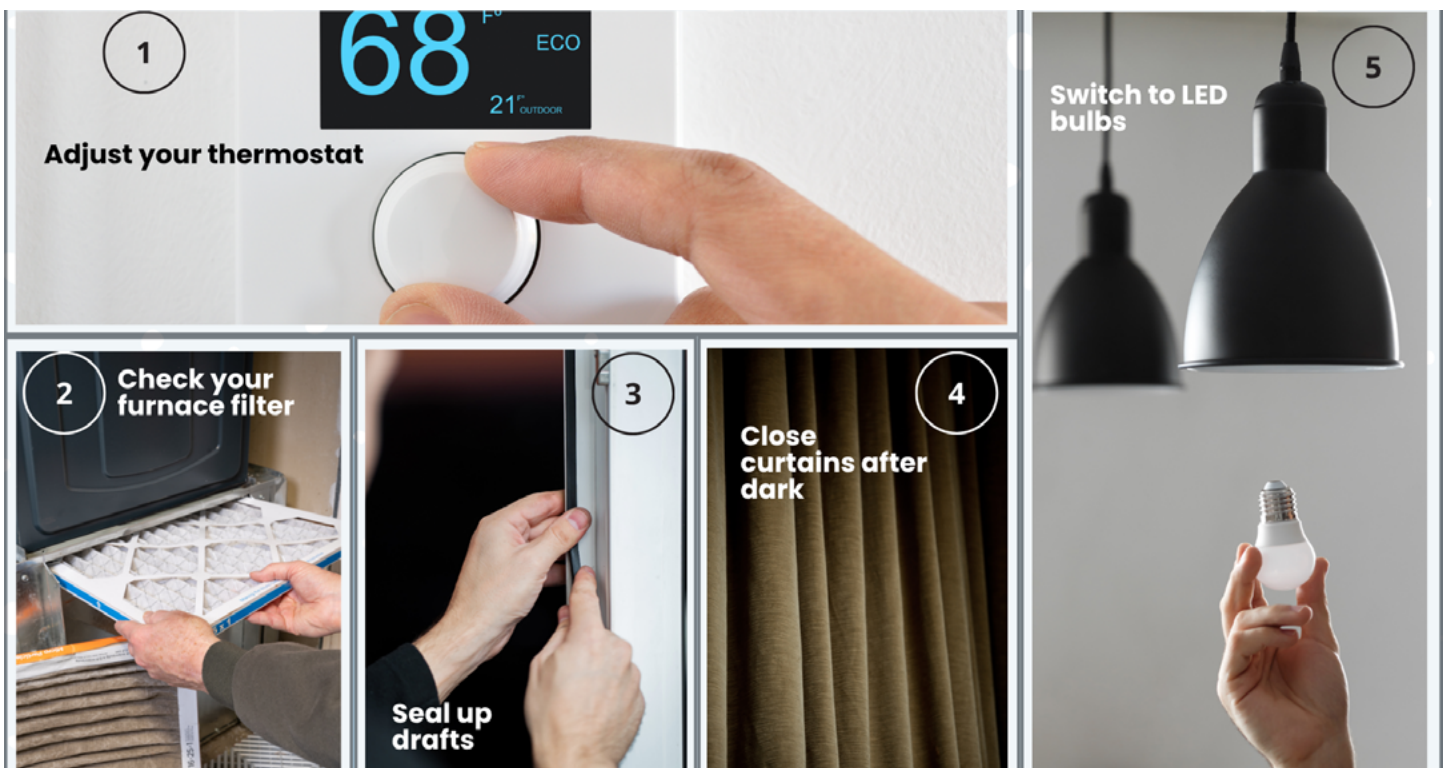
4. Use your curtains to your advantage

Take advantage of the sun's natural warmth during the day by opening curtains or blinds on sunny windows. Once the sun goes down, pull them closed to help keep the warmth inside. Curtains and blinds can provide an extra layer of insulation between your home and the cold windows.

5. Don't forget the little things

Small changes throughout your home can add up over time. Switch to LED bulbs, turn off lights when you leave a room, and unplug electronics that aren't being used. You can also avoid running appliances unnecessarily and make a habit of using energy only when you need it.

A little preparation now can go a long way toward keeping your home comfortable and your energy use under control this winter. For more tips visit https://bit.ly/save_energy_tips



Is Your Home Ready for a Winter Power Outage?

Author: Courtney Krenn

Winter storms can bring heavy snow, ice, and strong winds that may cause power outages. While Marshfield Utilities' crews work to restore power as safely and quickly as possible, preparing your home ahead of time can make an outage much easier to manage.



Keep an emergency kit ready.

Make sure your household has flashlights, extra batteries, blankets, a battery-powered or hand-crank radio, first-aid supplies, and three days worth of drinking water and nonperishable food.

- Keep your emergency supplies somewhere where everyone in the household can easily find them.
- Know where the manual release lever for your garage door is located.
- Have an outage plan for medical devices powered by electricity and refrigerated medicines.



Have a way to stay warm.

During a winter outage, your home can become cold quickly. Have extra blankets and warm clothing available and know how to use any alternative heating source safely. Never use a grill, camp stove, or other fuel-

burning appliance indoors, as they can produce dangerous carbon monoxide.



Protect your electronics.

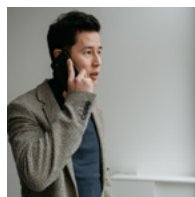
During an outage, consider turning off or unplugging nonessential appliances and electronics, while leaving one light on so you know when power has been restored. Once power is restored, reconnect or turn

on items back on as needed.



Keep your refrigerator and freezer closed.

Opening the doors allows cold air to escape. Keep them closed as much as possible to keep food cold for longer. A refrigerator can generally keep food cold for about four hours if the door remains closed.



Know how to report an outage.

Make sure you know how to report a power outage before one happens. Keep Marshfield Utilities' contact information readily available and check the [outage map](#) for updates when possible.

Business Hours: 7am - 4pm 715-387-1195
After Hours: 715-384-8515



See a Downed Power Line? Stay Away.

If you see a power line that is down, damaged, or hanging low, do not approach it or touch anything that may be in contact with it. Always assume a downed line is energized and stay well away from the area. Keep children and pets away and report the line to Marshfield Utilities as soon as possible.

Visit [Marshfield Utilities' website](#) for more information.



Investing in Marshfield's Future

Author: Courtney Krenn

Providing reliable and affordable electricity is about more than keeping the lights on. It means planning for what our community will need years from now. Marshfield Utilities continues to invest in projects and partnerships that strengthen our energy system, support economic development, and prepare Marshfield for the future.

Preparing for Future Growth: On June 3, Marshfield Utilities along with the City of Marshfield representatives participated in an Industry Study and Site Readiness Evaluation conducted by Site Selection Group (SSG) in partnership with Centergy, Inc. The evaluation brought together local community partners to assess Marshfield's readiness for future business growth and identify industries that could be a strong fit for Central Wisconsin.



Supporting Our Community: As a community-owned utility, Marshfield Utilities plays an important role in economic development by providing the reliable electric and water infrastructure businesses need to operate and grow. The insights from the evaluation will help guide future efforts as MU continues working with community partners to attract investment and strengthen Marshfield's economy.



Expanding Local Solar Generation: MU is also investing in renewable energy through a solar initiative being developed with Great Lakes Utilities and OneEnergy Renewables. The project includes four locations on land already owned by Marshfield

Utilities, with three sites located near existing well facilities. The solar panels are expected to connect directly to MU's distribution system, with completion anticipated in late 2027 or early 2028.

Planning for Future Generation: MU is working with Great Lakes Utilities on a planned generation project that will help prepare for future energy needs. The project is currently in the early stages of planning, including MISO coordination, equipment bidding, and contract negotiations. While there is still work ahead, this project is another step toward maintaining a reliable and diversified power supply.

Why These Investments Matter: From supporting economic development to adding new generation resources, these projects help MU prepare for the changing needs of our community. A diverse energy portfolio can strengthen reliability, provide greater flexibility, and help MU thoughtfully manage long-term energy costs for customers.

As Marshfield grows and the energy landscape continues to change, Marshfield Utilities will continue looking ahead, investing carefully today to help provide safe, reliable, and affordable service for the future.

Marshfield Utilities maintains one of the lowest electric rates in the State of Wisconsin!

Protecting Our Water Before It Reaches Your Faucet

Clean drinking water starts long before you turn on your kitchen faucet.

Marshfield's drinking water comes from groundwater beneath our community. Protecting that groundwater is an important part of keeping our water supply safe for generations to come.

MU's Wellhead Protection Program focuses on protecting the areas around our wells where activities on the land could potentially affect groundwater. This includes working with property owners, monitoring land use, following local ordinances and planning for potential spills or other threats.

Why does this matter? What happens on the surface can eventually affect what's underground. Properly managing fertilizers, chemicals, fuels and other potential contaminants helps protect the groundwater we depend on.

Protecting our water supply isn't just something that happens at the water plant. It starts with all of us and the choices we make on the land above it.





ENERGY EFFICIENCY FOR RENTERS

- ✓ FREE Energy-Saving Pack
- ✓ Reduce Standby Power Consumption
- ✓ Replace Inefficient Bulbs
- ✓ Smart Thermostat

SMALL BEHAVIORS MAKE A DIFFERENCE.



- Unplug energy vampires like chargers, gaming consoles, and electronics when they're not being used.
- Adjust your thermostat when you're sleeping or away from home. Even a small temperature adjustment can add up.
- Block drafts around windows and doors with removable weatherstripping or draft stoppers, if your lease allows.
- Use less hot water by taking shorter showers and washing clothes in cold water when possible.
- Wash full loads of laundry and dishes rather than running partially filled machines.
- Use smart power strips to help cut off standby power from electronics.

Looking for more ways to save? Focus on Energy has resources specifically for renters, including energy-saving tips and tools.

Check them out: <https://focusonenergy.com/business/renter-resources>

Small changes can add up to less energy wasted and more money staying in your pocket.

You don't have to own your home to make a difference on your energy bill. A few simple habits can help you use less energy and keep your rental comfortable.

Try these renter-friendly energy savers:

- Switch to LED bulbs when you can. They use less energy and last longer than traditional bulbs.

60– Seconds That Could Save You Thousands

A burst pipe or major plumbing leak can go from a small problem to a very expensive mess in minutes. One of the easiest ways to limit the damage? Know where your home's main water shutoff valve is before you need it.

The main shutoff controls the water coming into your home. If a pipe breaks, a toilet supply line fails or another major leak occurs, turning off the water quickly can help prevent significant water damage.

Take 60 seconds this fall to:

- Find your home's main water shutoff valve.
- Make sure everyone in your household knows where it is.
- Check that the valve can be turned off.
- Keep the area around it clear and easy to access.

Don't wait until water is pouring across the floor to figure out where the shutoff is. Your future self will thank you!



The Woman Behind the Workforce: Meet Melissa

If you've ever wondered what happens behind the scenes to keep a workplace running smoothly, meet Melissa, Marshfield Utilities' Human Resources Manager.

Originally from Washington state, Melissa made her way to Wisconsin in 2006. She married her husband and they have built a busy family life with two teenagers. At home, the household also includes two Bernedoodles, Maveric and Ember, and a cat named Chili.



Melissa's path to human resources wasn't exactly a straight line. She began her career in recreation management and worked in the resort industry, planning special events and coordinating convention groups ranging from family reunions and weddings to large corporate gatherings. One of her recurring responsibilities was organizing employee recognition and celebrations. That experience sparked an interest in working with people and became the bridge to a career in HR.

After moving to Wisconsin, Melissa continued working in convention services before returning to school to earn her master's degree in business management with an emphasis in human resources. Her HR career began in recruiting, followed by roles in training and development. When she joined Marshfield Utilities, she stepped into the role of HR generalist, giving her the opportunity to work across nearly every area of human resources.

So, what should customers know about Melissa's job? "I wear many hats and have to know a little bit about a lot of things," she says. And that variety is exactly what keeps her job interesting. One of her favorite parts of working at MU is interacting with students and sharing more about who we are and what we do.

Whether she's supporting employees, helping develop the next generation of our workforce, or tackling one of the many unexpected challenges that come her way, Melissa helps keep the people side of Marshfield Utilities running strong.



Take the Guesswork Out of Seasonal Bills

Winter and summer can bring bigger-than-usual utility bills, but your payments don't have to follow the same pattern. Marshfield Utilities' Budget Payment Plan averages your estimated annual electric and water use into more predictable monthly payments.

Your payment amount is reviewed every six months based on your actual usage. At the end of the budget year, your account is adjusted to correct for any overpayment or underpayment. The plan is available to all residential electric and water customers.

Interested in more predictable monthly payments? Contact Marshfield Utilities to learn more about the Budget Payment Plan.

Warm Up With a Cozy Bowl of Soup

Creamy Chicken & Wild Rice Soup from Tastes Better From Scratch



Cold weather calls for comfort food! This creamy chicken and wild rice soup is hearty, satisfying and just right for a chilly Wisconsin day. It combines tender chicken, wild rice and vegetables in a creamy, flavorful broth for a meal that warms you from the inside out.

And here's the best part: It's versatile! The recipe can be made with chicken or adapted to be vegetarian, making it easy to customize for your family. The online recipe also lets you adjust the ingredient amounts to make half a batch or twice as much, so you can make just what you need.

Choose your cooking method, too. This soup can be prepared on the stovetop or in a slow cooker, making it a great option for a leisurely weekend meal or a busy weeknight. Add some crusty bread and you've got a cozy winter dinner!

[GET THE RECIPE](#)

Recipe courtesy of Tastes Better From Scratch.

MU TOLL FREE PHONE NUMBER
866-646-4228

STAY CONNECTED WITH MARSHFIELD UTILITIES

Get updates, energy-saving tips, and more delivered straight to your inbox!



MARSHFIELD
Utilities

2000 South Central Ave
Marshfield, WI 54449

Office Hours

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

Toll Free: 866-646-4228
After Hours: (715) 384-8515

Lobby Hours

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

Follow us!



HYDRANT HELPER

BE A WINTER HERO!

By adopting a hydrant, families and kids learn the importance of community engagement, safety awareness, and civic responsibility—all while helping keep neighborhoods safe. This program encourages teamwork and parent involvement, giving youth a chance to step up, take pride in their role, and understand the impact of their actions. Join today and turn civic education into real-life responsibility that protects your community all winter long!

- Custom Log Sheet
- Digital Shout Outs'
- Fun Bonus Activities
- Surprise treats & prizes



**Win a Classroom Pizza Party
+ \$50 Amazon Gift Card for
classroom supplies!**

Register

SCAN HERE



October 5 - October 31, 2026

MU will provide the elementary class with highest percent of participation with a pizza lunch. Tie will be broken by drawing from qualifiers. One \$50 Amazon gift card will be presented to the teacher of the winning class for classroom supplies.





Holiday Lights Contest

REGISTRATION OPENS
NOVEMBER 27, 2026

Follow Us for more details to come...

PRIZES

1st Place: \$100

2nd Place: \$50

3rd Place: \$25

