MARSHFIELD Utilities

We would like to provide some information about COVID-19 and how it affects your Marshfield Utilities' bill.

Like many businesses, we have closed our office to customers at this time. Our staff are still working and taking phone calls. If you have any questions or concerns, please call our office at 715-387-1195. You can also visit our website at www.marshfieldutilities.org.

We have heard from some customers asking if their bills are going to be forgiven. Unfortunately, this is not true. We have taken measures like suspending late fees temporarily to lessen the burden. We are encouraging customers to pay as much as they are able to during this time. This will make it easier to get caught up in the future. We are also encouraging customers to call us to set up payment arrangements if they have fallen behind on their payments.

The Internal Revenue Service (IRS) will soon begin distribution of the Economic Impact Payments (also known as Coronavirus stimulus checks), with no action required for most people. The IRS will provide you with a payment, and will mail a letter 15 days after the payment was made. Additional information is available on the IRS website - irs.gov. Please consider using part of this payment to help with any past due balance on your account.

Small business owners – The federal Coronavirus Aid, Relief, and Economic Security (CARES) Act includes a provision for a forgivable loan program that may assist certain businesses in paying eligible expenses – including utilities – incurred during part of public health emergency period. Additional information is available on the Small Business Administration website – sba.gov. It may be beneficial for your business to pay your utility bill now (with funds obtained through a forgivable loan) rather than to defer payment of your bills until a later date.

Our business office is closed to help mitigate the spread of COVID-19, but we do have numerous payment options that are available to you:

OFFICE CLOSED FOR COVID -19 PREVENTING SPREAD

- **PowerPay®** – With a short application from you, we can automatically draw the payment from your checking or savings account. We schedule the payment on the due date of your bill that you have already received. Please sign up on our website. For a limited time, each customer that signs up for PowerPay®, will receive a **$10 MACCI gift certificate** (gift certificates will be mailed out once offices open back up).

- **Credit/Debit** – Visit our website at MarshfieldUtilities.org and use the QuickPay option or login to your account. Payments can be made by calling 833-250-4481 and you can use the automated system or speak with a live Operator M-F 7am-7pm, or weekends/Holidays 8am – 5pm.

- **Check** – Checks can always be mailed in with our reply envelope or by calling 833-250-4481. You can use the automated system or speak with a live Operator M-F 7am – 7pm, or weekends/Holidays 8am – 5pm.

- **Cash** – If using an envelope, cash may be placed in the secure drop box located in our main parking lot, but only during our normal business hours M-F 7am-4pm please. Cash payments are also accepted at Simplicity Bank, Pick n Save and Walmart. Please contact them for their operating hours.

Please remember that some payment options do require a processing fee.

STOP CORONAVIRUS

SCAM ALERT With the current emergency situation, there could be an increase in scammers that try to pose as Marshfield Utilities employees, who demand immediate payment of bills with cash or prepaid debit cards, or request personally identifiable information, such as bank account numbers, credit card number, social security numbers. If you get this type of call, we urge you to not provide any of this information and hang up. You may call us directly at 715-387-1195 if you have any questions on your bills.

Marshfield Utilities does make reminder calls to customers that are past due and offers the ability to make payments at the end of the call. However, we never demand immediate payment of the bill, nor are we requiring customers to pay with cash or a prepaid debit card.