

**Mission:** Marshfield Utilities is a progressive, customer-focused organization providing value and resources to the community.

**Vision:** Marshfield Utilities will remain a competitive and stabilizing presence in the community by anticipating and innovatively responding to changing customer needs and desires as well as to new technological opportunities.

## Your Rights as a Marshfield Electric Utility Customer

### 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 believe 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.

### Access to your electric meter

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



### Application for Service

Marshfield Utilities requires an application for service. The application can be found, and submitted, on our website [www.MarshfieldUtilities.org](http://www.MarshfieldUtilities.org). The application will be stored for future reference. We must refuse or disconnect service for failure to provide any information required. When moving please notify us one business day in advance.

### You may be asked to show identification

Before you open an account, we may ask you to show proof of I.D.

Some types of I.D. include:

- Original Driver's License or ID Card
- Original US Military ID Card
- Original, signed, Social Security card

There are other acceptable ID documents, just ask.

### 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.

A utility must pay you interest on your deposit. Each year the PSCW 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 consecutive months.

### Payment Options

We offer many payment options to meet the 24/7 needs of our Customers.

**PowerPay®**—This is our own automatic bill payment option. You will receive your monthly bill as you do now. Just review the bill and record the payment, which will be deducted on the due date.

**Online**—While on our website you can make an electronic check payment or a credit/debit card payment. It's convenient and available 24 hours a day.

**Mobile**—We offer our very own APP for use with your smartphone or mobile device. You are able to review charges, view bill and use many other services. You can also make an electronic check payment or a credit/debit card payment.

### Payment Options *(continued)*

**IVR**—You can use your smartphone or mobile device to make a payment. The IVR system will allow you to make an electronic check or a credit/debit card payment. It is available 24 hours a day. Call **(877) 885-7968**.

**Call Center**—Marshfield Utilities does have a Call Center staffed with Operators to take your payment. You can make an electronic check payment or a credit/debit card payment. Operators are available 7am -7pm Central on weekdays and 8am-5pm Central on weekends and holidays. English and Spanish speaking operators are available at **(877) 885-7968**.

**Bank Bill Pay**—This can be a very convenient option for many MU Customers. Please call your financial institution to inquire what service they have available to you. Marshfield Utilities is happy to process a bank bill pay payment and there is no fee applied by MU. Please allow for additional processing time.

**Drop Box**—Marshfield Utilities has a drive-up drop box located in our own Marshfield Utilities Main Office parking lot.

**Mail**—Return mail envelopes are included with all billing statements.

**In Person**—During Business hours, Marshfield Utilities can take cash, check or credit/debit card payments.

### Third Party Notice

You can ask us to send a copy of your bill or 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.

### 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. We do offer an electronic billing option to reduce waste. It is your responsibility to notify us when your contact information changes. Contact information can be your phone, cell, email or mailing address.

### What's on your bill?

All bills include:

- Customer name
- Mailing address
- Service address
- Current meter reading and date
- Prior meter reading and date
- Number of kilowatt hours used
- Whether it was an actual or estimated reading
- Number of days billed
- Class of service
- Tax



### 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>).

### 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.

### 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 usage 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 under billing.

### Late Payment Charges

The utility can add a penalty charge if your bill is not paid by the date printed on your bill. That charge can be up to 1% of the total unpaid balance (including unpaid late payment charges). Fees can be added if the meter has been tampered with.

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### Medical Problems

For extra time to make payment or payment 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 will ask for a letter about the crisis from your:

- Doctor
- Public health official
- Social Service official
- Police/Sheriff

In some cases, it is possible to extend the 21-day delay.

### 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" down payment 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. A DPA can be completed online, over the phone or in-person. A DPA can only be modified, once begun, if the Customer provides proof of a significant income change since signing.

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.

### Energy Assistance

Low-income customers may also qualify for fuel assistance. To learn how you may apply, please contact your local department of social services. Eligibility depends on family size and income.

### Wisconsin Home Energy Assistance Program

#### Wood County Human Services

111 W Jackson St  
Wisconsin Rapids, WI 54495 (715) 421-8659

#### Marathon County Energy Assistance Program

401 N 5th St STE# 443  
Wausau, WI 54401 (715) 842-3111

#### Clark County Dept. of Social Services

517 Court St Rm# 502  
Neillsville, WI 54456 (715) 743-5233

#### Keep Wisconsin Warm/Cool Fund

1-800-891-WARM

### Service Disconnection

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

This notice must include:

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

This notice is shown on your monthly statement, and will be sent to your home or mailing address at least ten days before 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 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 shut off.

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 a required deposit
- 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.

### 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 Still 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 the utility. You do not have to give your name. If service is not turned on quickly, call the Public Service of Wisconsin.

### Energy Use

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.

### Information on Conservation

Marshfield Utilities encourages all customers to contact Focus on Energy at 800-354-1898 to increase efficiencies, renew resources and reduce waste. 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.

### 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.



Know what's below.  
Call before you dig.

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

**CALL DIGGERS HOTLINE: 800-242-8511 or 811**

### Reply Procedure

Contact us first. 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 – PO Box 7840 – Madison, WI – 53707  
(There is a fee for these materials)



## MARSHFIELD UTILITIES

2000 S Central Avenue

PO Box 670

Marshfield, WI 54449

Office Hours

7AM - 4PM (M-F)

715-387-1195

After Hours 715-384-8515

[www.MarshfieldUtilities.org](http://www.MarshfieldUtilities.org)

