

END / TRANSFER / START SERVICE

Marshfield Utilities requires an application for service or service changes. The applications can be completed at www.MarshfieldUtilities.org. The application will be stored for future reference. We must refuse or disconnect service for failure to provide required information. When moving, it is your responsibility to notify us at least one business day in advance. Paper copies are available in the office, but can delay service if mailed.

PAYMENT OPTIONS

We have added many convenient payment options. You no longer need to mail a check or come to the office to make a payment.

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. Saves time, worries and postage, and no fees, if paying by check.

Pay Online – While on our website, you can make an electronic check payment or a credit/debit card payment. It is convenient and available 24 hours a day. Remember standard processing fees do apply.

Pay by Phone – 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. Please remember that standard processing fees apply. Our Operators are available 7am -7pm Central on weekdays and 8am-5pm Central on weekends and holidays. English and Spanish speaking operators are standing by at **(877) 885-7968**.

Bank Bill Pay – Many banks now offer a Bank Bill Pay option to their Customers/Members. Bank Bill Pay is simple, you direct your bank to make a payment on your behalf and instead of writing out a paper check, your bank does it for you - including the postage. 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.

DISCONNECTION NOTICE

If you have a disconnection message printed on your statement, read this important information.

It has now been twenty (20) days since the issuance of your last utility bill. Following PSC rules, we are providing you with this Notice of Disconnection ten (10) calendar days prior to the expected date of disconnection.

Your service will be disconnected on the date shown on your bill unless the account is paid in full, or arrangements are made to pay the account under a deferred payment agreement.

IMPORTANT – Contact our office at **(715) 387-1195** if:

- You dispute the delinquent amount on your bill.
- You wish to negotiate a Deferred Payment Agreement as an alternative to disconnection.
- Any resident at the address of customer is seriously ill.
- There are other extenuating circumstances such as the presence of infants or young children, the aged or handicapped, residents who use life support systems or equipment or who have intellectual/developmental disabilities.

Service will be continued or restored for serious illness if you submit a Medical Condition Certification completed by a licensed Wisconsin physician or notice from a public health or social service official identifying the serious illness of a resident and the period of time during disconnection would aggravate the illness, service will be continued or restored for a twenty one (21) day period.

You may appeal to the staff of the Public Service Commission if the grounds for disconnection or the billed amount remain in dispute after you have pursued the available remedies listed above.

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. Twice a year your payment amount is reviewed to reflect your actual use. At the end of the budget year (March), your bill is adjusted to correct overbilling or under billing. Budget billing is not for everyone and it is important to remember that at the end of the budget year, you are charged for all services used.

UNDERSTANDING YOUR BILL

Most City of Marshfield Customers are billed for Electric service, Water service, Sewer service and Public Fire Protection.

Electric Service

Customer Charge – Is a fixed monthly rate that is determined by the rate class of the Customer

Service Charge – Is determined by the energy used during the billing period.

Public Benefits Charge – Each municipal utility is required, under Act 141, to collect this fee to provide funding for low-income assistance and energy efficiency programs.

Power Cost Adjustment – This is based on the Utility's cost to purchase power. The rate changes each month. It can be a charge or a credit and is applied to your kilowatt hours billed for this month.

Tax and fees where applicable

Water Service

Customer Charge – Is a fixed monthly rate that is determined by the meter size at the service location.

Volume Charge – Is determined by the water used during the billing period. Water and Sewer usage is measured and billed by cubic feet (CU.FT.) 1 CU.FT. = 7.48 gallons.

Public Fire Protection

A fee charged by the Water Utility to pay for the cost of hydrants and water used for fighting fires and is assessed based on the value of the property.

Sewer Service

Sewer Fixed Charge – Is a fixed monthly rate set by the City of Marshfield Waste Water Department.

Sewer Volume Charge – Is determined by the volume of water supplied to the location.

Penalties

A 1% penalty is applied to any unpaid service balance. Please make payment on or before the Due Date.

YOUR CONTACT INFORMATION

Having the most current contact information on record is essential for Marshfield Utilities to offer the highest level of Customer Service. Please call our office if your phone, cell, email or mailing address has changed.

Payments – (877) 885-7968

7:00 AM – 7:00 PM, M-F , 8:00 AM – 5:00 PM, Weekends & Holidays

Questions – (715) 387-1195

Customer Accounts – 7:00 AM – 4:00 PM, Monday – Friday

After Hour Concerns/Outages (715) 384-8515



www.MarshfieldUtilities.org