

DISPUTE PROCEDURE

If you have questions about your bill, other utility matters, or have received a service disconnection notice, please call us first. If you are behind on your bill, our staff will attempt to work with you on a payment plan. If you aren't satisfied with our explanation or the payment arrangement, call the Public Service Commission at 1-800-225-7729. Service will not be shut off while the PSC reviews the dispute. After its review, the PSC will contact you and attempt to reach an agreement that is acceptable to all parties.

ENERGY/FINANCIAL ASSISTANCE

Whether or not you are currently receiving other types of assistance, you may be eligible for funds to help pay home heating or electric bills.



You can contact one of the agencies listed below or contact the Menasha Utilities Office for further assistance on agencies and programs that may provide financial assistance.

Energy Services Inc. – Winnebago & Calumet
County
800-506-5596 (toll free)

LEAVEN
920-738-9635

Salvation Army
920-734-3324

Forward Services
800-771-8420

ENERGY EFFICIENCY IDEAS

Even though the rates you pay are low, you can decrease your utility bill even further by reducing your usage. Here are some ideas:

- ◆ Replace light bulbs with energy-efficient LED bulbs.
- ◆ Replace inefficient appliances with Energy Star rated appliances.
- ◆ Use electric space heaters only when absolutely necessary.
- ◆ Use open air drying with dishwasher rather than heated drying.
- ◆ Wash only full loads in dishwasher and don't over-rinse dishes before washing.
- ◆ Use cold water when washing clothes.
- ◆ During summer, set air conditioner to 78° F when house is occupied, turn off when unoccupied for longer than 4 hours.
- ◆ During winter, set thermostat to 68° F when house is occupied, lower overnight and when unoccupied.
- ◆ Perform recommended maintenance on air conditioning units/furnace.

SEWER & STORMWATER USER FEES

Included on your Utility bill are sewer and stormwater user fees, which are levied by the **City of Menasha**. These user fees are **not Menasha Utility charges**; they are fees set by the Menasha Common Council and are included on your Utility bill as a convenient method of billing and collecting the fees for the City of Menasha. The Utility cannot make adjustments, exceptions, or change the rates for the City imposed sewer and stormwater user fees.



CUSTOMER INFORMATION December 2022

(Please save for future reference)

The Utility office is located at 321 Milwaukee Street, Menasha. Lobby hours are from 7:30 am to 4:00 pm, Monday through Friday.

Payment Inquiries (920) 967-3400/3401
Bill Inquiries (920) 967-3402/3403/3406
Energy Conservation (902) 967-3405

Emergency Numbers
Nights, Weekends, and Holidays

Electric – 920-967-5190

Water – 920-967-3450

RATES, RULES AND RECORDS

The Utility office has copies of our electric and water service rates and rules available for your reference. These rates and rules have been authorized by the Public Service Commission of Wisconsin (PSCW) and govern our accounting and operating procedures. We will notify our customers whenever the rates are changed. Concise records of the actual electric consumption for each billing period during the prior 12 months, or the actual number of months that the customer has lived at that location if less than 12 months, are available by contacting our office.

BILLING

Your bills are prepared on a monthly basis. A new customer's first bill may cover service for a portion of a month, or somewhat more than a month depending on the meter reading date and the date service began. If we are unable to obtain a meter



reading your bill may be estimated based on your prior usage. The bill is mailed after being calculated and the amount due is payable on or before the **DUE DATE** shown on your

bill. There are three different bill dates and due dates in Menasha Utility's service area and is determined based on location of each property. Failure to receive a bill does not entitle a customer to an extended due date.

SPECIAL CIRCUMSTANCES



The Utility has on file a form which you can use to advise us of special circumstances to be considered in the event disconnection is a possibility, i.e., the presence of elderly persons or infants or the use of

life support equipment. This form may be obtained from the Utility office, filled out by a physician and returned to the City of Menasha Health Dept. It can be used if you would like us to contact a specific third party, agency, or individual prior to the taking of any disconnection action. If you have further questions, please contact us.

PAYMENTS

Bills may be paid at the following locations:

Menasha Utilities Office
(Drive up Deposit box also available)
Piggly Wiggly (drop box only)

The bill may also be paid by mailing it to Menasha Utilities, P.O. Box 340, Menasha, WI 54952-0340. Payments can be made online at www.menashautilities.com or by calling 877-885-7968 and using credit or debit card, or electronic check (fee applies).

The bill is the responsibility of the customer of record. The customer is responsible for notifying the Utility of name and address changes and final reading dates. Request for changes can be made by contacting the Utility office at (920) 967-3400/3401.

APPLICATION OF PAYMENTS

Unless the customer indicates that a payment should be applied to a specific item, the payment will be applied in the following order:

1. Electric Service
2. Dusk to Dawn Service
3. Water Service
4. Fire Protection
5. Sewer Service
6. Stormwater
7. Miscellaneous Charges

If the account has arrears, the above payment order will apply to the oldest charges first (i.e., all 60 day charges will be paid prior to payments being applied to 30 day charges, and all 30 day charges will be paid prior to payments being applied to current charges).

DEFERRED PAYMENT PLANS

If a customer is unable to pay an outstanding bill in full, service will not be discontinued if the customer pays a reasonable amount of the outstanding bill and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid not to exceed six months. The PSCW has detailed rules specifying the factors to be considered in determining reasonableness, provisions which must be included in any deferred payment agreement, the Utility's right to disconnect if a deferred payment agreement is not fulfilled, the Utility's right to refuse future deferred payment agreements, the application of all payments under such an agreement, and the customer's rights in the event that a deferred payment agreement acceptable to him or her cannot be reached. For more information regarding such agreements, please call our office.

BUDGET BILLING

The Utility offers a budget payment plan under which the customer can make equal monthly payments based on the estimated usage for the twelve months subsequent to the establishment of the plan. Customers choosing the budget billing option will also need to enroll in Direct Payment Plan for automatic monthly payments. The budget amount is subject to change at six-month intervals in order to reflect current circumstances. For more information call (920) 967-3402/3403/3406.