



Shared strength through  WPPI Energy

www.algomautilities.com

Phone: (920) 487-5556

April 2019



Water System Maintenance

Algoma Utilities will be doing routine water system maintenance **during the month of April**. It is necessary to flush the hydrants and exercise the water valves in order to test the water flow and pressure and also to remove any sediment in the pipes.

Maintenance will be performed between the hours of 7:00 a.m. and 4:00 p.m. Customers may notice discoloration of the water. If this happens, run the cold water for a few minutes until the water runs clear. Water is safe for cooking and consumption. To avoid any discoloration, customers are asked to refrain from washing light colored fabrics when we are flushing in your area. If you have any questions, please call the Algoma Utilities' office at 920-487-5556.

Winter Moratorium Ends April 15th

One of the advantages of being a locally owned, not-for-profit utility is the ability to work directly with customers in the community – and for Algoma Utilities, that means keeping the lights and heat on for individuals and families on tight budgets.

Throughout the year, utility employees can help customers make arrangements to catch up on late payments. But as winter comes to an end, it's especially important that customers contact the utility to avoid disconnection.

In Wisconsin, electric utilities may not disconnect residential service during the cold weather months from November 1 to April 15. However, utilities may issue final disconnection notices which will be due after April 15. Algoma Utilities understands that situations can arise, making it difficult for customers to pay their bills. However, to avoid disconnection, customers are urged to make payments and/or payment arrangements. Algoma Utilities would like to help these customers make suitable arrangements to avoid disconnection of their service. It starts with making a phone call or stopping by the Algoma Utilities' office.

Customers may call Algoma Utilities at 920-487-5556 or visit the utility office at 1407 Flora Avenue from 7:00 a.m. to 4:30 p.m. Monday through Thursday and 7:00 a.m. to 11:00 a.m. Friday.

Wisconsin Home Energy Assistance

The Wisconsin Home Energy Assistance Program (WHEAP) provides assistance for heating costs, electric costs and energy crisis situations to approximately 230,000 Wisconsin households annually. Households must meet income and other requirements to qualify for a one-time heat or electric payment between October 1 and May 15 or as long as funding is available. To apply for energy assistance customers should call Energy Services at 920-388-0652. **Energy Services will be accepting applications for energy assistance at Algoma Utilities on Friday, April 12th from 9:00 a.m. to 11:00 a.m.**



Digger's Hotline

Spring is just around the corner. Call 811 or visit www.diggershotline.com before you start any digging project. Wisconsin law requires that anytime you disturb the ground's surface that you call Digger's Hotline. The consequences of not calling Digger's Hotline can be fatal and very expensive.

When you call Digger's Hotline they will notify all utility providers of your intention to dig. Please allow 3 business days for utility personnel to come and mark the location of their facilities. **Digger's Hotline is a free service.**



Utility Scams Can Catch Customers off Guard

Algoma Utilities warns customers to be wary of callers who claim to be from the utility, requesting immediate payment for a bill or for personal information.

Algoma Utilities reminds customers:

- The utility does not make collection calls after their normal business hours: Monday-Thursday 7:00 a.m. – 4:30 p.m. and Friday 7:00 a.m. – 11:00 a.m.
- The utility does not disconnect customers on Fridays or after normal business hours.
- We do not contract with another agency to perform disconnections. Algoma Utilities' employees carry identification, and drive vehicles with our logo on the door.
- The utility will not demand immediate payment over the phone. Customers first receive a disconnection notice in the mail, well before action is taken. A follow up phone call is placed by the disconnection due date listed on the notice.
- Customers do not need to provide personal financial information over the phone – such as a checking or savings account number or a Social Security number – to enroll in any kind of special program or pay off a balance.

If in doubt, the utility recommends to hang up and call customer service at (920) 487-5556. After hours customers may contact the Algoma Police Department at (920) 487-3311.



Mark your Calendar!!!

Algoma Utilities will be coordinating a hazardous and recyclable materials recycling day on **Tuesday, May 7th from 7:00 a.m. to 3:30 p.m.** Items such as fluorescent bulbs, ballasts, batteries and computer components (monitors, CPUs and keyboards) are disposed of in an efficient and safe manner.

Customers will be charged a disposal fee for the materials they bring in to be recycled.

Knights of Columbus Recycling & Fundraising Event

Knights of Columbus will be hosting a recycling event to benefit the Destination ImagiNation Program. The event will be held on Saturday, May 11th at the Algoma Street Department located at 1520 Jefferson St. in Algoma between 9:00 a.m. and 1:00 p.m.

If you have any questions please call 920-365-1031. Below are the items that will be accepted.

Items for free:

Computer towers, laptops, cell phones, servers, wire & cabling, keyboards/mouse, copiers/printers/fax machines, phone systems, DVD/VCR/Stereos/CD Players, rechargeable batteries, washers, dryers & stoves, household appliances big & small, anything metal.

Items for a fee:

Monitors (\$10), TVs (\$15), TVs over 30" and console TVs (\$30), Freon units (\$5)



Scholarship **WPPI/Algoma Utilities High School Public Power Scholarship**

Each year, Algoma Utilities along with our power supplier WPPI Energy, offers a scholarship to high school seniors. This year two Public Power Scholarships will be awarded to essay contest winners. Each scholarship will be \$500. This scholarship is open to high school seniors planning to attend a two-year technical college or four-year college or university. The student (or their parent or legal guardian) must be a customer of Algoma Utilities.

Scholarship applicants should compose a 500-1,000 word essay that addresses the following topic: **Our Community Connection: The Value of Our Municipal Utility.**

Please stop at our office for details or visit our website at www.algomautilities.com and click on the scholarship icon at the bottom of home page. You will find out how the essay will be assessed and the steps necessary to submit the essay.

The deadline for submitting essays is April 15, 2019.



April 22nd is Earth Day!

Make everyday Earth Day by protecting the environment. Visit <http://www.earthday.org> and learn how you can get involved and help protect our environment.