



Shared strength through  WPPI Energy

www.algomautilities.com

Phone: (920) 487-5556

February 2017



Tree Trimming

Algoma Utilities will be trimming trees located near the overhead power lines during the next several months. This work is necessary to provide adequate clearance around the power lines to ensure safe and reliable electric service to our customers. If you have any tree branches that you think are too close or are touching power lines, please contact us and we will determine if the trees need to be trimmed.

Trimming will take place from January through April in the Algoma Utilities service area. If you have any questions please call Algoma Utilities at 920-487-5556.



Do you own property in Algoma that is not occupied during the winter months?

Normally if the building is adequately heated the property will be o.k. However, what happens if your furnace or the electricity goes out? The potential is that your water pipes and/or water meter could freeze and break causing property damage.

Here are a few suggestions to help prevent potential problems:

- Winterize your property and turn off the main water valve and possibly individual valves for toilets, dishwashers, water heaters, etc.
- Have someone check to ensure the furnace is working properly.
- Request the Utility shut off the water at the curb stop. (A reconnection fee will apply when turned on in spring.)
- Replace programmable thermostat batteries annually.
- After a power outage, check that the thermostat resumes its normal settings.

Contact Algoma Utilities at 920-487-5556 if you have questions about unoccupied property.



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 a \$500 Public Power Scholarship will be awarded to an essay contest winner. 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 visit our website at www.algomautilities.com and click on the scholarship icon at the bottom of home page to view complete eligibility requirements. You will also find out how the essay will be assessed and the steps necessary to submit the essay.

The deadline for submitting essays is April 17, 2017.



Adopt a Hydrant Program

Please consider adopting a hydrant in your neighborhood. Assist by keeping it clear of snow and ice. In the event of a fire, open access saves time and lives!

Did You Know?

The Public Service Commission allows utilities to collect deposits (similar to a security deposit) for a variety of reasons. One of which is if you become disconnected due to non-payment of a utility bill or are 80 days past due during the winter moratorium, some exclusions may apply.

The amount of the deposit can vary depending on the reason for the deposit request. If your account is 80 days or more past due during the winter moratorium the deposit can be equal to the highest four consecutive bills in the past 12 months.

For example, if the four highest bills total \$300, the customer would be required to pay a deposit of \$300, in addition to your regular monthly service bill.

Please contact the Utility office to discuss your account to avoid a deposit request.



Notice To All Algoma Utility Customers

For your convenience, Energy Services for Kewaunee County will be accepting applications for energy assistance at the Algoma Utilities on Monday, March 13th between 2:00 pm – 4:00 pm. Please call 920-388-0652 for more information.



Manage Your Account with e-Care

Need your payment history for 2016? You can obtain your payment history through our customer web portal. Our customer web portal offers you the option of managing your account from home at any time - day or night. Visit our home page at www.algomautilities.com and view the **Manage Your Account with e-Care** article to learn how to get started.



Do you have a new number?

There are times when it is necessary that we reach you. If you have changed your phone number please call the Algoma Utilities at 920-487-5556 or fill out the form below. Then return it with your next payment so we can update our records.

-----Cut Here and Return-----

Name on Account: _____
Service Address: _____
Phone numbers: _____



2017 CROSS CONNECTION SURVEYS TO BEGIN SOON

To allow for continued delivery of safe water to your home or business, Algoma Utilities is required by the Wisconsin Department of Natural Resources (DNR) and Algoma Municipal Code to conduct cross connection surveys. We have again contracted with HydroCorp of New Berlin to manage our program. HydroCorp will perform cross connection surveys to detect and correct cross connections. This will help ensure that contaminated or polluted water cannot backflow into your clean drinking water supply. Surveys are scheduled on a rotating basis. Therefore, not all customers will be required to complete a survey this year.

Cross connection letters were recently mailed. If you received a letter, please schedule a survey by calling HydroCorp at 1-800-315-4305. You may also schedule an appointment on-line at www.schedulemyinspection.net. There is no cost for this survey. Therefore, we strongly urge you to make an appointment soon after the letter is received. Time slots fill quickly and this will allow you to make an appointment that fits your busy schedule. Water service may be disconnected for failure to schedule and/or complete a cross connection survey, or failure to correct any discrepancies noted.

Additional information may be obtained on our web site under Customer Services/Water Service. If you have any questions, please feel free to contact us at 920-487-5556.