



Shared strength through  WPPI Energy

www.algomautilities.com
Phone: (920) 487-5556
June 2020



Diggers Hotline

Spring is here! 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 Diggers Hotline. The consequences of not calling Diggers Hotline can be fatal and very expensive.

When you call Diggers 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. **Diggers Hotline is a free service.**

Important Notice – COVID-19

In line with actions taken by other utilities, and in an abundance of caution, **Algoma Utilities closed its lobby to the public as of Wednesday, March 18th until further notice.** According to General Manager Pete Haack, “While many customers choose to visit our office every month to pay their bill or to ask questions, we believe it’s in everyone’s best interest to keep their distance and interact in other ways.”

Customers can continue to **pay their bills by check using the US mail or the drop box located at Algoma Utilities’ office (left of the front door) or the drive thru window.** The Bank of Luxemburg also continues to accept utility payments. Customers are encouraged to sign up for automated bill payment methods such as ACH or to pay their bill on-line at www.algomautilities.com.

For any other business or inquiries, please use our website www.algomautilities.com or email us at algomautilities@wppienergy.org You can talk to one of our customer service representatives directly at (920) 487-5556. Please note that the phone and email are only monitored during normal business hours.

Thank you for your patience and understanding during these challenging times. We appreciate your business and please be safe.

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.

COVID-19 Assistance

Customers affected by COVID-19 can reach out to several agencies for assistance. Salvation Army can be reached at (920) 924-8643. There are also other types of programs available, please call our office at (920) 487-5556 for a complete list.

The Algoma Area Chamber of Commerce also has resources available for residential and business customers. Below are several links that may be of assistance during the COVID-19 emergency.

The link for residential info:
<https://visitalgomawi.com/covid-19-information-for-algoma-wi-residents/>

The link for businesses is:
<https://visitalgomawi.com/member-resources/>

Grants Available

Algoma Utilities, through funding available from our power supplier, WPPI Energy, is soliciting requests from local organizations interested in a Community Contribution Grant or an Economic Development Grant. Grants are awarded to local causes and Algoma Utilities' non-profit customers to help offset specific community programs or project costs.

Grant requests will be accepted at the Utilities' office through July 6, 2020. To be considered for a grant, organizations must submit a letter requesting assistance. The letter should include information as to how the organization will use the funds to benefit the community or local economic development. Organizations must also show that funds are necessary to complete a project or program and the time frame in which the grant would be utilized.

Examples of past grants include, but are not limited to:

- Algoma school projects
- Local safety programs
- Literacy and youth programs
- Local economic development programs
- Community projects or events
- Park improvements
- Power quality improvement projects

Letters should be sent to: Algoma Utilities, Attn: Office Manager, 1407 Flora Avenue, Algoma, WI 54201. If you have any questions concerning the grant programs please contact the Algoma Utilities' office at (920) 487-5556.



Did You Know?

Energy costs more in the summer

Because of increased air conditioning use, overall customer demand for electricity is at its highest in the summer months and our cost to serve you is also the highest in the summer.

Due to higher costs across the electric system, your bill is likely to increase during this time of the year.



A/C Tune-up Incentive

A tune-up of your central air conditioner unit can improve its efficiency and increase its life span. Without regular cleaning and maintenance, an air conditioner can lose up to 5% of its original efficiency for each year of operation.

Algoma Utilities offers cash incentives to encourage regular inspection and maintenance of central air conditioners. If you are a homeowner or business owner with a central air conditioner, you may be eligible for up to \$35 toward a professional service inspection and tune-up. Rebates will be granted on a first-come, first-serve basis, until allocated funds are spent.

You can obtain more information and applications for the A/C Tune-Up Incentive at our office or you can visit our website at www.algomautilities.com and look for the A/C Tune Up icon at the bottom of our home page.



Algoma Utilities' Annual Water Quality Report Available

This year's Annual Water Quality Report, also referred to as the Consumer Confidence Report (CCR), is available. To view the document on-line please enter the following link in the address line of your web browser.

<https://www.algomautilities.com/sites/algomautilities.com/files/2019%20CCR.pdf>

We encourage readership of this document as it contains information on the quality of your drinking water. Our constant goal is to provide you with a safe and dependable supply of drinking water. Algoma Utilities makes continual efforts to improve the water treatment process and protect our water resources.

Algoma Utilities is pleased to report that our drinking water is SAFE and meets federal and state requirements.

Copies of the Consumer Confidence Report are also available at Algoma Utilities, City Hall, Chamber of Commerce and the Algoma Public Library.

If you prefer to receive a paper copy of the Consumer Confidence Report, please check the box below and return the form to our office. You may also request a copy by calling us at 920-487-5556 or by e-mail at algomautilities@wppienergy.org.



Please include your mailing information:
Name:

Mailing Address:
