



Shared strength through  WPPI Energy

[www.algomautilities.com](http://www.algomautilities.com)

Phone: (920) 487-5556

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## Cross-Connection Control Program



**Did you know**, if your plumbing systems are not properly protected, your water can become contaminated?

**Do you** wonder how a garden hose may potentially contaminate your drinking water? The cause is unprotected cross connections. HydroCorp has been selected to manage Algoma Utilities continuing Cross Connection Program, which will identify and eliminate unprotected cross connections.

As required by the Wisconsin Department of Natural Resources (DNR) and Algoma Municipal Code, Algoma Utilities will soon begin performing cross connection surveys. Additional information may be obtained at [www.algomautilities.com](http://www.algomautilities.com) under Customer Services/Water Department.

## Winter Moratorium Ends April 15<sup>th</sup>

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 utilities 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.

## 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.



### **Mark your Calendar!!!**

Algoma Utilities will be coordinating a hazardous and recyclable materials recycling day on **Tuesday, May 7<sup>th</sup> 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 11<sup>th</sup>** 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)

### **Do you have a Critical Need?**

The Algoma Utilities maintains a “**Critical Needs**” customer list. If special circumstances exist in your home that make the loss of electricity or water critical, we will attempt to contact you prior to service being interrupted **for a planned outage**. However, emergency conditions beyond our control could result in your power being interrupted.

#### **Who should complete a form?**

If you have not already completed a form, and you have a current condition that makes sustaining life impossible without electricity or water, please complete a form and return it to our office.

#### **Where can a form be obtained?**

Forms can be obtained at the Algoma Utilities’ office or by visiting our web site at [www.algomautilities.com](http://www.algomautilities.com) under the Customer Services tab, Service Forms. If you have questions or concerns, please call Algoma Utilities at (920) 487-5556.

**Algoma Utilities cannot guarantee that your service will not be interrupted without prior notification. For any type of outage, it is imperative that you have medical backup equipment and procedures in place to accommodate your medical needs during power interruptions. It is your responsibility to make appropriate arrangements in an emergency.**



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](http://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 15, 2019.