



Shared strength through  WPPI Energy

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

Phone: (920) 487-5556

May 2020

### **After Hours Emergency Phone #**

What should you do if you have an after-hours utility emergency?

Please call the Kewaunee County Sheriff's department at (920) 388-7108. Please do not call 911 unless it is an emergency. Please keep this number on your refrigerator door or near the telephone so it will be handy if you ever need to report an outage. If you call our office after hours, the answering machine recording states the phone number to contact the Kewaunee County Sheriff's Department. The phone number is also located on the back of your utility bill.

### **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 18<sup>th</sup> 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](http://www.algomautilities.com).

**For any other business or inquiries, please use our website [www.algomautilities.com](http://www.algomautilities.com) or email us at [algomautilities@wppienergy.org](mailto: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/>



## Water System Maintenance

Algoma Utilities will be doing routine water system maintenance **during the month of May**. 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.



## Diggers Hotline

Spring is here! Call 811 or visit [www.diggershotline.com](http://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.**



## Water Leaks can be costly

Whether you own your home or rent, water leaks can be costly.

A common source of a water leak is in your toilet and can be the most costly because you can't always see what is happening. If you "wiggle the handle" to stop it from running, that is a good indication that your toilet needs attention. If you see rippling water in your toilet, it could be a silent toilet leak. And of course, if you hear it running for a long time, check it out. You can do a food coloring test to look for silent toilet leaks. Place a few drops of food coloring in the tank and if color appears in the bowl without flushing there's a leak that needs to be checked out.



## 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:** \_\_\_\_\_



## CCR Report Coming Soon

Algoma Utilities' Water Quality Report, also referred to as the Consumer Confidence Report (CCR), will be available next month for viewing on-line. This report contains important information about the quality and source of your drinking water. Please call (920) 487-5556 if you would like a paper copy of the report.



## Free Bill Pay

Algoma Utilities has a **FREE** automatic bill payment service, where you can have your bill paid through automatic withdrawal from any financial institution.

- ✓ **It's FREE – no fees.**
- ✓ **No matter where you are, your bill will be paid - on time, every time!**
- ✓ **No check to write, save a tree!**
- ✓ **No postage to pay.**
- ✓ **No more late payment fees.**

When enrolled in this convenient service, you will continue to receive a statement at the beginning of each month, detailing the amount to be deducted from your savings or checking account on the due date of the bill each month. Forms can be found on our website at [www.algomautilities.com](http://www.algomautilities.com) or at our office. Simply return the completed form and a voided check to our office.