

CUMBERLAND MUNICIPAL UTILITY

March 2026



DON'T GET CAUGHT IN THE DARK!

Cumberland Municipal Utility customers who have fallen behind on their utility bills will soon face the prospect of having their power shut off once the Winter Moratorium ends.

ALL PAST DUE BALANCES NEED TO BE PAID IN FULL BY APRIL 15TH IN ORDER TO AVOID DISCONNECTION ON APRIL 23RD!

The Public Service Commission of Wisconsin established the moratorium to protect customers from disconnection during harsh Wisconsin winters. Effective April 23rd, 2026, Cumberland Municipal Utility will be enforcing the Public Service Commission Rules, Chapter 113 for disconnection. In order to keep electric rates low in our community, Cumberland Utility makes use of all methods available to collect unpaid bills accumulated during the moratorium. If you have not been paying your bill, we urge you to pay any past-due balances now to avoid disconnection.

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IF YOU ARE A TENANT, PLEASE REFER TO THE FOLLOWING REGARDING CUMBERLAND MUNICIPAL UTILITY'S POLICY ON OFFERING DEFERRED PAYMENT AGREEMENTS FOR TENANTS WITH PAST DUE ACCOUNTS. WITH THE PASSING OF 2013 WISCONSIN ACT 274, TENANTS MAY NOT BE ELIGIBLE FOR DEFERRED PAYMENT PLANS IF ANY OF THESE FOUR CONDITIONS APPLY:



1. The residential tenants have greater than \$100 of account arrearages that are more than 90 days past due for the utilities that bill monthly
2. The tenant has defaulted on a deferred payment agreement in the past 12 months
3. The residential tenant is responsible for account arrearages that were placed on any property owner's tax bill in the utility's service territory in the past 24 months
4. The residential tenant has a balance that accrued during the winter moratorium that is more than 80 days past due

ENERGY ASSISTANCE

West Cap provides Energy Assistance for Barron, Burnett, Chippewa, Dunn, Pepin, Pierce, Polk, St. Croix, and Washburn counties. The Home Energy Assistance Program (WHEAP) provides assistance for heating costs, electric costs and energy crisis situations. Operating with federal and state funding, the program provides assistance to households across our service area to help lower the burden of monthly energy costs.



ENERGY ASSISTANCE BENEFITS

WHEAP assistance is a one-time payment during the heating season (October 1 - May 15). The funding pays a portion of energy costs, and the payment is not intended to cover the entire annual energy costs of a residence. The amount of the energy assistance payment varies depending on a variety of factors, including the household's size, income, and energy costs.

IF YOU HAVE ANY QUESTIONS OR NEED ASSISTANCE, CALL WEST CAP AT (715) 598-4750.

SEWER WATERING CREDIT ENDING

Previously, residential customers could receive a seasonal sewer credit for water that did not enter the sanitary sewer system, such as lawn watering, garden irrigation, or washing boats and vehicles.



These credits were based on a theoretical calculation using a customer's historic water usage to estimate how much water may not have entered the sewer system.

Under a recently adopted ordinance amendment, the City is transitioning to a system that allows these credits to be based on actual measured water usage rather than estimates.

CUSTOMERS WHO DESIRE A CREDIT FOR USE WATER THAT DOES NOT ENTER THE SANITARY SEWER SYSTEM MUST NOW INSTALL A DEDUCT METER THAT MEASURES ONLY THAT OUTDOOR OR NON-SEWERED WATER USE. WATER MEASURED THROUGH AN APPROVED DEDUCT METER WILL BE EXCLUDED FROM SEWER CHARGES.

THE DEDUCT METER MUST:

- 1.) BE PROPERLY INSTALLED AND INSPECTED AND APPROVED BY CUMBERLAND MUNICIPAL UTILITY**
- 2.) BE CONNECTED ONLY TO OUTSIDE FAUCETS OR SPRINKLER SYSTEMS THAT DO NOT DISCHARGE INTO THE SANITARY SEWER SYSTEM**

THE ONE-TIME INSTALLATION COST FOR A SECOND METER IS TYPICALLY \$150-\$200. IN ADDITION, THERE IS A \$5.50 MONTHLY METER CHARGE. AT THE CURRENT SEWER RATE OF \$23.12 PER 1,000 GALLONS, THIS MONTHLY FEE WOULD BE OFFSET BY LESS THAN 3,000 GALLONS OF DEDUCTED USAGE ANNUALLY.

For occasional outdoor water use, such as filling a swimming pool or establishing a new lawn, customers may contact our office in advance. We can schedule a special meter reading to ensure appropriate billing adjustments without installing a second meter.

If you have questions about this ordinance change or deduct meter installation, please contact our office.

WE APPRECIATE YOUR COOPERATION AS WE TRANSITION TO A SYSTEM THAT PROVIDES MORE ACCURATE AND TRANSPARENT SEWER BILLING.

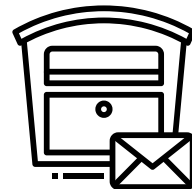
NOTICE

**The Utility dropbox at 1265 2nd Ave.
WILL BE CLOSING**

MARCH 31, 2026

PAY YOUR UTILITY BILL

- IN PERSON: 950 1ST AVE.
- BY MAIL: 950 1ST AVE.
- DROPBOX: 950 1ST AVE.
- ONLINE: CUMBERLANDUTILITIES.COM
- BY PHONE: 715-822-2595



***THANK YOU FOR
UNDERSTANDING!***



**PLEASE MAKE SURE TO UPDATE
YOUR PHONE NUMBER, EMAIL AND
MAILING ADDRESS WITH OUR
OFFICE.**

Thank you for reading!

CUMBERLAND MUNICIPAL UTILITY

715-822-2595

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Cumberland, WI 54829

www.cumberlandutilities.com