

# CUMBERLAND MUNICIPAL UTILITY

January 2023

## General Manager Update

I would like to thank our customers for your patience the past few months, as we experienced computer problems after our main server failed. We learned that our programs were not backed up as we were led to believe they were. We have worked through many of the issues, and we are now back to billing. We should be able to catch up by the March billing cycle. If you make a payment after January 23, 2023, the payment will not show on this current bill. If you have any questions or concerns, please call our office and we would be happy to look up your most recent payment. As always, you will still have the 20 days to pay your bill. Again, we apologize for the inconvenience this issue has created. If you have any questions or concerns, please don't hesitate to call our office at 715-822-2595 during our normal business hours. Thank you!

*Dean Bergstrom*

General Manager  
Cumberland Municipal Utility

**SCAM ALERT!**

Please be aware of phone scams stating that if you don't pay your bill, your power will be shut off. Cumberland Municipal Utility will not contact you after normal business hours (Monday-Friday 8:00am-4:30pm) about shutting your power off. If you have any questions, please don't hesitate to call our office!

*Cumberland Municipal Utility*

1265 2<sup>nd</sup> Avenue  
Cumberland, WI 54829

715-822-2595

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

CALENDARS ARE  
HERE!



Stop by our office to pick up  
your free 2023 calendar!

OFFICE HOURS:

Monday-Friday  
8:00am-4:30pm

## WE ENCOURAGE YOU TO REGISTER YOUR ACCOUNT ONLINE

<https://www.paymentservicenetwork.com/Login.aspx?acc=RT17354>

- Click on "Register" the first time you go online.

When you register, your information is securely maintained.

-----

Locate your account by entering the following:

- Account Number (this is on your bill)
- First Name (optional)
- Last Name

-----

Once you hit "Submit", your name should appear at the bottom.

Click on "Select" next to your account and fill out the required information to establish your payment account and select "Continue".

That's it! You can now make a payment and view billing information.  
This is very useful even if you don't want to pay online!



## **New 2023 Sewer Rates**

THE REC CHARGE THAT YOU SEE ON YOUR BILL COVERS ANY AND ALL THE DEBT THAT THE SEWER FACILITY OBTAINS.

2022 REC CHARGE: \$23.56 per REC

2023 REC CHARGE: \$25.20 per REC

THE USAGE PER 1,000 GALLONS GOES TOWARD THE OPERATIONS & MAINTENANCE ON THE FACILITY.

2022 USAGE CHARGE: \$20.67 per 1000 gallons

2023 USAGE CHARGE: \$22.02 per 1000 gallons

## **Water Rates**

*Cumberland Municipal Utility has filed an application with the Public Service Commission of Wisconsin to increase water rates.*

*The rate increase is necessary due to an increase in gross plant investment and an increase in operating expenses since the last water rate case was completed in 2013.*

### **HOW ARE WATER BILLS CALCULATED?**

#### **FIXED CHARGE (ALSO CALLED SERVICE CHARGE)**

Fixed charges cover system costs that occur regardless of the amount of water used during a given year. For example, even if water usage goes down ten percent during a particular year, the cost to maintain 20 miles of main stays the same (or goes up, depending on inflation). Fixed charges stay the same each month no matter how much water is used.

#### **VOLUME CHARGE (ALSO CALLED VARIABLE CHARGE)**

Volume charges cover the cost of conveying clean water to your house and every time you take a shower, run the dishwasher, or turn on the faucet. For example, the cost of power used to operate water wells fluctuates depending on usage. Volume charges are usually expressed as a certain amount charged per 1,000 gallons of water used.

#### **PUBLIC FIRE PROTECTION CHARGE**

The Public Fire Protection (PFP) charge recovers the cost of water for fighting fires and the extra system capacity necessary to rapidly deliver a large volume of water to fight a fire anywhere within the municipality's water service area. These costs include a portion of the wells, pumps, storage facilities, water mains, hydrants and an estimated quantity of water used for this purpose.

## **HELP KEEP OUR METER READERS SAFE!**



We strive to provide you with an accurate and timely utility bill. Accuracy begins with safely reading your meter every month. We provide a bill for the actual amount of electricity and/or water you use. We read meters as close to the last day of each month as possible.

**\*\*\*WE REQUIRE SAFE AND UNOBSTRUCTED ACCESS TO OUR METERS EACH MONTH FOR MONTHLY METER READINGS\*\*\***

**THE FOLLOWING TIPS WILL HELP ENSURE YOUR METER IS EASY TO REACH, HELP PROTECT YOUR FAMILY AND PETS AND HELP OUR METER READERS DO THEIR JOBS SAFELY AND EFFICIENTLY:**

- Keep your sidewalks and areas around your meters clear.
- Always maintain a clean pathway to your meters.
- Keep the path clear of snow and ice.
- Keep vegetation - from flowers to weeds - clear of the meter.
- Please make sure your meters are not blocked by shrubs, trees, locked gates, overgrown garden or construction work.
- If you own a pet, for the safety of your pet and our meter readers, please secure your pet to allow us to read the meter.
- Never tie a pet to your meter.

**THANK YOU FOR HELPING US READ YOUR METER SAFELY!**

**PLEASE  
UPDATE  
YOUR INFO  
WITH US!**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_