

CUMBERLAND MUNICIPAL UTILITY

March 2022

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 on April 15th. The Public Service Commission of Wisconsin established the moratorium to protect customers from disconnection during harsh Wisconsin winters. Effective April 15th, 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 start paying any past-due balances now to avoid disconnection in April. 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:

2022 CALENDARS

We still have free
2022 calendars!
Stop by our office
to pick one up!



- 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.**



PAY YOUR BILL ONLINE!

- 1.) <https://www.cumberlandutilities.com>**
- 2.) PAY BILL**
- 3.) CLICK HERE TO PAY BILL
ON SECURE SITE**

Pay Your Cumberland Utility Bill

When making payment on your Cumberland Municipal Utility bill, please include the top stub from your bill and include your account number on your check or money order. This will help us credit the correct account and helps our office staff with trying to locate where the payment should be posted. Please avoid stapling or taping your check to the payment stub. Staples and tape can damage checks and may cause them to be rejected when submitting them for deposit.

ENERGY ASSISTANCE

We are urging our customers to apply for assistance through the Wisconsin Home Energy Assistance Program by contacting West Cap. The amount of energy assistance benefit depends on your household size, income level and household costs.

To apply for Energy Assistance online go to <https://energybenefit.wi.gov>.

If you have questions or need assistance, schedule a phone appointment at www.westcap.org or call 715-265-4271.

Low Income Water Assistance Now Available



Residents with past due water balances may be eligible for assistance through the NEW Low-Income Household Water Assistance Program (LIHWAP). This program was developed as part of the response to the COVID-19 pandemic, it was designed as an emergency program to provide water and wastewater assistance to eligible households.

Residents can now apply for this assistance as they apply for regular Energy Assistance through WHEAP. Income guidelines for water and electric assistance are the same. If a customer has questions or has already applied for WHEAP, but did not apply for Water Assistance, they can reach out directly to Energy Services Inc. at 833-426-9472.

Assistance payments will be made directly to the utility, similar to how Energy Assistance is currently distributed. Utilities will be contacted if they have customers receiving water payments. Questions regarding this program can be submitted directly to the Department of Administration at heat@wisconsin.gov.

The Salvation Army may also be a good resource to provide emergency assistance to those who may have been affected by COVID-19.

You can reach them at 715-554-4928

ATTENTION!

If you received a letter regarding water service line coverage available, please know that this is not associated with Cumberland Municipal Utility.
Thank you!

We've all been spending more time inside at home these days and you may have noticed a spike in your energy bills. Here are some tips to save energy and money!



- *LET THE SUN HEAT YOUR HOME DURING THE DAY* by opening the curtains. Not only can you turn your thermostat down a few degrees - you can also turn off your lights and use the natural light to maximize efficiency.
- *GET INSTANT DISCOUNTS ON ENERGY-EFFICIENT PRODUCTS* like smart thermostats, LED lightbulbs, smart power strips and more when you order from our Online Marketplace by going to <http://www.focusonenergy.com/cumberland>
- *BAKE MULTIPLE DISHES AT ONCE* when you cook large meals. If your dishes bake at the same temperature, save energy by filling up your oven racks.
- *UNPLUG PHANTOM ENERGY USERS* when you're not using them so they stop drawing power from your electrical outlets. Common culprits include electronics, chargers, microwaves and more.

PLEASE BE SURE TO UPDATE YOUR PHONE NUMBER, MAILING ADDRESS AND EMAIL WITH US!



715-822-2595

OFFICE HOURS:
MONDAY-FRIDAY 8:00AM-4:30PM