

Cumberland Municipal Utility



MARCH 2023

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 I13 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:

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.

2023 Calendars

We still have free 2023 calendars!
Stop by our office to pick one up!

Newsletter Highlights

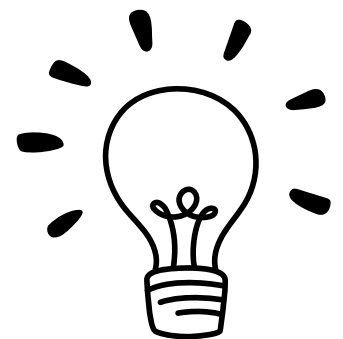
WINTER
MORATORIUM
ENDING

ENERGY SAVING

DIGGERS HOTLINE

UPDATE YOUR
INFORMATION

A MESSAGE FROM
THE OFFICE

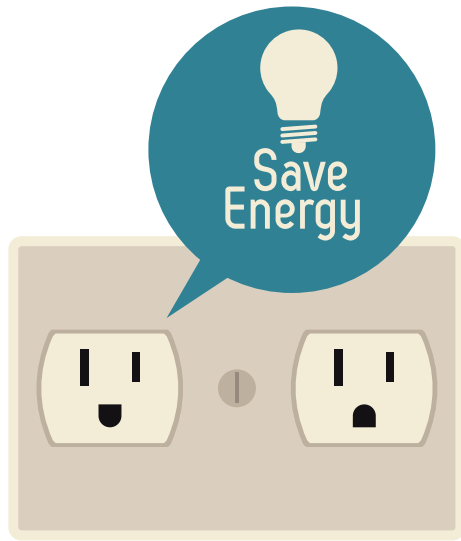


CUMBERLAND MUNICIPAL UTILITY

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TIPS TO SAVE ENERGY AND MONEY

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

ARE YOU PLANNING YARDWORK THIS SUMMER?

CALL BEFORE YOU DIG

You should call 811 a few business days before you begin any digging, including common projects like planting trees or shrubs, installing fences or installing a mailbox.

WHAT INFORMATION DO I NEED WHEN I CALL 811?

You will need to know the address of where you plan to dig, including the county & nearest cross street, as well as the type of project you're completing and the exact area on the property where you're planning to dig.



**Know what's below.
Call before you dig.**

A Message from the Office Staff

We would like to thank our customers for your patience as we dealt with our computer issues. We are back on track with our billings due at the end of each month! Cumberland Municipal Utility takes pride in our customer service to our customers. You won't receive an automated service when you call us during regular business hours (8:00 a.m. – 4:30 p.m.), but rather a real person who is dedicated to helping you with any questions, concerns, or needs you may have. Our doors are open from 8:00 a.m. – 4:30 p.m. each weekday excluding observed holidays and we are proud to offer you walk-in customer service. Stop in and see Lori, Amanda, Cassie or Erika!