



Shared strength through  WPPI Energy

www.algomautilities.com

Phone: 920-487-5556

April 2014

Water Running Order

On February 12th, 2014 a Water Running Order was issued by Algoma Utilities through the Kewaunee County Code Red System and other multiple media sources. At this time we are still requesting customers continue to run their cold water to prevent freezing of water laterals. Customers should run water at a steady stream, the size of a pencil, from one faucet in their home or business. Dripping water is not sufficient to prevent freezing.

If you have any questions regarding the Water Run Order or your bill, please call Algoma Utilities at 920-487-5556. We would be happy to help you.

FAQ arising from the Run Water Order include the following:

How long should I run my water? Please run your water until further notice. Water needs to run 24 hours a day, 7 days a week even if you are not home. Please continue to run water even if the outside temperatures start to rise. A cease order will also be generated through the Code Red System and other media sources.

How will I be billed? An average for customers will be calculated. The usage billed will be displayed in the billing detail area of the bill. You will not see a negative number. The total usage on your water meter will be shown on your bill just below the “Please detach top portion and return with payment” in the meter information area.

Why didn't I receive a phone call? If you didn't receive a call through the Code Red System you may need to sign up to receive Code Red alerts or you may need to update your information.

How can I sign up for Code Red Alerts? Visit www.kewauneesherriff.com or call 920-845-9700 and push #1. Customers need to update Code Red information if you move, change phone numbers or have a new cell phone provider.



Scholarship

Algoma Utilities/WPPI Energy Public Power Scholarship

Each year, Algoma Utilities along with our power supplier WPPI Energy, offers a scholarship to high school seniors. A \$1,000 Public Power Scholarship is awarded to an essay contest winner who plans to continue their education at a post-secondary education institution.

Please visit our website at www.algomautilities.com and click on the scholarship icon at the bottom of home page to view complete eligibility requirements. You will also find out how the essay will be assessed and the steps necessary to submit the essay.

This year's essay theme is:

Advancements in communication and information technologies have provided the electric utility industry with an ever-increasing supply of tools to make the electric grid smarter. Please explain the benefits and challenges associated with new grid technologies.

Deadline for submitting essays is April 18, 2014.

Winter Moratorium End April 15th

One of the advantages of being a locally owned, not-for-profit utility is the ability to work directly with customers in the community – and for Algoma Utilities, that means keeping the lights and heat on for individuals and families on tight budgets.

Throughout the year, utility employees can help customers make arrangements to catch up on late payments. But as winter comes to an end, it's especially important that customers contact the utility to avoid disconnection.

In Wisconsin, electric utilities may not disconnect service during the cold weather months from November 1 to April 15. However, utilities may issue final disconnection notices which will be due April 15.

Algoma Utilities understands that situations can arise, making it difficult for customers to pay their bills. However, to avoid disconnection, customers are urged to make payments and/or payment arrangements. Algoma Utilities would like to help these customers make suitable arrangements to avoid disconnection of their service. It starts with making a phone call or stopping by the Algoma Utilities office.

Customers may call Algoma Utilities at 920-487-5556 or visit the utilities at 1407 Flora Avenue from 7:00 a.m. to 4:30 p.m. Monday through Thursday and 7:00 a.m. to 11:00 a.m. Friday.

The Wisconsin Home Energy Assistance Program (WHEAP) provides assistance for heating costs, electric costs and energy crisis situations to approximately 225,000 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 920-388-0674 or 1-866-HEATWIS (432-8947) for more information. You may also go to www.homeenergyplus.wi.gov for details.

There are several payment locations:

- Algoma Utilities office: 1407 Flora Ave. & drop box (by front door)
- Bank of Luxemburg: 510 2nd St. or 514 5th St. in Algoma
- US Postal Service: Please allow ample time for delivery



Earth Day!!!

Earth Day is **April 22nd** – Make everyday earth day by protecting the environment. To learn more about Earth Day please visit <http://www.earthday.org>.

- Commute without polluting!
- eCycle! Recycle electronics.
- Enjoy the outdoors responsibly!
- Reduce! Reuse! Recycle!



Diggers Hotline

Are you putting in bushes, trees, fences, buildings or other projects this year? Before you dig, remember the consequences of digging can be fatal and very expensive. When you contact Diggers Hotline, they notify all utility providers of your intention to dig. Utility personnel will come to your site and mark the location of their facilities within 3 working days. **Diggers Hotline is a free service** designed to protect you. Call 811 or visit www.diggershotline.com.



Recycling Day Wednesday, April 23rd

Algoma Utilities will be coordinating a hazardous and recyclable materials recycling day on **Wednesday, April 23rd from 7:00 a.m. to 3:30 p.m.** Items such as fluorescent bulbs, ballasts, batteries and computer components (monitors, CPUs and keyboards) are disposed of in an efficient and safe manner. **Customers will be charged a disposal fee for the materials they bring in to be recycled.**

All bulbs and ballasts must be in boxes and closed. **DO NOT TAPE BULBS TOGETHER.** Quantities must be written on the outside of the box. **Batteries must have the terminals taped.** Algoma Utilities reserves the right to deny acceptance of any material.