



Welcome!

Building Community Connections 2023



Introductions: Snapshot of Joy

Name, Utility, Role at Utility

Share a recent photo from your phone with your table that captures a meaningful aspect of yourself or expresses something you're grateful for.



MORNING SCHEDULE

Morning presentations & discussion

BREAK

Morning presentations & discussion

Service Activity

Group photo

LUNCH at NOON

AFTERNOON SCHEDULE

Group activity & discussion

PRIZES

BREAK

Guest speaker

Adjourn at 3:00 pm





Using MyAccount to Help Manage Usage and Costs

Beth Carlson
BCC Workshop
November 9, 2023



MyAccount in 2023

- 41 utilities have implemented MyAccount to date
 - First full site was live for Sturgeon Bay in 2018
 - Most recent was Baraga in September 2023
- *MyAccount Minute* monthly newsletter
- Refresher trainings
- New branding effort around four key benefits:
 - Security
 - Convenience
 - Control
 - Savings



THE POWER OF SECURITY



WHEREVER YOU ARE

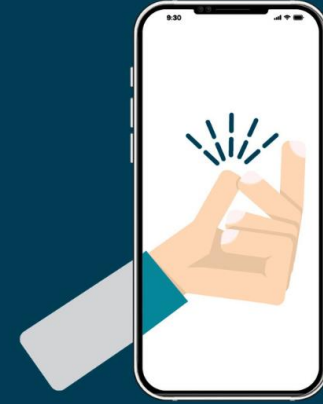
THE POWER OF CONTROL



24/7, 365 DAYS PER YEAR

my 
account

THE POWER OF CONVENIENCE



IS IN THE PALM OF YOUR HANDS

THE POWER TO SAVE



IS AT YOUR FINGERTIPS



Updated toolkit items



my account

THE POWER OF SECURITY



WHEREVER YOU ARE

MyAccount is our secure online tool designed to make managing your energy use and paying your bill easier than ever.

Features of MyAccount include:

- Secure login
- Safe online wallet and usage data storage
- Multiple secure payment methods — anytime, anywhere

Join your neighbors who already use MyAccount to securely manage their utility account.

LOG IN TODAY!
VISIT CEDARBURGLIGHTANDWATER.ORG

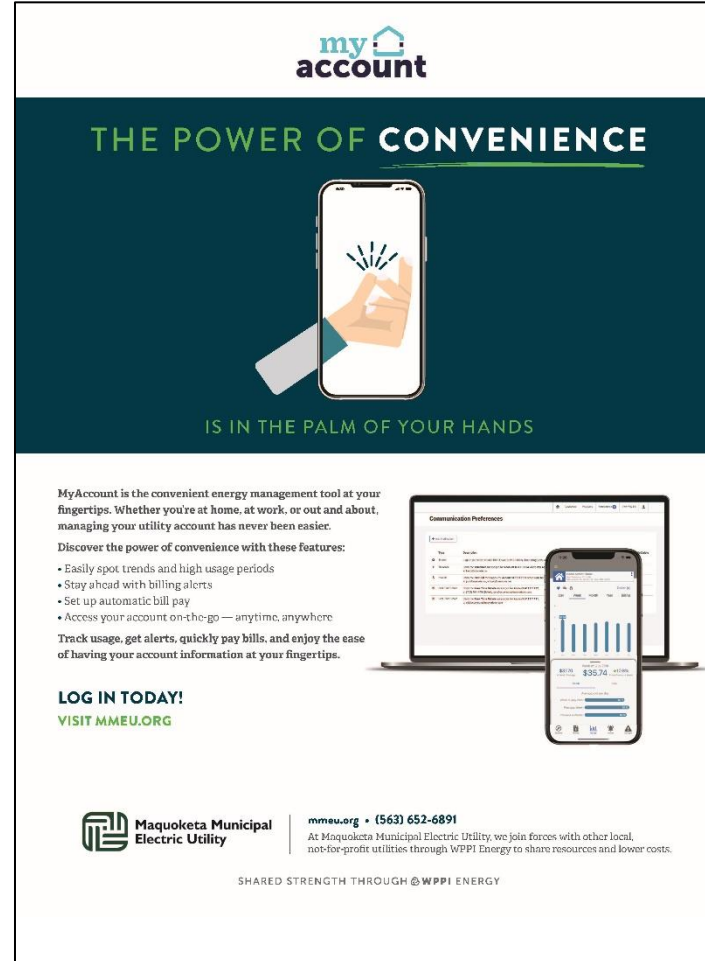


CEDARBURG LIGHT & WATER UTILITY

cedarburglightandwater.org • (262) 375-7650

At Cedarburg Light & Water Utility, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.

SHARED STRENGTH THROUGH @WPPI ENERGY



my account

THE POWER OF CONVENIENCE



IS IN THE PALM OF YOUR HANDS


MyAccount is the convenient energy management tool at your fingertips. Whether you're at home, at work, or out and about, managing your utility account has never been easier.

Discover the power of convenience with these features:

- Easily spot trends and high usage periods
- Stay ahead with billing alerts
- Set up automatic bill pay
- Access your account on-the-go — anytime, anywhere

Track usage, get alerts, quickly pay bills, and enjoy the ease of having your account information at your fingertips.

LOG IN TODAY!
VISIT MMEU.ORG



Maquoketa Municipal Electric Utility

mmeu.org • (563) 652-6891

At Maquoketa Municipal Electric Utility, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.

SHARED STRENGTH THROUGH @WPPI ENERGY



my account

THE POWER TO SAVE



IS AT YOUR FINGERTIPS

MyAccount is our complete tool to help manage your account, and help you save energy and money. With just a few clicks, managing your utility account is easier and more efficient.

Here are just a few ways MyAccount can help you save time, energy and money:

- Quickly compare rate plans
- View usage trends
- Find and fix water leaks
- Get customized high usage alerts
- Participate in energy saving challenges and track progress

Ready to start saving? Register or log in to MyAccount today and experience the savings and benefits.

LOG IN TODAY!
VISIT BRFMU.ORG



Black River Falls municipal utilities

brfmu.org • (715) 284-9463

At Black River Falls Municipal Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.

SHARED STRENGTH THROUGH @WPPI ENERGY



YOU'RE IN CONTROL

WITH MYACCOUNT




JEFFERSON UTILITIES
Power. Gas. Water. Sewer. The Rest.



MyAccount landing page refresh

- New logo
- Updated icons
- Color theme consistent with other promotional materials



The image shows a mockup of the MyAccount landing page. At the top, it says "Welcome to MyAccount" in a teal color, followed by the tagline "Save time and energy with our secure and convenient account management tool". Below this is an illustration of a desktop monitor, a smartphone, and a laptop, all displaying the "my account" logo and various data visualizations like a bar chart. The bottom section of the page is a dark teal banner with four feature cards, each with an icon and a brief description.

Welcome to MyAccount
Save time and energy with our secure and convenient account management tool

my account

- Notifications and Alerts**
Receive timely alerts to manage your usage and billing information
- Track and Compare Usage**
See usage trends and find your most economical rate
- View Energy and Water Usage**
View detailed usage to better manage costs
- Make and Manage Payments**
Pay your bill, set up automatic payments, and more



Utility landing page embedded login

The screenshot displays the Columbus Utilities website with an embedded login form. The website header includes the logo for Columbus Utilities, the tagline "Shared Strength through WPPI Energy", and navigation links for "About Us", "Customer Services", "For Your Business", and "For Your Home". A "CONTACT US" button with the phone number (920) 623-5912 and a "MyAccount" button are also present. The embedded login form, titled "my account", features input fields for "Email Address" and "Password", a "Login" button, a "Remember Me" checkbox, and links for "Forgot your Password?" and "Create an Account". A disclaimer below the form states: "Remember me" will keep you logged in and will store your User ID on the computer you are using. Do NOT use this feature on public computers (such as those in a library, hotel, or internet cafe). The background of the website shows a white utility truck with the Columbus Utilities logo and the number 28 on its side.





NO MORE CLUTTER ON YOUR KITCHEN COUNTER ENROLL IN PAPERLESS BILLING

A kitchen counter is for food, not stacks of paper. Stay organized and receive your bill the same time every month—without waiting for it to arrive in the mail.



Receive a monthly email or text message with your bill amount and due date.



Set up due date reminders so you never miss a payment.



Easy and secure payments: Still pay any way you choose.



Online access: View or print current and past statements and usage history.

SIGN UP FOR PAPERLESS BILLING AND WIN A \$100 BILL CREDIT!

Register for MyAccount and sign up for paperless billing between April 15 - May 15 and be automatically entered to win one of three \$100 bill credits.

Already registered with MyAccount?

Simply log in and enroll in paperless billing to be entered in the drawing.

VISIT WATERLOOUTILITIES.COM AND CLICK ON



At Waterloo Utilities, we join forces with other local, not-for-profit utilities through WPPi Energy to share resources and lower costs.

MANAGE HIGHER SUMMER ENERGY BILLS

WITH MYACCOUNT

MAKE IT PAY WITH THE ILPT APP

You know you can view your energy and water use and pay your bill from your mobile device using the Independence Light & Power, Telecommunications app. But did you know you can pay your bill right from the app too? And to make it worth more than just the time you'll save, we're giving away \$20 bill credits during November.

WIN ONE OF FIVE \$20 BILL CREDITS

Anyone who pays their bill using the ILPT app in December is automatically entered into a bill credit drawing.

ADDITIONAL ENTRY FOR AUTO PAY

Securely pay your bill with a credit card or bank account. And when you sign up for auto pay, you'll get an additional chance to win a \$20 bill credit.

SAME GREAT BENEFITS

Just as you do with MyAccount you can use the app to track your usage against local weather conditions and see how it compares to previous months and years. Plus, so much more!

GET OUR APP TODAY

1. Go to your **Apple or Android app store** and search for ILPT.
2. **Install the app** onto your mobile device.
3. **Login with your existing MyAccount username and password** (or create a new account).



USE THE ILPT APP FOR A CHANCE TO WIN A \$20 BILL CREDIT!



ilpt.com • (319) 332-0100

At Independence Light & Power, Telecommunications, we join forces with other local, not-for-profit utilities through WPPi Energy to share resources and lower costs.

SHARED STRENGTH THROUGH @WPPi ENERGY

MANAGE ENERGY WITH HIGH-USAGE ALERTS

Knowledge is power. Take control of your electric and water usage and monthly budget with usage alerts through MyAccount, our online account management tool.



- ✔ Set a Usage Threshold for your utility usage.
- ✔ Get notified when your electric or water usage exceeds your set threshold.
- ✔ Receive an alert, you will be able to stay on top of your usage and manage it accordingly.

This free and optional service tool can easily be activated through MyAccount.

STEP 1: Enroll in MyAccount or log in to your existing account.

STEP 2: Go to the Alerts screen.

STEP 3: Add a Usage Threshold and save!

Update your usage alerts at any time.

VISIT OUR WEBSITE TO GET STARTED.



lodiutilities.org • (608) 592-3246

At Lodi Utilities, we join forces with other local, not-for-profit utilities through WPPi Energy to share resources and lower costs.

SHARED STRENGTH THROUGH @WPPi ENERGY

WE CAN HELP YOU REDUCE CLUTTER. ENROLL IN PAPERLESS BILLING



Customers say...

- **80% want their utility to work with them to manage costs**
 - **44% satisfied**
- 60% prefer email communications
- 33% prefer text message communications
- MyAccount can help customers manage and save, while giving customers choices in how they prefer to receive information



Usage Alerts

Add Threshold Notifications ✕

Notify Me When My

Electric Usage Water Usage

is Over is Under

kWh

Averages
23.67 kWh/Day
165.71 kWh/Week
710.19 kWh/Month

in 15-minutes in 30-minutes in an Hour **in a Day** in a Week in a Month in a Bill Period

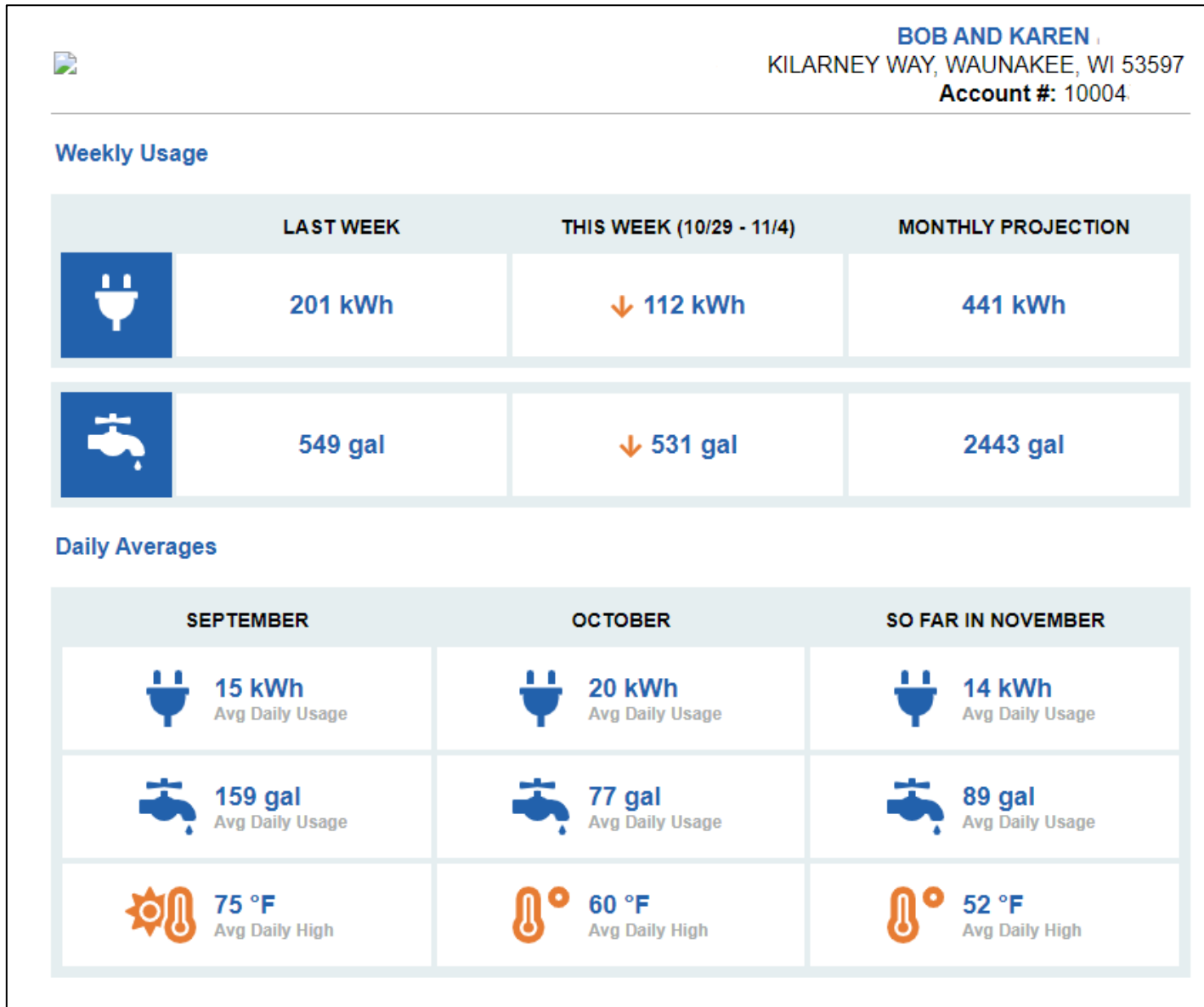
At

+

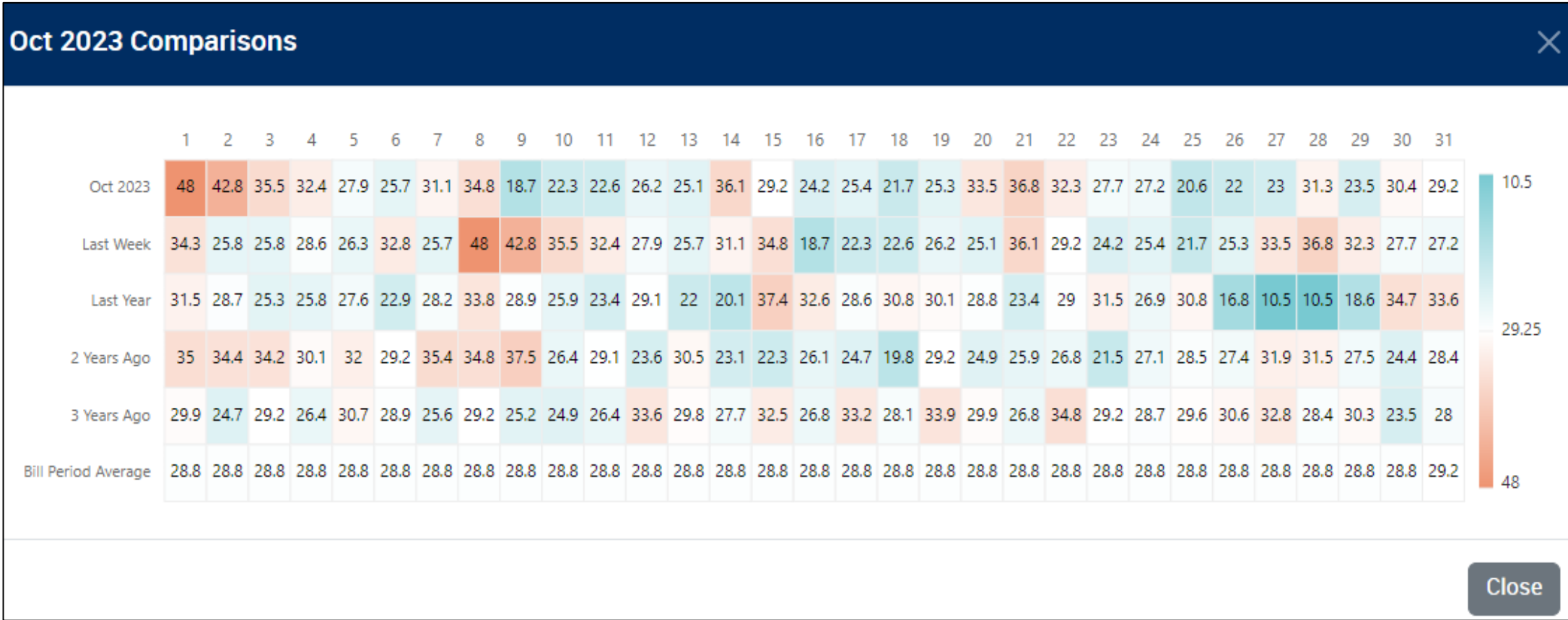
Close Save Changes



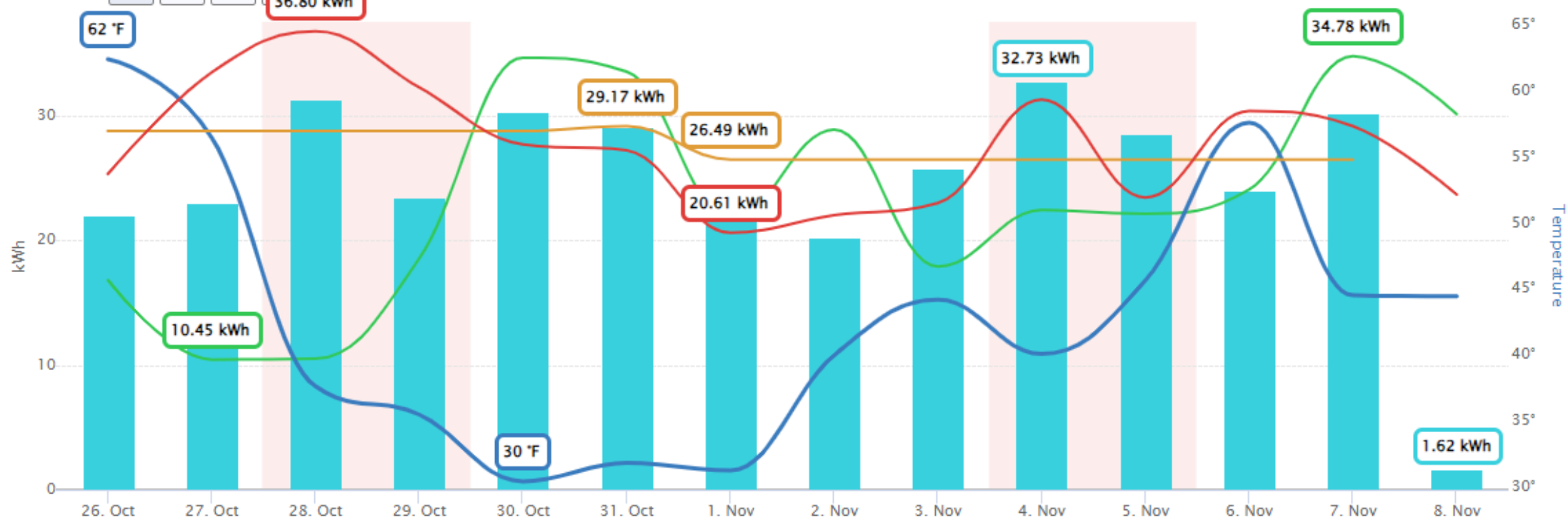
Weekly Summary



Usage comparison tools



Zoom 2w 1m 3m



Comparison ■ Last Year ■ Average Temperature ■ Bill Period Average ■ Last Week

Weather information provided from [Aeris Weather](#)



Rate comparisons with What If Analysis

| Nights & Weekends Smart Plan Rg2 | |
|----------------------------------|--------------------|
| Electric Charges: | |
| On-peak | \$126.76 |
| \$0.1907/kWh | 664.71 kWh |
| Off-peak | \$104.75 |
| \$0.0657/kWh | 1594.36 kWh |
| Totals | \$231.51 |
| | 2259.07 kWh |

 [What If Analysis](#)

What If Analysis ✕

| Nights & Weekends Smart Plan Rg2 | What If | |
|----------------------------------|--------------------|--------------------|
| Electric Charges: | | |
| On-peak | \$126.76 | \$95.07 |
| \$0.1907/kWh | 664.71 kWh | 498.53 kWh |
| Off-peak | \$104.75 | \$94.27 |
| \$0.0657/kWh | 1594.36 kWh | 1434.92 kWh |
| Totals: | \$231.51 | \$189.34 |
| | 2259.07 kWh | 1933.45 kWh |

Result of Your What If Analysis

Your Bill could decrease

\$42.17

Adjust the slider(s) below to run "What If" simulation

On-peak

Highest Rate

-25%

-166.18 kWh

Off-peak

Lowest Rate

-10%





-159.44 kWh





Try a What-If Analysis by clicking on the link above. Then move the slider to see how changing your energy use affects your energy charges.

For our Nights & Weekend Smart Plan, on-peak usage occurs during the hours of 8 a.m. - 8 p.m. and off-peak usage occurs during the hours of 8 p.m. and 8 a.m.

Learn more about our Nights & Weekends Smart Plan. If you're interested in enrolling in our Nights & Weekends Smart Plan, please fill out our enrollment form.



| | | | |
|---|---|---|---|
| <p>1,398 kWh </p> <p>Highest Bill (Aug 2023)</p> <p>last 12 months</p> | <p>22.82 kWh </p> <p>Daily Avg (since 11/01)</p> <p>↓ 27% from Last Year</p> | <p>30.24 kWh </p> <p>Latest Daily (Nov 7)</p> <p>↓ 11% from 90 day average</p> | <p>185.5 kWh </p> <p>Last Week (Oct 29)</p> <p>Similar to previous</p> |
|---|---|---|---|

| | | | |
|---|---|---|---|
| <p>1,656 gal </p> <p>Last Week (Oct 29)</p> <p>↑ 16% from previous</p> | <p>270.0 gal </p> <p>Latest Daily (Nov 6)</p> <p>↑ 19% from 90 day average</p> | <p>6,976 gal </p> <p>Last Bill (10/01 - 10/31)</p> <p>↑ 3% from previous</p> | <p>201.2 gal </p> <p>Daily Avg (since 10/31)</p> <p>↓ 17% from Last Year</p> |
|---|---|---|---|



Energy Challenge

Started On: 9/29/2023

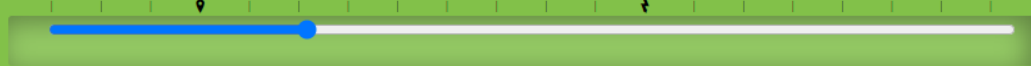
What is the Energy Challenge?

Take control of your usage by joining the Energy Challenge! This 6 month challenge allows you to set a savings goal and measure your progress against yourself from the same month last year. Plus you'll be saving money while saving the planet! Who wouldn't like that?

kWh Goals

I'm going to save: 6%

📍 4% A good attainable goal to start
 ⬇️ 13% Top savers can hit this number



RESET ✓



6% Goal ⚙️

1% Higher

compared to last year

DETAILS ▶

| Range | Last Year's Usage | Last Year's Avg. Temp. | Your Challenge Goal | Goal kWh Savings | Actual Usage to Date | This Year's Avg. Temp. | Achieved |
|-------------------------|-------------------|------------------------|---------------------|------------------|----------------------|------------------------|----------|
| 9/29/2023 - 10/28/2023 | 949.87 kWh | 49° | 892.87 kWh | 56.99 kWh | 1066.55 kWh | 54° | -12% |
| 10/29/2023 - 11/28/2023 | 897.08 kWh | 40° | 843.25 kWh | 53.82 kWh | 295.56 kWh | 40° | 67%* |



What's coming to MyAccount in 2024?

- Service Forms –
 - Stop/Start/Transfer service
 - Request new service from utility website
 - Stop or Transfer service from within MyAccount

Transfer Service

1 of 3

Stop Service

Stop Service Location *

Stop Date *

Start Service

House or building number *

Zip Code *

Start Date *

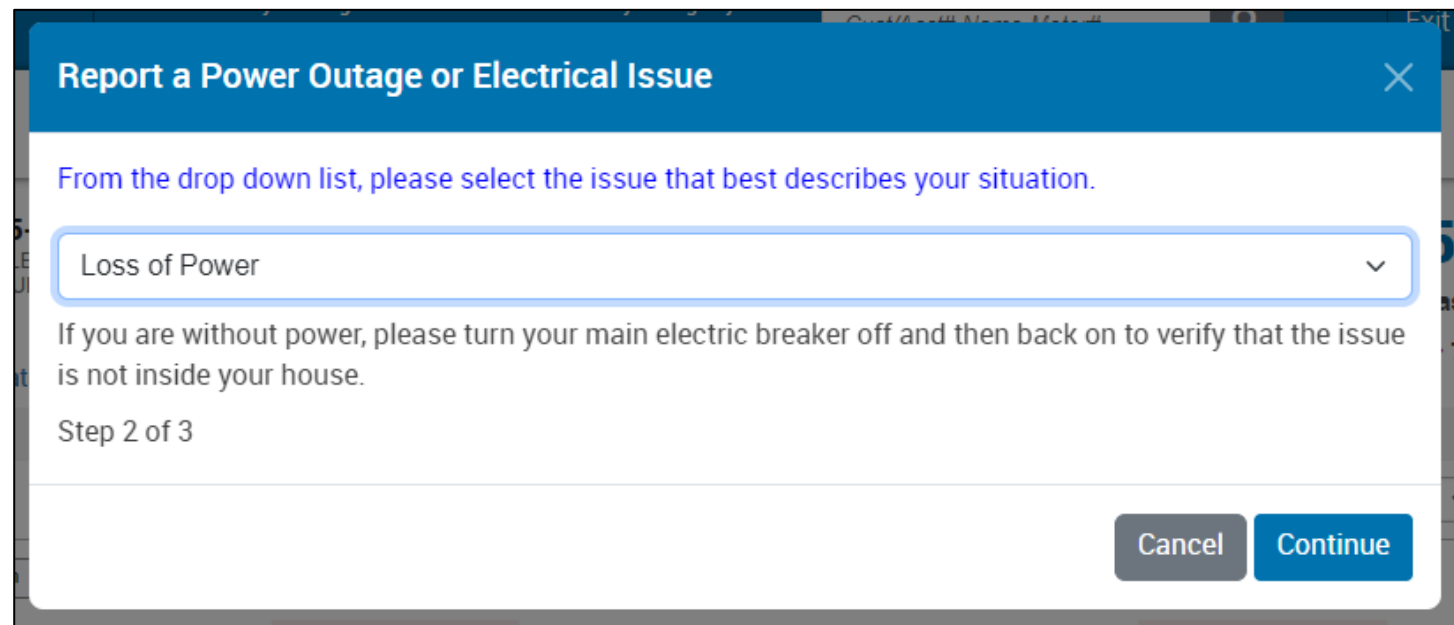
* Required



- Outage Management – optional integration with OpenPoint

- Report outages from within MyAccount

- Send outage notifications from MyAccount



Report a Power Outage or Electrical Issue

From the drop down list, please select the issue that best describes your situation.

Loss of Power

If you are without power, please turn your main electric breaker off and then back on to verify that the issue is not inside your house.

Step 2 of 3

Cancel Continue

We are indicating a power outage at 2039 LYNWOOD DR. Crews are working to restore power to your location.
Thank you for your patience!

We have restored power to 2039 LYNWOOD DR.
Thank you for your patience and understanding while we worked to safely restore your service!
Please contact us at 608.837.5500 if you are still experiencing a power outage.



MyAccount Mobile App



By the numbers...

- Approx 60% of customers currently access member utility websites using a mobile device and 40% of customers using a desktop/laptop computer



Vs



% Mobile Logins 9/1 – 10/31/23

| Utility | % | Utility | % | Utility | % | Utility | % |
|-------------------|------|----------------|------|-----------------|-----|----------|-----|
| Sturgeon Bay | 48.2 | Eagle River | 19.0 | Kaukauna | 9.1 | Waterloo | 6.6 |
| Oconto Falls | 38.2 | Prairie du Sac | 17.8 | Lake Mills | 9.1 | Algoma | 6.1 |
| Hartford | 38.1 | Oconomowoc | 17.4 | New Holstein | 9.0 | Columbus | 6.0 |
| Independence | 36.0 | New Richmond | 14.8 | Richland Center | 8.9 | Florence | 5.9 |
| Shawano | 35.9 | Waupun | 14.3 | Waunakee | 8.2 | Brodhead | 5.1 |
| Crystal Falls | 29.7 | River Falls | 12.7 | New London | 8.0 | Lodi | 4.4 |
| L'Anse | 24.5 | Baraga | 11.8 | Jefferson | 7.7 | Juneau | 4.3 |
| Black River Falls | 22.6 | Maquoketa | 11.8 | Sun Prairie | 7.7 | Norway | 3.0 |
| Slinger | 22.0 | Two Rivers | 11.2 | Negaunee | 7.3 | | |
| Boscobel | 21.7 | Hustisford | 10.8 | Menasha | 6.9 | | |
| Gladstone | 19.9 | Mount Horeb | 9.7 | Cedarburg | 6.6 | | |

Red indicates branded mobile app



MyAccount Mobile App

- Branded app
 - Unique app only for utility
 - Searchable in the app stores by utility name
 - Icon on device is the utility's logo
- Standard app
 - App shared by all users of the MyMeter software
 - Searchable in the app stores only by 'MyMeter'
 - Need to choose utility
 - Icon on device is the orange MyMeter logo



Questions?



Thank You

Beth Carlson

bcarlson@wppienergy.org

608.834.4507



Hartford Utilities MyAccount Branded App

Holly Wenzel
Hartford Utilities
November 9, 2023



MyAccount App vs. Branded App

- Timing for advertising between branded and non-branded
- Push for customer contact information within MyAccount
 - Launching Outage Management with OpenPoint in the next few years
- Set-up and/or Yearly Maintenance can come from Customer Services and Branding Fund
 - Hartford Utility paid \$4,000 for set-up fee
 - \$5,000 came from WPPI Customer Services and Branding Fund



Getting Started: Branded App

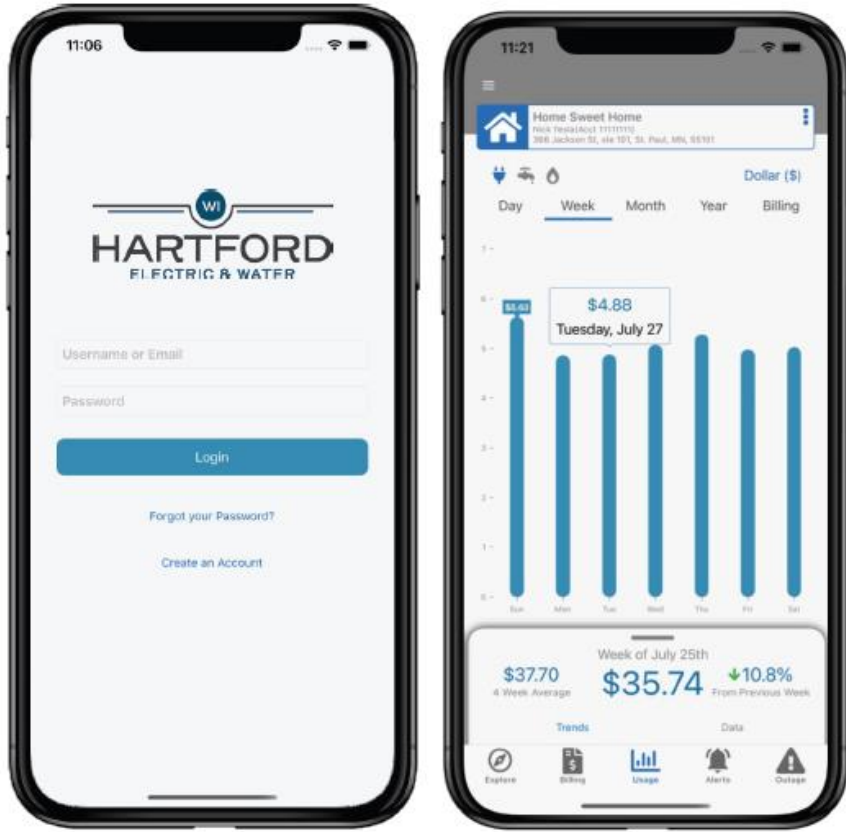
- May – June 2023
- Very simple and straight forward
- Beth sent needed paperwork to fill out
 - Took about 5 minutes to complete
- About 8 week turnaround for app stores
 - iPhone and Android
 - Hartford's processed in around 6 weeks



Getting the Word Out: Branded App

- Flyer insert with utility bills
- Utility website homepage scrolling picture and link
- Facebook post with link to utility website
- Back of utility bill in Hartford's "Monthly Message" area
- Email via Constant Contact





GO FURTHER

WITH MYACCOUNT & YOUR NEW HARTFORD UTILITIES APP.

Now you have the ability to view your energy and water use and pay your bill from your mobile device using the Hartford Utilities app. Just like you already do with MyAccount, you can spot trends, track your usage and even receive energy-related alerts and challenges all from the Hartford Utilities app. It includes easy bill pay too.



DATA AND ALERTS ON YOUR PHONE

Access data across all of your devices and stay up-to-date even when you're out of town.

TRACK AND COMPARE USAGE

Track your usage against local weather conditions and see how it compares to previous months and years.

ONLINE BILL PAY

Securely pay your bill with a credit card or bank account. Even easier, sign up for Auto Pay. Note: fees apply to all online payments.

EASY SETUP

1. Go to the Apple or Android app store and search for Hartford Utilities.
2. Install the app onto your mobile device.
3. Login with your existing MyAccount username and password (or create a new account).

GET STARTED TODAY! VISIT [MYACCOUNT.HARTFORDUTILITIES.ORG](https://myaccount.hartfordutilities.org)



hartfordutilities.org • (262) 670-3700

At Hartford Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.

SHARED STRENGTH THROUGH @WPPI ENERGY






GO MOBILE WITH THE HARTFORD UTILITIES APP

DOWNLOAD THE HARTFORD UTILITIES MOBILE APP →

Now you can view your energy and water use and pay your bill from your mobile device using the Hartford Utilities app, just like you already do with MyAccount.



THE POWER OF CONVENIENCE




IS IN THE PALM OF YOUR HANDS

**Hartford Utilities Mobile App
Now Available**

MyAccount is the convenient energy management tool at your fingertips! Now you can view your energy and water account from your mobile device using the Hartford Utilities app.



Just like you already do with MyAccount, you can easily spot trends, track your usage, receive alerts, quickly pay bills and access your account on-the-go - anytime, anywhere!



[Learn more on our website](#)

Get Started: A new method to access the MyAccount you've grown to adore!


1. Go to your Apple or Google Android app store and search for Hartford Utilities.
2. Download and install the app onto your mobile device.
3. Enter your existing MyAccount login email address and password.

Hartford Utilities is a community owned and operated electric and water utility serving customers in the Hartford area.

CONTACT US
 Hartford Utilities
 620 West Summer Street
 Hartford, WI 53027
 (262) 670-3700
 Hours: 7:00 am - 3:30 pm

Report an Outage: 262-670-3700

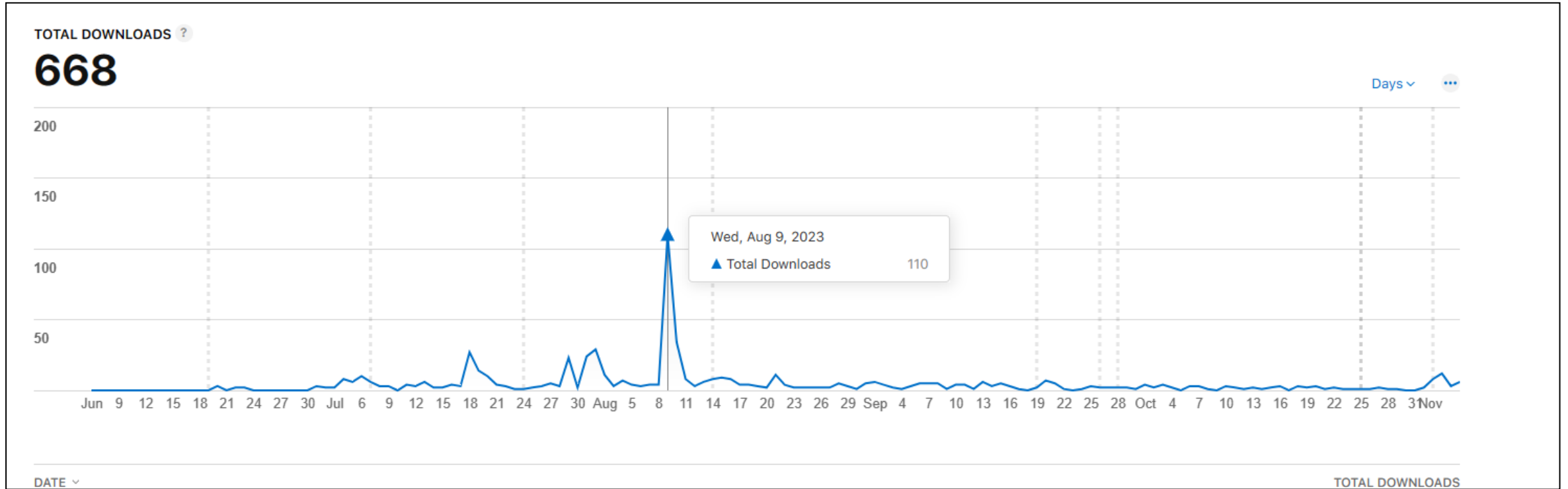


Getting the Word Out: Email

- 56.2% open rate
- 8% click rate
- 1 unsubscribed
- Contributed to spike in downloads



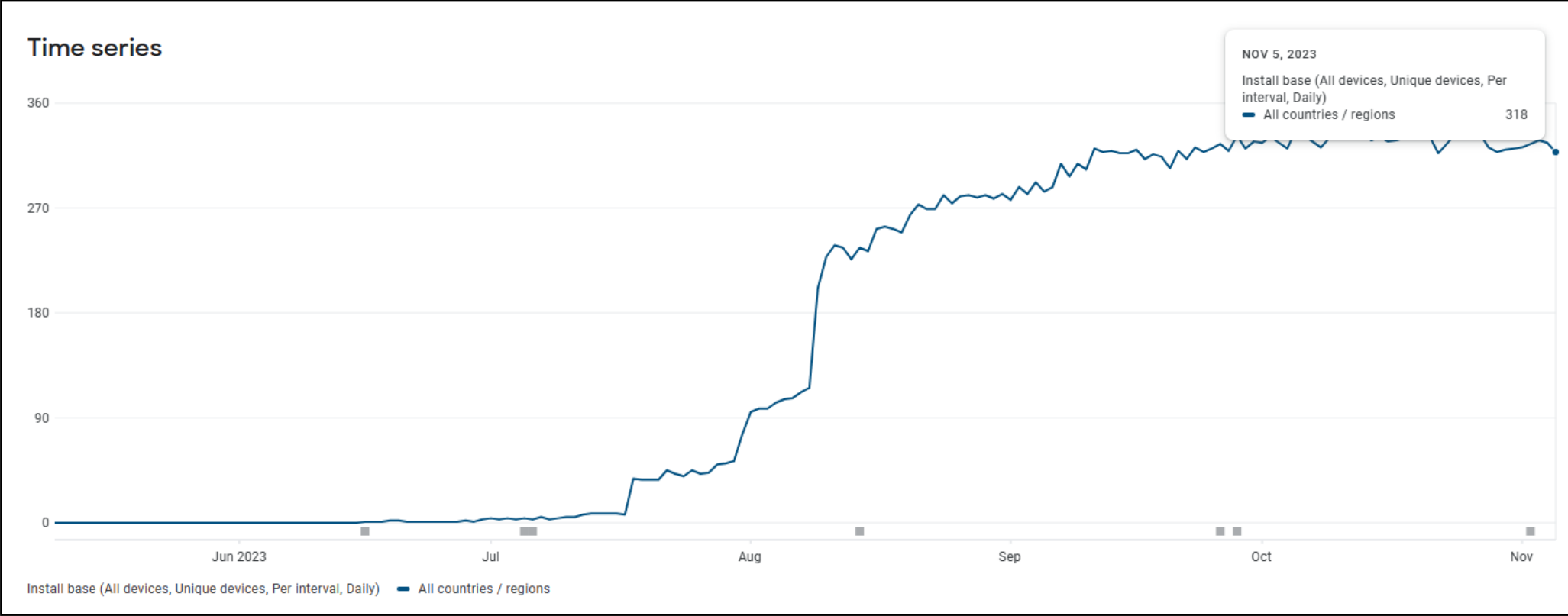
iOS Results: Branded App



- 668 total downloads
- Spike on August 9 (date of email)
- Downloads are shown by day



Android Results: Branded App



- 318 total downloads
- Spike on August 9 (date of email)
- Downloads are cumulative



Customer Feedback: Branded App

- What did we hear from customers?
 - Stated it was easy to download app from Utility Website links
 - Easy to find when searching in app stores
- How do you plan to promote in the future?
 - Continue with current promotions
 - Bill insert 4 or 5 times a year
 - More Facebook Posts
 - Would like to discuss the idea of a promotional item/giveaway in the future
 - Push for new newer on MyAccount



Lessons Learned: Branded App

- Confusion with PSN Fee when making a Payment
 - Led customers to think there was a fee to download the app
 - Emphasis the app is FREE but payments within the app are Fee Based



Questions?





Welcome!

Building Community Connections 2023



Member Sharing & Peer Insights



Community Outreach: Increasing Local Presence & Impact

Beth Rank
Oconto Falls Municipal Utilities



Customer & Community Engagement Focus

OFMU's Story



Social Media

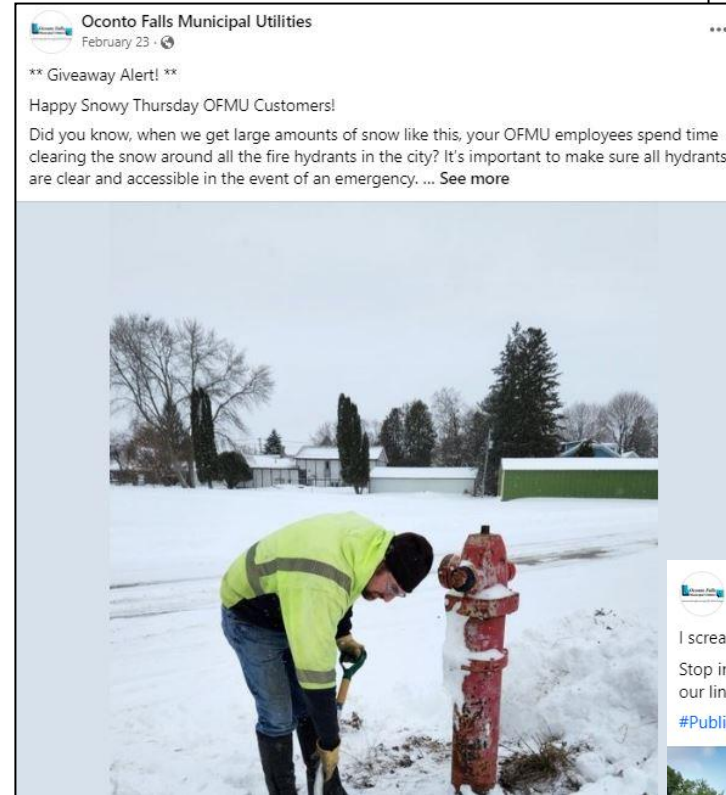
- Joined Facebook in Q1

- Why Facebook?

- Facebook Access

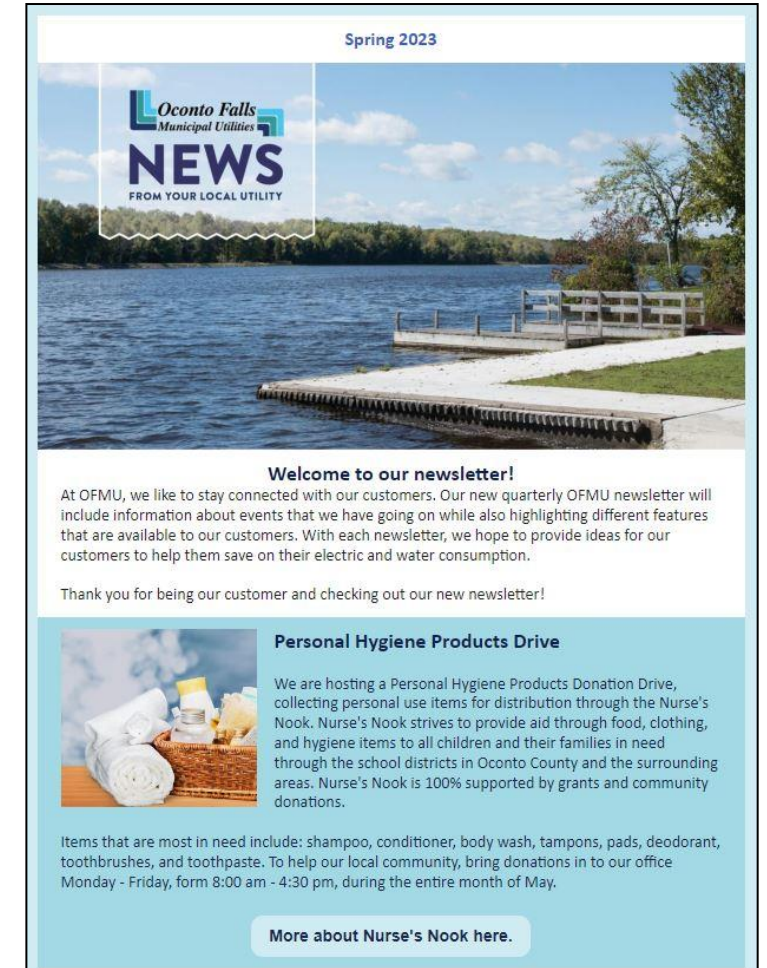
- Facebook Content

- Staff pictures get the most hits



Email Communications

- Joined Constant Contact
 - Residential Newsletter
 - Business Newsletter
- Participated in WPPI's Peak Time Usage Communications Program
- Participating in WPPI's Energy Assistance Support Emails program



Customer Support Promotions

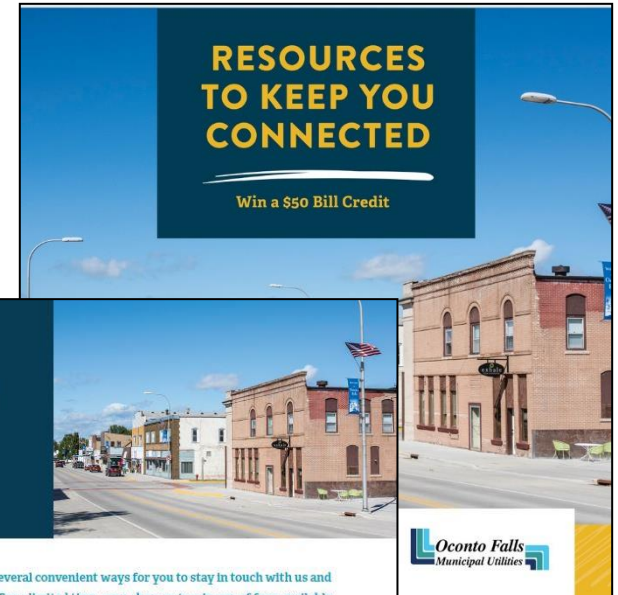
- Promotion to increase customer engagement in:

➤ MyAccount

➤ Paperless Billing

➤ AutoPay

➤ Facebook



RESOURCES TO KEEP YOU CONNECTED
Win a \$50 Bill Credit

As your locally owned utility, we offer several convenient ways for you to stay in touch with us and learn about our programs and services. For a limited time, earn chances to win one of four available \$50 bill credits by taking these actions during the month of March.

STEP 1. REGISTER WITH MYACCOUNT

- Manage your usage, receive alerts when usage is too high, and ensure your payments are on time.
- Download the app for even easier access. Visit our website on how to download.

STEP 2. ENROLL IN PAPERLESS BILLING

- Stay organized and receive your bill the same time every month – without waiting for the mail.
- Sign up directly in MyAccount and receive a monthly email or text message with your bill amount and due date.

STEP 3. ENROLL IN AUTOPAY

Register through MyAccount or at the Utility Billing Office with a designated bank checking or savings account.


- Your monthly billed amount will be automatically deducted from your bank on the due date.
- Avoid credit card payments, which incur additional fees.

STEP 4. LIKE US ON FACEBOOK

- Stay up to date on utility news and events!

Customers will receive 1 chance in the drawing for each action taken during the month of March.
Winner will be drawn, and bill credit applied in April. Utility accounts must be current to be eligible.
Already participating in the actions above? You will automatically get added to the drawing.

VISIT OUR WEBSITE FOR MORE INFORMATION.

 ofmu.org • (920) 846-4507
At Oconto Falls Municipal Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.

© A WPPI ENERGY COMMUNITY



Connecting with Youth in Community

- National Theater for Children sponsor
- High School scholarship
- High School Reality Rocks participant
- Line Worker coloring contest
- School Career Day & Skilled Trades Day
- Halloween Trunk or Treat



Community Presence

- Donate to Fireworks for Memorial Day
- Scoreboard at Memorial Field
- Street Light Decorations on Main Street
- Avenue of Lights
- Decorate a Tree at City Hall for the Holidays



Giving Back

- Personal Hygiene Products Drive
- Brat Fry supporting Kindness Committee
- Giveaways
 - Fourth of July
 - Veteran's Day
 - Easter



Public Power Week

- One day event:
 - Food Truck & Ice Cream
 - Focus on Energy Rep with giveaways
 - OFMU Giveaways
 - Fill the Bucket Clothing Drive



FILL THE BUCKET CLOTHING DRIVE

How You Can Help?

Donate to the "Fill the Bucket" Clothing Drive for Nurses Nook:

- Gym shoes (all sizes)
- Leggings (all sizes)
- Athletic socks (all sizes)
- Underwear boys and girls (all sizes)
- Sweatshirts (all sizes)
- Athletic shorts (all sizes)



CELEBRATE PUBLIC POWER WITH US ON OCTOBER 4!
City Hall/Utility Office | 500 N. Chestnut Avenue | 11:00 am – 2:00 pm



2024 plans?

- Continue with Facebook
- Bill Inserts
- Be more successful with drives for Organizations
- MyAccount/Autopay/Ebilling
- Rebates
- Constant Contact
- Day of Giving Event and Public Power Week Event



FOURTH OF JULY GIVEAWAY

Four lucky winners will be selected to receive a \$30 gift certificate to Iverson's Piggly Wiggly for meat or seafood of your choice. Submit the completed form below. Entries are due by June 23. Winners will be notified to pick up their gift certificate at the Utility Office to be redeemed at Iverson's Piggly Wiggly.



HOW TO READ YOUR UTILITY STATEMENT

- A** Your account information including Account Number, Service Address and Statement Date are clearly displayed in the top right corner of the statement.
- B** The Previous Balance, due immediately, is the amount that was due on the previous month's bill. This section also displays your latest payment and any outstanding charges due on the account listed as Past Due Forward.
- C** This area is used to display important information each month.
- D** Individual charges are displayed here. Each type of service is subtitled.
- E** Track your current electric and water consumption with convenient graphs. Compare your current usage to your usage last year and set conservation goals.
- F** This is the Total Amount Due, including any past due charges carried over from previous billing cycles.
- G** Detach this pay stub and return with your payment. On this pay stub, you will find your Account Number, Service Address, Statement Date, the Due Date and the Total



Check the Hour Before Using Power
The Nights & Weekends Smart Plan has two periods:

Monday - Friday
Lowest Price (OFF-PEAK) 8 PM - 8 AM
Highest Price (PEAK) 8 AM - 8 PM

Holidays & Weekends
Lowest Price (OFF-PEAK) All Day

WHEN ARE OFF-PEAK HOURS?
Off-peak hours are 8:00 pm to 8:00 am Monday - Friday and during holidays and weekends.

PARTICIPATION IS SIMPLE
It is free to sign up for our Nights & Weekends Smart Plan and you can return to the standard residential rate option after one year.

Spring 2023

Programs and Resources

MyAccount

OFMU offers a convenient website for our customers to view their usage, see their billing history, compare rates, and pay their bill. Registering is easy at [MyAccount!](#)



Utility Rebates

If you had your HVAC professional do a central AC tune up between April 1, 2023 and September 30, 2023, you may qualify for a \$25 rebate. Send it in before the deadline of October 31. The Utility also offers a rebate to customers who install an air source heat pump. Follow the link to our website below for more information and to complete your rebate form!



OFMU Rebates

Focus On Energy's Special Offer in October

Focus on Energy is also celebrating Public Power with us by offering some deeply discounted weatherization items for the month of October for Municipal Utility customers. Shipping is free!

Enter their really great sweepstakes drawing (no purchase necessary). Start this promotion starting October 1st: **Focus on Public Power**

Sign up to our newsletter!

Sign up to our newsletter, our customers. Our new quarterly OFMU newsletter have going on while also highlighting different projects in each newsletter, we hope to provide ideas.

TIMING IS EVERYTHING

When you use electricity with the Nights & Weekends Smart Plan

You could save \$\$... by being flexible... optional plan lets... times when overall

| Time-of-Day Pricing | |
|-------------------------|-----------------------------------|
| Off-Peak Rate | \$ 0.0678 cents per kilowatt-hour |
| On-Peak Rate | \$ 0.2033 cents per kilowatt-hour |
| Monthly Customer Charge | \$ 14.00 |
| Standard Pricing | |
| Standard Energy Rate | \$ 0.1927 cents per kilowatt-hour |
| Monthly Customer Charge | \$ 14.00 |

Oconto Falls Municipal Utilities

Published by Beth Rank · October 17 at 10:07 AM ·
Maude has served on the Utility Commission since 1998. Last night, the Utility Commission honored Jim for his 25 years of service. Jim has been an integral part of the Commission and the Utility become what it is today. Please help us in thanking Jim for his 25 years of service.

Jim can not be replaced, Kim Pytleski will be stepping into Jim's roll of 25 years of service for the next 4 years.



Oconto Falls Municipal Utilities

Published by JoAnna Buhrandt · May 10 ·
Yesterday we were able to deliver our coloring contest winners their prizes! This years winners were Emma Alfson, Haven Anderson, and Alexis Makuck. Pictured with each of our winners is OFMU Lineman John Salscheider.

Thank you to everyone who took part in our "Thank A Lineworker" coloring contest!



VETERANS DAY GIVEAWAY

Four lucky veterans will be selected to receive a \$30 gift certificate to Iverson's Piggly Wiggly for meat or seafood of your choice. Submit the completed form below. Entries are due by October 22. Winners will be notified to pick up their gift certificate at the Utility Office to be redeemed at Iverson's Piggly Wiggly.



ofmu.org • (920) 846-4507
At Oconto Falls Municipal Utilities, we join forces with other local, not-for-profit utilities through WPPFI Energy to share resources and lower costs.

WPPFI ENERGY COMMUNITY
May 18

Ramping up to Memorial Weekend festivities, We'd like to recognize one of our Platinum sponsors. Without the cooperation and support from the City of Oconto Falls... See more

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Thank You





School Outreach: Insights from a Former Educator

Jenna Willi
11/9/23



Introduction

- 12 years in secondary science education in small and rural schools
- Current role at WPPI – Energy Services Manager working with New Richmond and River Falls
 - I also work with National Theater for Children, KEEP, and other school and customer outreach efforts



Schools as the Heart of your Community

What hasn't changed:

- Building a strong relationship with your local schools is a great way to grow deeper connections within your community as a whole
- Schools can continue to provide a connection point to reach students as potential future employees (and as simply more educated and aware members of your communities)



Schools as the Heart of your Community

What has (potentially) changed:

- Utilities still have an opportunity to provide great support to their schools, but the most effective way to provide that support is more difficult to pin down
- Traditional methods of interacting with schools, though still successful, may not be as effective as they were pre-COVID



Insights into Education 2023

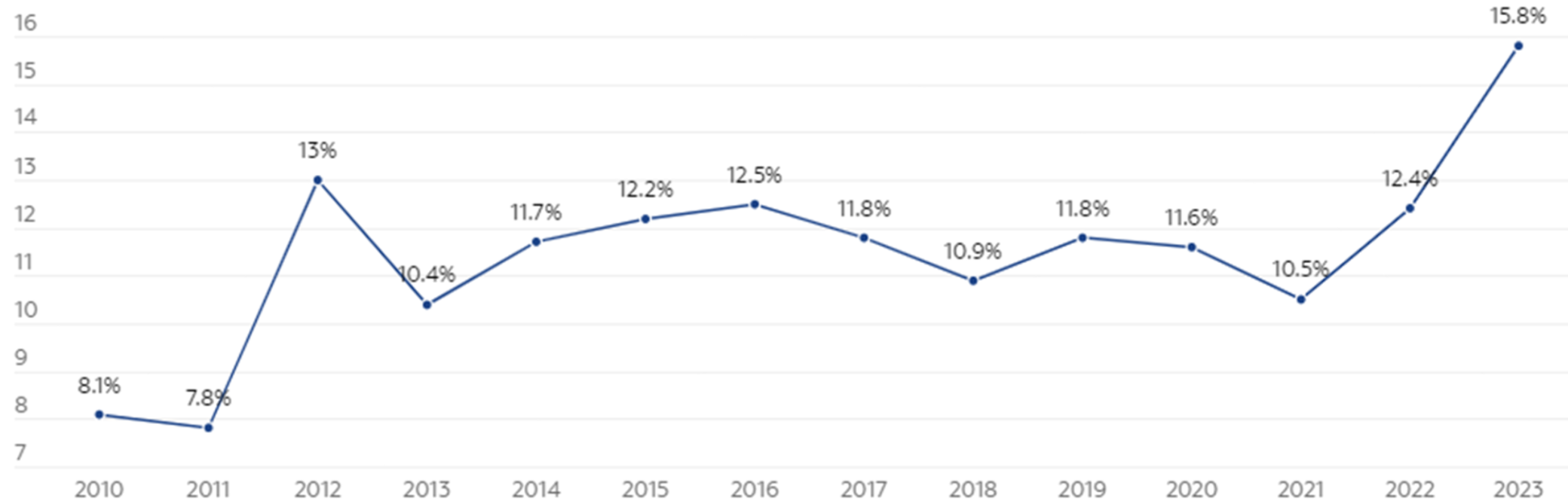
A brief look at current challenges for teachers:

- Staff shortages (and the “trophic cascade” this has caused)
- Cost of the invisible mental load
- Change in student engagement
- Change in instructional/planning time



Teacher turnover in Wisconsin

Teacher turnover in Wisconsin jumped in 2012 following Act 10 and again after the pandemic.

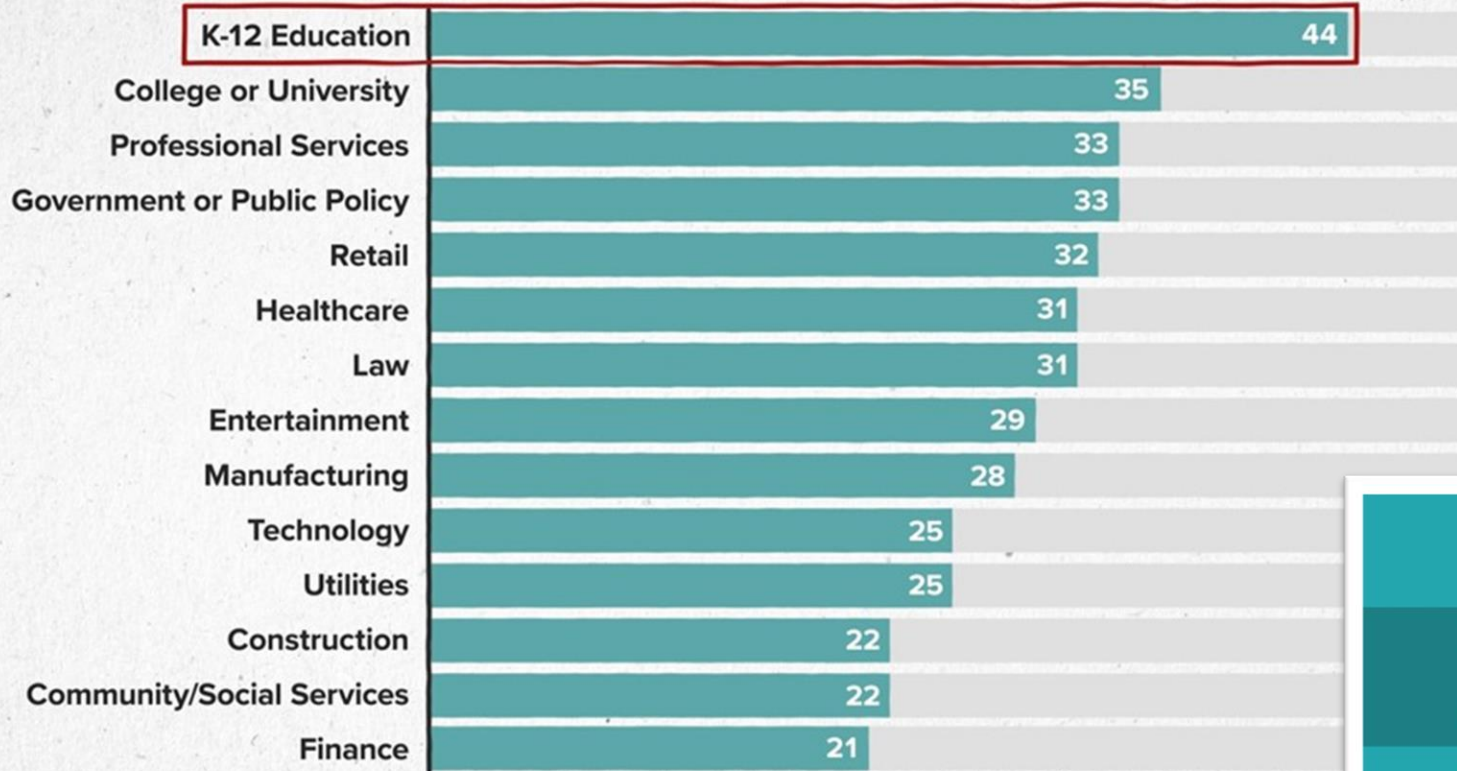


Source: Wisconsin Policy Forum analysis of Department of Instruction data

SPECTRUM
NEWS



VERY OFTEN OR ALWAYS FEEL
BURNED OUT AT WORK



35%

of teachers

say they are likely to quit
within the next 2 years.

Source: EdWeek Research Center



Challenges for administration:

- Staff shortages
- High turnover and experience loss in administrative positions
- Trends in student behavior and discipline
- Financial pressures

Challenges for facility directors/managers:

- Staff shortages
- High turnover rates and experience loss
- Aging buildings present unique challenges



Utility Response and Support for Schools

Impacts of the state of education on how we interact with schools:

- Increased staff turnover could mean quickly losing built relationships
- The “let us know how we can help” (hands empty) model may no longer be as effective
- Less time/willingness for teachers and staff to want to “try something new”
- A heavier ask when working to discuss/implement energy efficiency upgrades with newer or inexperienced staff



Utility Response and Support for Schools

Considerations for utility staff and a realistic individualized approach:

- Establish a baseline:
 - Where is your staff's comfort level?
 - What are you offering now?
 - What are you willing (i.e. have the time and funding) to offer?
 - What is the school already doing that you could enhance?
- How can we modify to a more “hands full” approach?



Using a SMART Philosophy for Outreach

I consider this a “hands full” type approach:



- **Specific** – what exactly are you offering?
- **Measured** – what you plan to accomplish by providing this opportunity
- **Accessible** – detail the time/energy expectations of the school or contact
- **Relevant** – how the opportunity supports the school’s goals
- **Time-Bound** – offer specific date ranges and/or times



Utility Response and Support for Schools

Brainstorm potential ways your utility could be a resource beyond your current programs. Ideas could include:

- Reaching out to the TechEd program
- Does the high school offer any kind of local job shadowing/internships for seniors?
- Do the district science programs include anything with ties to the energy industry?
- Are there tours or hands-on experiences the utility could offer?



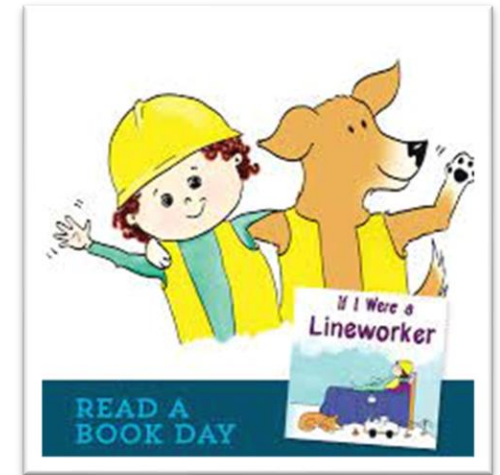
WPPI Resources and Member Experience

- No need to reinvent the wheel!
- Not sure where to start? Start small and look to build.

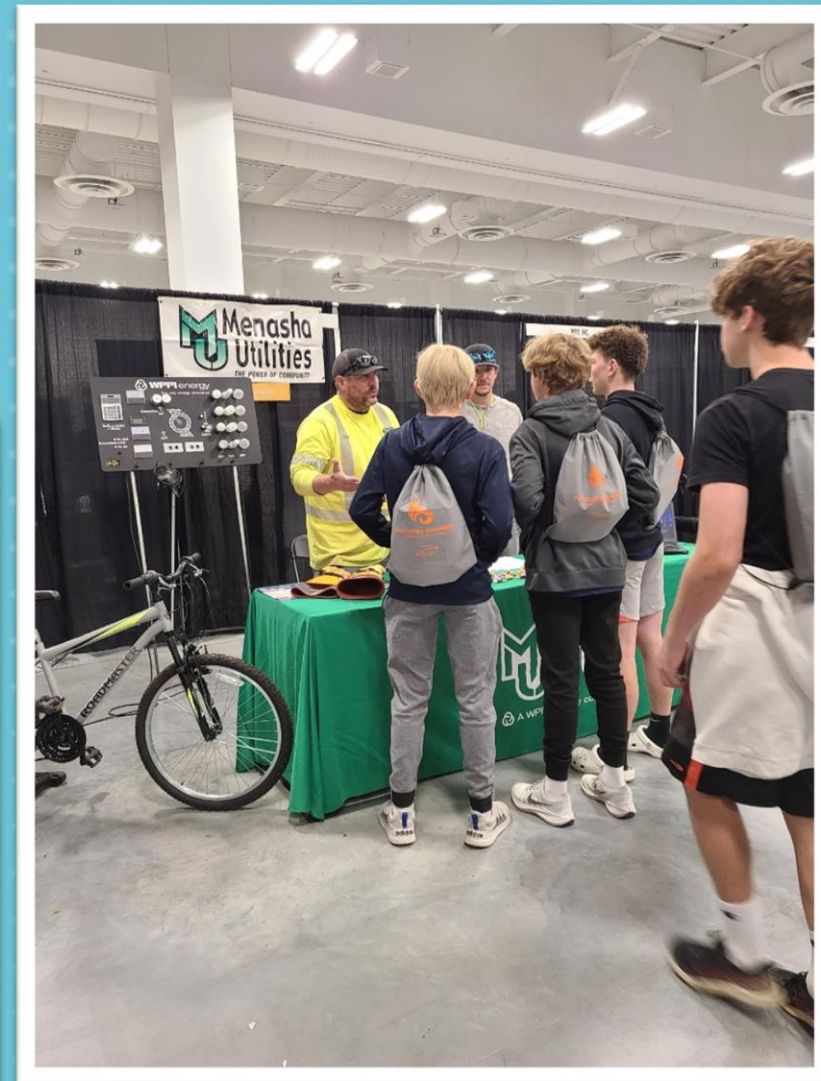


Currently Offered Programs

- National Theater for Children (NTC)
- Schools and Government Efficiency Incentive Program
- [KEEP](#) (Wisconsin's K12 Energy Education Program)
- "If I Were a Lineworker" Books
- Public Power Week Coloring Posters
- Pedal Power and Power Town
- VLU Funds
- ESM Contact/Support

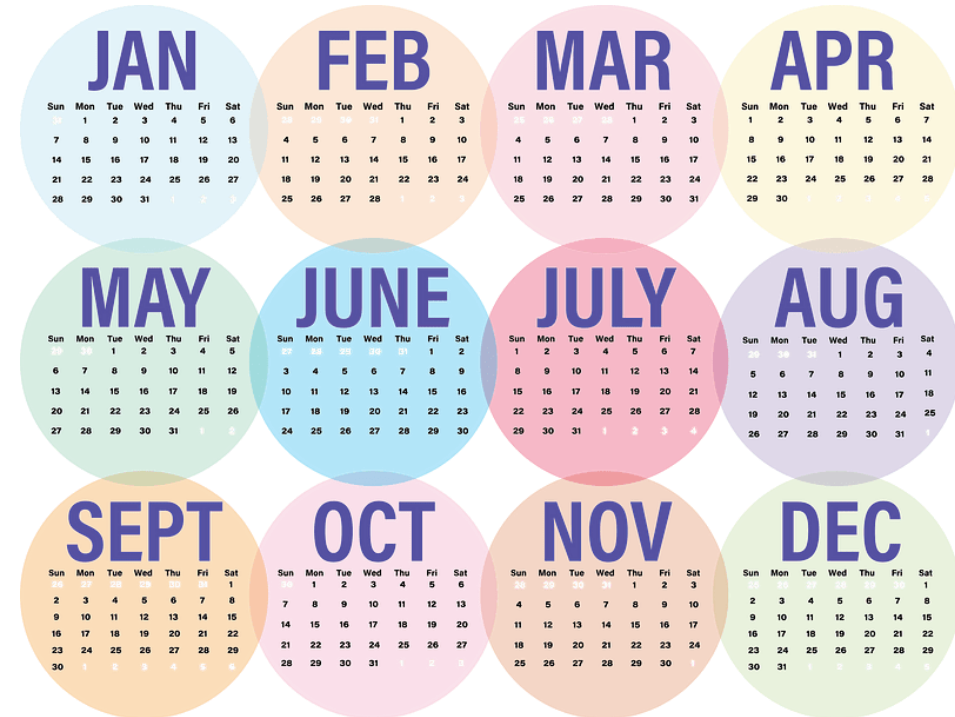






Considerations for Communication

- Consider timing when reaching out to teachers/administration
 - Great months to reach out:
 - October and early November
 - February, March, April
 - Late July and early August
 - Months to avoid:
 - Late August/September
 - June
 - December and May*



Considerations for Communication

- Consider timing
- Tailor your approach
- Check the school calendar
- Utilize internal school “experts” to make connections
- Be as SMART as possible and communicate with your hands full!



Questions?





Thank You

Jenna Willi

jwilli@wppienergy.org






Email Communication Success Stories






Public Power Week Promotion

- Maquoketa Municipal Electric Utility
- First time emailing customers
- 56.1% open rate
- 11.9% click rate
- 1 unsubscribed (1,026 emails sent)
- 284 customers entered PPW contest (increase from last year)



PUBLIC POWER WEEK
DOING MORE TOGETHER

 Maquoketa Municipal Electric Utility

We take pride in providing Maquoketa with reliable power, friendly hometown service and local control. Join us in celebrating Public Power Week, October 1-7!

In appreciation of our customers, we're offering you a chance to win great prizes! Complete the entry form on our website for a chance to win! Entries are due by **Friday, October 6**. Random drawing will take place the week of October 9-13.

All MMEU customers are eligible to win:

- Google Next Programmable WiFi Thermostat
- Bill credits


[Public Power Week Entry Form](#)

Sign up for Paperless Billing by October 6th for a chance to win the Grand Prize!

Enroll in paperless billing via MyAccount by October 6th, and you will be entered in a drawing to win the Grand Prize.

Choose from:

- \$300 Bill Credits OR
- Toro String Trimmer/Leaf Blower Combo



[Visit MyAccount](#)



WE'RE HONORED TO BE YOUR LOCAL UTILITY

We take pride in providing Gladstone with reliable power, friendly hometown service and local control.



In partnership with Energy Innovations Collaborative program, starting in October, we are giving a 4-pack of LED bulbs to all customers who sign up for paperless billing in MyAccount. The first 250 customers signed up will receive the bulbs AND a one-time \$25 bill credit!



Click on the image below to log into MyAccount. Then click on 'View/Pay Bill' and enroll in Email bill delivery.



Stay Organized and Enroll in Paperless Billing

- Receive a monthly email or text message with your bill amount and due date.
- Set up due date reminders and never miss a payment.
- Easy and secure payments; still pay any way you choose.
- View or print current or past statements and usage history easily online.



NO MORE CLUTTER ON YOUR KITCHEN COUNTER.

Contact us. We are here to help.

1100 Delta Avenue
Phone: (906) 428-3737
Email: plebombar@gladstonemi.gov
www.gladstonemi.org



Paperless Billing Promotion

- Email promoting paperless billing providing customers a 4-pack of LED bulbs
- Percentage increase of paperless billing enrollments:
 - 56.9% in Gladstone
 - 23.6% in Negaunee
 - 7.4% in L'Anse

| Member | Date | Open Rate | Click Rate | Unsubscribes |
|-----------|----------|-----------|------------|--------------|
| Gladstone | 10/16/23 | 57% | 13% | 1 |
| Negaunee | 10/16/23 | 64% | 7% | 1 |
| L'Anse | 9/26/23 | 56.3% | 7.5% | 1 |



Important Information: Utility Bill Payments via Auto Pay

Brodhead Water & Light has completed updates to our online account management and payment processes. If you wish to continue to pay your utility bill using online automatic recurring payments, please register with our new self-service online customer tool, MyAccount, and set up Auto Pay.

You are receiving this notice because you have authorized our payment processing partner, Payment Services Network (PSN), to pay your Brodhead Water & Light utility bill. We have completed updates to our online account management software, which will require you to reset your automatic recurring payments to our new self-service online tool, MyAccount. **NOTE: Your automatic recurring payments will process as usual. For future payments, you will need to register with MyAccount.**

ACTION:

1. Go to our [website](#).
2. Click on the **MyAccount** button at the top of the page.
3. Click on **Create an Account** and complete the registration process. You will need your utility account name and account number from your [recent utility bill](#).
4. Go to **View/Pay Bill** and select **Enroll in Auto Pay**. Follow the instructions and complete the enrollment process. You can pay with either your preferred credit/debit card or your bank account.
5. Once registered with MyAccount, you will also be able to view your billing history, enroll in paperless billing, and set up Auto Pay.

IMPORTANT: If automatic recurring payments are not set up, we will be unable to automatically process your utility bill due in July, and you may miss a payment.

Brodhead Water & Light will continue to use Payment Services Network (PSN) for online and phone payments, so you will continue to see the PSN name listed as the merchant on your bank account and/or credit card statements.

If you have any questions or need assistance, please contact Brodhead Water & Light at 608.897.2505, x108, or customerservice@brodheadwater.com.

Thank you for using our online account management and payment services!



Important Information: Online Utility Bill Payments

As of May 16, 2023, Boscobel Utilities will be updating our online account management and payment processes. If you wish to continue to pay your utility bill online, please register with our new self-service online customer tool, MyAccount.

You are receiving this notice because you have used our online payment processing partner, Payment Services Network (PSN), to pay your Boscobel Utilities bill. We are updating our online account management software in May. If you wish to continue to pay your Boscobel Utilities bill online, you will need to register with our new self-service online tool, MyAccount. Here's how:

REGISTER WITH MYACCOUNT:

1. After May 16, 2023, go to our [website](#).
2. Select the **MyAccount** link (available on May 16).
3. Click on **Create an Account** at the top of the page and complete the online form. You will need your utility account number and account name to register; please find this information on your most recent bill.

After you've registered with MyAccount, you will be able to:

- Pay your bill with a credit/debit card or bank account
- View your monthly bills and billing history
- Enroll in paperless billing
- Set up billing alerts
- Set up Auto Pay

Boscobel Utilities will continue to use PSN to process online and phone payments, so you will continue to see the PSN name listed as the merchant on your bank account and/or credit card statements.

If you have any questions or need assistance, please contact Boscobel Utilities at 608.375.5002, x107, or utilityclerk@boscobelwi.us.

Thank you for using our online account management and payment services!

Peak Time Usage Communications

- Brodhead Water & Light (4 emails)
 - MyAccount AutoPay & PSN users
 - 68-74% open rate
 - 16-21% click rate
 - 722 customers
 - 4 unsubscribes
- Boscobel Utilities (4 emails)
 - MyAccount AutoPay & PSN users
 - 65-82% open rate
 - 13-35% click rate
 - 357 customers
 - 1 unsubscribe

**Don't Let the Heat
Get You Down.**

**Control energy usage and
stay cool this summer.**



Staying cool doesn't have to cost a fortune.

You can take charge of your summer energy usage by following some simple but effective steps.

- Change the air filter to keep your AC operating more efficiently.
- Turn on fans to circulate cool air.
- Use LED light bulbs.
- Avoid using the oven, and make it easier for your AC to keep your home cool.
- Keep blinds closed, especially in sunny rooms.
- Track your energy use, set up alerts, and manage your energy costs, all with MyAccount.

Small actions can add up to real energy savings that benefit you and our community.



Peak Time Usage Communications

- Customer education and awareness campaign
- Email messages are sent to customers during predicted high demand periods asking them to reduce usage
 - Educational messages
 - Energy Aware Day messages
- Nineteen member participants
- 10 emails sent throughout the summer
- 50% open rate, minimal unsubscribes



Energy Assistance Support Emails (EASE)

- Fifteen members participating
 - Inaugural email sent week of October 23
 - Preliminary results
 - 65% open rate
 - 17% click rate
 - Top link clicked on: Online application

WE ALL DESERVE A HELPING HAND

Life can throw us unexpected challenges. That's why we want to remind you to [apply](#) again this year for the [Wisconsin Home Energy Assistance Program \(WHEAP\)](#) - supporting families that need help with heating and electric costs. Last year, the average WHEAP participant received \$666* toward their heating and electric bills!

Apply for Relief Today!

WHEAP is now accepting applications for this upcoming heating season. Applying is quick and easy, taking as little as 10 minutes to get started. You can apply online at energybenefit.wi.gov or call 800-506-5596 to apply over the phone.

Remember, even if you can manage your bills now, applying for WHEAP can provide your family with relief and grant access to emergency programs in the future.

What's Needed to Apply? Try to collect as much of the needed information as you can before applying. Items include:

- Social Security number (or government issued ID number)
- Income information (wages, social security, etc.)
- Name of your energy utilities and fuel type(s)
- Account numbers (as shown on your utility bill)
- Landlord information

Still have questions? You can find complete information and resources on [our website](#). Or call 800-506-5596 for assistance with the application process.

Take the first step toward relief and apply today!



Constant Contact: Are You Ready For It?

- Costs
 - Pricing is based on number of contacts
 - \$12 - \$80/month - Lite Subscription
 - \$35-\$160/month – Standard Subscription
 - Pre-pay and non-profit discounts (20-30%)
- WPPI Partner Portal



Service Activity: Crisis Care Kits



Service Activity: Crisis Care Kits

- Build a Crisis Care Kit for a local child in crisis
- Where should I donate my crisis care kit?
 - Police or Fire Department
 - Local shelter
 - Hospital
 - Youth & Community center
 - Schools and after-school programs/daycares
 - Local charities & outreach programs
 - Counseling centers
 - Local food banks and pantries
- Crisis Care Kit includes:
 - Stuffed animal
 - Book
 - Notebook
 - Crayons
 - Tissue
 - Fidget
 - Bag



Member Idea Exchange



Discussion Topic Ideas

- Energy assistance promotion
- Outage communications
- Events (customer breakfasts, community events, recycling, etc.)
- Public Power Week/Customer Appreciation
- Energy careers
- Holiday promotions/donations/community involvement
- Rate communications
- Social media
- Specific customer programs
- Value of Local Utility Funds
- Benefits of public power
- New logo/branding
- Websites



New Ideas: Don't Reinvent the Wheel

- Senior Bingo – prizes sponsored by the local utility
- Stock the Pantry Challenge – partner with local food pantry
- Hydrant Helper Program
- Middle School/High School Teachers Lunch & Tour
- Teacher Appreciation Day
- Community Energy Education Series



HOLIDAY TOY DRIVE

Cedarburg Light & Water is collecting toys for Toys for Tots. Bring in new, unwrapped toys to our utility office anytime during the month of November to make the holidays for kids in need a little brighter.

CEDARBURG LIGHT & WATER UTILITY
N30W5926 Lincoln Blvd
Monday - Friday, 8:30 am - 4:30 pm

With every donation, you will be entered into a raffle for one of six \$50 bill credits. Drawing will be held December 1. Winners will be contacted by phone and credits applied to December bills. Toy donations should be dropped at the utility office no later than November 30.

THANKS FOR SPREADING JOY THIS HOLIDAY SEASON!

CEDARBURG LIGHT & WATER UTILITY

cedarburglightandwater.org • (262) 375-7650

At Cedarburg Light & Water Utility, we join forces with other local, not-for-profit utilities through WPPi Energy to share resources and lower costs.

SHARED STRENGTH THROUGH @WPPi ENERGY













FREE MEALS FOR VETS

VETERANS DAY
SATURDAY, NOV. 11TH

Reedsburg Utility Commission



Customer Expectations

| % Important | | % Satisfied* | | Attribute |
|-------------|-------|--------------|-------|---|
| | Mean | | Mean | |
| 95% | 9.6 | 84% | 8.9 |  Provides reliable energy |
| 94% | 9.6 | 75% ▲ | 8.6 ▲ |  Is trustworthy |
| 91% | 9.4 | 55% ▲ | 7.8 ▲ |  Effectively communicates during energy emergencies |
| 89% ▼ | 9.4 | 47% | 7.2 ▲ |  Delivers energy at the lowest cost feasible |
| 80% | 8.8 | 50% | 8.2 |  Is environmentally responsible |
| 80% | 8.8 | 44% | 7.5 |  Works with customers to help them manage their energy costs |
| 72% | 8.2 ▲ | 68% | 8.9 |  Is locally-owned |
| 71% | 8.4 ▲ | 43% | 7.6 |  Offers renewable energy programs |
| 69% | 8.4 | 35% | 6.8 ▲ |  Offers a variety of rate and pricing options |
| 64% | 7.9 | 51% | 8.1 |  Is active in the community |

Q. Please rate how important it is to you that your utility has the following characteristics, regardless of whether or not the statement describes your utility presently.

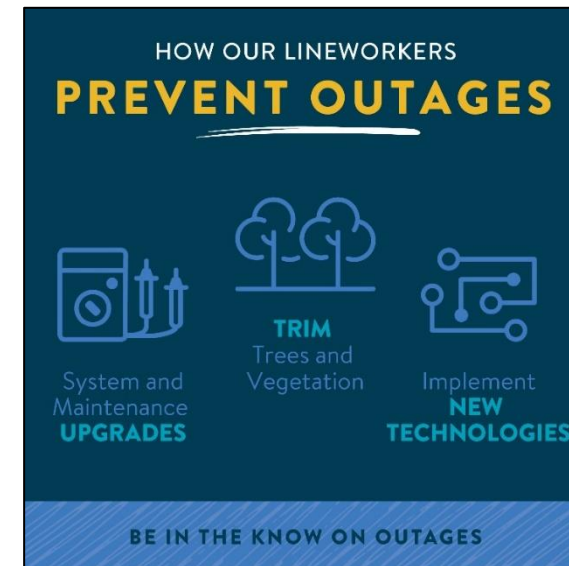
Q. Now, please rate [UTILITY]'s performance on the following characteristics.

| | |
|----------|---------------|
| (95% CL) | 2021 vs. 2018 |
| Increase | ▲ |
| Decrease | ▼ |



Customer Expectations

- Delivering energy at lowest cost feasible/works to keep energy costs down
- Effectively communicating during energy emergencies





Lunch: Let's Eat!
Reconvene at 1:00 pm

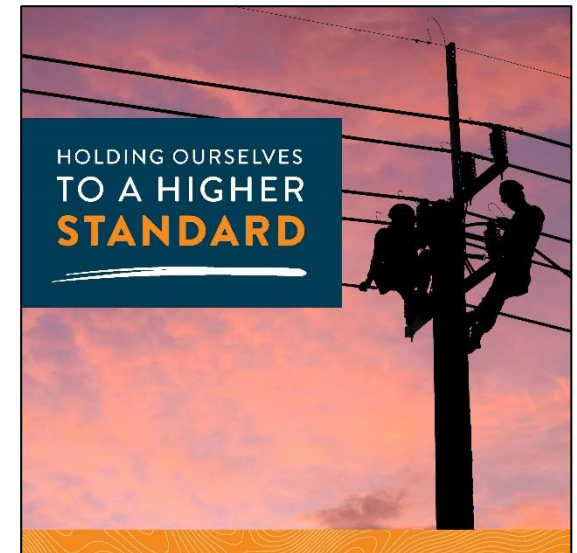
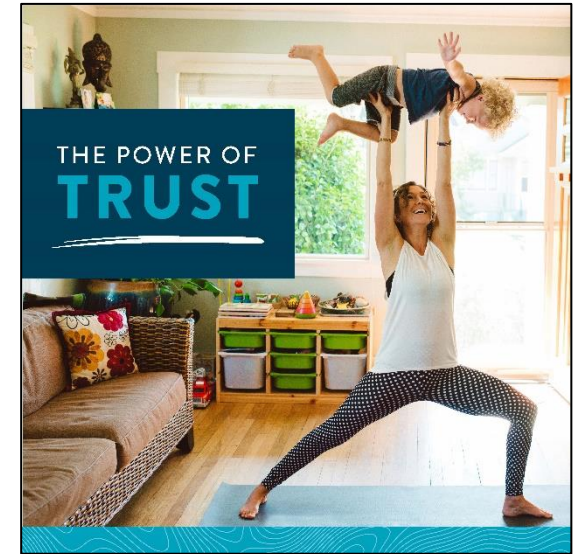


Positioning Your Utility as a Trusted Resource

Group Activity



- Describe a time when you helped a customer gain trust in your local utility
- Compare your local utility's trustworthiness with other utilities in your area. What can be learned from their best practices or downfalls?
- Ongoing advancements in technology continue to impact utilities and the electric industry. Recent examples include solar power, electric vehicles, air source heat pumps, and more. How can your utility establish itself as a dependable guide when customers express curiosity about these new technologies?





INCREASE YOUR HOME'S COMFORT AND EFFICIENCY

Best of both worlds: Cool and heat your home with an energy-saving heat pump and receive a rebate.

- Function as a hyper-efficient central air conditioner as well as a source of added heat.
- Install an Air Source Heat Pump (ASHP) to replace your current air conditioner and furnace, or install a Dual Fuel Heat Pump and keep your furnace as a backup.
- Additional benefits include:
 - Efficient:** ASHPs deliver 1 to 3 times more energy than the electricity they consume.
 - Versatile:** ASHPs can heat your home in the winter and cool your home in the summer.
 - Cost Effective/Saves \$:** ASHPs can help lower your fuel bills, especially if you are replacing older, inefficient heating and cooling systems.
 - Low-maintenance:** ASHPs are easy to install and require little maintenance and have a long lifespan.
 - Proven:** ASHPs provide home cooling and supplemental heating, using 72% less electricity than conventional air conditioners and furnaces.



In winter, the heat pump absorbs heat from the outside and releases it inside, heating the interior of your home.

In summer, the heat pump acts like an air conditioner and moves heat from the inside to the outside, cooling the interior of your home.

RECEIVE A \$300 REBATE!

GET CHARGED UP FOR OUR GREAT INCENTIVES

Want to charge your electric vehicle? We want to help. Our incentives for installing new electric vehicle chargers make switching to an electric vehicle easier than ever. We recommend demand response or smart chargers as great options.

RESIDENTIAL CUSTOMERS

\$250 rebate for a Level 2 charger

(Maximum of 50% of the installed cost, rebate not to exceed \$250.)

COMMERCIAL CUSTOMERS

\$1,000 rebate per Level 2 or 3 charger

(Maximum of 50% of the installed cost, rebate not to exceed \$1,000 per charger.)

COMMERCIAL CUSTOMERS

\$1,500 rebate per Level 2 or 3 dual head charger

(Maximum of 50% of the installed cost, rebate not to exceed \$1,500 per charger.)

New London Utilities offers an incentive to encourage charging for electric vehicles (EV).

ELIGIBILITY

- Purchase and install a Level 2 or 3 EV Charger within the past 12 months.
- New London Utilities electric customer whose account is in good standing.
- EV charger installed on an electric meter billed under an electric service rate.
- Residents to own or Lease a registered EV that can receive a Level 2 or 3 charge.

HOW TO APPLY

- Contact us at (920) 982-8516 to confirm funding is still available.
- Applicant must meet all eligibility conditions and complete the application form (reverse side).
- Attach:
 - Receipt for the EV charger
 - Receipt of installation costs
- Drop off your completed application at our office or mail it to:

New London Utilities
400 E North Water St
New London, WI 54961

NEW LONDON UTILITIES • (920) 982-8516 • NEWLONDONUTILITIES.ORG

WANT SOLAR?

Follow these steps to ensure a correctly installed solar system.



DO YOUR HOMEWORK.

Identify your solar options. Some important basic questions are: What type of solar installation could work for me? Ground or roof mounted? Would my solar project receive any shading? What type of inverter do I want?



CONTACT SOLAR INSTALLATION CONTRACTORS.

Get information and quotes to install a solar system at your home. Not sure who to call? Try the Find a Trade Ally tool on Wisconsin's Focus on Energy website, FocusOnEnergy.com. We recommend getting 3 bids to compare. We can help you review them.



SELECT YOUR CONTRACTOR.

Discuss expectations of cost, construction timeframes, and investment returns as well as who will be responsible for obtaining permits and scheduling inspections.



FORMS AND APPROVALS.

Complete and submit required interconnection documents including application, agreement and supporting documents to the Utility for review and approval prior to construction. Forms can be found at menashautilities.com.



OBTAIN LOCAL PERMITS.

Contact your local government permitting office to submit the necessary paperwork and have a structural analysis performed for any roof mounted application.



INSTALLATION AND INSPECTION.

Contact the City Inspector and Utility when construction is complete. Your meter will be reprogrammed to allow recording of system generation at this time.

CONTACT US TO LEARN MORE!



menashautilities.com • (920) 967-3400

At Menasha Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.

© A WPPI ENERGY COMMUNITY





BALLOON POP

1, 2, 3...POP!

Elevating Customer Engagement Through Servant Leadership

Tom Thibodeau, Distinguished Professor, Viterbo University





Thank you!

