



CUSTOMER CONNECTION

Fall 2023

Public Power Week pg. 4

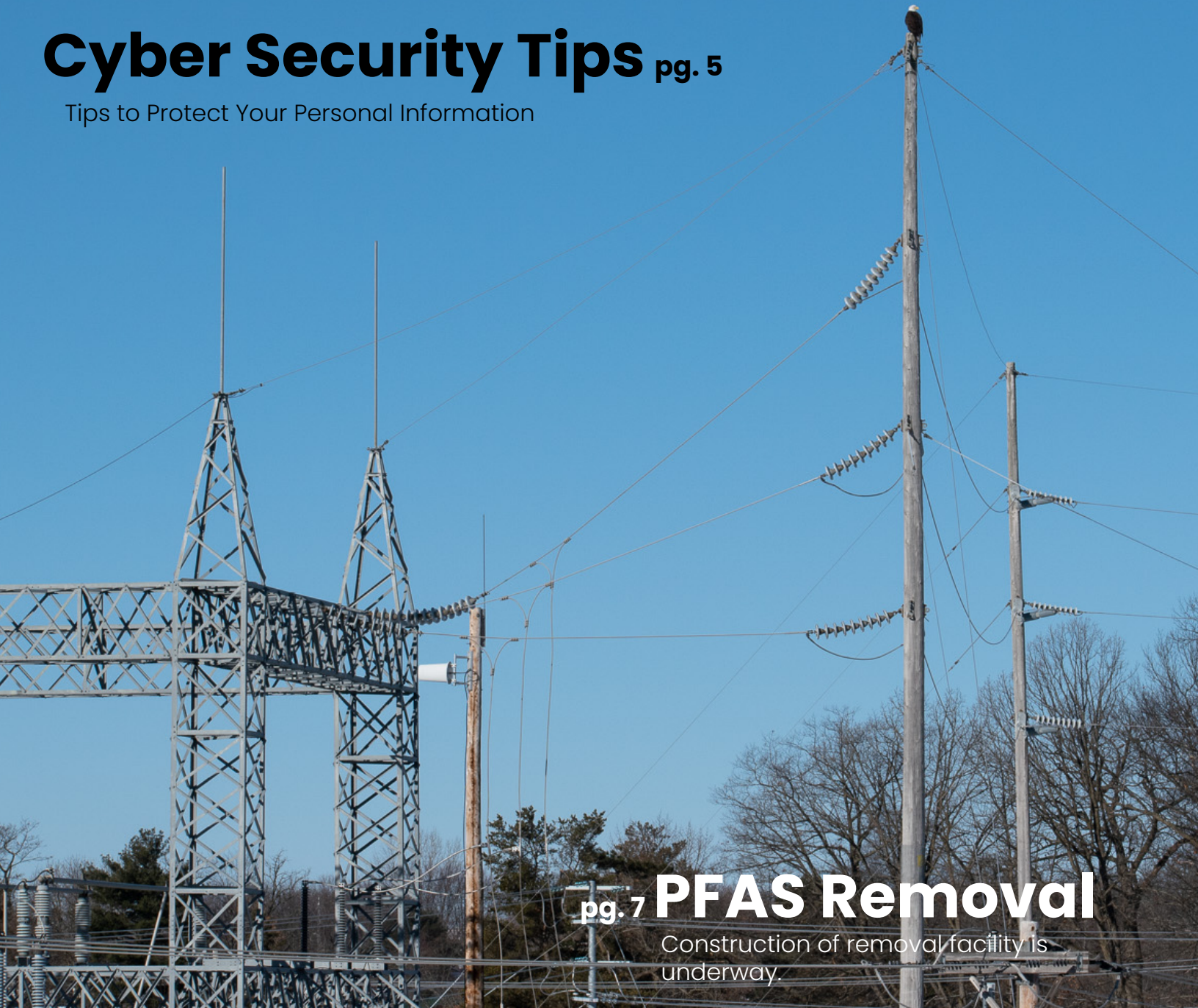
October 1 -7, 2023

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Tips to Protect Your Personal Information

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Construction of removal facility is underway.





A Note From The GM

Welcome to the latest edition of the MU Customer Connection during Public Power Week! The year 2023 has brought forth significant developments at our utility company. We've witnessed abundant opportunities for our staff to engage with the community, implemented new electric rates, and initiated the construction of a PFAS Removal Facility. As we move into the final quarter, we anticipate even more opportunities on the horizon.

October is dedicated to cyber security awareness. In this digital age, safeguarding personal information should be a top priority for everyone. On page five, we provide tips to fortify your cyber security, along with introductions to the MU IT team.

Construction for one of our most pivotal projects, the PFAS Removal Facility, commenced in September. We expect this project to conclude by late December or early January. For an in-depth look into this initiative, refer to page seven.

This winter, we're excited to reintroduce the holiday lights contest, along with the launch of the new Hydrant Helper program in collaboration with the Marshfield Fire Department. The program offers youth an opportunity to learn about civic responsibility while assisting with snow removal to ensure access to fire hydrants. All our winter programs can be found on page ten.

While many may prefer not to dwell on the impending snow, it's crucial to prepare for winter storms. Last winter, we experienced extended power outages due to snow and ice. To avoid inconvenience, take the time now to prepare with backup power options and essential supplies for your family and pets. Being proactive will help you weather the storms more comfortably.

Nicolas Kumm
General Manager
Marshfield Utilities

Important Dates

Calendar of Events:

October 1-7, 2023: Public Power Week activities. (see page 4 for details)

November 4, 2023: Hydrant Helper Program kick-off

November 24, 2023: Registration for Holiday Lights contest begins.

January 1, 2024: ComMUnity Care Program begins.

Commission Meetings

October 9, 2023

November 13, 2023

December 11, 2023

January 8, 2024

February 12, 2024

March 11, 2024

All meetings begin at 4 p.m., unless otherwise noted, in the W. H. Upham meeting room.

(Meeting dates can change at the discretion of the council.)

New Commissioners

WELCOME NEW COMMISSIONERS!

In September, Marshfield City Council appointed three new members to the Marshfield Utilities Commission. A new ordinance passed by the City Council earlier this year requires two alderpersons to be appointed to the Commission and one citizen term ended. The new commissioners are as follows:

Mike O'Reilly: alderperson appointed for a 5 year term.
Natasha Tompkins alderperson appointed for a 6 year term.
Nick Poeschel Citizen appointed for a 7 year term.

Conservation Corner

3 Tips to Reduce Your Electric Bill This Winter

- 1. Heating System Maintenance:** have your system inspected by a professional to make sure it is running optimally and replace filters regularly. A well-maintained system uses less energy to heat your home.
- 2. Use a Programmable Thermostat:** You can set the thermostat to gradually increase the temperature before you wake up in the morning, so you wake up to a warm home without having to heat it all night. Focus on Energy offers instant rebates https://bit.ly/FOE_smart_thermostat
- 3. Proper Insulation:** Check for gaps around windows, doors, and any other potential leaks. Seal these gaps with weatherstripping or caulk. A well-insulated home retains heat better, reducing the need for constant heating.

Public Power Week October 1 - 7, 2023

To celebrate public power week MU will be sponsoring several activities throughout the week of October 2. Residents of all ages can participate in a variety of events or contests. Below is the schedule for the week:

Scheduled Events

- **October 3:** Senior Bingo at the 2nd Street Community Center, 1 p.m. Prizes sponsored by Marshfield Utilities
- **October 6:** Electricity Story Time at Everett Roehl Marshfield Public Library. 9:45 and 10:30 AM. MU will also have a bucket truck for kids to see and opportunity to see lineworker equipment.

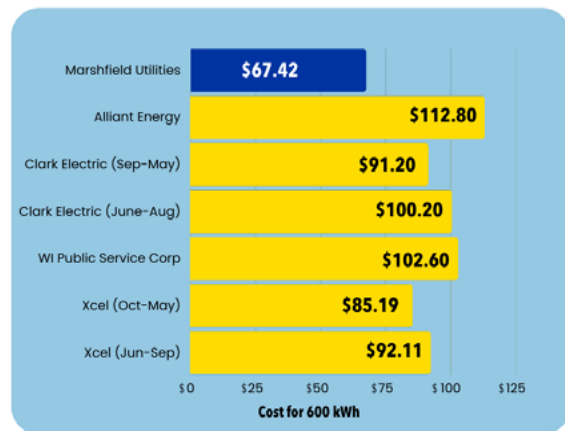
Contests

- Coloring Contest: Ages 5 - 17. Get your coloring sheet at the Everett Roehl Marshfield Public Library, the MU office or online at <https://bit.ly/3PpeBUz>. Turn in to MU by October 9, 2023.
- Find A Painted Rock: MU will have five painted rocks hidden in various Marshfield parks. Take a selfie with one of the MU painted rocks and share it in the comments of the pinned post on the Marshfield Utilities Facebook page.

A Look at Our Numbers



Residential Electric Rate Comparison



Cents per kWh	Utility	Customer Charge per Month	Cost for 600 kWh	Total Cost for 600 kWh	Annual Savings with MU
\$9.07	Marshfield Utilities	\$13.00	\$54.42	\$67.42	
\$16.30	Alliant Energy	\$15.00	\$97.80	\$112.80	\$544.56
\$10.70	Clark Electric (Sep-May)	\$27.00	\$64.20	\$91.20	\$285.36
\$12.20	Clark Electric (Jun-Aug)	\$27.00	\$73.20	\$100.20	\$393.36
\$13.60	WI Public Service Corp	\$21.00	\$81.60	\$102.60	\$422.16
\$11.37	Xcel (Oct-May)	\$17.00	\$68.19	\$85.19	\$213.24
\$12.52	Xcel (Jun-Sep)	\$17.00	\$75.11	\$92.11	\$296.26

New electric rates went into effect on July 1st. This is the first electric rate increase for MU customers since 2017. As you can see from this bar graph, MU electric rates remain significantly lower than surrounding Independently Owned Utilities (IOU). Some IOUs are still going through the rate case process to increase their rates. For more details <https://lnkd.in/dKK3cvnU>
View current electric rates: <https://bit.ly/4573zdh>

Winterize Your Air Conditioner

Preparing your air conditioner for winter is essential to ensure it functions optimally when you need it again in warmer months. Proper winterization can also extend the lifespan of your AC unit. Here are some tips to help you prepare your air conditioner for the winter:

Turn Off the Power:

- Locate the circuit breaker or disconnect switch that controls the power supply to your AC unit.
- Turn off the power to the AC unit to prevent accidental startup during the winter.

Clean the Unit:

- Remove leaves, debris, and any other obstructions from around and inside the unit.
- Clean the condenser coils using a soft brush or a specialized coil cleaning brush.
- Remove any dirt or dust from the fan blades.

Inspect for Damage:

- Check the exterior of the AC unit for signs of damage or wear, such as rust, cracks, or loose parts.
- If you notice any issues, schedule repairs before winter to prevent further damage.

Cover the Unit:

- Consider covering the outdoor unit with a waterproof and breathable cover. This protects it from the elements and prevents moisture buildup inside.
- Ensure the cover is securely fastened to prevent it from blowing away in strong winds.

Clean or Replace Filters:

- Clean or replace the air filters in your indoor unit. This helps maintain indoor air quality and ensures efficient operation when you use your heating system.

Cyber Security Tips



October is cybersecurity awareness month. The risk of cyber threats such as identity theft, data breaches, and online scams escalates as we share more information online and conduct various activities through digital platforms. By implementing a few proactive measures, individuals can significantly enhance their digital security and minimize potential risks. Here are five essential tips for strengthening personal cybersecurity:

1. Strong, Unique Passwords: Use unique complex passwords for each account and avoid using easily guessable information like birthdates or names. Incorporate a mix of upper and lower case letters, numbers, and special characters. Consider using a reliable password manager to keep track of your password's securely.

2. Two-Factor Authentication (2FA): Enable 2FA whenever possible. This adds an extra layer of security by requiring a second verification step beyond your password, such as a text message code or a mobile app notification.

3. Regular Software Updates: Keep your operating system, software, and applications up to date. Developers frequently release updates to patch vulnerabilities that hackers might exploit. Enabling automatic updates ensures you are protected against known security flaws.

4. Beware of Phishing Attempts: Be cautious when clicking on links or opening attachments in emails, especially if they're from unknown senders. Cybercriminals often use phishing emails to trick individuals into revealing sensitive information or downloading malware.

5. Public Wi-Fi Precautions: Avoid conducting sensitive transactions or accessing confidential information when connected to public Wi-Fi networks. If you must use public Wi-Fi, consider using a virtual private network (VPN) to encrypt your internet connection and protect your data from potential eavesdropping.

By adopting these cybersecurity practices, individuals can take control of their digital safety and reduce the likelihood of falling victim to online threats. Remember, maintaining a secure online presence is an ongoing commitment that requires vigilance and proactive measures.

Marshfield Utilities IT Staff Feature

The Information Technology (IT) team is diligent in its duties to maintain digital security and advance technology to best serve MU and its customers. Two IT team members, Shawn Marsh and Lola Sterzinger share their cyber security tips and a bit about themselves as this newsletter edition staff feature. Shawn is MU's Systems/Network Administrator. He has worked at MU in the IT department for over eleven years. He's worked in Information Technology for 19 years, with previous experience at casinos and Priority Business Solutions.



Originally from Wisconsin Rapids, Shawn and his wife are now empty nesters in Hewitt, enjoying the company of their cat. His favorite thing about the Marshfield community is the many parks for the residents to enjoy.

While Shawn, and probably most IT professionals, prefer people not to think about their jobs, he would like people to know that "there is a lot more effort that goes on behind the scenes that most people are not aware of."

Shawn's Cyber Security Tip: Do your software, app, and device updates! "We do training here that our customers may not have access to something similar, but generally, hackers and stuff like that will always try to find the easy way. We can spend lots of money and have security devices in place, but if hackers send a bogus email that somebody clicks on, that can circumvent all of that, so don't click on things if you don't know

what it's going to do. I would also say, that the updating and patching, a lot of those are the link you'd click on or something like that, will work against some vulnerability in a software or something like that. If you patch that, then the vulnerability might not exist anymore. So the easiest thing is to do updates."

Additionally, Shawn trains and mentors Lola, MU's IT Youth Apprentice from Marshfield High School. Lola is a Senior who has grown up here in Marshfield. Her favorite thing about Marshfield is how much spirit the community has for the Marshfield Tigers sports. She has always been interested in technology, working with electronics and robotics. At school, she participates in Cheer, Robotics Club, and Game Day Productions.



Lola began her apprenticeship in July. She said the most interesting project she has worked on so far was "organizing the server room". Customers who come into the MU Lobby will notice a new digital display that Lola worked on setting up. During her apprenticeship, Lola will also get to shadow some of MU's engineers. She is still deciding between IT and engineering for college. Her time at MU should help provide her with direction in her career choice.

Lola's Cyber Security Tip: Never share your personal information over text or email.

PFAS Removal

Marshfield Utilities (MU) has begun constructing a temporary PFAS Removal Facility at the Southside Booster Station, located South of 29th & Apple along the bike path. This facility will address the PFAS contaminants found during proactive testing in April 2022. Upon receiving the results of those tests, MU immediately shut down the affected wells from production. Once construction of the PFAS removal facility is complete, the wells will go back into service, currently scheduled for early 2024.



Community members who use the bike trail that connects the Griese Park area to the Mill Creek Industrial Park will see

activity as the project progresses. Currently, the concrete pad & underground piping that moves water to the facility from the wells and back to the Southside Booster Station is being constructed. The installation of the PFAS removal trailer will occur later this year on the concrete pad. We would like to thank the following local contractors for their support in constructing this facility: Staab Construction, Total Electric, Altmann Construction, and Doine Excavating.

The wells taken out of service provided 1.2 million gallons of water per day for the Marshfield Community. The remaining wells have been able to maintain and manage an increased demand due to the dry weather. Marshfield is currently on pace to consume more water this year than in any of the previous 15 years. The combination of reduced water sources and high demand has decreased our ability to flush water mains.

Flushing of water mains by opening and running hydrants moves fresh water to locations throughout the distribution system. Additionally, the flushing causes the water to flow at higher rates than normal, scouring the inside of the water main pipe. This scouring removes the iron mineral buildup.

The reduction in flushing has increased discolored water events when businesses complete fire flow tests, water main breaks occur, and water is used to fight fires. This discoloration

causes the water to have a darker color, caused by the scouring that removes iron. The water is safe to use & drink unless you are sensitive to iron. It does create an aesthetic issue, and customers should avoid doing laundry when experiencing discolored water.

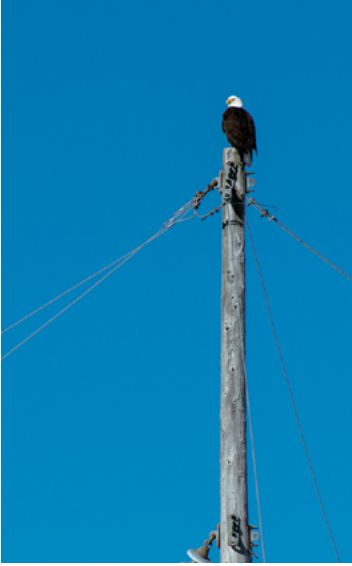
When the PFAS removal facility is in service, and the four wells go back into water production, MU will return to regular maintenance flushing operations. Until then, Marshfield Utilities would like customers to know that the water is safe.

During this time, customers should keep notifying MU if they have any discolored water issues so that issues can be tracked and support expedited clean-up.

Answers to frequently asked PFAS questions and Marshfield testing results can be found on the Marshfield Utilities website at https://bit.ly/PFAS_FAQ. Additional information about hydrant flushing is available at <https://bit.ly/3YA0vDJ>.



2023 In Review



Eagle visitor at Wildwood Substation



Business appreciation brat fry



11th Grade Xtreme Xploration



MU's first electric vehicle



Annual cleaning of the water table at Wildwood Zoo



Stock The Pantry Challenge



Customer Open House & Ribbon Cutting



Middle School and High School Teachers tour.



8th Grade Reality Store.



Overhead electric line replacement



United Way Backpack & School supplies handout & Best First Day.



Classroom visit with 4th year students at MSTC



Retirement celebrations. Photo of current and past water department employees

Hydrant Helper Program



The Hydrant Helpers Program, proudly sponsored by Marshfield Utilities, is a community initiative aimed at nurturing a sense of responsibility and civic duty among the youth of the City of Marshfield. This program encourages children aged 6 to 17 to take an active role in safeguarding their neighborhoods by adopting a fire hydrant and tending to its winter accessibility, with the guidance and supervision of their parents.

For more information about the program and how to register visit <https://bit.ly/hydrant-helper>

Holiday Lights Contest

Each year Marshfield Utilities hosts a holiday lights contest to light up the community with holiday cheer! Customers have an opportunity to enter the holiday lights contest for a chance to win one of three prizes. All entries are added to a map shared so the public can see the lights in person. A great activity for all!

For contest rules and how to enter visit <https://bit.ly/holiday-lights-contest>

HOLIDAY LIGHTS CONTEST

Light up our community & spread some holiday cheer!

1ST PRIZE: \$150

2ND PRIZE: \$100

3RD PRIZE: \$50

ENTRIES DUE BY DECEMBER 7, 2023

<https://www.surveymonkey.com/r/87T3HW9>



Flip or Flop Auction



Participating MU staff members will be challenged to upcycle used items to give them new life as part of the annual United Way Campaign.

All upcycled items will be put up for auction Online. Follow us on Facebook, Instagram, and LinkedIn so you don't miss the notification when the auction goes live in early December.

All bidding will be blind. You won't know how much others are bidding so be sure to submit your best bid!

Bids will determine if the upcycle project is a flip or a flop! Project with the highest bid will be declared the winner of the staff contest.

Buffalo Chicken Dip

If you are looking for a game day snack or potluck party recipe try this Buffalo Chicken Dip in Taste of Home. "This is the best buffalo chicken dip recipe! Whenever I bring buffalo dip to a tailgate or potluck, everyone asks for the recipe." –Peggy Foster, Florence, Kentucky

Ingredients

- 1 package (8 ounces) cream cheese, softened
- 1 cup chopped cooked chicken breast
- 1/2 cup Buffalo wing sauce
- 1/2 cup ranch or blue cheese salad dressing
- 2 cups shredded Colby-Monterey Jack cheese
- French bread baguette slices, celery ribs or tortilla chips

Directions

Preheat oven to 350°. Spread cream cheese into an ungreased shallow 1-qt. baking dish. Layer with chicken, wing sauce and salad dressing. Sprinkle with cheese.

Bake, uncovered, until cheese is melted, 20-25 minutes. Serve with baguette slices.

Nutrition Facts




2 tablespoons: 152 calories, 13g fat (7g saturated fat), 36mg cholesterol, 409mg sodium, 2g carbohydrate (1g sugars, 0 fiber), 7g protein.



MARSHFIELD Utilities

ARE YOU PREPARED?

ENERGY RESILIENCE – ENSURE YOU'RE READY FOR POWER OUTAGES

- 
Proper yearly maintenance ensures HVAC systems operate safely and efficiently
- 
Surge protective devices help protect large appliances and systems against voltages surges which may occur during power shut offs and restarts
- 
Solar panels paired with energy storage systems will automatically provide power to essential devices in your home or business during power outages

MARSHFIELD Utilities

2000 South Central Ave
Marshfield, WI 54449

Questions about your account or service?

Our customer service representatives are available by phone or Online chat:

Monday - Friday
7:00 am - 4:00 pm
(715) 387-1195

OR

Speak to a local representative in person

Monday - Thursday
7:30 am - 4:00 pm

After Hours Emergencies call (715) 384-8515

Follow us!