

# WELCOME TO MENASHA



## CUSTOMER WELCOME GUIDE



[menashautilities.com](http://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

# WELCOME NEW CUSTOMER



**Welcome to the Menasha Utilities (MU) service area! Being new to the area, we hope you will find the information in this guide helpful.**

Menasha Utilities is a not-for-profit, locally owned municipal electric and water utility, providing safe, reliable and cost-competitive services. Our mission is to provide safe, reliable, and environmentally sound utilities at reasonable rates to all customers we serve.

**TO LEARN MORE ABOUT THE PROGRAMS AND SERVICES WE PROVIDE,  
PLEASE VISIT OUR WEBSITE, [MENASHAUTILITIES.COM](http://MENASHAUTILITIES.COM),  
LIKE US ON FACEBOOK, OR GIVE US A CALL, (920) 967-3400.**

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# PROUD TO BE YOUR LOCALLY OWNED UTILITY

What does public power mean for Menasha?  
Menasha Utilities provides our customers  
reliable, affordable power and responds quickly  
to concerns with friendly, local service.

## COMMUNITY SUPPORT

- Donating **150 energy and water efficiency kits**, collecting more than **\$12,000 annually in customer donations** for the Project Share fund, and participating in the **Adopt-a-Family program**.
- Sponsoring **performances by The National Theatre for Children** at local schools to teach youth about the importance of using energy wisely.
- Contributing towards **community projects and providing annual scholarships** to high school graduates.
- Participation in the **State of Wisconsin Home Energy Assistance Program** providing assistance to income qualified residents to help offset heating costs.
- **Hosting food drives** for the local pantry and a **personal care item drive** for a local domestic abuse shelter.
- **Economic Development** partnership with the city.

- Dollars collected locally go right back to the community to help fund **local energy efficiency** and low income programs in our community.

## RESIDENTIAL PROGRAMS

- Preparing customized **Home Energy Reports** annually to help our residential customers understand their usage trends and identify ways to save.
- Offering a variety of rebate programs for residential customers, including Energy Star appliances, Tree Power, EV chargers, Electric Landscape Equipment, Home Energy Assessment, central air conditioner tune-up, and heat pump water heaters incentives.
- Offer **Renewable Energy** blocks.
- Partnership with **Focus on Energy** to bring programs to Menasha customers.
- Monthly customer newsletter.

# MENASHA UTILITIES

## YOUR LOCALLY OWNED UTILITY



### BUSINESS PROGRAMS

- Assisting local businesses save energy and money with **energy efficiency incentives and financing programs.**
- Providing affordable power and access to **federal, state and local incentives** to ensure businesses remain competitive.
- Working with business customers to identify, design and fund **energy efficiency improvements** with assistance from an on-site Energy Services Manager.
- Offer **Renewable Energy** blocks.
- Annual **Landlord Guidebook** to provide information about energy efficiency programs for rental properties and regulatory updates.

### COMMUNITY EVENTS

- Host **food drives** for the local pantry.
- Providing energy-efficiency kits and prizes to hundreds of residential customers during annual **Public Power Week interactive event.**

- Participation in other **community events** such as Arbor Day Celebration, Halloween Trick-or-Treating, Blue Jay Back-to-School Bash, Menasha National Night Out, the Fox Cities Career Expo, and Twisted Pistons in downtown Menasha with other local businesses.

### YOU SAVE, EVERY DAY

In Menasha, our electric rates are **lower** than in surrounding communities. Our utility is funded solely through electric and water sales to customers, returning **over \$1.3 million in payments in lieu of taxes** to the city annually.

- Offer online portal **MyAccount**, to allow viewing more detail about energy and water usage.
- Work with customers interested in solar photovoltaic including review of proposals.
- Help Habitat for Humanity by donating efficient lighting for new homes built in Menasha.

VISIT [MENASHAUTILITIES.COM](http://MENASHAUTILITIES.COM)  
FOR MORE EVENT & PROGRAM INFORMATION

# UNDERSTANDING YOUR BILL



- 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 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 Balance Forward.
- C** This area is used to display important information each month and the payment details for customers enrolled in our Budget Billing Plan.
- D** Individual charges are displayed here. Each type of service is subtotaled.
- 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 payment stub and return with your payment. On this payment stub, you will find your Account Number, Service Address, Statement Date, the Due Date and the Total Due. If you are signed up for our Direct Payment Plan, that will be shown here and you do not need to send in the payment stub.
- H** Be sure to check the back of the billing statement for more usage details and other important information.

**Menasha Utilities** Statement

321 Milwaukee St, PO Box 340, Menasha, WI 54952  
(920) 967-3402 | (800) 967-3403 | www.menashautilities.com

Customer: JOHN SMITH  
Account Number: 0000000-00  
Service Address: 123 MAIN STREET  
Statement Date: 07/15/2024  
Service Period: 05/29/2024 - 06/27/2024  
Bill Type: REGULAR

**STATEMENT ACTIVITY**

	BAL	USAGE	CHARGES
PREVIOUS BALANCE			135.00
PAYMENT 07/05/2024			-135.00
BAL FWD-MAY NOT REFLECT RECEIVED			0.00
<b>ELECTRIC CHARGES:</b>			
Residential Service 1-Phase (RG-1)			10.50
Customer Charge			46.00
Kilowatt Hours	8.1063	442.00	46.00
Power Cost Adjustment	8.0127	442.00	5.61
State Sales Tax			3.15
Total Electric Charges			65.26
Commitment to Community Charge			1.04
Customer Charge			15.91
Block 1 Fee	9.6300	1610.00	15.07
Public Fire Protection			16.50
Subtotal			45.48
<b>CITY CHARGES:</b>			
Usage (\$1000)			14.89
Sewer Customer Charge	6.7000	1000.00	6.70
Sewer Usage			21.59
Storm Water Charges			7.59
Total City Charges			29.18
<b>CURRENT CHARGES</b>			141.94
<b>AMOUNT DUE:</b>			141.94

**Electric Usage Comparison**  
Last Year vs This Year

**Water Usage Comparison**  
Last Year vs This Year

**Payment Options:**  
In office: Monday-Friday 7:30am-4:00pm  
Online: myaccount.menashautilities.com \*\*fees apply  
By phone: 1-877-485-7968 \*\*fees apply  
Direct Payment Plan: See reverse side  
Questions? Call our office or visit our website.

**Menasha Utilities**  
321 Milwaukee St, PO Box 340, Menasha, WI 54952  
(920) 967-3402 | (800) 967-3403 | www.menashautilities.com

Account Number: 0000000-00  
Service Address: 123 MAIN STREET  
Statement Date: 07/15/2024

**CURRENT CHARGES**  
DUE DATE: 08/05/2024 TOTAL DUE: \$141.94  
TOTAL DUE AFTER DUE DATE: \$143.36  
AMOUNT ENCLOSURE: PRE-AUTHORIZED - DO NOT PAY

JOHN SMITH  
123 MAIN STREET  
MENASHA, WI 00000-0000

MENASHA UTILITIES  
PO BOX 340  
MENASHA, WI 54952-0340

Note: Sewer and stormwater services noting are City services. The City sets the rates for these services.

# UNDERSTANDING YOUR BILL

(CONTINUED)



- I** Electric and water usage based on monthly meter readings is shown here.
- J** These two boxes display billing messages from Menasha Utilities. Be sure to check here for energy conservation tips, safety information, events and other useful information.
- K** In this section you will find contact and payment information.



321 Milwaukee St, PO Box 343, Menasha, WI 54952  
(920) 967-3400 | (920) 967-3403 | www.menashautilities.com

**Customer:** JOHN SMITH  
**Account Number:** 0000000-00  
**Service Address:** 123 MAIN STREET  
**Statement Date:** 07/15/2024  
**Service Period:** 05/29/2024 - 06/27/2024  
**Bill Type:** REGULAR

**Current Meter Information**

METER	SERVICE	PREVIOUS	PRESENT	BILLING	READ	CODE	PREVIOUS	CURRENT	M.S. TYP	USG	UNITS
302110084	ELECTRIC	95290024	06270224	25	CP KWH	MR	9332	8306	1	258	KWH
302110084	ELECTRIC	95290024	06270224	25	CP KWH	MR	11981	12317	1	236	KWH
3042356473	WATER	95290024	06270224	25		MR	00001558	00000478	1	1.818	GAL

**I**

Meter Reading Codes: MR = Meter Reading, CE = Computer Estimate, ME = Manual Estimate

**Electric** kWh per month



**Water** Gallons per month (in thousands)



**PAYMENT OPTIONS:**  
In office: Monday-Friday 7:30am-4:00pm  
Online: [myaccount.menashautilities.com](http://myaccount.menashautilities.com)  
By phone: 1-877-565-7968  
**\*\*Service fees apply for online & phone payments\*\***  
Direct Payment Plan: See below  
Questions? Call 967-3400 or email [menashacs@menashautilities.com](mailto:menashacs@menashautilities.com)

**J**

Have you ordered your **FREE Focus on Energy** kit yet? Visit [focusonenergy.marketplace.com/free](http://focusonenergy.marketplace.com/free) or call 800-762-7077 to order one today!

**CONTACT US:** Monday-Friday 7:30am-4:00pm, 321 Milwaukee St, Menasha, WI 54952, (920) 967-3400 or (920) 967-3403, [www.menashautilities.com](http://www.menashautilities.com)

**WIS:** Menasha Gas: Thank for a moment of your vehicle use. The WIS will light up for every 40 hours, will consume 1 gallon.

**WASTEWATER TREATMENT & SEWER:** Water and sewer charges shown in yellow.

**POWER COST ADJUSTMENT CLAUSE:** The adjustment reflects changes in the cost of electricity that we are charged by our supplier.

**TAX CHANGES:** Current and future water charges are set by the City of Menasha. For questions regarding either of these services, contact City of Menasha Public Works Dept at (920) 967-3010.

**CONTRIBUTION TO COMMUNITY CHARGES:** A surcharge fee that is applied by the State of Wisconsin to fund public benefits programs including energy conservation, sustainable and low-income energy assistance programs.

**MEMORANDUM BILL:** A bill that contains customer charges and contains no usage charges (includes a payment bill).

**K**

A WPN Energy community

**QUESTIONS ABOUT YOUR NEW BILL?  
CALL (920) 967-3400**

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# PAYMENT OPTIONS

## AUTOPAY

Payments can also be made by automatic withdrawal from your checking or savings account. To use this method, go to [MyAccount.com](http://MyAccount.com) and sign up. You can also get a form in our office or download the [Direct Payment Plan form](#) and return it to us.

Some advantages to using direct automatic payment are:

- ✓ Helps avoid late or missed payments
- ✓ No need to write checks
- ✓ No postage costs
- ✓ Transfers funds safely, securely and directly from your account

When enrolled in this convenient service, you will continue to receive a statement each month detailing the amount to be debited from your savings or checking account on the due date.

## BILL PAYMENT OPTIONS



### ONLINE OR BY PHONE

Online – [myaccount.com](http://myaccount.com)

To pay by phone, call 1-877-885-7968. Please have your bill available so you can provide your account number.

\* Convenience fee applies for both online payments and phone payments.



### MAILED CHECK

Menasha Utilities, PO Box 340, Menasha, WI 54952

Please include the bottom stub of the bill to ensure that your account is properly credited.



### IN PERSON

During normal business hours (Monday – Friday, 7:30 am – 4:00 pm) customers can make payments at our office, located at 321 Milwaukee Street, Menasha. Payments can be made with cash, check, money order/cashier's check, credit or debit card.

\* There is no fee for credit/debit card payments if made in the office.

After business hours, payments can be dropped off in the drive-up night deposit box located in the parking lot at our office.



### MYMETER APP

You can now access your Menasha Utilities account using the MyMeter App! Set alerts, pay your bill, track and compare usage on the go. [Click here](#) for more information.

Caution when using alternative payment sites! There are companies such as doxo.com which encourage our customers to pay through their websites. We will receive the payment, however Menasha Utilities is NOT affiliated with those companies. Submitting payment through one of these alternative websites can cause delay in your payment reaching us which could result in late fees. (This does NOT pertain to making payment through your banking institution).

# BILLING INFO

## BUDGET BILLING

**Menasha Utilities offers a free budget billing program to all residential customers. The program is designed to help you avoid unpredictable utility bills and make balancing your budget a little easier.**

Your monthly budget amount is based on the average of your actual bill charges during the previous 12 months. Any expected increase in the cost of electric and/or water are also calculated into the monthly payment when you enroll in the program. We continue to read your meter every month and your utility bill will show how much energy you used, the actual bill amount and the balance on your account. Some months your budget amount will be less than the actual bill and some months the amount will be more than the actual bill. Customers choosing the budget billing option will also need to enroll in the [Direct Payment Plan](#) for automatic monthly payments. If you would like more information, or are interested in budget billing, please call our office at 920-967-3400 to see if this option is right for you

## METER READING AND BILLING DATES:

Menasha Utilities reads meters each month, the dates vary based on location; meters are not read on weekends or holidays. If you are moving, be sure to contact the office at least one business day prior to your last/first day so a reading can be scheduled to stop/start billing in your name. You may either call the office at 920-967-3400 or fill out the [Billing Application](#) and submit via email. **Please note that it is the customer's responsibility to contact Menasha Utilities to establish billing, stop billing, or transfer service within the Menasha Utilities service area. Failure to contact Menasha Utilities means you will continue to be responsible for any billing until customer contacts us.**

We have three different billing cycles and bills are issued on the 5th, 15th, and 25th of each month; dates could vary a bit if they fall on a weekend or holiday. The billing date is determined by where you live in the City; due dates are 20 days from the date the bills are issued.



[CLICK HERE TO VIEW ELECTRIC AND WATER RATES](#)



# YOU'RE IN CONTROL

**Managing your energy and water usage and paying your monthly bill online is quick and easy with MyAccount! And, it comes with loads of benefits.**

- Compare different rate plans to see which works best for you.
- Get customized alerts to know when usage is too high.
- Compare your usage to previous time periods, weather conditions and similar homes in your neighborhood.
- Sign up for paperless billing and auto-pay.

**DOWNLOAD OUR APP FOR EVEN EASIER ACCESS FROM ANYWHERE  
SEE COMPLETE DETAILS ON OUR WEBSITE.**

# FIVE WAYS TO GET GREAT REBATES

Menasha Utilities recognizes the need to help customers save energy. You can do your part by participating in one (or all!) of our residential rebate programs. Restrictions do apply, please visit our website for details.



## CENTRAL AIR CONDITIONER TUNE UP

**\$25 Rebate**

April - September, once every three years



## HOME ENERGY ASSESSMENT

**Receive up to  
\$100 rebate**

for completing an assessment.



## ENERGY STAR REBATES

**Appliances:**

**Up to a \$100 Rebate**

on select qualifying models

\* up to two per year

**Air Source Heat  
Pump Technology:**

**Receive a**

**\$200 Rebate**

for qualifying units.



## ELECTRIFICATION OF LANDSCAPE EQUIPMENT

**\$25-\$50 rebate**

on qualifying products

\* up to two per year



## TREE POWER!

**\$50 Rebate**

April - September, up to three trees per year

FIND ALL REBATE APPLICATIONS AT [MENASHAUTILITIES.COM](http://MENASHAUTILITIES.COM)

# 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](http://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](http://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.

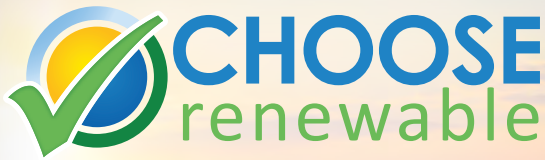
Contact the City Inspector and Utility when construction is complete. Your meter will be reprogrammed to allow recording of system generation at this time.



**Focus on Energy** offers statewide programs and incentives designed to promote cost-effective energy efficiency and renewable energy projects. Some of them include:

- ✓ [Product Discounts](#)
- ✓ [Free Focus Packs](#)
- ✓ [Energy Assessments](#)

Visit [focusonenergy.com](http://focusonenergy.com) to learn more.



Did you know that it only takes two or three blocks of renewable energy to power the average home for a month? And, with no equipment to buy or install on your roof, there is no need to worry about payback periods or annual maintenance costs.

## How Choose Renewable Works:

- 1 Just \$2 per block per month on top of your normal monthly bill.
- 2 Produced from 100% renewable sources - solar, wind and biogas.
- 3 Each block equals 300 kilowatt hours (kWh) of energy. A typical home uses about 750 kWh each month.

$$\boxed{\$2.00 \text{ BLOCK}} = \boxed{300 \text{ kWh}}$$

## Adding renewable energy is simple!

Signing up for Choose Renewable takes just a few minutes. You can start (or stop) your participation at any time and you can add as many blocks of renewable energy you like.

### I AGREE TO PURCHASE:

\_\_\_\_\_ blocks of renewable energy at \$2.00 per month, for a total monthly commitment of \$ \_\_\_\_\_

*Current Choose Renewable participants, enter additional blocks you wish to order. This purchase will appear as an additional charge on my monthly utility bill.*

Current Subscriber  New Subscriber

Name

Address

City

State

Zip

Email Address

Phone

**Send in completed form with your next bill payment**

# SAFETY

## STREET LIGHT OUTAGES

To report a streetlight outage, visit [experience.arcgis.com/experience/cb870218654748b4a9f72d73e12235e6](https://experience.arcgis.com/experience/cb870218654748b4a9f72d73e12235e6).

## ELECTRIC SERVICE ISSUES

To report a power outage, flickering lights, downed power lines, or other issues related to electric service, call (920) 967-5190.

## WATER SERVICE ISSUES

For problems with water service such as a broken water main, loss of water pressure, or questions about water quality, call (920) 967-3450.



**Follow us on Facebook!**

Remember to follow us on Facebook for up-to-date information including service outages and interruptions.



# CALL OR CLICK BEFORE YOU DIG

A quick phone call could save your life. Diggers Hotline is a free, easy-to-use service that locates and marks dangerous utility lines that can be buried just a few inches beneath the surface of your yard. Call or click three working days before digging and a service technician will come and mark your buried lines so you can dig safely without worry. Remember, call or click before you dig. [www.diggershotline.com](http://www.diggershotline.com)



# ASSISTANCE

Menasha Utilities understands life happens, and sometimes assistance is needed to help pay your utility bill. Please contact the agencies listed below, or call our office for more information, (920) 967-3400.

## ENERGY SERVICES INC.

**Phone (to schedule appointment):** 800-506-5596

Winnebago & Calumet County residents:

**Phone:** 920-729-1433

1475 Opportunity Way, Menasha, WI 54952

You can also visit [energybenefit.wi.gov](http://energybenefit.wi.gov) to apply online.

## LEAVEN

**Phone:** 920-738-9635

1475 Opportunity Way, Menasha, WI 54952

## FISC

**Phone:** 920-886-1000

921 Midway Rd, Menasha, WI 54952

## EMERGENCY SHELTER OF THE FOX VALLEY

**Phone:** 920-734-9192

400 N Division St, Appleton, WI 54911

## ST. VINCENT DE PAUL OF NEENAH/MENASHA

**Phone:** 920-729-4571

1425 S. Commercial St., Neenah, WI

## FORWARD SERVICES MENASHA LOCATION

**Phone:** 800-771-8420

A resource for medical necessity and financial crisis for families with minor children. Candidates will fill out an application and be interviewed; upon approval applicants can qualify for up to \$500 in utility assistance.

## MEDICAL ALERT

If anyone in the home uses life sustaining medical equipment, please contact our office for a Medical Alert Customer Application. This form will be kept on file at the City of Menasha Health Department, and MU will also make note of the situation should there be an outage in your area.

## QUICK REFERENCE

### MENASHA UTILITY CONTACTS:

#### Customer service

(920) 967-3400

[menashacs@menashautilities.com](mailto:menashacs@menashautilities.com)

#### Phone payments

(877) 885-7968 (fees apply)

#### Website

[menashautilities.com](http://menashautilities.com)

#### Business hours

Monday-Friday, 730am-4pm

#### Address

PO Box 340, 321 Milwaukee St., Menasha, WI 54952

#### MyAccount portal

[myaccount.menashautilities.com](http://myaccount.menashautilities.com) (fees apply if making payment through MyAccount)

### CITY OF MENASHA CONTACTS:

#### Questions or concerns about sewer or sanitary sewer (storm water)

(920) 967-3610

#### Questions about garbage or recycling pickup

(920) 967-3620

#### City of Menasha Parks and Recreation programs

(920) 967-3640

#### City Hall address

100 Main St., Suite 200, Menasha, WI 54952

#### City Hall phone

(920) 967-3600