



CUSTOMER CONNECTION

Fall 2024

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Cover photo: 8th-grade
Heavy Metal Tours.

A Note From The GM



Dear Valued Customers,

As we embrace the fall season, I'm excited to share some updates and improvements designed to enhance your experience with Marshfield Utilities.

First, we've made two significant changes to our website to make information more accessible. We are pleased to introduce a live interactive [outage map](#) that allows you to track real-time updates on electric service outages in your area. This feature enables you to quickly check if we are aware of any issues in your neighborhood. Additionally, we've refreshed our resources in the Efficiency & Conservation section, providing you with new tips on how to save both [water](#) and [energy](#).

In other great news, we're proud to announce several accolades our team has received this year. Our Water Manager, John Richmond, has been honored with the prestigious George Warren Fuller Award for his outstanding leadership and contributions to the water industry. Moreover, Marshfield Utilities has earned the Utility Achievement Award from the Wisconsin Section of the American Water Works Association (WIAWWA) for our PFOS/PFOA treatment facility, showcasing our commitment to innovation and service excellence.

Our electric utility has also been recognized with both state and national awards for our exemplary safety practices, including a low injury rate and a strong safety-first culture. Notably, we received a Certificate of Excellence in Reliability from the American Public Power Association, placing us in the top quartile for the shortest average outage length across the United States.

A huge thank you to all our team members for their hard work and dedication, which has elevated Marshfield Utilities' standing among municipal utilities!

As always, we appreciate your continued trust in us. We remain committed to delivering award-winning service and improving your experience with Marshfield Utilities.

Warm regards,

Nicolas Kumm
General Manager
Marshfield Utilities

Important Dates

Calendar of Events:

Public Power Week:

October 6 - 12, 2024

See the full list of activities at <https://bit.ly/4gDKFRg>



Hydrant Helper Kick-Off:

November 4, 2024.

5 p.m. at Marshfield Fire & Rescue Department. Register at <https://bit.ly/24hydranthelper>



Holiday Lights Contest

Register at <https://bit.ly/24holidaylightsregistration>



Commission Meetings

October 14

November 11

December 9

January 13

February 10

March 10

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.)

Projects In Your Area

As the season comes to a close, our team is finishing up various projects around the community. We're proud of the progress made this year and look forward to continuing our efforts to provide reliable services. For a full overview of the projects completed, visit <https://bit.ly/projects-in-your-area>.

In preparation for the colder months, you may notice hydrants being pumped throughout the area. This important step helps prevent freezing and ensures emergency water supply remains dependable during the winter season.

Award Winning Service



In September we received the exciting news of two awards from the Wisconsin Section of American Water Works Association going to our Water Manager and for the Marshfield Utilities PFOS/PFOA Treatment project.

MU Water Manager, John Richmond was awarded one of the most prestigious awards in the water industry, the George Warren Fuller Award. Winners of this prestigious award are selected for their distinguished service to the water supply field in commemoration of the sound engineering skill, the brilliant diplomatic talent, and the constructive leadership which characterized the life of George Warren Fuller. Learn more about the award at <https://bit.ly/3MGdZZA>.

The other award was the Utility Achievement Award for Marshfield Utilities' work on PFAS treatment. Our dedicated team's hard work in tackling PFAS contamination makes a real difference in our community. A huge thank you to everyone involved—together, we're making our water safer and cleaner for all.

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MOVING?

Don't forget to update your utility services.

- ✓ New to Marshfield
- ✓ Transfer Service to New Marshfield address
- ✓ Stop Service when moving outside MU service area

Fill out our easy Online start or stop form.
[HTTPS://BIT.LY/START_STOP_FORMS](https://bit.ly/start_stop_forms)

Moving can be overwhelming with all that needs to be done. The last thing you want is to move into a new home and not have electricity. Submit your service request when you have your move-in/out date.

To start or stop Marshfield Utility services, complete the request form online!
https://bit.ly/start_stop_forms

Plan ahead! Requests can take up to 5 business days to be processed.

What Utility Commissioners Really Do

The Marshfield Utilities (MU) Commission is a governing body responsible for overseeing the operations and management of the utility. Comprised of members appointed by the Marshfield City Council, the Commission's principal purpose is to ensure that MU achieves appropriate results for its owners, customers, employees, and other stakeholders.

Commissioners' key responsibilities are policy and decision-making to guide the utility's operations; monitoring the utility's performance, ensuring it meets regulatory standards, safety protocols, and environmental obligations; make certain the utility is prepared to meet future demands, adapting to evolving energy technologies and consumer needs; and engage with the community, holding public meetings to provide transparency.

By fulfilling these responsibilities, utility commissions help ensure that public utilities deliver essential services efficiently while protecting the public's interest.

The MU Commission consists of seven commissioners who serve seven-year terms. Two of the commissioners, Natasha Tompkins and Mike O'Reilly are appointed members of the City Council. The remaining five are business owners and/or residents of Marshfield; Mike Eberl, Paul Kapla, Nate Mueller, Nick Poeschel, and recently appointed Gabrielle Falkey. View Commissioner information at <https://bit.ly/3ZQOcWg>.

Commission meetings are held on the second Monday of each month at 4 p.m. and are open to the public. Meeting dates are listed on page three of the newsletter. Meeting dates may change at the discretion of the Commission with a passing vote.



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*Must enroll in both paperless billing and PowerPay®. New enrollments only. The statement credit will not apply to customers previously enrolled.

Financial Stewards

The Finance Department is the backbone of Marshfield Utilities, providing the financial structure that enables smooth operations and future growth. At its core, the department is responsible for managing the utility's budget, overseeing investments, and ensuring that expenses and revenues are balanced to maintain financial health. This careful stewardship allows the utility to invest in critical infrastructure upgrades, maintain service reliability, and plan future projects that enhance efficiency. Without sound financial planning, the utility's ability to deliver essential services would be compromised.

The Finance Department also plays a pivotal role in ensuring compliance with financial regulations and reporting standards. This is particularly important for public utilities, which often rely on bonds or other financial instruments to fund large-scale capital projects like our office building or water treatment facilities. By maintaining transparency and accountability in financial reporting, the department ensures that stakeholders—from government regulators to the utility's customers—have confidence in the utility's fiscal responsibility. Accurate financial reporting also supports long-term planning, enabling the utility to manage risk effectively and secure necessary funding for future needs.

The Finance Department is integral to the overall success of the utility. Its careful management of resources and diligent compliance with financial and regulatory standards enable the utility to deliver reliable services while preparing for the future. Through its efforts, the department ensures that all of MU's services remain affordable, reliable, and sustainable for the community.

Let's meet the team

The finance department consists of Ashley, Accounting Assistant; Amanda, Payroll and Accounts Payable; Melissa, Accountant; and Patti, Financial Manager. There are no taped glasses or pocket protectors among them. This quartet is hard-working, dedicated, and enjoys a good prank. Patti and Amanda are the most tenured in the department, and we would like you to learn more about them. Combined, they have 29 years at Marshfield Utilities (MU).

Over all of their years, there has been plenty of change. Both agreed that there has been a marked transformation



Ashley, Amanda, Melissa, and Patti

in organizational structure and technology. While they still do plenty on paper, the days of cutting paper checks for everything have been replaced with direct deposit payroll and ACH payments.

Both Patti and Amanda grew up in Marshfield. They are Marshfield High School Graduates, and both are married with children. Staying in Marshfield to raise their children is a priority for them because of the small-town feel while still having plenty of opportunities.

With a bachelor's degree in Accounting, Patti began her career at MU in 2010 as an Account Clerk. At that time, the position was part of the Office Department. She worked in that role, doing customer service, accounts payable, and accounts receivable. In 2012, she was promoted to assistant office manager. Later, with department reorganization, her role transitioned to Accountant in the Finance Department. In 2022, she received another promotion to Financial Manager. In her free time, Patti is a dedicated sports fan. Baseball, basketball, and football are her favorites, cheering for the Wisconsin teams. She is a sports stats expert for her favorite teams. Beyond numbers, one of her special talents is solving a Rubik's Cube.

Amanda has degrees in business management and marketing. She started at MU in 2009 in the Electric Department as a Compliance & Regulatory Coordinator. Over the years, she transitioned through several different roles and departments, Water, Admin, and Office, landing in the Finance department in 2018 for her current role as Payroll & Accounts Payable. Amanda said, "I think we work with everyone in the utility. We

are a part of something within every department. Especially being with the AP and payroll, my job intertwines with everyone." When Amanda isn't working or cheering on her girls at sporting events, one of her hobbies is raising Monarch Butterflies with her kids.

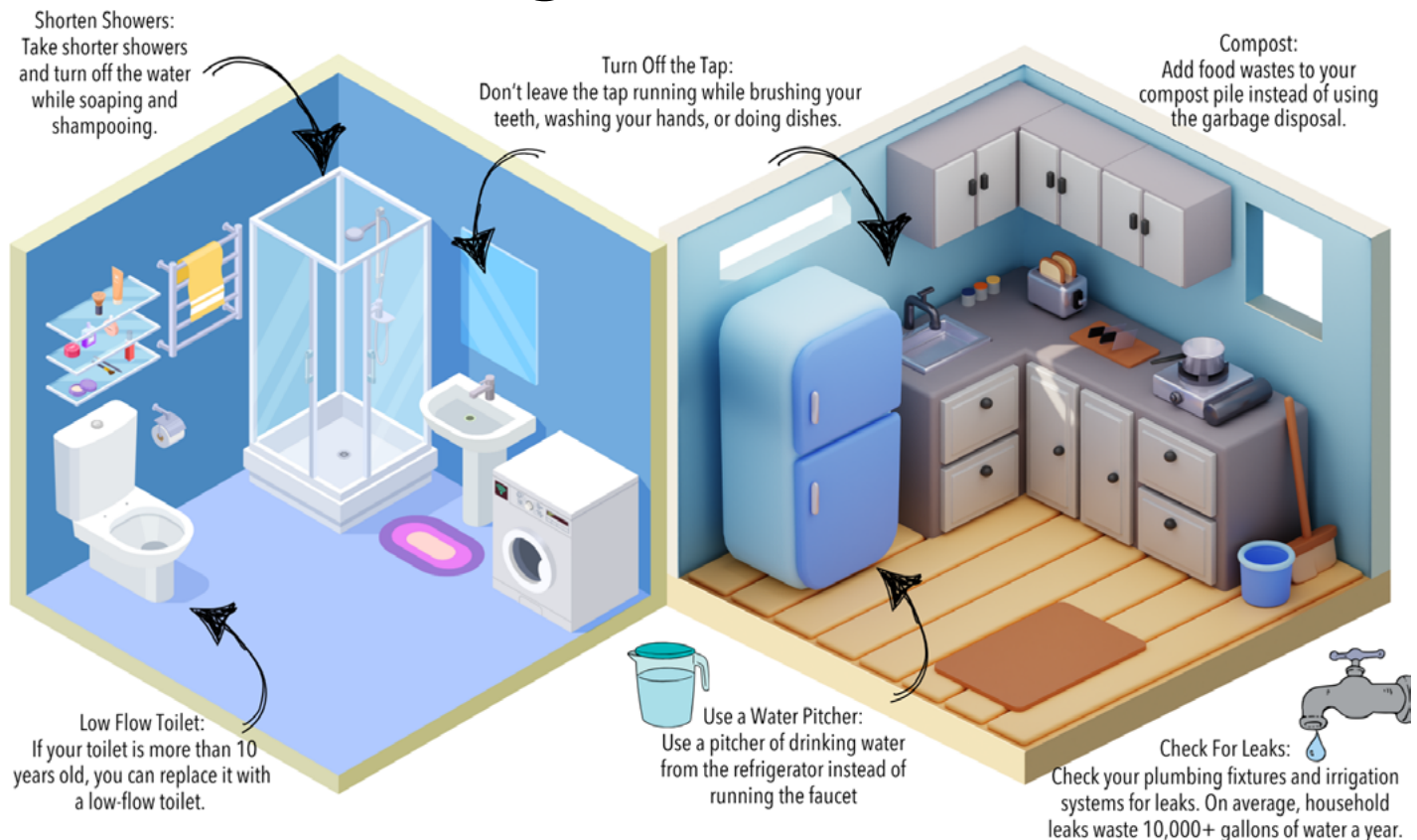
What they want you to know about their jobs:

"The perception of a career in accounting is that it's boring and the same every day, but in reality, no two days are the same. There are always new tasks, challenges, and questions from others that keep the job different." - Patti.

Amanda stated, "There is a high level of detail involved in all the different pieces that the team handles. It's not just a matter of, 'this bill looks good, pay it'; there are multiple steps for approvals and ensuring that everything falls within budgets." There are three verifications in the Finance Department, another department audits, Nick (General Manager) reviews it, and Accounting at the city reviews it before final approval for payment. Additionally, the utility Commission reviews all financial reports and approves bills & payroll each month.

From managing payroll and accounts payable to maintaining accurate financial records and strategic budgeting, the department is the backbone of MU's fiscal health. As highlighted by insights from our interview with Amanda and Patti, the team's meticulous work helps keep the utility operating while safeguarding the trust and resources of the community. A strong finance department is essential for meeting today's challenges and driving future growth and sustainability.

Start Saving



ComMUnity Care Project



As we near the end of the year and our 120th anniversary serving the community of Marshfield, we are reflecting on the progress of the ComMUnity Care Project.

We have had the opportunity to meet some incredible people along the way, brighten people's day, and support fantastic programs. Generosity can be a humbling experience. Talking to the people who dedicate themselves to serving others, their appreciation, and their stories. There are so many great things happening in our community!

Additionally, the big hearts of the MU team members are unmatched. Small but mighty, the team has supported every donation drive this year, professional clothing for the Soup or Socks closet, Wood County Human Services (items for children in foster care), Stock The Pantry, and Marshfield Area Pet Shelter. Beyond their financial support, many volunteer their personal time to support organizations and people in the community.

As of the time of writing this article, 76 of our 120 ways to give back to the community have been completed. The final three months will be a whirlwind of activities. You can follow our progress on our social media or on our [website](#).



WINTER *tips for* ENERGY EFFICIENCY



A properly insulated attic can save you 10-50% on your heating bill

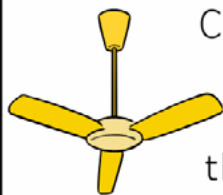


Winterize windows with weather stripping for all joints and caulk for non-moving parts.



Turn down the thermostat when gone and at night

Dressing in layers can allow you to comfortably turn down the temperature.



Change your ceiling fan to run clockwise to distribute heat throughout your home.

Clean dust and debris from heating vents and remove obstructions.



When not burning, keep fireplaces closed to avoid losing heat. When the fireplace is on, you can lower thermostat setting to between 50° and 55°F



MARSHFIELD
Utilities

Pumpkin Bars

Recipe from The Pioneer Woman

Ingredients (Pumpkin Bars)

1 ½ c. unsweetened pumpkin puree
¾ c. vegetable oil
2/3 c. packed light brown sugar
2/3 c. granulated sugar
2 large eggs
1 ½ tsp. vanilla extract
1 ½ c. all-purpose flour
2 tsp. pumpkin pie spice
1 tsp. baking powder
¾ tsp. baking soda
1 tsp. kosher salt

Ingredients (Spiced Cream Cheese Frosting):

1 (8-oz.) block cream cheese, softened
½ c. (1 stick) unsalted butter, softened
1 ½ tsp. vanilla extract
1 tsp. pumpkin pie spice
5 c. powdered sugar

Directions:

1. For the bars: Preheat the oven to 350°F.
2. In a large bowl, whisk together the pumpkin, oil, light brown sugar, granulated sugar, eggs, and vanilla until well combined. Add the flour, pumpkin pie spice, baking powder, baking soda, and salt, stirring until just combined.
3. Spray a 13-by-9-inch baking pan with baking spray with flour. Pour the batter into the pan; smooth with a spatula.
4. Bake for 40 to 45 minutes or until a wooden pick inserted into the center comes out clean. Let cool completely in the pan.
5. For the spiced cream cheese frosting: In the bowl of a stand mixer fitted with a paddle attachment, beat the cream cheese over medium speed until smooth. Add the butter, vanilla, and pumpkin pie spice and beat until well combined and creamy. Reduce the speed to low and gradually add the powdered sugar. Increase the speed to medium-high and beat until fluffy, about 1 minute.
6. To assemble: Spread the spiced cream cheese frosting on top of the cake. Cut into squares and serve. Keep leftovers in the fridge, as the frosting will soften.



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Office Hours

Monday - Friday
7:00 am - 4:00 pm
(715) 387-1195
After Hours: (715) 384-8515

Lobby Hours

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

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