



CUSTOMER CONNECTION

Fall 2025

**Meet Our
Commissioners**

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**Public Power
Week**

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A Note From The GM



As we look toward the end of another busy year, I'm proud to share the progress Marshfield Utilities continues to make in maintaining and improving our community's essential services. Our team's dedication to reliability, safety, and public health remains at the forefront of everything we do.

This year, one of our most significant efforts has been the ongoing removal of lead service lines throughout the community. With support from the Wisconsin Department of Natural Resources and the leadership of our Utility Commission, we have been able to make 100% funding available for property owners to replace their private-side lead services. This work represents an important investment in public health and in the future of our water system.

At the same time, our water department has continued its routine maintenance program, including the recent dry inspection of the Depot Water Tower. These inspections ensure that our water infrastructure remains sound and that our operations meet the highest standards for water quality and system performance.

Our success is made possible by the skilled and dedicated individuals who make up our team. In this issue, we highlight Cody, a member of our Power Supply and Meter team, whose technical expertise and commitment to learning reflect the spirit of excellence that defines Marshfield Utilities.

Every improvement—whether underground, in the towers above, or through the work of our employees—helps strengthen the reliable service our customers depend on every day. Thank you for your continued trust and partnership as we work to deliver safe, dependable, and sustainable utilities to the Marshfield community.

Nicolas Kumm
General Manager
Marshfield Utilities

Important Dates

Calendar of Events:

Public Power Week: Oct. 5-11
See page 8 for activities

[Hydrant Helper Registration *](#)

Winter Moratorium - November 1st,
2025 - April 15, 2026

Holiday Light Contest
Registration opens November 28

*See flyer at the end of the newsletter

Commission Meetings

October 13
November 10
December 8
January 12
February 9
March 9

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 commission.)

Progress Toward A Lead-Free Community

The effort to remove lead from Marshfield's water system began in 2020, after elevated levels of lead were found in the drinking water of some homes with lead service lines. Because lead can cause serious health problems, Marshfield Utilities is fully committed to eliminating it from our community's water distribution system.

Over the past four years, we have worked diligently to remove lead service lines on the public side and assist property owners with removing lead water service lines from their homes through available grant funding. This is a complex and costly project that involves



careful planning and regulatory oversight. To reduce expenses and minimize disruption for residents, we coordinate our work with the City Streets Department during street reconstruction projects.

In 2025, Marshfield Utilities received additional grant funding from the Wisconsin Department of Natural Resources (WI DNR) to help residents replace private-side lead service lines. While this funding did not cover all costs for the remaining 96 private services, the Marshfield Utilities Commission voted to use discretionary funds to fill the gap—making 100% funding available for all eligible customers.

To further support homeowners, the Commission approved a bid from Van Rite Plumbing to complete all remaining private-side replacements. Property owners may choose to use their own contractor; however, those who do will not qualify

for grant funding and will be responsible for the full cost of replacement. In addition, the Marshfield Common Council passed Ordinance 1533, Section 14-03 of the Marshfield Municipal Code, requiring the replacement of all lead and galvanized water service lines within the city.

Van Rite Plumbing began replacements in September. As of this newsletter's publication, 25 private-side services have been replaced. Van Rite will continue with replacement this year as weather allows and complete the remaining replacements in 2026. On the public side, the Marshfield Utilities Water Department has completed 145 lead service replacements in 2025.

Marshfield Utilities remains committed to providing safe, reliable drinking water to our community. While the WI DNR requires full lead removal by 2034, our goal is to achieve a completely lead-free water system ahead of schedule.

Water Tower Maintenance

The photo on our front cover was captured by one of our Water System Operation Specialists from high above the Depot Water Tower! The tower was temporarily drained for a full dry inspection—a detailed process that ensures your drinking water stays safe and our system stays strong. Once the inspection is complete, the tower is refilled and sanitized following American Water Works Association standards. The entire process takes several days from start to finish.

Each of our water towers is inspected every five years on a rotating schedule, as required by the Wisconsin Department of Natural Resources (DNR). Every other inspection must be a completely dry one, meaning the tower is fully emptied for a closer look inside.

And here's something most people don't know—our towers aren't completely full of water! During certain inspections or maintenance, qualified staff can safely enter the tower while it remains in service. It's just one of the many ways we make sure Marshfield's water system stays reliable and ready to serve you.



Ladder inside water tower.

Meet Cody Kolpack



Cody grew up in Antigo and has called Marshfield home for nearly six years. He joined the Marshfield Utilities team right out of college and has been an important part of our operations ever since.

From a young age, Cody was drawn to math and curious about how things work. That interest led him to pursue a degree in Mechanical Engineering. After two years at

UW-Stevens Point, he transferred to UW-Platteville, where he earned his bachelor's degree. Cody began his MU career as a Utility Engineer, where he enjoyed the variety of projects—from designing electrical service lines to helping customers find practical solutions for their energy needs.

About two years ago, Cody transitioned into a new role on the Power Supply and Meter team. His work includes inspecting, repairing, and replacing meters, as well as assisting with the operation of M1, our power generation plant. M1 runs only when called upon by [MISO](#) to meet market demand. With higher energy demand this summer, Cody and the team have been keeping especially busy. He enjoys this position because it's hands-on and closely tied to his engineering background. Currently, he's taking classes at Northeast Wisconsin Technical College to earn his certification in Meter Technology.

One thing Cody would like customers to know is that while he's an animal lover, he's always cautious around dogs in customers' yards. He encourages residents to secure their pets when service personnel are scheduled to visit—just to keep everyone safe.

Outside of work, Cody enjoys exploring local parks during the warmer months and curling in the winter. When he's relaxing at home, he's often spending time with his cat, Chunk.

Managing Your Utility Costs

We understand that household budgets can feel stretched this time of year, especially as the weather turns colder and energy use often increases for those with electric heat. At Marshfield Utilities, we want to support our customers with tools and resources that make it easier to manage monthly bills.

One option is Budget Billing, which allows you to spread your utility costs evenly throughout the year. Instead of higher bills in the winter and lower bills in the summer, you pay a consistent amount each month. This helps with planning and avoids unexpected spikes in your household expenses.



For customers who may need extra help, the [Low Income Home Energy Assistance Program \(LIHEAP\)](#) provides financial support to eligible households. LIHEAP can help reduce energy costs and ensure that families stay safe and comfortable during the heating season.

If you're interested in Budget Billing or want to learn more about LIHEAP, please contact our office. We're here to walk you through your options and connect you with the right resources. Together, we can make managing your utility costs a little easier.



MU Governing Body

Marshfield Utilities is governed by a Commission. Our first Water and Light Commission was formed in 1934, thirty years after we became a public electric and water utility.

The first commission consisted of five commissioners representing the utility.



Today, there is a seven person utility commission consisting of five members of the public and two City Council members. All commissioners are appointed by the Marshfield Mayor and confirmed by City Council for seven year terms.

Day-to-day operations are entrusted to the General Manager and utility staff. Briefings and review of business conducted are provided to the Commissioners monthly. Commission meetings are generally held on the second Monday each month at 4 p.m. and are open to the public.

Meet the Commissioners:



Mike Eberl, Commission President, has served on the MU Commission since 2011 and President of the commission since 2013. His current term ends in 2026.



Natasha Tompkins is City Council Alderperson for District 3 and Utility Commissioner. Her commission term ends in 2029, contingent on maintaining her elected position on the City Council.



Paul Kapla, Commission Secretary has recently been reappointed for his second term, which will end in 2032.



Mike O'Reilly is another City Council Alderperson (district 9) and Utility Commissioner. His commission term ends in 2028, contingent on maintaining his elected position on the City Council.



Nate Mueller joined the commission in 2020. His term ends in 2027.



Nick Poeschel was appointed to the commission in 2023. He term will end in 2030.



Gabrielle Falkey is the newest member of the commission with her appointment in 2024. Her term ends in 2031.

Marshfield Utilities maintains one of the lowest electric rates in the State of Wisconsin!

Protecting Your Home and Family: The Smart Way to Use Ice Melt

When sidewalks and driveways get icy, ice melt can be a quick fix to keep your family and visitors safe. But did you know that using too much can create hidden problems around your home? The salty runoff doesn't just disappear—it can affect your soil, water, and even your plumbing over time.

What's in Ice Melt?

Most ice melt products are made with salts like sodium chloride, calcium chloride, or magnesium chloride. These ingredients help melt ice quickly, but once the ice is gone, leftover salt can soak into the ground, run into storm drains, or reach groundwater.

Why It Matters for Your Home

- Gardens and lawns: Too much salt can damage plants, shrubs, and grass, leaving brown patches in the spring.
- Pets and family: Salt can irritate paws and skin, and tracking it indoors can damage floors.
- Plumbing and property: Over time, salt can corrode pipes, concrete, and other surfaces, leading to costly repairs.
- Water quality: In areas with private wells, excess salt can seep into groundwater and affect drinking water safety.

Smarter, Safer Ways to Use Ice Melt

- Shovel first, clearing snow reduces how much product you'll need.
- Use only what's needed; follow directions on the label.
- Sweep up leftovers after the ice melts to protect your yard and prevent tracking inside.
- Try traction aids like sand or kitty litter for added grip.
- Choose wisely; look for eco-friendly or pet-safe ice melt products.

The Bottom Line

Using ice melt responsibly keeps your family safe on slippery winter days while also protecting your yard, home, and drinking water. A little goes a long way—both for your wallet and your peace of mind.



Public Power Week

We're kicking off Public Power Week (October 5-11) with something fun, flavorful, and for a great cause!

On **Monday, October 6, from 11 a.m. - 2 p.m.**, swing by locally owned Biggby Coffee Marshfield and let one of our very own MU lineworkers serve you a Tropic Biggby Energy Blast topped with Blue Razz.

Here's the best part: for every Energy Blast sold that week, \$1 will be donated to Marshfield Area United Way's Nutrition on Weekends (N.O.W.) program—up to \$200—and MU will match it!

Come meet a lineworker, grab a drink, and help fuel a program that makes a real difference for kids in our community.



October 6 – 11th

\$1 for each Tropic Biggby Energy Blast with Blue Razz topper sold will be donated to the Marshfield Area United Way Nutrition On Weekends program up to \$200 and MU will make a matching donation.

On October 7 Columbus Catholic 8th graders will join us at MU for hands-on activities exploring careers in electric and water. It's an exciting opportunity for students to see what it takes to power a community—and maybe spark an interest in a future career!



On **Friday, October 10**, head

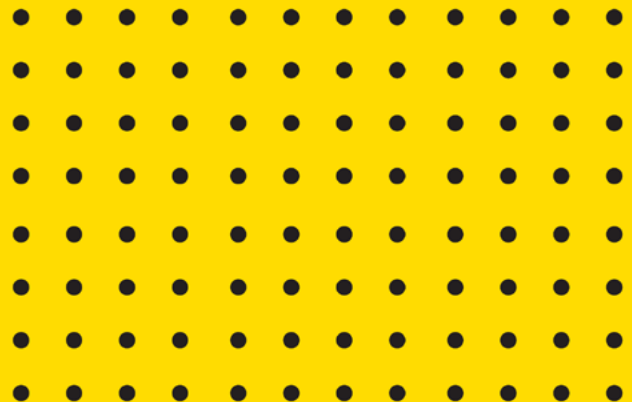


to the Marshfield Public Library for a special story time session at 10 a.m. One of our lineworkers will read a story, and kids will get a chance to see—and even touch—a real bucket truck up close!

From coffee and community giving, to student learning, to story time at the library, Public Power Week is all about celebrating the people, programs, and power that keep our community strong.

Dots

Dots is a fun game where each player takes a turn connecting one dot to another adjacent dot either horizontally or vertically. Each player takes one move at a time drawing a line. Eventually the board starts to fill with lines. Some will be connected and some not. When you can add a final line to form a square, fill in the box with your initial and take another turn. The objective is to have the most boxes with your initials.



Stay Cozy and Safe: Space Heater & Fireplace Safety

When the temperatures drop, space heaters and fireplaces bring extra warmth and comfort to our homes. But if used carelessly, they can also pose serious fire risks. A few simple precautions can help you enjoy the heat without worry.

Quick Safety Reminders

- ✓ Keep space heaters at least 3 feet away from anything that can burn
- ✓ Never use extension cords—plug heaters directly into the wall
- ✓ Always turn off heaters and fires before bed or leaving home
- ✓ Have chimneys cleaned yearly to prevent dangerous buildup
- ✓ Use a sturdy screen to stop fireplace sparks

Space Heater Safety

- Choose models with automatic shutoff features.
- Place heaters only on flat, stable surfaces.



Fireplace Safety

- Burn only dry, seasoned wood for cleaner, safer fires.
- Keep furniture, rugs, and decorations away from the hearth.



The Bottom Line

Space heaters and fireplaces can safely add cozy warmth to your home when used responsibly. By following these simple steps, you can protect your home, your family, and your peace of mind all winter long.

INSTRUCTIONS

Use the numbers 1 to 9 to complete the Sudoku.
Only use each number once in each row, column and grid.

	3		4				8	5
8		4		3	2			1
	1				5	7		
	4			9	1			7
	6	9			7	5	2	4
5			6					
		1		7			5	9
3	2			4	8	1		
	9				6			2





**ACT 15: ELIMINATION OF
STATE SALES TAX ON
RESIDENTIAL ELECTRICITY**



Effective October 1, 2025

Working Together to Prevent Power Outages

Power outages can disrupt your day, but there are steps both you and Marshfield Utilities can take to help keep the lights on. Through proactive maintenance and a few simple precautions at home, we can reduce risks and improve reliability.

Tree Trimming: A Key to Reliability

One of the most common causes of outages is storm damage from trees. High winds and heavy snow can bring branches down onto power lines, causing interruptions. To help prevent this, Marshfield Utilities operates a Tree Trimming Program to maintain safe clearance around primary lines (the lines that run from pole to pole).

Tree Safety:

- Marshfield Utilities trims branches near primary lines to prevent outages.
- Fast-growing trees: 12 ft clearance | Slow-growing trees: 7 ft clearance
- See a tree that's a risk? Call 715-387-1195 and ask for Derrek.

How You Can Help at Home

- Keep wiring up to code and repair frayed wires.
- Test backup generators regularly.
- Watch trees near service lines and report hazards.

During an Outage:

- Report it immediately for faster response.
- [Check our Online Outage Map for real-time updates.](#)

Proactive maintenance + home awareness = fewer outages and faster service when problems occur.

Emergency Preparedness

Emergency Kit



Create a well-stocked emergency kit with essentials like water, non-perishable food, first aid supplies, a flashlight, batteries, and important documents.



Communication Plan

Establish a communication strategy with family and neighbors, including designated meeting points and emergency contacts.



Evacuation Plan

Know evacuation routes and have a plan in place, considering pets and special needs. Practice evacuation drills with your family.

Secure Your Home



Reinforce doors and windows, secure heavy furniture, and know how to turn off utilities in case of emergencies like floods.



Emergency Contacts

Keep a list of important contacts, including local authorities, medical facilities, etc. Share this information with family members.

Stay Informed



Stay updated on weather alerts, community warnings, and emergency information through local news, or emergency alert systems.

Community Engagement

Participate in community preparedness programs, attend local workshops, and collaborate with neighbors to enhance overall disaster resilience in your community.



Cheesy Chicken Meatballs



1/2 pound ground chicken
1/4 cup shredded mozzarella
1 egg
1/4 cup breadcrumbs
1/2 teaspoon garlic powder
Chopped parsley or basil

- Mix all ingredients until well combined.
- Form into balls and bake at 375 degrees for 18-20 minutes.
- Serve with mashed potatoes or warm pasta and marinara.

Strawberry Cheesecake Bites

1/2 cup cream cheese
1 tablespoon Greek yogurt
1 teaspoon honey
8 large strawberries

- Mix cream cheese, yogurt, and honey.
- Hollow out strawberries slightly.
- Fill with mixture. Chill before serving.



TOLL FREE PHONE NUMBER
866-646-4228

MARSHFIELD
Utilities

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Office Hours

Monday - Friday
7:00 am - 4:00 pm
(715) 387-1195
Toll Free: 866-646-4228
After Hours: (715) 384-8515

Lobby Hours

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

Follow us!



HYDRANT HELPER

BE A WINTER HERO!

By adopting a hydrant, families and kids learn the importance of community engagement, safety awareness, and civic responsibility—all while helping keep neighborhoods safe. This program encourages teamwork and parent involvement, giving youth a chance to step up, take pride in their role, and understand the impact of their actions. Join today and turn civic education into real-life responsibility that protects your community all winter long!

- Custom Log Sheet
- Digital Shout Outs'
- Fun Bonus Activities
- Surprise treats & prizes



Register

SCAN HERE



October 13 - October 31, 2025

