



CUSTOMER CONNECTION Spring 2026



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Reliability**
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A Note From The GM



At Marshfield Utilities, our work is guided by a commitment to provide safe, reliable, and responsible service to our community. In this issue, you will find several examples of how that commitment is carried out each day—from protecting our drinking water at its source to recognizing the employees who ensure our systems operate efficiently and dependably.

We are proud to share that Marshfield Utilities has received the Diamond Level Safety Award, a national recognition that reflects our strong culture of safety and dedication to best practices. This achievement is a testament to the diligence of our employees, who prioritize safety in every aspect of their work while serving our customers.

This issue also highlights several important topics that impact our customers directly. You will find information on grid reliability in Wisconsin and the ongoing efforts to maintain a resilient electric system. We have included updates on current and upcoming electric and water projects, as well as guidance to help you better understand your utility bill. Additionally, we provide a comparison of electric and water rates to offer greater transparency and context around the value of the services we deliver.

You will also read about the importance of well-head protection and the steps taken to safeguard the areas surrounding our wells. These proactive efforts are essential to maintaining a clean, sustainable water supply and demonstrate our long-term responsibility to the community.

Finally, I encourage you to read this issue's staff spotlight featuring Jim, whose many years of service exemplify the professionalism and dedication found throughout our organization.

Thank you for your continued trust in Marshfield Utilities. It is our privilege to serve you.

Nicolas Kumm
General Manager
Marshfield Utilities

Important Dates

Calendar of Events:

Winter Moratorium Ends - April 15

Drinking Water Week:

May 3 - 9

Senior Bingo @ Community Center
(Monday, May 4th)

Story Time @ Marshfield Library
(Friday, May 8th)

Photo Contest

*MU Residential Recycling Event:

June 3, 2026

2pm - 6pm

Free for MU Residential Customers

Stock The Pantry Challenge

June 8-12, 2026

Businesses wanting to participate should email
publicrelations@marshfieldutilities.org

*See flyer at the end of the newsletter

Commission Meetings

April 13

July 13

May 11

August 10

June 8

September 14

All meetings begin at 4 p.m., unless otherwise noted, in the W. H. Upham meeting room. Watch meetings at <https://bit.ly/4sduck>

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

Save with Marshfield Utilities Rebates

Marshfield Utilities offers rebates to help you save.

WaterSense® Toilet: Get \$50 for replacing an old toilet with an EPA-approved high-efficiency model (limits apply). [Click for Application](#)



Ground-Source Heat Pump: Electric customers may receive \$150 for qualifying installations.

[Click for Application](#)



EV Charger Incentive Program:

If you are a homeowner with a full electric vehicle, you may be eligible for an incentive toward an EV charger and installation.

[Level 1 or 2 Charger Application](#)

[Level 3 Charger Application](#)

Projects In Your Area

Water Main Replacement Projects

Several water main replacement projects are underway to update aging infrastructure and improve system performance.

On North Pine Avenue, an older 4-inch water main originally installed in 1926 is being replaced. The existing pipe is undersized and located at a dead end, making system maintenance more challenging. The new 8-inch PVC main will improve water flow and allow for future system connections.

On North Maple Avenue, a 6-inch water main from 1922 is also being replaced with a larger 12-inch main. This upgrade is part of a long-term plan to strengthen the system and better connect key pressure zones across the community.

These projects are being completed alongside planned street improvements to minimize disruption and make the most of construction work already taking place.

Lead Service Line Replacement

Marshfield Utilities continues to make significant progress in removing lead service lines from the system.

When the program began, there were over 1,200 utility-side lead services and more than 300 private-side services. Since then, hundreds have been removed. In 2025 alone, 195 utility-side services were replaced, along with additional private-side removals through a project supported by the Wisconsin Department of Natural Resources.

Work is ongoing, with a goal of removing 200 more utility-side services in 2026, along with additional private-side replacements. These efforts are an important step toward improving water quality and reducing potential health risks.

Below, you can see a comparison from 2022 to 2026.



Electric System Upgrades

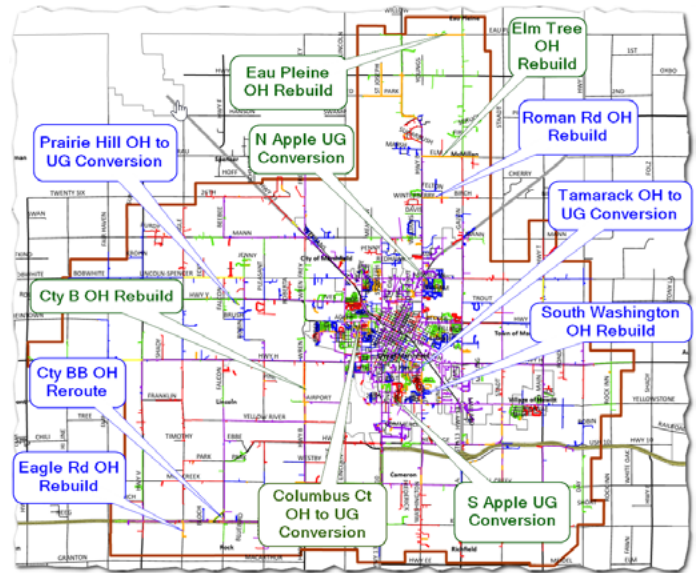
On the electric side, Marshfield Utilities is continuing efforts to upgrade equipment and improve efficiency. This includes continuing our transition to LED lighting, which provides brighter, more consistent light while using less energy. LED lighting also lasts longer than traditional bulbs, helping reduce maintenance needs over time.

Distribution Line Over Head (OH) Rebuild Projects:

- Eau Pleine
- Elm Tree
- Roman Rd
- S. Washington
- Eagle Rd
- Cty BB
-

Distributions Line Over Head to Under Ground (UG) Conversion Projects:

- Prairie Hill
- N. Apple
- Tamarack
- S. Apple
- Columbus Ct



For current project locations and time frames please go to <https://bit.ly/projects-in-your-area>

No Two Days the Same: Jim's Story

If you've been a customer for a while, chances are you've benefited from Jim's work—even if you've never met him. With 23 years at the utility, Jim's career reflects a commitment to service, adaptability, and a willingness to step in wherever he's needed most.

Jim began his career in the water department, reading meters and working as a laborer. In 2009, he transitioned to the electric side as an Energy and Water Conservation Coordinator. In that role, he helped customers better understand their energy use—starting with in-home energy audits and evolving into phone consultations and customized recommendations. Whether working with homeowners or coordinating with businesses through Focus on Energy, Jim has always enjoyed helping people find practical ways to save energy and reduce costs.



Over time, his role expanded even further. In addition to conservation work, Jim took on building maintenance responsibilities, bringing the same problem-solving mindset to a new set of challenges. From troubleshooting high energy usage to maintaining critical facilities, he thrives on variety. As Jim puts it, "Every day is a different day—you never know what

you're going to come across." That unpredictability is exactly what keeps the job interesting.

That dedication was especially evident during a recent winter storm, when Jim went the extra mile—literally—to ensure utility facilities remained safe and operational. After spending hours plowing through heavy snowfall, he even walked to work the next morning when roads were still blocked, making sure everything was in working order.

When asked what he enjoys most, Jim points to the people. He values working alongside his coworkers and being able to lend a hand wherever needed. Outside of work, he keeps busy in his shop with welding and woodworking projects, and in the winter, enjoys a quieter pace solving puzzles with his wife.

If he had to sum up his job in one word? "Diverse." And after more than two decades of service, it's clear that versatility—and a strong commitment to the community—are at the heart of everything Jim does.

Why Grid Reliability Matters

When you flip a switch, charge your phone, or run your business, you expect electricity to be there— instantly and without interruption. That expectation depends on something most customers rarely think about: electric grid reliability.

For municipal utility customers in Central Wisconsin, reliability isn't just a technical goal—it's a direct reflection of local investment, community priorities, and long-term planning.

What Is Electric Grid Reliability?

Electric grid reliability refers to the ability of the power system to consistently deliver electricity without interruption. Utilities measure this using industry metrics such as outage frequency and duration.



According to the American Public Power Association, reliability is the top priority for public power utilities, as it

directly impacts public safety, economic development, and quality of life.

Maintaining reliability is becoming more complex due to:

- Increasing electricity demand (from electrification and data centers)
- Aging infrastructure
- Extreme weather events
- Supply chain constraints for critical equipment

The Public Power Advantage

Customers served by municipal utilities, like Marshfield Utilities, benefit from a model built around community ownership.

Public power utilities are:

- Locally controlled and not-for-profit
- Focused on service, not shareholder returns
- Able to respond quickly to outages with local crews

This structure translates into measurable results. National data shows that public power customers experience fewer outages and shorter outage durations than those served by other utility types.

At Marshfield Utilities, the annual outage frequency per customer is 0.605 (meaning out of 100 customers 60.5 experienced an outage), and the average outage duration is 35.7 minutes. Overall, customers experience about half the outage time compared to those served by investor-owned utilities.

Why Reliability Matters Locally

In communities like Marshfield, reliable electric service is essential for:

- Healthcare systems that rely on uninterrupted power
- Manufacturing and agriculture, where even brief outages can result in costly downtime
- Homes and families, especially during extreme winter or summer weather

Because Marshfield Utilities is embedded in the community, reliability decisions are made with local needs in mind—not distant corporate priorities.

The Link Between Reliability and Rates

Reliability doesn't happen by accident—it requires ongoing investment in:

- Infrastructure upgrades (lines, substations, transformers)
- Preventative maintenance
- Advanced monitoring and outage response

systems

While these investments come with costs, Marshfield Utilities works to balance reliability with affordability. As a not-for-profit utility, we can often deliver more stable and predictable rates over time.

However, external factors—like fuel costs or wholesale energy prices—can still influence rates. For example, disruptions in natural gas supply have historically caused spikes in electricity costs that ultimately impact customers.

How Local Generation Supports Rate Stability

Projects like Marshfield Utilities' solar initiative—developed in partnership with Great Lakes Utilities (GLU) and OneEnergy Renewables—as well as a planned generation project between MU and GLU, play an important role in strengthening both reliability and rate stability.



Both projects are currently in the early stages of the approval process.

The solar project includes four locations on land already owned by Marshfield Utilities. Three of the locations are near existing well sites. OneEnergy Renewables will lease the land to install and maintain solar panels, while Marshfield Utilities through GLU will purchase power at a fixed 30-year rate. The project is anticipated to be completed in 2027. The output of the solar projects will be connected to MU distribution lines.



The generation project is in the initial phase of contract negotiations, MISO planning, and equipment bidding. This is a long-term effort with multiple phases

and approval milestones. If all progresses as planned, we anticipate this to be in service in 2031.

Local generation helps:

- Diversify the energy portfolio, reducing reliance on volatile fuel markets
- Provide price certainty, since solar has no fuel cost and locked in pricing for many years
- Provides for local generation for higher reliability

Over time, incorporating solar energy and more combustion turbine generation can help smooth fluctuations in wholesale power costs—one of the primary drivers behind rate adjustments.

While these projects alone cannot replace all purchased power, they are important components of a balanced and reliable energy portfolio.

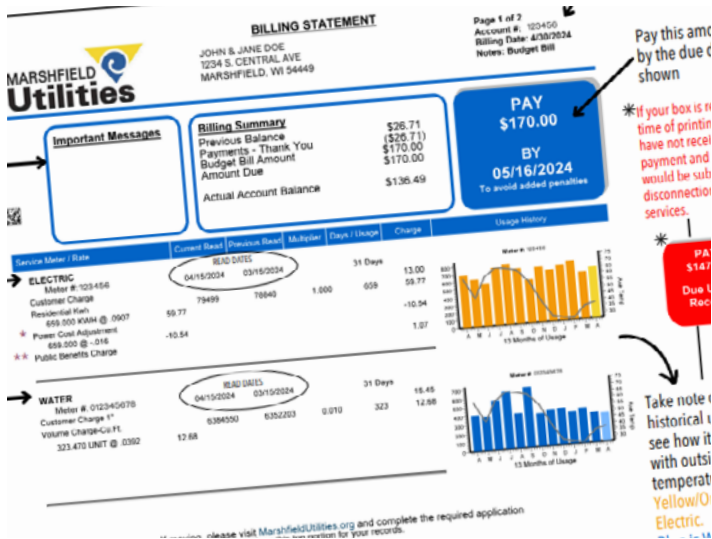
Looking Ahead

Electric reliability is evolving. As demand grows and the energy landscape changes, utilities must continue investing in a resilient and flexible grid.

The mission remains clear: deliver safe, reliable, and affordable electricity—while keeping decision-making close to home.

For customers, that means fewer outages, faster restoration when issues occur, and thoughtful investments that help keep rates stable for the long term.

Understanding Your Utility Bill



purchasing electricity changes based on factors such as fuel prices, weather conditions, demand for energy, and overall market conditions.

Each month, the PCA is calculated by:

- Determining the total cost of power purchased
- Dividing that cost by the total kilowatt-hours (kWh) sold to customers
- Adjusting for the base power cost already included in standard rates

This process ensures that customers are paying the actual cost of power—no more and no less—over time.

Why It Changes

Energy markets fluctuate throughout the year, which means the PCA may increase or decrease depending on current conditions. For example:

- Higher demand during extreme temperatures can raise costs
- Fuel price changes can impact generation costs
- Regional energy supply conditions may affect pricing

While these changes can impact your monthly bill, the PCA helps keep rates fair and transparent by reflecting real-time power costs.

Understanding your utility bill puts you in control. By knowing what each section represents, you can better track your use, anticipate changes, and make informed decisions about your home or business energy habits.

Utility bills contain a lot of information, and it's not always easy to know what everything means at a glance. To make things simpler, Marshfield Utilities has created a helpful infographic that walks through each section of your bill step-by-step—so you can quickly find what you need and better understand your charges.

View the guide: marshfieldutilities.org/bill-payment-information/pdf/2024-how-to-read-statement.pdf

A Closer Look: Power Cost Adjustment

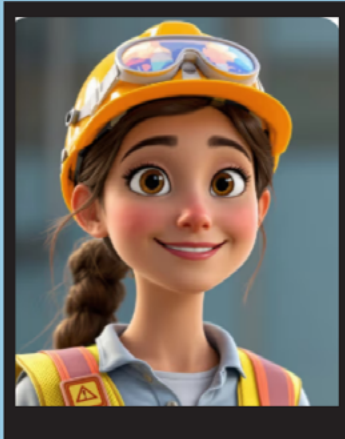
One section that often raises questions is the Power Cost Adjustment (PCA).

The PCA reflects the cost of electricity that Marshfield Utilities purchases from Wisconsin Public Service Corporation to supply power to customers. Because Marshfield Utilities does not generate all of its own electricity, these purchased power costs are a key part of delivering reliable service to your home or business.

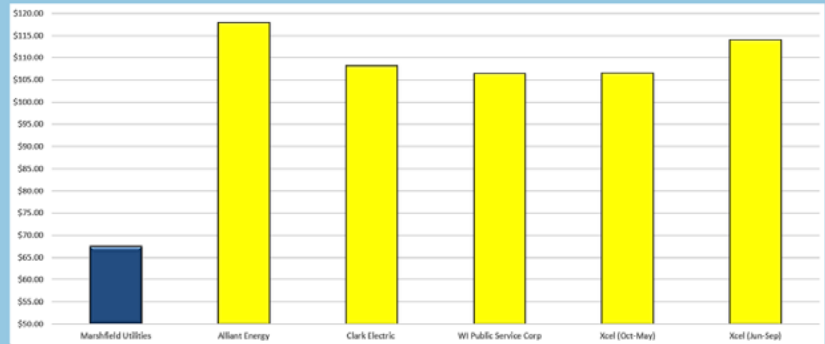
Unlike fixed charges, the Power Cost Adjustment can vary from month to month. That's because the cost of

Rate Comparisons

Competitive & Predictable Rates



RESIDENTIAL ELECTRIC RATE COMPARISON WITH SURROUNDING UTILITIES



Total Cost for 600 kWh

\$67.42

\$117.84

Pittsville
Rudolph
Nekoosa

\$108.20

Rural area West of
Marshfield

\$106.49

Plover
Stevens Point
Wausau

\$106.54

Neillsville, Loyal
Greenwood, Spencer

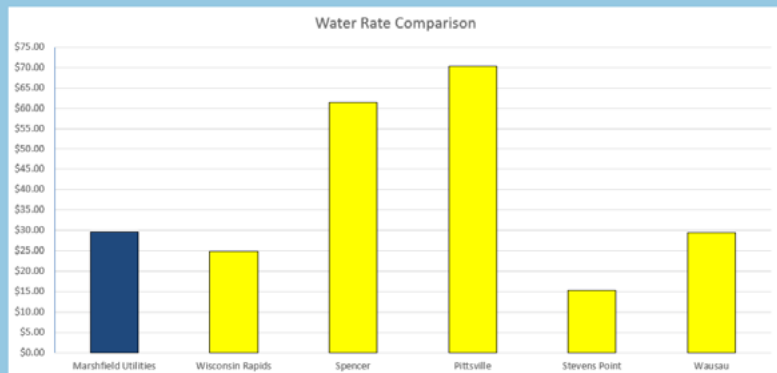
\$114.04

Competitive & Predictable Rates



Residential Water Rate Comparison with Surrounding Utilities

Monthly Cost Per 375 Cubic Foot of Water (2800 gallons)



Total Cost for 375 cu ft

\$29.65

Marshfield
Utilities

\$24.82

Wisconsin
Rapids

\$61.33

Spencer

\$70.39

Pittsville

\$15.29

Stevens
Point

\$29.48

Wausau

Drinking Water Week



Join us for story time at Everett Roehl Marshfield Public Library on Friday, May 8th at 10:00 am! Learn about water and check out some of our water department's equipment. Learn more about library events at <https://bit.ly/41WwpXP>



For the more mature crowd, try Senior Bingo on Tuesday, May 4th at the 2nd Street Community Center. Bingo starts at 1 p.m. Learn more about the Senior Center at <https://bit.ly/4ceB8hB>

Drinking Water Photo Contest

- Open to creative photographers ages 13 or older. Photo submissions should be focused on water and taken in Marshfield.
- Participants may enter up to 2 original photos per person.
- Submissions must be high-resolution (300 dpi minimum), JPG or PNG format.
- Entries Due by: May 4th, 2026.
- Entry form is available at <https://bit.ly/4jafa1v>

Internal Judging Based On:

- Creativity and originality
- Relevance to water theme
- Visual appeal
- Impact and storytelling (how the photo connects to drinking water week)

One winner will receive either a 4.8x6.4 or 5x5 Fracture glass print of their photo and a \$100 MACCI gift certificate. Additionally, the photo will be hung in the MU office.

Entries will also be posted on MU's Facebook account for a Fan Favorite Vote. One winner will receive either a 4.8x6.4 or 5x5 Fracture glass print of their photo and a \$50 MACCI gift certificate.

MARSHFIELD Utilities

HIGH SCHOOL Youth Apprenticeships

BUSINESS ADMINISTRATION
UTILITIES FIELD TECHNICIAN
WATER RESOURCES

Please send your resume to:
hr@marshfieldutilities.org

Apply Now

Eligible high school juniors and seniors should discuss opportunities with their student advisor.

Protecting Our Water at the Source

Every time you turn on the tap, your water begins its journey deep underground. Well-head protection focuses on safeguarding the land around our community wells—areas where rain and snow soak into the ground and replenish our water supply. Protecting this space helps prevent contaminants from ever reaching your drinking water.

Clean groundwater doesn't happen by accident. Once contamination occurs, it can be difficult and costly to address. By taking proactive steps today, we help ensure your water remains safe, reliable, and affordable for the future.

Protecting our water is a community effort. Local officials, businesses, farmers, and residents all play a role in reducing risks near well areas. We work year-round to identify potential contamination sources, support responsible land use, and plan for emergencies.

You can help, too. Simple actions like properly disposing of chemicals, using fertilizers wisely, and maintaining your septic system all make a difference.

When we protect our wells, we protect our community—today and for generations to come.

Save More with Income-Qualified Rebates

Focus on Energy offers enhanced rebates to help eligible households make energy-saving home improvements more affordable.

Who Qualifies?

Eligibility is based on income, household size, and county median income. You may automatically qualify if you participate in programs like Medicaid, SNAP/FoodShare, SSI, WHEAP, Weatherization, Head Start, or Lifeline.

What's Eligible?

- High-efficiency furnaces, boilers & heat pumps
- Insulation (attic, wall, foundation)
- Air sealing & duct sealing

Why It Matters

Heating and cooling make up nearly half of home energy use. These upgrades can lower energy bills, improve comfort, and reduce drafts and ice dams.

Get Started

Check your eligibility or apply online: focusonenergy.com/income-qualified or call 800-762-7077



STAY CONNECTED WITH MARSHFIELD UTILITIES

Get updates, energy-saving tips, and more delivered straight to your inbox!



Scan the QR code to sign up for our new email newsletter!

Hydrant Flushing



Annual hydrant flushing occurs approximately April through October.

Hydrants are flushed on a rotating schedule to clear settled iron and other minerals from the water mains. This helps to improve water clarity and appearance. This maintenance allows for the inspection of hydrants and reduces occurrences of discolored water when there is an increased demand for water. For example, an unexpected demand increase to put out a structure fire.

For more information about hydrant flushing or discolored water visit <https://bit.ly/3YA0vDJ>.

Diamond Level Safety

Marshfield Utilities is proud to be recognized with the Diamond Level Safety Award from the American Public Power Association—the highest level of achievement in its annual safety program. This national honor reflects our ongoing commitment to maintaining a safe work environment and protecting both our employees and the community we serve. Utilities earning Diamond status demonstrate exceptional safety performance, strong training programs, and a culture where safety is a top priority every day.

This recognition doesn't happen by chance. It represents the dedication of our entire team—from lineworkers and operators to office staff—who consistently follow best practices and look out for one another. At Marshfield Utilities, safety is more than a requirement; it's a shared responsibility and a core value. We're proud of this achievement and remain committed to delivering reliable service while keeping safety at the forefront of everything we do.



Marshfield Utilities General Manager, Nicolas Kumm (center) accepting the safety award.

Keep Your Contact Info Up to Date

Make sure we have your current phone number and email so you don't miss important updates or notifications.



Banana Bread Cookies

[From allrecipes.com](https://www.allrecipes.com)

INGREDIENTS

2 cups all-purpose flour
1 cup quick oats
1 teaspoon baking soda
½ teaspoon salt
1 cup butter flavored shortening
½ cup white sugar
½ cup brown sugar
1 medium banana, peeled and mashed
2 large eggs
1 teaspoon vanilla extract

Optional add in: chopped walnuts or chocolate chips

DIRECTIONS

Preheat the oven to 350 degrees F (175 degrees C). Line two baking sheets with parchment paper.

Make the cookies: Combine flour, baking soda, and salt in a bowl.

Beat shortening and white sugar in a bowl with an electric mixer until smooth. Beat in banana, eggs, and vanilla. Add dry ingredients and mix until combined; batter will be sticky. Drop rounded tablespoonfuls of dough 2 inches apart onto the prepared baking sheets.

Bake in the preheated oven, switching racks halfway through, until lightly browned, 10 to 15 minutes.

Remove cookies from the oven and transfer to wire racks.



Segments of this newsletter were generated with the assistance of AI technology. It has been reviewed and edited by our editorial team.



2000 South Central Ave
Marshfield, WI 54449

Office Hours

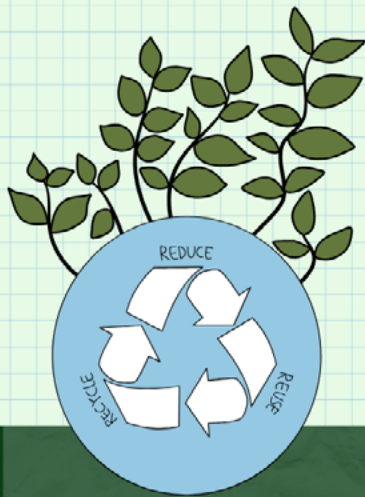
Monday - Friday
7:00 am - 4:00 pm
(715) 387-1195
Toll Free: 866-646-4228

Lobby Hours

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

Follow us!





RESIDENTIAL RECYCLING EVENT

JUNE 3, 2026
2 PM - 6 PM
Enter off of Roddis by Wildwood lower pond. Follow the signs!

ITEMS YOU CAN RECYCLE.



BULBS

- Straight Fluorescent, 4' and under - including circular and U-tubes
- Straight Fluorescent, 5' and over
- Compact Fluorescent, all types
- Shielded Fluorescent, 4' and under
- Shielded Florescent, 5' and over
- Incandescent
- Flood/Spot/Quartz/Halogen
- LED



BATTERIES

- Alkaline batteries
- Lead Acid Batteries
- Nickel-Cadmium Batteries
- Lithium Ion, and Nickel Metal Hydride Batteries
- Lithium Batteries



HOUSEHOLD ELECTRONICS

with cord or battery

- All TVs (Flat screens, CRT, Projection, Console)
- AC units (window only), dehumidifiers
- Computers, laptops, tablets, cell phones
- Cricut machines, desktop Printers, copiers, fax machines, scanners
- Power cords, adapters, and power supplies
- Microwaves & small kitchen appliances



RX COLLECTION

- Capsules, creams, inhalers, non-aerosol sprays, ointments, pills, patches, vials, liquids (in original containers), pet medications, vape pens, or other e-cigarette devices with batteries removed.

NOT ACCEPTING: Large appliances, aerosol cans, anything containing blood or bodily fluid, household hazardous waste (paint, pesticides, oil, gas), illegal drugs, iodine containing medications, mercury thermometers, personal care products (shampoo, soaps, lotions, sunscreens, etc.), sharps, or vape devices containing built-in batteries that cannot be removed, or nitroglycerin.