

Currents & Waves



New Look to our Website

In order to better serve our customers, we have given our website a new look. We feel the updated design will be easier for our customers to locate the information they need. Some of the highlights are an easy “one click” button to:

- * Pay your Bill.
- * Submit a move in or out order.
- * View Current Newsletters.
- * Report an Emergency.

Other highlights on the home screen are a list of our payment options with a quick hyperlink to *Smarthub*, *Pay Now*, or submitting a monthly auto bill payment form. We also have a Frequently Asked Questions (FAQ) link. Just click on the question(s) for the answer. Another important feature will be a red notice across the top of the screen with vital utility information such as a large outage.

We encourage you to visit our new website at www.wlc.com to accustom yourself with the changes, we think you will love how user friendly it is. If you have any questions or you are looking for specific information, please call our office at 715-423-6300 and we would be happy to assist you.

Covid 19 Update

With the outbreak of Covid 19, our office was closed to the public on March 16th.









Our main concern was to maintain the safety of our employees to ensure our community with reliable power and water at such a critical time.

While our office was not open to the public for in person questions and/or payments, we continued to serve our customers by phone with their questions or alternative payments options.

With the pandemic still a threat to our community, we encourage you to continue to use one of our many payment options (a list is located on the back page) and call our office with any additional questions.

If a personal stop to the utility is necessary, we ask you to read the signs outside our building promoting social distancing, temporary hours to maintain a clean and safe lobby, and per CDC guidelines we encourage you to wear a mask when entering the building. Cash payments will be accepted, but change will not be given at this time.

WW&LC Payment Options

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|  | Automatic Bill Payment | Set up a recurring payment on your monthly due date from your checking or savings account. Sign up online, in our office, or call 715-423-6300 and we will mail you a form. |
|  | Pay Now (SmartHub) | You can make a one-time online payment. Visit our website at www.wrlc.com . |
|  | Online Payment (SmartHub) | Pay your bill using your bank account, credit, or debit card online on the date of your choice. You can also view your bill, your usage, and payment history. You have an option to receive an email notification that your bill is ready to view and pay online. Just go to our website to get started. You can also download the smarthub app for your android or iphone by going to Google Play or the App Store. |
|  | Phone Payment | You can now pay by phone with your debit or credit card. Call the toll free number 888-228-1362. You will need your Water Works and Lighting Commission account number. |
|  | WW&LC Office | Walk-in to make a payment with cash, check, money order, or credit/debit card. Temporary office hours are 7:30 AM – 3:00 PM Monday – Friday . |
|  | Drop Box | A locked drop box is located outside our front door or you can use the drive up box located off Peach Street. (no cash) |
|  | Pay Stations (You must have your bill with you and bills showing a previous balance will not be accepted at a pay station) | <ul style="list-style-type: none"> ● City Treasurer's office (in City Hall) Office hours are 8:00 AM – 4:30 PM Mon. – Fri. ● IGA Quality Foods – 1811 Baker Dr. Open every day 6:00 AM – 10:00 PM. ● IGA Quality Foods – 1021 W Grand Ave. Open every day 5:30 AM – 10:00 PM. |
|  | Mail | Send a check or money order (no cash) to our office. A return envelope is included with your bill. |

WW&LC TRANSMISSION REFUND

In May, Wisconsin Rapids Water Works and Lighting Commission received a \$52,838 transmission refund from American Transmission Company (ATC) as a result of a Federal Energy Regulatory Commission (FERC) decision. FERC regulates the transmission system used by WW&LC to serve our customers with the charge for the service included in our retail electric rates. This \$52,838 refund was returned to customers through the Power Cost Adjustment Clause (PCAC) on your monthly bill, lowering the cost paid for the power consumed, the same process used when the utility received a similar transmission refund in 2017. During May, the average residential customer using 800 kWh saw a savings of approximately \$2.08 because of this refund.



Water Works & Lighting Commission

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