

Currents & Waves

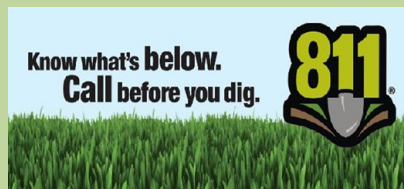
Spring/Summer 2025



Tree Trimming

With the warm temperatures of summer here, this season also brings the threat of severe weather. To minimize tree limbs that fall on power lines during times of high winds, we may need to trim or cut trees on or near your property. Trimming branches near power lines is dangerous, so please leave this to the professional tree trimming crews.

If you are planning to plant any trees on your property, please take into consideration the interference future growth may have with power lines and always remember to contact Diggers Hotline before you dig. If you have any questions, please feel free to contact our service department.



Power Outage Notification

Often when there is a power outage that affects many of our customers, every customer service representative is busy answering your calls. You may hear an automated message indicating we are aware of a power outage. If you hear this message, our crews are on their way to repair the issue. If you are on hold to talk to the next customer service representative, you may want to check out our website at www.wvlc.com. When there is a large outage, we will have the following red "alert message" at the top of the page.

OUTAGE ALERT

WE ARE EXPERIENCING AN OUTAGE, WE APPRECIATE YOUR PATIENCE AS CREWS ARE RESPONDING TO THE ISSUE, PLEASE NOTE, DUE TO A LARGE CALL VOLUME, YOU MAY EXPERIENCE A LONGER THAN NORMAL WAIT TIME BEFORE A REPRESENTATIVE CAN ANSWER YOUR CALL.

You may also find outage information on Facebook, X, or Instagram.

Electric Safety Award

The American Public Power Association recognizes utilities for their safety programs and culture. WWLC was one of 202 utilities that received the Safety Award of Excellence for safe operating practices in 2024.



www.wvlc.com

Contact Us

Outage/Emergency: (715) 423-6310
(877) 258-2897

Customer Service: (715) 423-6300

Service Department: (715) 423-6310

Fax: (715) 423-2831

Email: contact.us@wwwvlc.com

Address: 221 16th St S

Diggers Hotline: 811 or 1-800-242-8511

Keep Grease and Wipes Out Of The Pipes!

Fats, oils, and grease (FOG) from food will solidify in sewer pipes and cause backups. The city wastewater staff spends significant time cleaning FOG from the system. FOG also causes biological issues at the treatment plant.

Wipes, feminine hygiene products, and other trash get caught in sewer pipes and cause backups. These products get plugged in lift station pumps and the city wastewater staff has increased labor, equipment, and electricity costs to keep things flowing.

Please don't flush any products other than toilet paper. Toilet paper is designed to break down quickly and does not cause pumping issues. Even though wipes say they are flushable, they are NOT able to pass through pumps.

By doing your part to eliminate these issues, sewer rate increases can help be avoided.

Sincerely, City of Wisconsin Rapids Wastewater Staff

PROTECT YOUR PIPES

No FOG



Never pour
FATS, OILS
or **GREASE**
down the drain.

Three Ps



Flush **only**
PEE, POOP,
and
toilet **PAPER.**

55°+



Keep 'em warm!
Make sure
temperature
stays above **55°.**

Outdoor Safety Reminder – Stay Safe Around Power Lines and Poles!



With summer just around the corner, it's a great time to head outdoors-but please remember to stay safe around electricity.



Stay Clear of Power lines

Always assume both overhead and underground wires are energized and dangerous. Never touch or go near them.



Tree Trimming Safety

Look up before you trim! Check for overhead wires and always use wood or fiberglass ladders. Never use metal ladders which conducts electricity.



Report Hazards Immediately

If you see a downed power line or exposed underground cable, call us right away at 715-423-6310. Stay far away and keep others clear.



Do Not Post on Utility Poles

Avoid attaching signs, decorations, or any objects to utility poles- they pose a safety risk for everyone.



Teach Kids to Stay Safe

Never climb trees or fly kites near power lines. Stay away from electric equipment like substations, transformers, and power poles.

Your safety is our priority. Enjoy the sunshine-safely!

Water Quality Report



The Wisconsin Rapids Water Works and Lighting Commission 2024 Annual Drinking Water Report is available on our website at www.wrlc.com/water/water-quality.php and select Consumer Confidence Report to view. This brochure explains the quality of drinking water provided by Wisconsin Rapids. Included is a list of results from water quality tests for 2024 as well as an explanation of where our water comes from. We are proud to share our results with you. Paper copies will also be available at the WWLC Office.