

Currents & Waves



The Power Went Out, Now What?

A power outage may occur for many different reasons, mainly severe weather due to thunderstorms, high winds, freezing rain, or ice in the winter. Occasionally equipment may fail, a squirrel may chew through a wire, or a vehicle may hit an electrical pole. Whatever the reason may be, we want to keep you up to date when an outage occurs. Below is a list of how to be aware of a current outage or how to contact us.

1. Call our service department at 715-422-6310.
 - A customer service representative is available 24/7/365. If the outage is affecting a larger area, you may hear an automated message indicating we are aware of the outage and are in route to make the necessary repairs. We know life comes to a bit of a standstill if the power goes out during the day. Many times the customer service representative will not be able to give you an estimated time when the power will be restored, but we will do our best to relay any information as it becomes available.
2. Go to our website at wrwwlc.com.
 - If the following alert message is at the top of the home page, be assured our electric department is in route to make the necessary repairs.

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.

3. Facebook or Twitter.
 - If you have Facebook or Twitter, we will update these social media platforms as information is relayed from the service department. If you do not have social media, our Facebook page is linked to our webpage for you to easily see what has been posted.

Be prepared! Make sure you have an emergency power outage supply kit ready at all times. Visit the following website for a list of items you may need. <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/power-outage.html>.

Public Power Week Trivia Contest

- All entries need to be received by Friday, October 7th.
- Three \$200 Chamber of Commerce Gift Certificates will be chosen from all entries.
 - One entry per customer account.

(Answers can be found on our website www.wrlc.com)

1. Water Works and Lighting Commission's mission is to provide what?

2. Name the energy efficiency program that offers free energy/water saving products delivered right to your door. _____
3. Water Works and Lighting Commission is a member of a joint action agency created in the year 2000 to obtain low cost and reliable electric power for its members. What is the name of the company? _____
4. In 2010, all 14,000 electric meters in our system were replaced with what type of meter?

5. Understanding your utility bill is important. On your monthly bill, what does energy usage comparison display? _____
6. In the fall of 2020, our newsletter announced a wholesale power rate reduction to our customers. What was the average customer dollar savings over the past six years?

7. What payment option also allows a customer to view their usage and billing, manage payments, or notify customer service of account and service issues? _____
8. What is the toll-free number to make a one-time payment with your debit or credit card?

9. What year did the utility complete construction on its current building at 221 16th Street South?

10. What is the name of the website to order free energy/water saving products?

Name: _____ Address: _____
Account #: _____ Telephone #: _____

By submitting my entry form, I authorize Water Works and Lighting Commission permission to post my name only if I am chosen for a gift certificate.

Do you own an electric vehicle?



The average electric vehicle requires 30 kilowatt-hours to travel 100 miles. This is the same amount of electricity an average American home uses each day to run appliances, computer, lights and heating/air conditioning. If you own an electric vehicle or plan to purchase one in the future, we are asking you to contact us. We would like to discuss your current rate and options to save you money. Please call our Conservation Specialist, Shawn Reimer, at 715-451-1805.



**Water Works & Lighting
Commission**

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Service: 715-423-6310

www.wrlc.com