

# CURRENTS & Waves



## SmartHub Redesign

SmartHub is a web and mobile app that allows you to take control of your utility account. You can pay your bill, monitor your usage, view past and present bills or payments, and receive utility information when it is convenient for you. Setting up an account is quick and easy. Visit our website at [www.wlc.com](http://www.wlc.com) under payment options and click on the SmartHub hyperlink to get started.

If you are one of the many customers already utilizing SmartHub, there will be a fresh look starting early 2024. The new innovative design will have all the existing features but you will notice the navigation on the left side of your screen rather than on the top. This update will allow you to manage your account quicker and easier.

For people on the go, just download the SmartHub app from your android or apple phone.

We have a great customer service staff that is here to answer any questions or help you get started. Just call 715-423-6300.



## Focus on Winter Preparation

With shorter days and the holiday season, the colder months can often mean higher energy usage.

Focus on Energy offers a free home energy assessment as a great first step to improve the comfort and energy efficiency of your home. In just a few minutes, you can receive your customized report tailored to your home. Go to [focusonenergy.com/home-assessment](http://focusonenergy.com/home-assessment) to get started.

Below are a few quick recommendations to help you save energy this heating season:

- \* Schedule a furnace tune-up.
- \* Clean and replace your air filters.
- \* Don't block your air registers.
- \* Weatherstrip your doors and windows.
- \* Check the pilot light on your furnace, it should burn bright blue.
- \* Keep the area around your furnace clear.



## WATCH OUT FOR UTILITY SCAMS!

Millions of Americans are targeted by scammers every day. Most of these scams are conducted electronically through phone calls, emails, and texts. If you receive a call, email or text message asking for personal or credit card information, please do not respond. The utility will not contact you asking for personal or credit card information. If a utility vehicle is at your home and you are unaware of a service issue, please call our office at 715-423-6300 or service department at 715-423-6310 to verify your account status or service visit to your home.

# Congratulations!

Our three lucky Public Power Week Trivia Contest winners: Chris Pataska, James Krueger, and Joel Tenpas. They each won a \$200 Chamber of Commerce gift certificate!  
Thank you to everyone who participated.



**Water Works & Lighting  
Commission**

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*Water Works and Lighting Commission would like to wish our customers a happy Holiday Season and joyful New Year.*

