

# Currents & Waves

Spring/Summer 2026



## \*\*\*Temporary Office Relocation\*\*\*

Starting approximately April 8<sup>th</sup>, the 200 block of 16<sup>th</sup> St S in front of the utility building is scheduled to be under maintenance and access to our lobby will be unavailable.

During this time, our office will temporarily be located at 320 W Grand Ave with parking available for easy access. Customer service staff will be available at this temporary location to accept payments, apply for service and pick up and drop off any water test kits.

Our lobby hours will remain the same, Monday-Thursday from 7:30 AM – 3:30 PM and Friday from 7:30 AM – 12:30 PM.

A list of our payment options is below and we encourage you to utilize one of the automatic payment options during this time. Please feel free to contact us at 715-423-6300 with any questions or concerns.

<i>WW&amp;LC Payment Options</i>	
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 <a href="http://www.wlc.com">www.wlc.com</a> .
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	Residential customers can make a credit card, debit card, or e-check payment by phone. Commercial customers can make an e-check payment by phone. Please call our secure toll-free number at 855-940-3788. You will need your Water Works and Lighting Commission account number. E-check payments are not authorized for any account that has been disconnected for non-payment.
WW&LC Office— Temporarily located at 320 W Grand Ave start- ing April 2026	Walk-in to make a payment with cash, check, money order, or credit/debit card. Our office hours are 7:30 AM – 3:30 PM Monday – Thursday and 7:30 AM – 12:30 PM on Friday.
Drop Box	A locked drop box is located off Peach Street on the south side of our building (no cash).
Pay Stations <small>(You must have your bill with you and bills showing a previous balance will not be accepted at a pay station)</small>	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.

# ELLEN DAHL MEMORIAL SCHOLARSHIP



Water Works and Lighting Commission provides scholarship opportunities for individuals pursuing continued education at an accredited college or university in Wisconsin or an adjacent-state, in a related field that could lead to a career in the electric and/or water utility industry. The Memorial Scholarship award will be for \$1,000 per year, renewable each year the recipient meets the requirements (up to 4 years). The scholarship is available on our website, at area high schools, or you can pick up a copy in our office. Deadline to submit the application is Monday, April 1st at 12:00 noon.

## COLD WEATHER RESIDENTIAL DISCONNECTION MORATORIUM ENDING

Electric disconnection for non-payment will begin on Wednesday, April 15<sup>th</sup>. If you are unable to remit payment for your past due charges, we encourage you call our office at 715-423-6300 to set up a payment arrangement.

If you need help paying your utility bill there are assistance options available to you. To apply for Energy Assistance, call 715-421-8654 or submit your application online at:

<https://energybenefit.wi.gov>.



SmartHub is a Web and Mobile app that allows you to interact with us like never before. View and pay your bill, monitor your use 24/7, report service issues and more. You can sign up to receive a billing notification to ensure you never miss a payment, which you can make through the app or on the Web with just a few clicks. If you have any questions or need assistance, call our office at 715-423-6300.



With spring right around the corner, you may be planning a project that involves digging. State law requires you to notify Diggers Hotline at least three business days in advance. Call 811 or visit [diggershotline.com](http://diggershotline.com) to schedule your free appointment. For hearing impaired (TDD) call 800-542-2289.



[www.wlcc.com](http://www.wlcc.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@wwwlcc.com](mailto:contact.us@wwwlcc.com)

Address: 221 16th St S

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