

WELCOME TO

STURGEON BAY

WELCOME GUIDE

SBU
STURGEON BAY UTILITIES

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At Sturgeon Bay Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.

SHARED STRENGTH THROUGH WPPI ENERGY



WELCOME NEW CUSTOMER

Welcome to Sturgeon Bay Utilities (SBU)! To help you get to know us, we compiled some useful information into a guide — how to pay your bill, incentives to save money, and more!

SBU is a not-for-profit, locally-owned municipal electric, water, and wastewater utility that provides safe, dependable, and cost-competitive services. Our mission is simple and straightforward: Sturgeon Bay Utilities is dedicated to exceeding customer expectations with innovative, reliable, and sustainable services.

TO LEARN MORE ABOUT THE PROGRAMS AND SERVICES IN THIS GUIDE, PLEASE VISIT OUR WEBSITE, SBUNET.COM OR CALL US AT (920) 746-2820

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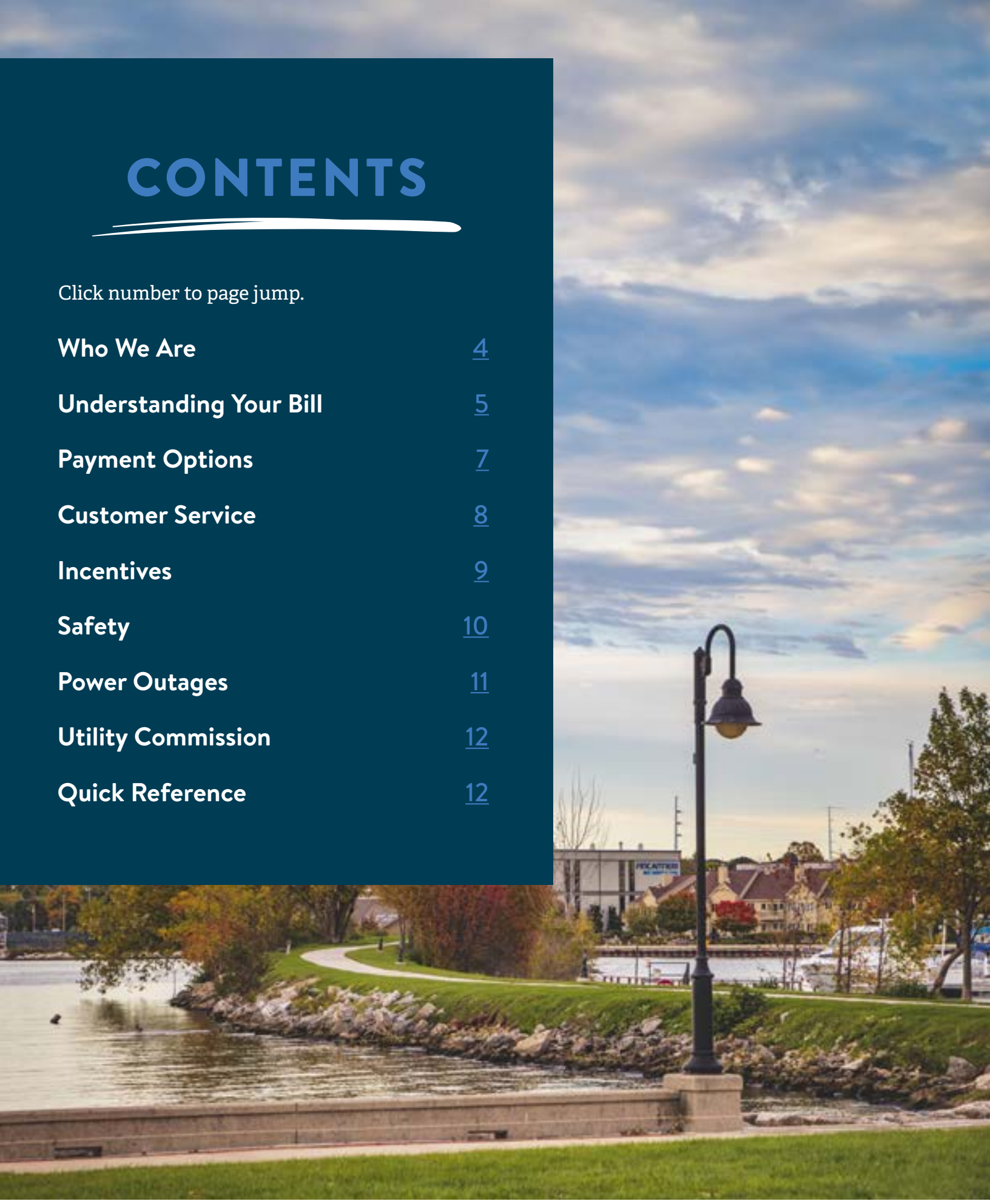
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WHO WE ARE

SBU is a municipally owned and operated electric, water, and wastewater utility, serving more than 9,500 customers in Sturgeon Bay, Wisconsin. We strive to provide reliable, competitively-priced service with a community-focused, personal touch. We are your friends and neighbors who share your values and understand your needs.

SBU was founded in 1904. While a lot has changed over the past century, the focus of the utility has not. Today, we still offer our customers some of the lowest electric rates in the area — rates significantly lower than those in territories that are served by most investor-owned utilities. And, since we live and work in the community, we provide reliable energy with superior customer service.

SBU also provides our customers with clean, high-quality water that meets or exceeds all state and federal standards. Our water quality and capacity are monitored every day by well-trained system operators.

Finally, we are a regional processing facility for wastewater and septage. Our wastewater processing results in clean water returned to the area's surface waters in addition to a Class A biosolid of Exceptional Quality (EQ) that is land applied at local farms.

PUBLIC POWER BENEFITS

Public power utilities are community-owned, locally controlled and operated on a not-for-profit basis. Each utility is a little different, depending on the population, geography, structure, and community values/goals. The foundation for success stems from the ability to tailor operations and services to local needs.

We are one of the country's 2,000 public power systems. The benefits are numerous, including local control, affordability, reliability, community investment, and environmental responsibility.

SBU has 27 employees. Their dedication is integral in making the utility the best it can be. They constantly exceed expectations and deliver superior service. We are proud of their active participation in the community and their local mindset. Without people like them, SBU wouldn't be where it is today.

FOR MORE INFORMATION ON PUBLIC POWER UTILITIES, CLICK HERE



HOW TO READ YOUR UTILITY STATEMENT

A Your account information including Account Number, Service Address and Statement Date are displayed in the top right corner of the statement.

B The Previous Balance is the amount that was due on the previous month's bill. This section also displays your latest payment and any outstanding charges due on the account listed as Balance Forward, due immediately.

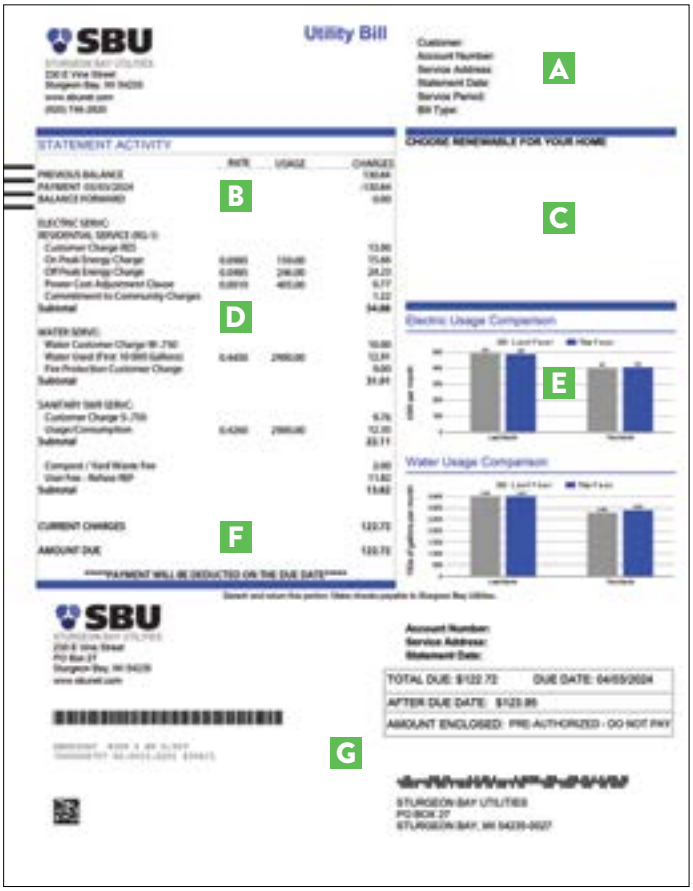
C This area is used to display important information each month.

D Individual charges are displayed here. Each type of service is subtotaled.

E Track your current electric and water consumption with convenient graphs. Compare your current usage to your usage last year and set conservation goals.

F This is the Total Amount Due, including any past due charges carried over from previous billing cycles.

G Detach this pay stub and return with your payment. On this pay stub, you will find your Account Number, Service Address, Statement Date, the Due Date and the Total Due. If the amount you are paying is different than the amount due, please write the payment amount in the Amount Enclosed space. Checks should be made payable to SBU and should always include your account number. Please do not staple, tape or fold your check or pay stub.





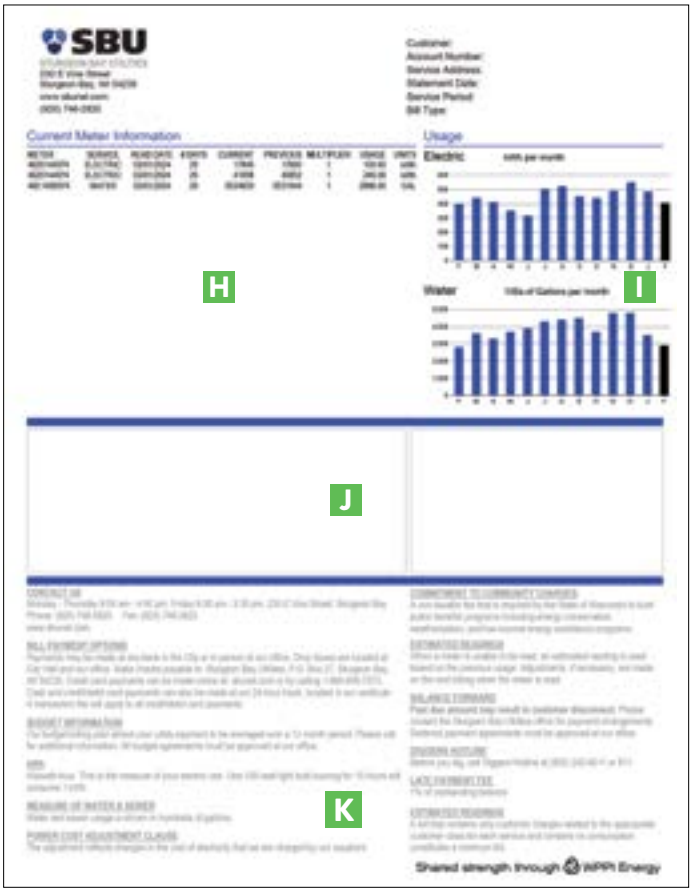
HOW TO READ
YOUR UTILITY STATEMENT (CONTINUED)

H Meter information is found in this section. SBU's AMI meters differentiate between on-peak and off-peak usage. The sum of the two is your total electric usage for the month.

I Electric and water usage based on monthly meter readings is shown here.

J These two boxes display billing messages from SBU. Be sure to check here for energy conservation tips, safety information, dates and other useful information.

K In this section you will find terminology definitions and bill payment information.



QUESTIONS ABOUT YOUR NEW BILL?
CALL (920) 746-2820

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PAYMENT OPTIONS

SBU bills are due on the 3rd of each month. The bill includes the current amount due and a date when the amount will be past due. A late penalty will be assessed if your payment does not arrive at our office by the due date.

AUTOPAY

Signing up for the free Automatic Payment (AutoPay) option means your bill payment will be automatically deducted every month on the due date.

Designed for ease and convenience, you can use AutoPay with or without MyAccount.

With MyAccount: Sign into your account, click AutoPay, and Enroll in AutoPay. You can then type in your checking account or savings account. AutoPay will not apply until the next billing cycle, so you do need to pay your bill the month you signed up.

Without MyAccount: Download our enrollment form from our website here and follow the instructions. For this method, you can use a checking or savings account. If you sign up for AutoPay and later decide against it, you can cancel whenever you want.

BILL PAYMENT OPTIONS



24/7 AUTOMATED CREDIT CARD OR BANK CHECK PAYMENTS

Call our Automated Payment Line at 866-658-7573.



MYACCOUNT CUSTOMER PORTAL

Online – myaccount.sbunet.com.



MAILED CHECK

Sturgeon Bay Utilities, PO Box 27, Sturgeon Bay, WI 54235.



DROP BOX

Outside the Vine Street SBU entrance.



KIOSK PAYMENT

Cash or cards are accepted at the kiosk 24/7.



BANK

Payments with payment stub can be dropped off at any bank in Sturgeon Bay or at City Hall.

Gift Certificates are available for purchase and can be gifted and applied to any customer account. Certificates are purchased by calling the office and you can choose to have the certificate sent to you or directly to the recipient.

For further details on payment options, visit our website

CUSTOMER SERVICE

Our customer service department is available during open business hours for questions about your bill, payment plans, current rebates, and customer programs, or if you just have comments/concerns about water, electricity, or wastewater.

As your local utility, we are here to help! If our office is closed, we utilize an answering service for after-hour calls.



OUR FRIENDLY STAFF ARE AVAILABLE:

- **Mon – Fri,** 8:00 AM – 4:00 PM
- **920-746-2820**
- sbucustomerservice@sbunet.com



You can access MyAccount through our website or download the MyAccount app in the Apple or Android app store.

MYACCOUNT

MyAccount allows you to track your energy and water use, pay your bill, and manage your account from the comfort of your home.
With this customized tool, you can:

- View current and past bills
- Pay your bill online
- View payment history
- View usage history
- Sign up for AutoPay
- Sign up for paperless billing

CREATE YOUR ACCOUNT IN A FEW SIMPLE STEPS

1. Visit myaccount.sbunet.com
2. Click **"Create an Account".** Be sure to use your exact account number (including dashes) and name as it appears on your monthly utility bill (in all capital letters).
3. After creating your account and logging in, you will see a dashboard with 8 options. Select from options to pay your bill, view your energy (and water) usage, see your payment history, and manage your services. Through MyAccount, paperless billing and AutoPay are offered and can be accessed.

INCENTIVES

We've made several resources accessible for you on our website. These incentives are available so you can save money whether you rent or own your home.



INCENTIVES

- Efficiency Improvement Projects
- Renewable Energy
- Going Solar

TAX CREDITS

- Federal Clean Energy Tax Credits Summary
- Federal Tax Credits for Homeowners
- Complete Summary of IRA Tax Credits
- Solar Tax Credits

You can also apply for our **Nights and Weekends Smart Plan** to help lower your monthly electricity cost. You reduce costs by moving your household's heavy electrical use to later at night or on weekends. Instead of one flat rate for all of your electrical use, the plan is less expensive from 8 PM to 8 AM and more expensive during daytime hours on weekdays. Electricity costs more during weekdays because that's when the demand for it is highest.

focus on energy®

Focus on Energy offers statewide programs and incentives designed to promote cost-effective energy efficiency and renewable energy projects. Some of them include:

- Product Discounts
- Heating and Cooling Improvements Program
- Free Focus Packs
- Energy Assessments

Visit focusonenergy.com to learn more.

CHOOSE renewable

Additionally, SBU offers the **Choose Renewable** program. For $2 a month, you can supply a portion of your home or business with a block of renewable energy — from renewable resources like wind, solar, and biogas.

SAFETY

SBU is proud of the safety and reliability of our electric distribution system, but no electricity provider can guarantee zero outages 100 percent of the time. We recommend all customers protect their expensive and sensitive electronics with surge protection. An electric surge can happen with a lightning strike or when electric service is re-established after an outage.

We also recommend customers understand what a water **cross connection** is and how you can prevent backflow. A cross connection is a direct or potential arrangement of drinking water piping that is or can be connected to a questionable source. An example is the common garden hose attached to an outside tap, also known as a sillcock (without a backflow preventer), with the end of the garden hose submerged into a bucket of detergent.

To maintain a safe and dependable drinking water supply, we sometimes need to make requirements for improvements to your internal plumbing. We ask that you help us protect our drinking water supply by adhering to the Cross Connection Control Program required by the Wisconsin Department of Natural Resources and any future efforts to increase the awareness of cross connections.

As part of our ongoing educational efforts, SBU provides **educational materials** and presentations to schools, seniors, and service groups.

NO WIPES DOWN THE PIPES

To avoid issues with your sanitary sewer service, SBU recommends a "no wipes down the pipes" mentality. Anything other than human waste and toilet paper being flushed can result in blockages in your service line or the sewer main that runs in front of your home.



STREET LIGHT OUTAGES

We appreciate your assistance in making Sturgeon Bay a safer place for pedestrians, traffic, and the community. If you see a city street light out, please report it on our website. SBU will take the appropriate action to make sure the light is replaced as quickly as possible.



DIGGERS HOTLINE

SBU would like to remind you when you're planning projects that require any digging, there may be underground utilities that could be affected.

Please plan ahead and call Diggers Hotline before you dig to have utilities located and marked. Calling 811 is a new FCC-designated national N-11 number created to help simplify contacting one-call centers across the country.

IN THE EVENT OF AN OUTAGE

Providing dependable electric service is a top priority. However, storms, high winds, and other circumstances sometimes knock out power, and, despite our best efforts, service can be interrupted. These resources will help you stay informed if our crews need to repair an outage at your service address:

CALL US

Call us right away at **(920) 746-2820** if a power outage happens. If there is a large outage, our phone system may receive a high volume of calls so patience is appreciated.

FOLLOW US

Follow our Facebook page to stay up-to-date on prolonged repairs:
www.facebook.com/SturgeonBayUtilities





UTILITY COMMISSION

Sturgeon Bay Utilities is governed by a seven-member commission. The Mayor maintains a seat on the commission. Three commission members are nominated for seven-year terms by the Mayor and approved by the Common Council. Three additional commissioners are selected from the Common Council membership, each serving a one-year term.

The Utilities Commission's regular meetings are generally held at noon in our offices (230 E. Vine Street) on the second Tuesday of every month.

SBU takes great pride in our customer service. If you have any comments or suggestions on how staff can serve you better, please feel free to contact us. We invite you to call/email us anytime!

Follow us on Facebook!

QUICK REFERENCE

Customer Service
920-746-2820
sbucustomerservice@sbunet.com

24/7 Payments
866-658-7573

Website
sbunet.com

Business Hours
Mon – Fri, 8:00 AM – 4:00 PM

Address
PO Box 27, 230 E. Vine St., Sturgeon Bay, WI 54235

MyAccount Portal
myaccount.sbunet.com

Your Rights as a Residential Customer
Click on the following document to view on our website: WPSC Customer Bill of Rights