

IMPORTANT

UTILITY DUE DATES ARE CHANGING

Beginning in January 2021, New Richmond Utilities will be changing billing periods and due dates for most of our customers. The intent of these changes is to align our purchase of wholesale energy with the retail sales that we charge you, our customer, and minimize the fluctuations in the Power Cost Adjustment Clause (PCAC) that appear on your monthly bill.

The Power Cost Adjustment Clause (PCAC) allows electric utilities to make monthly adjustments to customer bills when costs for providing power are above or below the average cost authorized by the Public Service Commission (PSC). When power costs fluctuate, the PCAC allows bills to be adjusted accordingly.

NEW BILLING PROCEDURE

Beginning in January, due dates will become uniform for all customers, around the 28th of every month. Over the course of the next several months, you may experience longer periods of service reflected on your monthly bills, but by no more than five additional days per month.

BUDGET/AUTO PAY CUSTOMERS

The planned shift may change the date of your automatic payment. Auto payments will be withdrawn around the 28th of each month, beginning in January 2021. Please review your payment due date!

TRANSITION SCHEDULE

Between January and April 2021, meter reading dates will also change to align with the uniform bill due dates. Beginning in April 2021, all customer meters will be read on the same date. In addition, bills will be processed and due on the same date for all customers. The chart below outlines how meter reading, bill processing and bill due dates will be adjusted through this process.

Billing Cycle	January Bill			February Bill			March Bill		
	Read Date	Bill Date	Due Date	Read Date	Bill Date	Due Date	Read Date	Bill Date	Due Date
Cycle 1	1/11/21	2/8/21	2/28/21	2/15/21	3/8/21	3/28/21	3/22/21	4/8/21	4/28/21
Cycle 2	1/22/21	2/8/21	2/28/21	2/23/21	3/8/21	3/28/21	3/23/21	4/8/21	4/28/21

CALL OR VISIT OUR WEBSITE FOR MORE INFORMATION



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

nrutilities.com (715) 246-4167

GET STARTED WITH MyACCOUNT

Now you have the ability to view your energy and water use and pay your bill using our online management tool. Setting up MyAccount is quick and easy. Follow the steps below and you will be ready to take control of managing your energy and water use.

CREATE YOUR ACCOUNT

Go to:

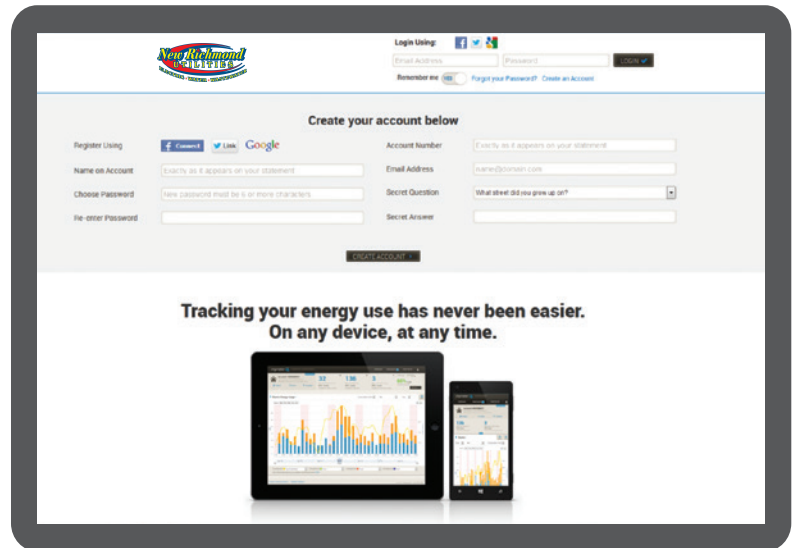
nrutilities.com then **MyAccount** and select “create an account”. Be sure to use your correct account number and account name as they appear on your monthly utility bill.

VIEW & PAY YOUR BILL

See your current and past billing history. Securely pay your bill using a credit card or bank account. Even easier, sign up for Auto Pay.

MANAGE YOUR DATA

After you have successfully created your MyAccount account you will be able to spot trends, track your usage and even receive energy-related alerts and challenges.



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Shared strength through  WPPI Energy