



# Willmar Municipal Utilities

*Willmar Municipal Utilities will provide safe, reliable & quality utility services at competitive rates for their customers.*

## MMUA Scholarship Winner!

Kylie Halvorson was the winner of the local 2019 Minnesota Municipal Utilities Association Tom Bovitz Scholarship. The 2020 scholarship materials will be available in December.

## Welcome! New Employee



**Maritza Ocampo**  
Customer Service



## A Message from John Harren, General Manager

*We are heading into a new season and another year is disappearing too quickly. With that comes budgeting season, cooler weather and the conclusion of construction season. Read on for an update from your utility.*

**Accountability:** As a municipal utility, WMU is accountable to our customers (that's you). Our Commissioners and staff are your neighbors who want to hear from you when you have concerns about utility operations.

**Reliability:** The Priam Sub, a long-term project, was brought on-line at the end of June 2019. This substation will provide redundancy and reliability to your local electrical system for years to come.

**Renewability:** Willmar's two wind turbines required routine maintenance on the blades. This work is expected to be completed by the end of September.

**Affordability:** WMU is like most businesses in that it has to prepare a budget and review its rate structure. A rate study was completed over the summer with findings indicating no increase was required to electric rates, however a substantial increase was warranted for the water rates. Regarding the water rate increase, there are two reasons for the increase. First, reallocation of water main replacement from the City of Willmar to WMU accounts for the 20% increase in 2020. Second, the cost to upgrade two water treatments plants is approximately \$37 million. To finance these upgrades, in addition to potential bonding, the water rates will need to increase 20% in 2021, 5% in 2022 and 5% in 2023. In dollars, the average residential customer currently pays \$19.00 per month for water service. In 2023, the cost would be \$30.16 if the proposed adjustments are approved by the WMU Commission and the Willmar City Council. Currently, WMU remains competitively priced when compared to other Minnesota communities of Willmar's size.

## Thank you for 187 combined years of service and Congratulations on your Retirements!



**Gary Faber**  
41 Years  
Meter Dept.



**Joel Ruter**  
37 Years  
Water Dept.



**Steve Hillenbrand**  
24 Years  
Meter Dept.



**Nancy Lohn**  
42 Years  
Billing & Service  
Center Coordinator



**Lois Nelson**  
43 Years  
Customer Service

## Congratulations Carol Laumer!

### Recycle fluorescent light bulbs for FREE!



WMU customers can  
recycle their fluorescent  
light bulbs for free!

Bulbs can be brought to  
Kandiyohi County  
Household Hazardous  
Waste at 1400 22nd St  
SW in Willmar during  
their business hours.

Bring your WMU  
statement (or pull it up  
on the SmartHub app!).

For more information, visit  
[https://wmu.willmar.mn.us/  
save/conservation/#toggle-  
id-3](https://wmu.willmar.mn.us/save/conservation/#toggle-id-3)



Carol is the President of the WMU Commission and was awarded the 2019 Distinguished Service Award from Minnesota Municipal Utilities Association (MMUA) where she is also a Board Member.

This award is given to individuals who perform outstanding service in support of the association and its goals.

*We are proud to have Carol on the Willmar Municipal Utilities Commission!*

# Go Paperless!

Watch your usage

Pay your bill online

Get your statement via email



Download the SmartHub app or go to <https://wmu.smarthub.coop/Login.html>



For information about  
WMU's rebate programs,  
contact our Energy Services  
Representative at  
320-235-4422 or visit  
[https://wmu.willmar.mn.us/  
save/rebates](https://wmu.willmar.mn.us/save/rebates)

Willmar's energy purchases are:

**68% Carbon-free**

**34% Renewable**

For more information about Green Energy  
programs through WMU, visit

<https://wmu.willmar.mn.us/save/>

### To report trouble with a street light

Call 320-235-4422 or  
submit an outage  
form at [https://  
wmu.willmar.mn.us/  
contact/street-light-  
outage-reporting/](https://wmu.willmar.mn.us/contact/street-light-outage-reporting/)



Public Power Week is  
October 6-12, 2019

**Thank you to all who attended  
the 2019 WMU Customer  
Appreciation Open House  
on August 15, 2019!**



700 Litchfield Ave SW, Willmar, MN 56201

320-235-4422 [www.wmu.willmar.mn.us](http://www.wmu.willmar.mn.us)