



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!



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!

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>

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>

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/>



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!

