

## IMPORTANT INFORMATION

The Village of Theresa implemented a community portal which allows you to view and pay bills. You can view your bill and still send a check payment to PO Box 327, Theresa, WI 53091 or put payment in the drop box for processing (at the parking lot exit of 292 Mayville St). From this site, you can pay online using a debit or credit card or connect your bank account and pay \$1 per transaction instead of the credit/debit card fees. There is information on the village website <https://villageoftheresa.com> under News and Notices for creating your account and then linking your utility account. On the website, click on

ALL NEWS & NOTICES

and then on the item below where you will find the complete instructions.



Once you've followed the instructions you can set your account to receive electronic billing. If you "opt out of paper bills" you will no longer receive your utility bill by mail, you will only receive your bill electronically to your email account. You do not have to opt out of paper bills but it would help the village to save on postage. **Reminder, you can always make a payment towards your utility account – you do not have to wait for the bill to be sent out.** The village has been working with the Public Service Commission of Wisconsin (PSC) on a rate study. Once we know when rate increase will take place, we will also be changing to monthly utility billing instead of quarterly.

## Winter Moratorium on Utility Disconnections Ends April 15

The PSC urges utility customers with outstanding bills to make payment arrangements before the annual winter moratorium on disconnections for nonpayment ends on April 15, 2024.