



www.stcroixgas.com
415 S Second St
River Falls, WI 54022
(715) 425-6177

NOVEMBER 2020

Due Date:
November 25,
Wednesday

Your payment is on time if it is received on the due date by closing time at our payment locations. Mail in time to meet this date or drop your payment at:

River Falls Location:

Our office, 415 S. 2nd Street.
Due date deadline: 5 p.m.

Prescott Location:

First National Bank,
1151 N. Canton Street.
Due date deadline:
lobby - 5 p.m.,
drive-up window - 6 p.m.

Online bill payers:

allow 10 business days for
your payment check to reach
us to avoid late fees.



ONLINE: Visit us at
www.stcroixgas.com.

You can click through to pay
by credit card or check with
Payment Service Network. Or
call PSN at 877-885-7968.

There is a \$3.99 transaction
charge.

Or... AutoPay is free and auto-
matic each month—details on
our website. Pair it with Bud-
get Plan to make your gas bill
payment amount predictable.



Programmable Thermostat Discounts

Programmable thermostats
are available at an instant
discount from Focus on En-
ergy, the Wisconsin state
energy partnership.

These thermostats make it
easy to reduce your temper-
ature settings at night and
while you are away.

Visit [focusonenergymarket-
place.com](http://focusonenergymarketplace.com) and look for
Smart Thermostats.

Refund on Gas Bills

Consistent with Public Service Commission of Wisconsin policy, firm service customers of St. Croix Gas are being provided with a refund on their past gas bills. Any firm service customer who had gas consumption between January 1, 2020 and April 30, 2020 will receive this refund. The refund appears on the gas bill accompanying this newsletter.

The refund is derived from a rate settlement between an interstate gas pipeline, Northern Natural Gas Company (NNG), and its customers, including St. Croix Gas, and approved by the Federal Energy Regulatory Commission (FERC). NNG placed new rates, subject to refund, into effect on January 1, 2020 as part of a rate case it filed with the FERC. Subsequently, NNG and its customers reached a settlement on rates which were lower than those put into effect on January 1. The settlement rates went into effect on May 1, 2020 and NNG has now issued refunds to its customers.



Making home energy upgrades is easier than ever

Since many of us have been spending more time at home this year than ever before there's never been a better time to maximize your home's efficiency for greater comfort and savings. Through Focus on Energy's Online Marketplace you're able to save instantly when you shop from a variety of LED lighting, water savers, power strips, or top brand smart thermostats like Google Nest and ecobee. Visit focusonenergymarketplace.com to start saving today or call **800.762.7077** for more information.



*Some programs require that a resident must be a customer of a participating natural gas AND electric utility. Find out if your electric utility participates at focusonenergy.com/utilities.

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