



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

MARCH 2021

Due Date:

March 25,
Thursday

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 - 5:30 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 automatic each month—details on our website. Pair it with Budget Plan to make your gas bill payment amount predictable.

Natural Gas Prices Spike

Beginning February 11, a massive Arctic cold front began moving down into the middle of the country. Natural gas producing regions in the midcontinent experienced record cold temperatures which resulted in the freeze-off of gas wells and major disruption of gas supplies to the market regions here in the upper Midwest. The result was the bid up of natural gas prices on the spot market. St. Croix Gas purchases a mix of natural gas supplies to meet the demands of our customers, including spot gas to meet peak demand requirements on cold days. Roughly 30% of our gas supply was impacted by these price spikes.

Natural gas prices on the spot market were under \$3.00 per 1000 cubic feet at the beginning of February and peaked at over \$230.00 from February 13 through February 16 before beginning to fall back down. As a result of these price increases, we saw a major jump in the overall price of gas we had to purchase in for February. The good news is that supply and price of natural gas in the marketplace has returned to normal.

The bad news is that the price spike has resulted in unusually high gas bills for the month of February and will also impact the amount customers will see on their bills for months to come. The rates you see on your February bill, though very high compared to what everyone is used to, will only cover a portion of the costs we incurred for the month. We are working with the Public Service Commission of Wisconsin to smooth the costs over several months, in order to ease the burden these high prices could put on everyone's budget. For this reason, everyone should expect their gas rates to remain elevated for the next 4-8 months. Budget customers should note that their budget payments have increased. Anyone who may have difficulty paying their gas bill should contact our office. We will be more than happy to work out a payment plan with you.



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 Premium indoor air quality	 Protection against mold and carbon monoxide	 Lower utility bills	 Consistent temperatures and no drafts	 Superior ventilation
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LEARN MORE! focusonenergy.com/newhome | 800.762.7077 | newhomes@focusonenergy.com

*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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