



[www.stcroixgas.com](http://www.stcroixgas.com)

415 S. 2nd Street  
River Falls, WI 54022  
(715) 425-6177

Office hours: Weekdays  
8 AM to 5 PM

## APRIL 2023

### Due Date:

April 25,  
Tuesday

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 p.m.

Bank Online bill payers:

allow 10 weekdays (not counting holidays) for your payment check to reach us to avoid late fees.

We recommend having it process on the 10th of each month to allow for delays.

ONLINE: Visit us at

[www.stcroixgas.com](http://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 \$4.40 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.

## You can receive bills by email

You have two options:

- Call us at 715-425-6177 during normal business hours. We will need your name, address, and email address.
- On our website home page, look for the white box titled "Help Desk". There is a drop-down menu under "Service Request". Choose "Email Bill Delivery". Click GO and complete the online form. You will need your gas account number (from your bill).



## Avoid late fees for your online banking payments

Do you use your bank's online bill pay service for your gas bills?

Did you know these payments are processed and mailed from out of state?

Typically it takes 10 weekdays for online bank payments to reach us. A federal holiday adds a day.

There may also be processing and postal delays due to weather or personnel shortages.

We recommend initiating payment from your bank no later than the 10th of the month, to reach us by our due date.



OR: use our EFT service, for automated transfer from your bank account. It's free! And always on time. Sign up at our website. See the white Help Desk block on our homepage,

look for the Service Request drop-down menu and choose **Bill Payment by EFT**. Call us for assistance.



**Dedicated Builders** - Focus on Energy rewards builders for constructing homes to be as efficient as possible, so you know your new home will be built to save energy for years to come.

**Lower Energy Bills** - A Focus on Energy Certified New Home is at least 25% more efficient than homes built to code, which means higher performance and lower energy costs.

Get started at [focusonenergy.com/newhome](http://focusonenergy.com/newhome)  
800-762-7077 | [newhomes@focusonenergy.com](mailto: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](http://focusonenergy.com/utilities).

