



www.stcroixgas.com

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

Office hours: Weekdays
8 AM to 5 PM

SEPTEMBER 2023

Due Date:
Sept. 25,
Monday

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.

You can pay by credit card or check with Payment Service Network. Call PSN at 877-885-7968. PSN charges a Transaction Fee \$4.40 online/mobile/live agent or \$5.35 IVR (automated) payment.

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.



Visit our website, day or night, for help with your account

Our website, www.stcroixgas.com has helpful links on the Home page for our customer's most frequent requests for account assistance.

Pay Online (you will connect to Payment Service Network, a third party)

Help Desk

Frequently Asked Questions (FAQs)

Service Request (this is a drop-down box where you select your choice)

- New Service Application
- Bill Payment by EFT (also known as AutoPay)
- Billing History
- Budget Billing
- Email Bill Delivery
- Final Bill

You can also email us with a question at customerservice@stcroixgas.com.



Order your free water and energy saving pack today at focusonenergy.com/residential/energy-saving-packs or call **800.762.7077 to place your order.**

*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.

