



PRESS RELEASE

MANITOWOC PUBLIC UTILITIES
PHONE 920-683-4600 FAX 920-686-4315

1303 South 8th Street P.O. Box 1090 Manitowoc, WI 54221-1090

FOR IMMEDIATE RELEASE

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CONTACT: Cynthia Carter
PHONE: 920-683-4600

Emailed to:
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Winter Moratorium on Disconnections Ending

Manitowoc Public Utilities would like to advise customers who are behind on their utility bills that the moratorium for disconnection of residential service ends on April 15. Customers with past due balances could face disconnection of their utility service unless payments are made to clear the past due amounts or payment arrangements are established, if eligible.

Residential customers who have not paid during the winter could also be required to pay a security deposit equal to their highest four consecutive bills to avoid disconnection. It is important for the customers to review their billing statements; disconnection notices are printed directly on the billing statement.

Unfortunately, scammers have been known to target customers with threats of disconnection at this time of year. A common scam coerces customers to make immediate payment using a prepaid card (e.g., Green Dot or iTunes card). MPU never solicits payment in this manner. Customers who receive suspicious calls or emails should contact MPU immediately to verify the status of their account.

Customers that have questions on their billing statement or would like to see if they are eligible for a payment arrangement are encouraged to call MPU at **(920) 683-4600** during normal business hours of 8:00 a.m. to 4:30 p.m. Payments can be made through the utility website at www.mpu.org or in person at 1303 S. 8th Street.

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