

## About the Cover

Beginning January 1, 2019, management of the Waste Water Treatment Facility (WWTF) on South Lakeview Drive will fall under the direction of the Manitowoc Public Utilities Commission. The change was brought about to identify potential synergies between the two organizations in engineering, maintenance, and regulatory compliance reporting.

Operation of the WWTF was previously managed by the Wastewater Treatment Facility Board, which has been dissolved. Responsibility of sewer lines and lift stations will continue to be under the direction of the City of Manitowoc's Department of Public Infrastructure.

The agreement to manage the WWTF has a three year term. During this period, WWTF employees will continue employment through the City of Manitowoc. After three years, the arrangement will be reviewed to consider complete integration of the WWTF under the Manitowoc Public Utilities Commission.

The change aligns with MPU's strategic mission and vision of Operational Excellence and pursuit of Growth Opportunities, and will augment expertise in wastewater operations already in place with contracted management services with the Villages of Cleveland and Reedsville water & wastewater utilities.

## Keep Your Contact Info Up To Date!

If you have new contact information this New Year, please let us know. It is important we have your correct phone number, street address, and email address. This is essential when we need to contact you about your account or a power outage. Verify or provide your information by using our secure Online Customer Portal at [www.mpu.org](http://www.mpu.org) and click on 'Sign In To My Account' or call 920-683-4600.

MPU can also send a copy of your billing statement or notice to a relative, dependent, or other third party at no charge, as well as contact you directly when a relative's service is in danger of being disconnected for nonpayment. If you are a landlord, you can request we provide you with the status of your tenant's account delinquencies but we cannot share balances without the tenant's consent.

## Contact Us

### Online

[www.mpu.org](http://www.mpu.org)

### Customer Service

920-683-4600

[mpucustomerservice@mpu.org](mailto:mpucustomerservice@mpu.org)

### Report an Outage

Electric: 920-683-4622

Water: 920-683-4633

### Diggers Hotline

Quick Dial: 8-1-1

Toll Free: 1-800-242-8511

Emergency: 1-877-500-9592

### Address

Main Office

1303 S. 8th Street

Manitowoc, WI 54220

### Mailings

Office

PO Box 1090

Manitowoc, WI 54220

Customer Service

PO Box 1087

Manitowoc, WI 54220



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### Manitowoc Public Utilities

*Committed to be the trusted primary resource for providing customer-focused utility services.*

# The Connection

February 2019

## News from Manitowoc Public Utilities



## City of Manitowoc Wastewater Treatment Facility



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## Sign Up For E-Billing & Auto Pay

MPU's Online Customer Portal makes it easy to sign up for e-billing. Once you sign up, you will no longer receive a paper copy of your bill in the mail each month. Rather, you will receive an e-mail notification that your bill is ready for viewing. A link in the e-mail will take you to our website where you can view your current bill and other account information.

You can also sign up for Auto Pay where payments can be scheduled automatically. The portal will give you the option to select a payment method that has already been associated with the account or add a new account. You have the option to make your payment on the due date or pick another date prior to the due date. Changes to this can be made at any time.

## Conservation Corner Leaking Toilets

One of the most common high bill inquiries we receive is related to leaking toilets. A constantly running toilet can waste 50,000 to 70,000 gallons in one month, costing over \$400 per month in water and sewer charges. If you notice your toilet running continuous, or running intermittently (sometimes called a "phantom flush") you will want to get it repaired as soon as possible.

Repairs can be done by a plumber, handyman, or homeowner. There are two problems to look for – the flapper flush valve and the fill valve. The flapper flush valve is at the bottom of the toilet tank and connects by a chain to the flush handle. The fill valve is connected to the tank float. If the flapper flush valve is leaking, you will hear a constant trickle of water, a phantom flush, or the tank will not fill. If the fill valve is leaking, you'll notice the water level in the tank at the top of the overflow tube. The water level in the tank should be 1" below the top of the overflow tube.

If you suspect a leak, you can also look at your water meter, usually located in the basement. On the face of the meter you'll see register dials, and a blue leak detection star. If the blue star is moving, there is water flowing through the meter. If you hear water running at the meter, but the meter is not moving, you may have a leak outside. Call MPU at 683-4600 and one of our technicians can investigate further.

## Knowing Your Water Service Lateral

A water service lateral is the pipe that connects the water main in the street to your home. You are the owner of this pipe and are responsible for all costs of maintenance and replacement, including the curb stops, per MPU service rules.

As water service lines age, they can corrode and develop leaks which may cause the following symptoms: reduced water pressure, water infiltration into sump pits and basements, sink holes in your front yard, audible hissing noises coming from the water pipes where they enter your home, near the water meter, or spring-like streams of water bubbling up on your property or in the street.

In accordance with the City of Manitowoc Municipal Code Section 12.110, MPU is required to contact the property owner when leaks are discovered and require the property owner to repair or replace the service lateral. If an owner fails to commence repair of a leaking or broken service lateral within 3 days after notification, MPU will turn off the water at the curb stop and it will not be turned on again until the repairs have been completed, or MPU may make the necessary repairs and invoice the property owner. A service leak is a dangerous condition, and can lead to contamination of the drinking water supply if not addressed promptly.

Section 17.090 (3) of the City of Manitowoc Municipal Code does not permit partial replacement or repair of lead or galvanized iron water services. Should any part of a lead or galvanized water service be replaced, all lead or galvanized iron shall be replaced between the water main and building control valve at the property owner's expense.

Curb stop boxes provide another access point for MPU personnel to shut off water in emergency situations. This is the round metal cap typically located near the sidewalk that provides MPU access to the buried curb stop on your water service lateral. This portion of the service lateral can also degrade over time, often pushing up into walkways with the freezing and thawing of ground experienced in winter time, or becoming inoperable due to age.

The curb stop box is owned by the property owner and is responsible for its repair and maintenance. The property owner is also responsible for protecting the curb stop box from situations that could obstruct access to it or unduly expose it to harm. If MPU discovers inoperable curb stops or those protruding up from the ground, we are required to notify the property owner of their need to repair or replace the curb stop box.

