

Be Kind to Your Meter Reader this Winter



Meter readers read an average of 500 electric and water meters per day—in all kinds of weather. Unfortunately, once the snow begins to fly these hearty folks may be subject to unseen obstacles buried beneath the

white stuff. Some of these obstacles are easily removed, like the garden hose left outside after summer's sprinkling, or the rake from fall clean-up.

Other permanent obstacles like shrubbery, plants, and down spouts covered by snow should be marked, so meter readers don't step on them. Additionally, please try to avoid piling snow in front of meters or in the access way to the meters. Although it's not necessary for you to shovel a path to the meter, keeping the access open is greatly appreciated.

About the Cover

MPU has recently completed a five year Strategic Plan! The 2019 - 2023 plan builds upon the successes of prior plans with continued focus on reliability, organizational development, fiscal responsibility, stakeholder relationships, adoption of new technologies as appropriate and monitoring key industry changes. In addition, this plan is designed to proactively identify and address the challenges and opportunities of the utility industry trends so that MPU will be the community owned trusted advisor to our customers and stakeholders.

The mission of this strategic plan being the trusted advisor of our customers and stakeholders is a reflection of MPU's on-going commitment of being a Community Owned and Customer Focused utilities service provider. The plan includes five overarching goals that will enable MPU to achieve its vision. The plan focuses both internally and externally, and the goals lay out a comprehensive strategy to adjust to industry changes while enhancing customer service. The synergy between the goals and initiatives will ensure that existing work is prioritized while identifying projects that will achieve the vision.

A full copy of the plan can be found on our website.

Contact Us

Online

www.mpu.org

Customer Service

920-683-4600

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



Community Owned...Customer Focused

Manitowoc Public Utilities
Committed to be the trusted primary resource for providing customer-focused utility services.

The Connection

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News from Manitowoc Public Utilities



Community Owned...Customer Focused



Water Service Laterals

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.

In accordance with the City of Manitowoc Municipal Code Section 12.110, MPU requires the property owner to repair or replace the service lateral if a leak is found. If an owner fails to commence timely repair of a leaking or broken service lateral, MPU will turn off the water at the curb stop and it will not be turned on again until the repairs have been completed.

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.

Conservation Corner Space Heaters

Chilly nights are upon us, and while you might think supplementing your furnace with a space heater can save you money, do your research! Older "glowing wire" convection space heaters will use around 1500 watts of energy. The average energy cost per month for 5 hours per day of use of these units is over \$20. There are new models of space heaters that are more environmentally friendly and energy efficient, using as little as 400-500 watts. They are also much safer than the older models, and many are adjustable to provide exactly the level of extra heat you require.

A note about safety: if you use a portable space heater, be sure to read and follow the manufacturer's instructions, and follow these three rules:

- 1) Leave at least four feet of space between your portable heater and nearby drapes, furniture and bedspreads.
- 2) Don't plug a space heater into an extension cord—extension cords can overheat if used constantly.
- 3) Dry clothes in the dryer—never drape them over a portable space heater.

Electric Advanced Metering Infrastructure Coming in 2019!

In November, Manitowoc Public Utilities awarded a \$3.1 million contract with Eaton Corporation of Beachwood, Ohio for an electric Advanced Meter Infrastructure (AMI) system. The system will replace all electric meters in the City of Manitowoc and provide data collection points and interface software to existing utility systems. Water meters will be replaced in a later phase.

AMI uses state-of-the-art metering and communication technology to permit secure two-way remote communication with utility meters located at businesses and residences in the City. The two way communication will be used to collect daily kilowatt-hour meter readings for billing, monitoring of system voltages, and providing power outage notifications. Overall, AMI will provide proactive customer service, improve system reliability, provide for power outage notification and management, and permit more efficient delivery of utility services.

About half the electric customers in the US are served through AMI metering – that's 71 million electric meters. MPU has been using Advanced Meter Reading at industrial sites for over 20 years, through dial-up, cellular, and internet IP communication. Other hard to reach locations have used wireless drive-by and walk-by radio transmitters. Most recently, MPU has successfully tested a small 500 meter pilot deployment at two apartment complexes using radio-mesh-collector technology, very similar to the metering system being installed in 2019.

Long term, AMI can be used for electric distribution system automation, load management, and dynamic energy pricing. Development of internal data interfaces for billing is already underway. Beginning in February, MPU crews will begin installation of the first of sixteen data collection points on utility poles and connection to MPU's existing fiber optic network. The first electric meters will be installed for testing during this time as well. Full deployment in the City is expected to be completed around the end of 2019.

MPU will be in communication with customers as the meter installations progress. Customers will see no changes in their MPU bill, or the rates charged for electric service. Once the system is operational, customers will have access to a user portal, where they will be able to view their hourly energy consumption. This will be particularly useful for commercial and industrial customers to monitor energy use patterns, and take advantage of off-peak energy pricing.

