

Lower Electric Bills Beginning this Fall

MPU customers will notice lower electric bills in the coming months between 2.0 and 4.5% depending on customer energy usage. The reduction is the result of multiple factors: continued low natural gas prices; investor-owned power suppliers having their corporate tax rate decrease from 35% to 21% and lower energy prices in the market.

As a municipally-owned utility, MPU is exempt from state and federal income taxes. MPU purchases a portion of the overall power supply portfolio through agreement with Great Lakes Utilities – a municipal electric company in WI with 12 municipal electric utilities as its members. The savings from the tax rate changes are flowing through as lower purchased power costs from Great Lakes Utilities.

Great Lakes Utilities (GLU) is a municipal electric company created to obtain low cost and reliable electric power for its members. GLU buys power from the power producers that have benefited from the federal Tax Cuts. These power producers are regulated and required to pass along these savings to their wholesale customers. MPU is also regulated and hence, these savings are required to be passed along to retail customers.

The savings will flow through MPU's Power Cost Adjustment Clause (PCAC) on the MPU bill. The PCAC is a true-up mechanism that automatically adjusts customers' bills to reflect changes in power supply costs. The pass-through on the PCAC will be phased -in beginning with the September billing, and will be fully implemented in November. Overall savings on electric bills will range from 2 to 4.5%, depending on customers' energy use.

The last electric rate increase was on April 1, 2007.

About the Cover

On October 11, MPU celebrated Public Power Week with an open house of the water filtration plant and municipal power plant. Visitors were able to view displays by Focus on Energy, Partners for Community Development, the Waste Water Treatment Facility, Department of Public Infrastructure, Manitowoc Fire and Rescue, and Manitowoc Crime Prevention.

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



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Manitowoc Public Utilities
*Dedicated to providing
customer-focused utility services*

The Connection

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News from Manitowoc Public Utilities



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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.

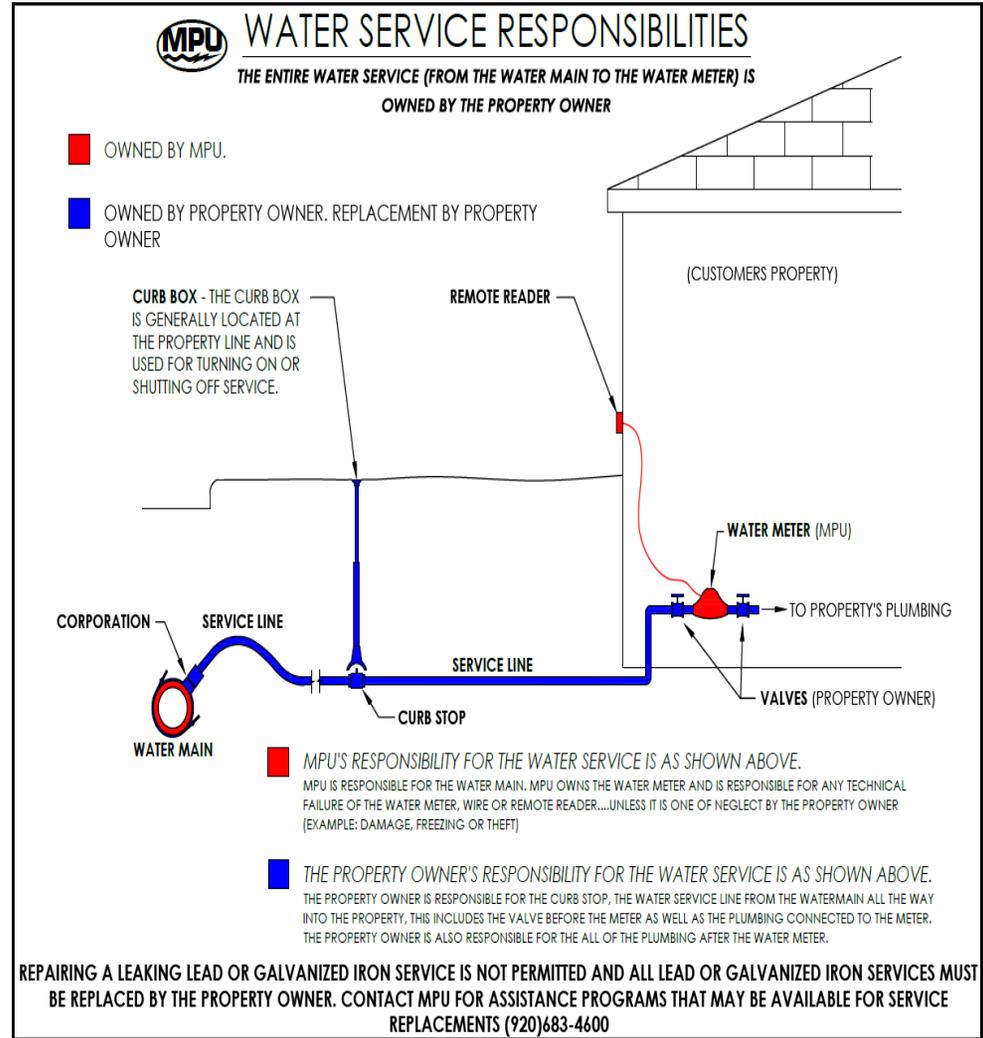
As water service lines age, they can corrode and develop leaks which may cause the following symptoms: reduced water pressure, water infiltration into sump pits and basements, sink holes in your front yard, audible hissing noises coming from the water pipes where they enter your home, near the water 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 who 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.



Is Your Curb Stop OK?

Residents plowing or shoveling snow from driveways and sidewalks should be on the lookout for their water curb stop.

A curb stop is a round metal cap typically located near the sidewalk or driveway. Curb stop boxes are connected to your water service line, the pipe running from the water main in the street to your home, and provide an access point for MPU personnel to shut off water in emergency situations. This portion of the service line can push up into walkways and grass due to the freezing and thawing of ground experienced in winter time.

The curb stop box, along with the water service line, is owned by the property owner, who is responsible for its repair and maintenance. The property owner is responsible for protecting the curb stop box from situations that could obstruct access to it or 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.

