

How can Manitowoc Public Utilities help?

Budget Payment Plan

Customers may want to consider participating in MPU's Budget Payment Plan.

This plan helps budget your monthly energy cost by spreading out payments equally over 12 months. This will help you manage high winter bills due to electric heat or high summer bills due to air conditioning.

We will average your monthly bills and establish a payment level. Your account will be reviewed every 6 months and the payment will be adjusted to reflect any over-billing or under-billing.

Easy Pay Plan

The Easy Pay Plan is another way you may simplify paying your MPU bill.

With Easy Pay Plan you don't have to write a check, put your payment in the mail, or bring it to the MPU office. Your bill will be paid automatically from your checking or savings account on the due date.

To find out more information on the Budget Payment Plan or the Easy Pay Plan, call an MPU customer service representative at 683-4600.

Application Info:

Apply between
October 1 — May 15

Economic Support Division of Manitowoc County
Human Services
Department

4319 Expo Drive
PO Box 874
Manitowoc, WI 54221-0874
920-683-4300



MANITOWOC PUBLIC UTILITIES
Community Owned...Customer Focused

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

Please contact us at the address above or by calling 683-4600 if you have any questions concerning your bill.



10/20

Energy & Weatherization Assistance



**Important Info Inside-
Eligibility Requirements
Have Changed!**



MANITOWOC PUBLIC UTILITIES
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Do High Utility Bills Have you Down?



You may qualify for Energy Assistance through the Wisconsin Home Energy Assistance Program, even if you did not in the past!

This year, more than ever, residents are spending a greater percentage of their monthly income on heating and lighting their homes. In a typical year, Wisconsin households on a fixed or limited income spend 12 to 18 percent of their monthly budget on energy.

If you are on a fixed budget, you already know how hard it is to balance monthly expenses. That's why MPU is encouraging financially burdened customers to apply for energy assistance this year.

Income Levels for Energy Assistance

When applying for Energy Assistance, applicants are asked certain confidential questions related to their household size, household income, and annual energy cost. The following table lists income guidelines for eligibility.

Household Size (persons)	Previous Months' Income
1	2,490.08
2	3,256.33
3	4,022.50
4	4,788.67
5	5,554.83
6	6,321.00
7	6,464.67
8	6,608.33

How to apply for Energy Assistance

In response to the COVID-19 crisis, the Department of Administration (DOA) has adjusted the eligibility requirements for residents who are seeking heating and electric assistance through the Wisconsin Home Energy Assistance Program (WHEAP). Eligibility is now based on the household's previous month of income, rather than the former requirement of the previous three months of income. This move was made to ensure those who are affected by the COVID-19 pandemic are able to receive assistance quickly. WHEAP provides assistance for heating costs, electric costs, and energy crisis situations. Operating with federal and state funding, the program provides assistance to households across the state to help lower the burden of monthly energy costs.

Appointments & Applications:

Appointments for completing an Energy Assistance application need to be scheduled with Manitowoc County Human Services Department at 683-4300 or completed online at <https://energybenefit.wi.gov>. The application will take 4 to 6 weeks to be processed by WHEAP.

Once the application has been fully processed, the Energy Assistance benefit will appear as a credit on a future MPU billing statement. (If you use natural gas to heat your home, the credit will appear on your future gas utility billing statement).

Questions—If you have any questions regarding your Benefit, please call the Manitowoc County Human Services Department at 683-4300, or WHEAP at 1-866-432-8947.

These appointments are to be scheduled October 1, 2020 through May 15, 2021

Weatherization Assistance Program

The State of Wisconsin's Weatherization Assistance Program (Weatherization) helps homeowners and renters reduce energy consumption while increasing the comfort of their homes and lowering utility bills. If you or your household has qualified for WHEAP within the past year you may also be eligible to receive Weatherization services. Weatherization services, **provided at no charge** for qualifying homeowners or at **15% of the cost for landlords** of qualifying tenants, differ with each home depending on various factors, for example when the home was built and its condition.

Some of the Weatherization measures may include: insulation of attic, walls and floors; replace water heater; install energy efficient lighting; reduce air leakage; repair or replace heating system; replace refrigerator and/or deep freezer; a health and safety inspection; information about maintenance and energy conservation services.

Partners for Community Development, Inc. is the agency that provides Weatherization measures for customers of Manitowoc Public Utilities. If you are interested in learning more or would like to see if you qualify for the program please contact Partners for Community Development, Inc. at 920.459.2780 or visit their website at www.partners4cd.com.