

Forget Remembering Due Dates - Sign-Up for Auto Pay Today!



Did you know MPU offers automatic payments? Our Online Customer Portal makes it easy to sign-up. If you haven't signed up for an online account in the

past, you will need to register as a new user at www.MPU.org and click on "Access My Account." Once you've registered, you can select "AutoPay" and elect the option to make your payment on the due date or pick another date prior to the due date. This can be changed at any time. You can also select paperless billing to receive an e-mail notification that your bill is ready to view instead of a paper copy.

Be Kind to Your Meter Reader

MPU's meter reading staff are out reading meters during sunny skies, rainy clouds, and freezing temperatures. During a reading cycle, they read about 500 water meters per day! Although they know how to brave all of the elements, there are steps customers can take to ensure a safe trip this winter.

1. Putting away tripping hazards that may be hidden beneath the snow such as a hose, toy or sled.
2. Trimming bushes and shrubbery so there is a 3' clearance surrounding the meter.
3. Avoid piling snow in front of the meters or access way to the meters. Shoveling a path is not necessary, but it sure is appreciated!



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

February 2022

News from Manitowoc Public Utilities



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Traffic Safety Awareness

Oftentimes, our field crews will be working in the street fixing poles, removing a tree from power lines, or repairing a watermain break. While employees are focused on quickly repairing the issue, safety is their top concern. How can you be sure you are helping maintain safety? Follow these guidelines:



1. Give workers plenty of space. Ensure you are following the path of safety cones and are aware of your surroundings.
2. Go slow. There may be pedestrians or hazards such as downed wires, broken glass, or ice forming from a watermain break.
3. Be patient. The flow of traffic may need to stop at times as crews are working.

Conservation Corner

Space Heater Tips



Wisconsin winters can tempt us to break out the space heaters, but they don't come without consequences! Electric space heaters can increase your electric bill significantly. Older space

heaters can cost on average \$20 per month to run for five hours per day. If not used properly, they can also be a fire hazard. Here are some efficiency and safety tips to consider:

1. Use sparingly and choose a newer, energy efficient model that can be adjusted to provide the exact level of extra heat required.
2. Leave at least four feet of space between your heater and nearby drapes, furniture, and bedspreads.
3. Don't plug a space heater into an extension cord - extension cords can overheat if used constantly.

Energy Assistance is Available!

Do you need help paying your utility bill? There are assistance options available to you! The Department of Administration has adjusted the eligibility requirements for those 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 previous three months due to COVID-19. WHEAP helps with heating costs, electric costs, and energy crisis situations. Even if you have not qualified in the past, you may now with the recent changes to the program. Appointments for completing an Energy Assistance application need to be scheduled with Manitowoc County Human Services department at 920-683-4300 or completed online at <https://energybenefit.wi.gov>. The application will take a few weeks to process and the appointments need to be scheduled before May 15th. If you are approved for funds, your benefit will appear as a credit on a future MPU billing statement. Income eligibility guidelines are listed below.

Household Size (Persons)	Previous Month's Income
1	\$2,591.92
2	\$3,389.42
3	\$4,186.92
4	\$4,984.42
5	\$5,781.92
6	\$6,579.42
7	\$6,729.00
8	\$6,878.50



Street Light Changeouts: When, Where, and Why?



MPU is embarking on the third year of a five-year plan to changeout all the street lights within the City of Manitowoc to light-emitting diode (LED) lights. Converting from high pressure sodium (HPS) bulbs to LEDs will save on usage and operating costs. On average, annual operating, maintenance and energy savings are projected to be about \$214,000. In 2019, MPU hired a third-party to conduct a feasibility study to determine the best replacement plan considering costs and resources. With about 4,900 lights to replace, the study created a plan to replace about 1,000 lights per year over a five-year period. During the annual budgeting process, MPU decides which areas will be changed out the upcoming year based on where other projects are located as to best optimize time and resources.

Why do you see one LED light in a neighborhood that hasn't yet been changed out? When a light is hit or broken and crews are in the area, the broken light is replaced with a LED as MPU is no longer stocking HPS parts. With a commitment to this changeout plan, there is no reason to fix a light that will soon be replaced anyway. Customers cannot request the light on their street to be changed earlier than originally planned.

Are LED street lights brighter? MPU is replacing like-for-like fixtures meaning the LEDs output the same amount of light as the HPS. However, the ability of LEDs to direct more light to the ground, as well as a slightly different color, can create the illusion of a brighter light. If you have any questions, please contact our customer service department at 683-4600.