

Many Ways To Pay Your Bill

MPU offers many options to make paying your bill easier. Our office lobby has two iPad Kiosks making it fast and easy for walk-in customers to make automated, unassisted payments by credit or debit card. The Kiosk is a touchscreen station allowing customers to review balance and billing information and allows customers to make secure payments. A convenience fee of \$3.50 per transaction is required.

Easy Pay automatically transfers funds electronically from your checking or savings account each month on your statement due date making it easy for you.

The Budget Plan levelizes your monthly bill by spreading out payments equally over 12 months, helping manage your higher seasonal bills.

If you have any questions or would like more information please visit our website at www.mpu.org or call customer service at 920-683-4600.

About the Cover

SAVE THE DATE! MPU will be hosting an open house on Thursday, September 19th from 1pm until 6pm. As your locally owned utility provider, we are proud of the work we do for the community and would like to showcase our operations to our customers!

MPU is one of more than 2,000 community-owned, not-for-profit electric utilities that collectively provide electricity to over 49 million Americans. The Open House event will be located at our facilities on the corners of 8th and Madison Streets, with a welcome booth setup in the employee parking area off of Madison St. behind the Main Office.

Tours will be given of the Power Plant, Water Treatment Plant, and the Wastewater Treatment Plant. We will also be having bucket truck rides for those wanting a bird's eye view of beautiful Lake Michigan and the City.

Representatives from Focus on Energy, Partners for Community Development, Energy Assistance, Department of Public Works, Manitowoc Fire and Rescue, local colleges and many others will be on-site with displays. MPU will also have the 'Conservation Command Center' in action along with a video history of MPU.

Like us on Facebook to stay up to date on developments as the date comes closer!

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



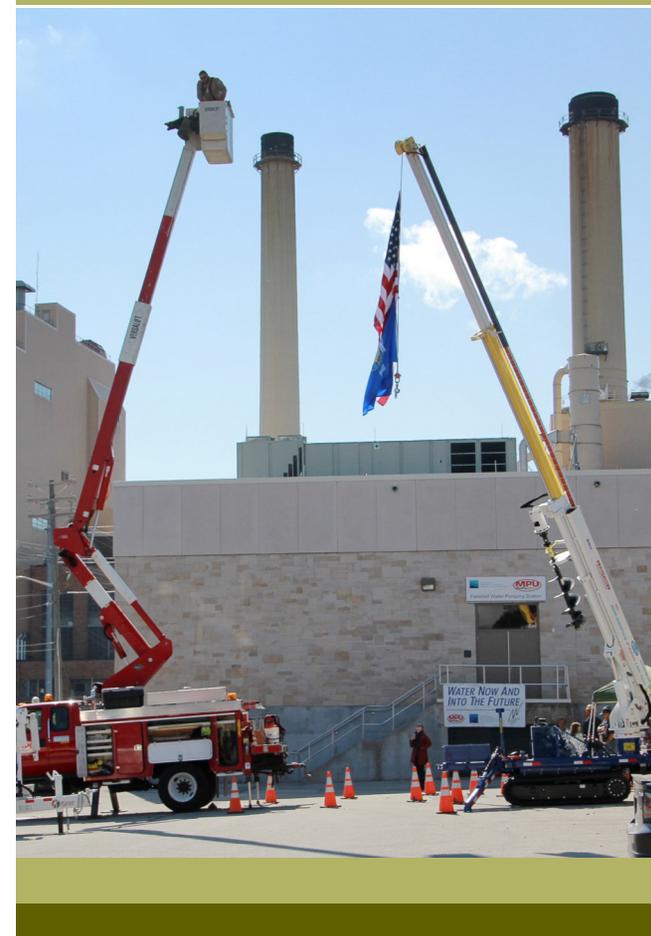
Community Owned...Customer Focused

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

The Connection

August 2019

News from Manitowoc Public Utilities



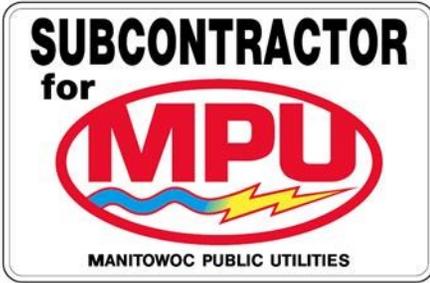
Community Owned...Customer Focused



Advanced Metering Infrastructure (AMI) Project Update

In November, 2018 Manitowoc Public Utilities awarded a \$3.1 million contract to 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.

Beginning in August, technicians from Allegiant Utility Services will begin replacement of electric meters in the City of Manitowoc. The third party contractor will be operating white pick-up trucks with “Subcontractor for Manitowoc Public Utilities” signs on the doors. Customers will receive notification via US mail of approximate dates in which the contractor will be in their area.



During the meter replacement, the technicians will carefully inspect your meter socket and service entrance for any damage or deterioration that can occur over time. Serious concerns, such as bad connections, will need to be addressed immediately by a licensed electrical contractor. Costs of any repairs are borne by the property owner. Other concerns such as loose meter sockets and loose service masts will not need to be fixed right away, but the homeowner will be sent a letter requesting repairs made within 30 days. The emphasis is on safety for both the occupant and the technician.

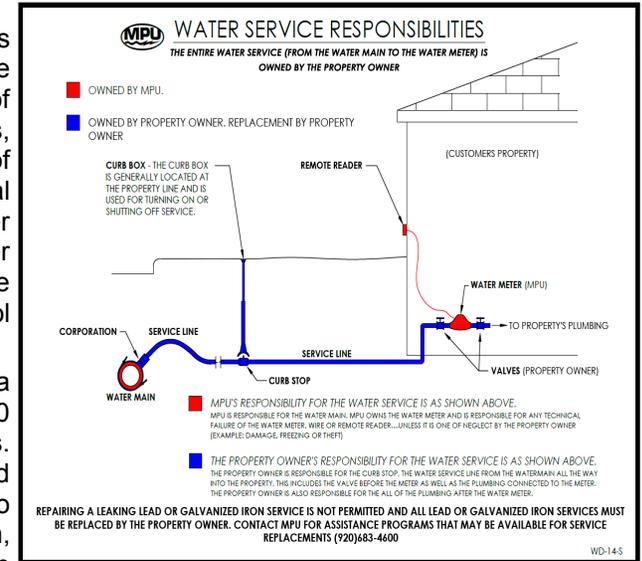
MPU has issued a Request for Qualifications (RFQ) to identify licensed certified electrical contractors who are interested in performing repair and construction services in the City of Manitowoc to aid our customers in locating reputable contractors to repair their equipment. The list of these qualified contractors will be posted to our website at www.mpu.org/ami when finalized.

Lead Service Line Replacement Loan Program

In September 2018, MPU submitted an application with the Public Service Commission of Wisconsin (PSCW) for authority to implement a lead service line replacement loan program in City of Manitowoc. In March of 2019, the PSCW approved the program with certain conditions prior to implementation. This program allows MPU to assist customers with lead service line replacements by providing a low interest loan to cover costs up to \$6,000, repaid on the utility bill.

A water service line (or 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. 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.

In order to assist customers with the cost of replacing a lead service line, MPU will offer customers up to a \$6,000 loan at an interest rate of 2.5% for a period of 10 years. In addition, permanent street restoration costs are paid by MPU. MPU will allocate up to \$600,000 in loans to eligible properties in the first two years of this program, which will subsequently become a revolving loan program. MPU customers may apply for a loan by November 15 of each year to receive financial assistance in the following year. By May 31, MPU will prioritize applications and award loans to eligible properties. Properties with a leaking lead service line or other unplanned lead service line replacement are permitted to submit applications for consideration outside of these deadlines.



MPU Recognized for Electric Service Reliability

MPU has received national recognition for achieving exceptional electric reliability in 2018. The recognition comes from the American Public Power Association (www.PublicPower.org), a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities. The Association helps members track power outage and restoration data through its subscription-based eReliability Tracker service and then compares the data to national statistics tracked by the U.S. Energy Information Administration for all types of electric utilities.

“This recognition demonstrates public power's exceptional reliability,” said the Association's Senior Vice President of Engineering Services Michael Hyland. “Community-owned electric utilities have a strong track record of reliability”, said Hyland. Nationwide, the average public power customer has their lights out for less than half the time, compared to other utilities. “We are proud to receive this recognition. It is a testament to the dedication of our staff to ensure reliable service for our customers,” said Nilaksh Kothari, General Manager and CEO at MPU.

The average outage restoration time of affected MPU customers was 54 minutes in 2018 compared to a 5 year rolling average of 69 minutes. The average outage frequency of the MPU system was 0.35 interruptions per customer in 2018 compared to a 5 year rolling average of 0.30 interruptions per customer. For more information on MPU and its commitment to reliability, visit www.mpu.org.