

Conservation Tip:

Keep the Heat Out

The warmer weather is in its prime and you'll want to save on your energy costs. The less you use indoors, the less your house will heat up. Here are a few tips.

Keep your shades or blinds closed on sunny days especially on your south and west facing windows. This will prevent heat from entering your home, but open them again when the sun goes down to help any extra heat escape.

Avoid cooking on hot days. Instead of using your oven, use a microwave, convection microwave or your grill. This will help with the reduction of heat inside.

Wash your clothes in cold water and hang them out to dry. If you don't like the rough feel of air-dried clothes, partially dry them on the clothesline and finish them in the dryer. This will help with the stiffness.

Don't stand in front of the fridge with the door open. It might feel cool on your skin, but it has to work harder to expel all the heat than creeps in.

Making small changes over the summer months can make a huge difference in your energy bill.



About the Cover

MPU's Water Utility can store up to 9 million gallons of water in elevated towers and underground reservoirs.

The locations include; New York Avenue reservoir, Reed Ave water tower, I-Tech Park water tower, and the Northwest water tower.

The Water Utility is also responsible for the operation and maintenance of over 184 miles of water mains, more than 2,600 water valves and 1,345 fire hydrants in and around the City of Manitowoc.



Contact Us

Online

www.mpu.org

Customer Service

920-683-4600

customerservice@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

The Connection

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News from Manitowoc Public Utilities



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



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Summer Remote Checks are Being Made

Each summer MPU hires several college students to check remote registers on water and electric meters. All homes in the City have an inside water meter, and about 10 percent have an inside electric meter. Outside remote registers are used to avoid having to enter homes for monthly readings.

Over time, the outside remote registers may not keep up to the base meter inside your home. The result is incorrect readings, and the potential for a costly back bill. That's why we try to identify malfunctioning meters and correct the readings before the difference gets too large.

If we visit your residence and you're not home, we will leave a postcard for you to fill out and return. Just follow the easy-to-read instructions on how to read the meter and drop the postcard in the mail.

We thank you for your assistance!

Is My Tap Water Safe?

We occasionally receive a call from a concerned citizen, asking if their tap water is safe to drink. Barring a public announcement related to any rare and unusual water quality events, we proudly say "YES!"

The MPU Water Department is dedicated to providing high quality drinking water to our customers. Our state-of-the-art Microfiltration membrane plant provide an absolute physical barrier to water-borne pathogens like Cryptosporidium and Giardia.

But don't just take our word for it: the EPA and Wisconsin DNR regulate and enforce the Safe Drinking Water Act, to ensure that the water we produce meets all state and federal regulations.



You and your family can feel secure in knowing that Manitowoc's water meets or exceeds all federal and state standards for safe drinking water. The results can be found in the annual Consumer Confidence Report, which is mailed to each water customer each year and can be found on our website www.mpu.org.

Life Support Customers— Be Prepared for Unexpected Power Outages

MPU knows how important electric service is to customers, especially with life support devices. MPU makes every effort to prevent power outages, but sometimes storms, wildlife, and other events cause them to occur.

Customers on electric-powered life support systems are advised to make arrangements to prepare for unpredictable power outages. If you or someone you know depends on electrically powered medical equipment such as a ventilator or kidney dialysis machine for life support, the following tips can help you prepare:

- If you use a cordless phone, remember the phone will not work when the power is off. Cell phones may not work either if the outage is widespread. Many inexpensive non-cordless phones will work in the case of a power outage if they are plugged into an existing phone jack.
- Have an plan in place to ensure continuity of any life-support needs. This might mean traveling to the home of a friend or relative during an outage, or using a back-up generator.
- If you use a back-up generator, be sure it is properly installed and maintained to permit safe operation.
- Some equipment may have battery back-up systems available; make sure they are maintained and tested.
- Keep a battery-powered radio and flashlight nearby, along with a fresh supply of batteries.

Both Holy Family Memorial and Aurora offer a emergency response system which can be used in non-emergency situations. The unit is connected to your phone line and monitored by staff. For information about the programs, contact Holy Family at 920-320-4230, or Aurora at 1-800-508-5527.

MPU cannot predict power interruptions, but recovery time is minimized since our team is on stand-by 24/7!



It's Sprinkling Forgiveness Season

The Sprinkling Forgiveness Program has been established so residential water users will not be charged for sewer usage on water used for lawn and garden sprinkling, car washing and wading pools, since it does not enter the City's Sewage Treatment Plant. A reminder, MPU provides your water service, while the City provides your sewer services.

The Program is in effect from April through October. During these months, the sewer flow portion of your bill is calculated based on the average sewer charges during the previous five months. This is the most that you will pay for sewer charges. You will continue to be charged for water consumption during these months—it is only the sewer portion of your bill that is adjusted.

In order to conserve on water this summer while tending your yard, here are some good habits to maintain:

- Water your lawn and garden in the early morning hours. When you water your plants during the heat of the day, much of the moisture evaporates, wasting both natural resources and your hard-earned dollars.
- Don't water at night as disease is more apt to attack plants under wet, cool conditions.

The water source should be directed at the base of the plants to address the issues mentioned above. Your local lawn and garden store offers tools to help you get the water where it's needed.



Drinking Water Quality Report

The 2014 Annual Drinking Water Quality Report is now located on our website for viewing.

This report is mandated by the Safe Drinking Water Act and details our water sources, the results of our water tests, and how they compare to regulatory standards.

Our tap water met and exceeded every federal and state drinking water health standard last year, and years past.

If you would like to view this report go to www.mpu.org, click on the News & Reports tab, and select Reports & Information. Here you will see the 2014 Drinking Water Quality Report, along with others.