

## Is Your Street Bright at Night?

MPU maintains nearly 5,000 street lights in the City of Manitowoc. Although MPU has an ongoing repair program, malfunctioning lights are usually not noticed during business hours. Your input regarding burnt out or malfunctioning street lights is key to providing quality service at a reasonable cost.

If a street light is humming, buzzing, or blinking, it usually means it's about to burn out. The light is defective if it stays on during the day.

There are two ways in letting us know about a burnt out or malfunction street light. First, you could call our customer service number, 920-683-4600, and leave a message. Or, you can visit our website and click on "Customer Service" then on "Report an Outage or Street Light". You will scroll down and click the red button to fill out the form and submit.

Please specify an exact location, and if possible, write down the six digit pole identification number shown with 2 inch high metallic numerals, usually located on the street side of the pole at eye level.

MPU relies on reports from customers, employees, and the police to keep your streets bright and safe. Thank you for your assistance!

## About the Cover

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 plants provide an absolute physical barrier to water-borne pathogens like Cryptosporidium and Giardia.

The EPA and Wisconsin DNR regulate and enforce the Safe Drinking Water Act, to ensure 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.



## Contact Us

### Online

[www.mpu.org](http://www.mpu.org)

### Customer Service

920-683-4600

[customerservice@mpu.org](mailto: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

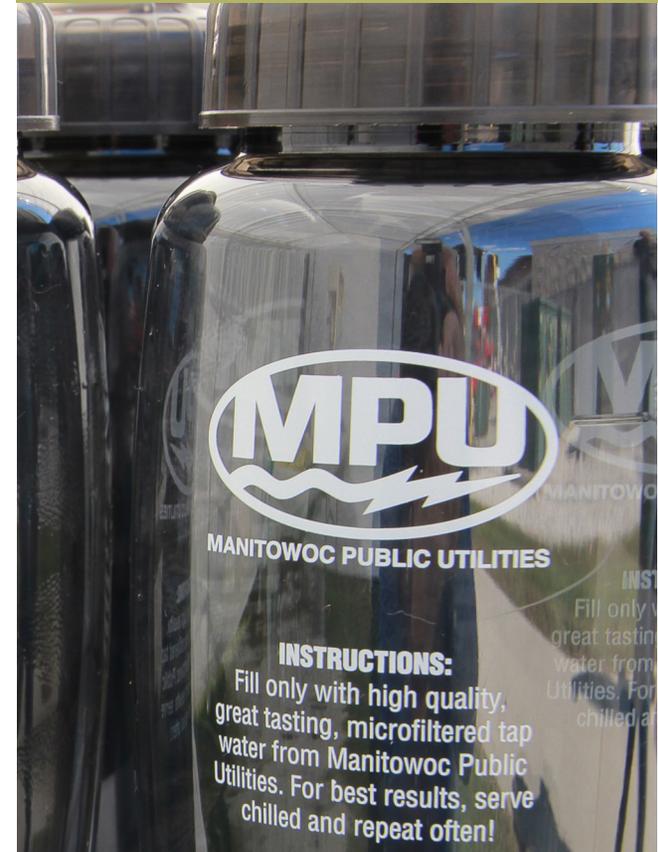


**Manitowoc Public Utilities**  
*Dedicated to providing  
customer-focused utility services*

# The Connection

February 2016

## News from Manitowoc Public Utilities



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## New Website Underway

MPU is currently in the process of developing a new and improved, customer friendly website with the help of Greenleaf Media.

In the Commercial & Industrial Customer Survey conducted in 2014, website enhancement was listed as an area of improvement for better customer service. This was also recommended in the Residential Customer Survey conducted a few months ago.

This website is being created with the customer in mind. It will be user-friendly, have fillable online forms, and easy access to review your account. This new site will allow MPU staff to easily add, remove, and update content, helping our site stay current.

Stay tuned for more information!



## Conservation Corner

### Cash-Back Reward for Smart Thermostat

Focus on Energy is offering a Cash-Back reward for Smart Thermostats!

A Smart Thermostat learns how and when you use your heating and air conditioning system and learn your habits and preferences.

It uses a WiFi connection allowing you to change settings anywhere there is internet connection. Most units come with a smartphone app making this device mobile. It has a built in monitoring system that can track your energy use in real-time and offers charts showing energy use across the week.

Focus on Energy is offering Cash-Back Reward for valid purchases between August 1, 2015 until March 31, 2016 or until fund are exhausted.

The reward offer is for MPU electric customers who have WPS as a natural gas provider. To be eligible, homes must be heated by natural gas. Homes heated by LP Fuel or geothermal systems are not eligible for the reward. This program is limited to one Smart Thermostat Cash-Back Reward per home.

For a list of eligible models or to fill out the application, visit [www.focusonenergy.com](http://www.focusonenergy.com) or contact MPU.

## When Power Lines meet Your Vehicle

We have received a lot of positive comments from Facebook followers after posting a short video, from the PSE, of what to do (and what not to do) if power lines fall on your car following an accident.

If you ever see wires down on your car, best advice is to stay put. Fallen power lines can energize the cars metal body, and the car's tires can insulate the power from ground. If you step out of the energized car, your body could complete the circuit to ground, resulting in electric shock, burns, and even death.

Stay in the car, and wait for rescue personnel to ensure its safe to exit. Alert passerby's to stay clear as well by honking your horn or yelling out the window.

If you must exit the vehicle due to fire, jump clear of the car, avoiding contact with the car and the ground at the same time. You should cross your arms on your chest to help not to touch the car when jumping. Also, keep your feet together to avoid "step potential". The ground around the energized line can be at different voltage levels only a few feet apart, and those voltage differences can be similarly lethal. As you move away from the vehicle a safe distance, shuffle your feet in short steps, or "bunny hop" to avoid voltage differentials.

To view this short, informative video, check out MPU's Facebook page or watch it here: <https://www.youtube.com/watch?v=fLVzvMTgGDY>.

### *If you encounter downed power lines:*

Assume all downed lines are energized.

Do not drive over downed power lines.

Stay in your car.

If in danger, jump away from car and land with both feet together.

Shuffle away to safety (at least 35 feet away). 

## Don't Fall Victim to Scams

Besides making sure that your electricity and water supply is safe and reliable, MPU wants to remind you that we are also dedicated to protecting your safety and security. MPU contacted the City of Manitowoc Police Department, Crime Prevention Committee and the TRIAD committee to help warn citizens of an increase of scams that are hitting the area.

One scam in particular is affecting MPU customers. The scam involves customers being threatened with their power being cut off if they don't get a reloadable charge card within 30 minutes. The caller ID comes up with a 920 number, the male identifies himself by full name, and says he is a MPU employee.

MPU does not use third party collection agencies for any debt collecting. MPU, or any legitimate business, would not demand a reloadable charge card or pre-paid credit card in order to avoid disconnection or service interruption.

If there is ever an issue with your account or of a past due amount, MPU asks for the customer to either call (920) 683-4600 or stop in at 1303 S. 8th Street to discuss the account with one of our customer service representative.



## Scam Prevention Tips

- Slow down
- Ask lots of questions
- Never wire money or use a prepaid card to take care of a transaction
- Do not give out any personal information, no matter what they say
- If the caller is demanding immediate payment– it's a scam
- A legitimate business will never threaten to bring in local police
- Use your best judgment