

Update Your Contact Information with Us

We continuously update our customer records to ensure accuracy and efficiency in maintaining accounts, but our records are only as good as the information we receive.

If you have any changes in your account—such as a phone number change; name change; divorce; death of the account holder; or assignment of power of attorney—please call us so we can update our records.

We often find it necessary to contact customers for various reasons, such as meter testing, checking for stopped meters, etc.

Having accurate customer account information speeds response time and avoids the mutual discomfort and embarrassment of calling for a deceased person or someone who no longer resides in your household.

You can update your customer record by calling one of our customer service representatives at 683-4600.



Safety & Security

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.

When an MPU employee needs to enter your home, he or she will be wearing an MPU uniform, driving an MPU vehicle, and will have an MPU identification badge to show you when asked.

If you ever have a concern about allowing an MPU employee to enter your home, you can call 683-4600 to verify that MPU has sent an employee to your premises and the reason for the visit.

MPU would also like to remind you that if you have ANY questions regarding the validity of a visit, you are encouraged to contact the Manitowoc Police Department by calling 911.

Stay Away from Downed Lines

Violent weather and high winds can occur in any season, and falling tree limbs are a common result. When branches come crashing down around power lines and equipment, more than kindling can end up on the ground. Live electrical wires, telephone lines and other cables are sometimes brought down by falling tree limbs, creating a hazardous situation for anyone nearby.

It is extremely important to stay away from downed power lines or any downed cable or wire. If you are in your vehicle and there is a downed electrical wire anywhere near you, the safest thing to do is to stay in your vehicle until a utility crew comes to de-energize the wire.

This is because electric voltage will disperse in ripples away from the point where electricity is going to ground, and anyone crossing the area or touching the wires could be severely or fatally injured. Anything coming into contact with a downed wire, such as a fence, can become energized with high voltage, too. People inside a vehicle in such a situation are safe, because they are not the path to ground.

Manitowoc Public Utilities would like to remind you that touching a downed electrical wire — or anything in contact with a downed wire — can cause serious injury or even death. For your safety, please follow these simple guidelines:

- Call 911 or your electric utility ANYTIME you see a downed wire. The MPU Electric Emergency telephone number is 683-4622.
- NEVER touch or attempt to move a fallen wire. Don't even walk over it, as the area surrounding the wire may be energized, too.
- Keep away from the wire and anything it touches, including tree branches.
- Be careful when clearing storm-damaged trees or any storm debris near a power pole, which might be hiding downed wires.



Safety First- Call Before You Dig!

Before you dig, you should always know what is below for the safety of you, your family, neighbors and the general public. There are numerous factors that could cause buried lines to shift and come closer to the surface. So, even if you think you know where lines are, one call can help avoid a potentially dangerous situation.

Digger's Hotline is a free service that you use before you do any kind of digging to make sure you don't damage underground lines. State law requires that an excavator contact Digger's Hotline at least three working days prior to the start of an excavation.



**Know what's below.
Call before you dig.**

MPU, and all other utilities in the area, will respond to your request and locate buried utility lines for you.

Call Digger's hotline at (800) 242-8511 or by dialing 811. You can also notify Digger's Hotline or obtain further guidance at www.DiggersHotline.com.