

## Donation Committee

The employees of MPU work side-by-side with the residents of the City of Manitowoc and appreciate opportunities to strengthen our community. In order to responsibly contribute to our community, MPU will consider requests for donations from community organizations which benefit the lives of the majority of citizens within the corporate city limits of the City of Manitowoc. The Policy will be carried out by a Donation Policy Committee comprised of MPU employees. Information on the MPU Donation Policy and Committee and how to make an application can be found on our website at [www.mpu.org/community/donation-policy-committee](http://www.mpu.org/community/donation-policy-committee). Donation requests are considered on a first-come, first-served basis and are limited to the following:

- An established 501(c)3 entity located within the City of Manitowoc other than a political or religious organization.
- A well-established youth activity operating for more than five (5) years in the City of Manitowoc.

All requests must be submitted in writing at least 90 days prior to the funding date.

## About the Cover

Water main breaks are unpredictable, but restoring water service safely is a priority at MPU.

As the weather turns cold, main breaks become more and more common. This can happen due to the pipe material expanding and contracting, corrosion, soil conditions, age, or ground movement.

When a main break occurs, MPU's water crew isolates the pipe by shutting off valves and temporarily placing the water supply out-of-service for the time it takes to complete the repairs. After repairs are complete, the pipes are flushed and the area is cleaned.

MPU's water crew is available 24/7 and can be contacted at 920-683-4633 when there is an emergency.



## Contact Us

### Online

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

### Customer Service

920-683-4600

[mpucustomerservice@mpu.org](mailto: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

January 2020

## News from Manitowoc Public Utilities



Community Owned...Customer Focused



## Energy Assistance

The Wisconsin Home Energy Assistance Program (WHEAP) provides assistance for heating costs, electric costs, and energy crisis situations. Funding is provided through federal and state sources, including a portion of your utility bill with a line item labeled 'Public Benefits'.

Appointments for completing an Energy Assistance application need to be scheduled with Manitowoc County Human Services Department at 683-4300. Appointments may be in person, by mail, or scheduled as a phone interview, depending on availability. Once an application is completed, it will take 4–6 weeks to be processed. Once processed, the benefit will appear as a credit on a future MPU billing statement. (Note—if you use natural gas to heat your home, the credit will appear on a future gas utility billing statement).

Appointments need to be scheduled no later than May 15, 2020. If you have any questions regarding your Energy Assistance Benefit, please call the Human Services Department at 683-4300, or WHEAP at 1-866-432-8947.

## Conservation Corner

### Space Heaters

Chilly nights are upon us, and while you might think supplementing your furnace with a space heater can save you money, do your research! Older "glowing wire" convection space heaters will use around 1500 watts of energy. The average energy cost per month for 5 hours per day of use of these units is over \$20. There are new models of space heaters that are more environmentally friendly and energy efficient, using as little as 400-500 watts. They are also much safer than the older models, and many are adjustable to provide exactly the level of extra heat you require.

A note about safety: if you use a portable space heater, be sure to read and follow the manufacturer's instructions, and follow these three rules:

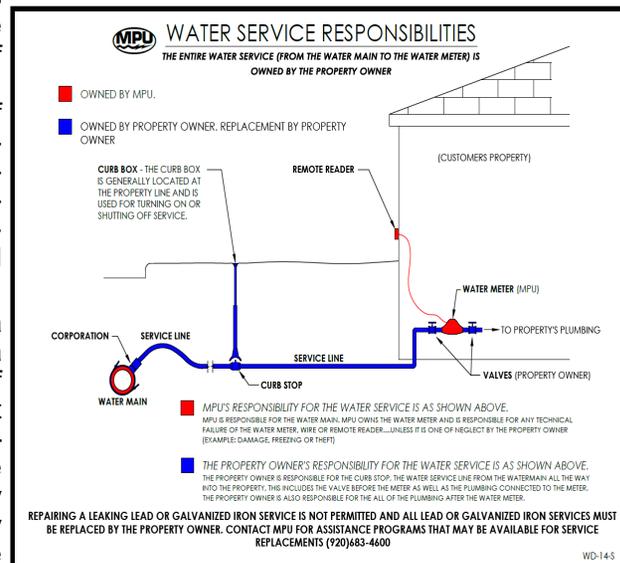
- 1) Leave at least four feet of space between your portable heater and nearby drapes, furniture and bedspreads.
- 2) Don't plug a space heater into an extension cord—extension cords can overheat if used constantly.
- 3) Dry clothes in the dryer—never drape them over a portable space heater.

## 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 (LSL) Replacement Loan Program in City of Manitowoc. In March of 2019, the PSCW approved the program with certain conditions prior to implementation. The PSCW recently finalized the program and tariff in late 2019. 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 a low interest rate of 2.5% for a period of 10 years. In addition, normal and reasonable 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. For 2020 loans, the deadline has been extended to February 28, 2020 due to the timing of regulatory approval. 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.



## AMI Project Update

Manitowoc Public Utilities' electric meter replacement project is nearing completion. Since August, Allegiant Utility Services and MPU meter technicians have replaced over 17,500 electric meters in the City of Manitowoc.

AMI uses state-of-the-art metering and communication technology to permit secure two-way remote communication with utility meters located at businesses and residences in the city. The two way communication will be used to collect daily kilowatt-hour meter readings for billing, monitor system voltages, and provide power outage notifications. Overall, AMI will provide proactive customer service, improve system reliability, and permit more efficient delivery of utility services.

The network of electric meters recently went through rigorous Field Acceptance Testing where the system of meters was verified to be exceeding expectations for data completeness and accuracy. The system has already been used to read meters, identify power outages, and monitor system voltages.

MPU staff is presently working on automatic data transfer from the AMI system to the utility billing system and the new Customer portal, where customers will have on-line access to energy and billing data. More information on the new Customer portal will be forthcoming!