

## Many Ways to Pay at MPU

Manitowoc Public Utilities offers many options to make paying your bill easier.

MPU's office lobby now has an iPad Kiosk 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 \$3.25 per transaction is required.

You can also pay by phone or check your account balances 24/7. To access the system call toll free 1-877-653-0380.

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

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

If you have any questions or would like more information please visit our website at [www.mpu.org](http://www.mpu.org) or call customer service at 920-683-4600.

## 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

[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

January 2017

News from Manitowoc Public Utilities



## Be Kind to Your Meter Reader This Winter



Meter readers read an average of 500 electric and water meters per day—in all kinds of weather. Unfortunately, once the snow begins to fly these hearty folks may be subject to unseen obstacles buried beneath the white stuff. Some of these obstacles are easily removed, like the garden hose left outside after summer's sprinkling, or the rake from fall clean-up.

Other permanent obstacles like shrubbery, plants, and down spouts covered by snow should be marked, so meter readers don't step on them. Additionally, please try to avoid piling snow in front of meters or in the access way to the meters. Although it's not necessary for you to shovel a path to the meter, keeping the access open is greatly appreciated.

If you have any questions, please call Manitowoc Public Utilities at 683-4600.

## Conservation Corner Heating System Tips

The way someone operates their heating system will affect how much energy they use. The following tips will help lower your heating bill and ensure efficiency with your system.

- Setting your thermostat between 68 and 70 degrees when you are at home and then lowering it by at least five degrees when you are away or sleeping will save you about five percent on your heating bill. Try using a programmable thermostat to adjust the temperature automatically.

- Leave the fan switch on your thermostat set to 'auto' unless you have a specific need for additional air circulation. Some choose to operate their fan continuously to even out warm and cold spots in their home, or to provide extra air filtration which may be beneficial to occupants with health concerns. Setting the fan to 'on' will cause it to run all the time adding several hundred dollars to your annual electric bill.



## Is Your Street or Security Light Bright at Night?

MPU maintains nearly 5,000 street and security 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.

Here are the answers to some commonly-asked questions about street lights:

**Q:** What does it mean if a street light is humming or blinking?

**A:** If a street light is humming, buzzing, or blinking (cycling on and off), it usually means that the lamp has reached end of life. Let us know and we will replace the bulb.

**Q:** Why would a street light be on during the day?

**A:** "Day Burners" are common after a thunderstorm but can also be due to a defective photocell. It's always helpful to let us know about these just in case we don't spot it right away.

**Q:** What information do I need to report a street light out or malfunctioning?

**A:** You can let us know the closest street address, intersection, or the six-digit pole ID number (shown with two-inch-high metallic numerals, usually on the street side of the pole at eye level). It is helpful to leave us your phone number, in case the crew has any questions while they are out investigating.

**Q:** Who should I call if I see a problem with a street or security light?

**A:** You can call customer service, 920-683-4600, and either speak with a customer service representative or leave a message after hours. If you have access to the Internet, you can submit the information on our website: [www.mpu.org](http://www.mpu.org). Once there, click on the tab marked "Customer Self Service." Then choose "Report an Outage." Click on "Contact MPU" and fill out the form (you don't have to fill in all the blanks – just give us any information you have) and click on "Submit."

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

## Do You Know Where Your Water Shut-Off Valve is Located?

It's important to know where your valve is located and if it's in working condition.

Every building is required to have an operable main water shut-off valve at the point where the water service enters the dwelling. Most often this valve is located in the basement by the utility water meter, or sometimes in a crawl space, or grade-level mechanical closet. In many homes there will be two shut-off valves, one on either side of the utility water meter.

Water shut-off valves are often hidden in closets or behind storage. And in a lot of cases, a neglected shut-off valve may be inoperable, or may begin leaking if you try operating it. It's a good idea to operate the valves periodically to make sure they work properly.

If your main water shut-off valve does not operate correctly or leaks, you can contact any area plumber to replace it. The plumber will coordinate with an MPU service technician to turn off the water service at the curb, permitting replacement of the valve.

It's recommended to turn off the main water supply if you are leaving home for any extended period of time (this might not be possible if you have a hot water boiler for heat). A broken water pipe can cause serious damage to a property. Leaks can also cost you a large amount of money in water and sewer charges.

Preventive maintenance today will save you potentially costly repairs in the future!