

# Warm Up This Winter, but Keep the Heating Bill Cool

Chilly nights are ahead, and while you might like the idea of turning up the thermostat, the thought of the next gas bill can freeze you in your tracks. Here's an idea that will allow you to keep the warmth right where you need it, when you want it—without heating the whole house and raising the gas bill in the process.

Check out the new space heaters at any local retail store or home center. They are much safer and more energy-efficient than the old “glowing wire” 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.

## About the Cover

MPU and the Village of Reedsville recently entered into a long term intergovernmental agency services agreement, where MPU will provide ongoing operational and management services related to operation of the Reedsville's water and wastewater system.

Under the terms of the agreement, MPU will provide daily staffing and back up support for the utility; prepare necessary budgets; provide reporting to regulatory agencies; and oversee outside service contracts. The Village will be able to tap into MPU's engineering and technical services on an as needed basis.



## 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 2016

News from Manitowoc Public Utilities



## We Need Your Help— Update Your Account Information

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 to your account—such as a phone number; name; divorce; death of the account holder; or assignment of power of attorney—please call us so that 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.



## 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.

## Please Be Kind to Your Meter Reader this Winter



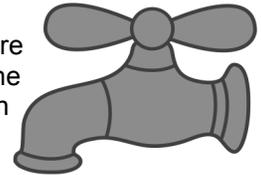
Meter readers read an average of 500 electric and water meters per day—in all kinds of weather. Unfortunately, once the snow begins to fly these hearty folks may be subject to unseen obstacles buried beneath the white stuff. Some of these obstacles are easily removed, like the garden hose left outside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

However, 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 MPU at 683-4600.

## 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 lateral 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!

## Your Renewable Choice— A Cleaner, Greener Future

MPU is offering the Your Renewable Choice program so you can help steer the future of energy production toward renewable sources. These sources include wind and solar power, as well as power generated from the burning of biomass fuels.

As a participant in the Your Renewable Choice program, you are directing MPU to purchase the extra power we need from renewable sources only.

Once you enroll in the Your Renewable Choice program, a monthly charge for the program will appear as a separate line item on your billing statement. The charge will be \$1.70 per month for each block of 100 kilowatt hours of renewable energy that you purchase.

If you purchase one block of renewable energy per month, over one year's time that is the equivalent of saving nearly a half-ton of coal!

Choose a cleaner, greener future. Call Customer Service at 683-4600 to enroll!



Note: Five percent of MPU's 2014 retail power sales came from renewable sources which included wind, hydro, solar, biomass, and biogas. We are hard at work to come up with cost-effective ways to produce more electricity from renewable sources each year.